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Chat Server

8.5.105.05

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Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/16	General		X	X	X	X

Contents

- **1 8.5.105.05**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release contains the following new features and enhancements:

- Documentation regarding data retention (TTL) and sample initialization scripts for automating cleanup procedures in case of failure.
- Ability for agent to alter participant nicknames while a chat session is in progress.
- Improvement to Chat Server load control management (configuration option limit-for-reply-delay). This improvement is essential for deployments running several Chat Server instances.
- New key-value pairs attached at the end of a session describing the reason that the session ended:
 - `csg_SessionEndedBy` indicates the type of user that initiated the end of the session: CLIENT (i.e. end customer), AGENT, SUPERVISOR, SYSTEM.
 - `csg_SessionEndedReason` describes how the session was closed: DISCONNECT, QUIT (participant logged out), FORCE (participant requested that the session be closed), INACTIVE, DB_ERROR
- Support of read receipt notifications. Notification can be used by widgets and desktops to display read receipts to agents and customers.*
- Ability to send notifications to participants when an agent or supervisor joins a chat session for coaching or silent monitoring, based on configuration. The notification message can then be used by Chat Widget or Desktop to notify the respective attendees.*

***Note:** Check the appropriate Genesys Workspace and Widget/GMS releases for compatibility. Custom agent desktops can utilize these features via the corresponding PSDK version.

Helpful Links

Releases Info

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

Product Documentation

eServices

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.105.05.