GENESYS™

Chat Server

8.5.104.07

5/10/2025

8.5.104.07

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/16	General		X	X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- To provide better scalability, high availability, and reduce the UCS load, Chat Server now supports optional storage of intermediate transcripts in Cassandra. Please see Deploying Chat Server with Cassandra for more information.

Resolved Issues

This release contains the following resolved issues:

Chat Server now correctly processes requests for changing the visibility of agents in a session. In release 8.5.103.22, this issue caused an exception in the Platform Software Development Kit (PSDK) in Chat Server replies. (ESR-11525)

Chat Server now correctly processes notices, including `typing on/off`, for Agent Desktop after high availability session restoration. (ESR-11388)

Upgrade Notes

For storage of intermediate transcripts in Cassandra, additional configuration in Chat Server is required. See Deploying Chat Server with Cassandra for more information.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

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List of Release Notes