GENESYS

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Chat Server

8.5.306.03

12/21/2025

8.5.306.03

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/26/19	General			X		X

Contents

What's New

This release contains the following new features and enhancements:

- Support for Oracle Linux 7 operating system. See the eServices page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (CHAT-3448)

- Chat Server now supports outbound chat sessions which were introduced in messaging channels like WhatsApp and others. (CHAT-3426)

- In GMS Chat API Version 2, Chat Server now provides reason codes to explain how a customer has quit a chat session. (CHAT-3417)

- Chat Business Process Sample is now a separate component and no longer included with the Chat Server IP. (CHAT-3414)

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 the following resolved issues:

Chat Server no longer initiates a chat session restoration in High Availability (HA) mode upon receiving a *push notifications unsubscribe* request (`push-flex-unsubscribe`) from GMS. (CHAT-3703)

Chat Server now excludes the initial routing time from the agent reply time in the reporting metrics. (CHAT-3351)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.306.03.