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Genesys Web Engagement Server

8.5.000.35

12/21/2025

8.5.000.35

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/03/17	General	Unavailable		X		X

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What's New

As of February 8, 2017, this release is no longer available. A critical issue was discovered during testing. If you have already downloaded the software, do not install it.

This release contains the following new features and enhancements:

- The Web Engagement Reporting Dashboards have been reorganized:
 - The Mobile vs. Desktop widget was moved from the Basic Views to the Web Traffic Today Extended View.
 - The Average Visit Duration and Average Page Views widgets were moved from the Web Traffic Today Extended View into the new **GWE - Visit Metrics** Basic View widget. This widget contains the following metrics:
 - Total Pages
 - Total Visit Duration, sec
 - Average Visit Duration, sec
 - Average Page Views
 - Total Visitors

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

You no longer need to restart Web Engagement Server in order to pick up complex, newly deployed rules. Previously, you needed to restart Web Engagement Server in some cases, in order to pick-up newly deployed rules, such as custom rules, for example. (WM-7061)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.35.