GENESYS™

Genesys Web Engagement Server

8.5.100.14

12/25/2025

8.5.100.14

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/31/20	Hot Fix			X		X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Starting with this release of Genesys Web Engagement Server, multiple active chat sessions are now supported in Workspace Web Edition version 8.5.202.71 and later. (WM-8417)

Changes made to pacing-related parameters are now displayed in the user interface without requiring a GWE restart. However, you must still perform a GWE restart to apply the changes to the pacing configuration settings. (WM-8383)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.14.