GENESYS

Chat Server

8.5.307.04

5/10/2025

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

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/31/19	Update			X		X

Contents

What's New

This release contains the following new features and enhancements:

- Chat Server now supports Cassandra 3.11 in HA (high-availability) mode. (CHAT-3481)

- Support for two new historical reports for GCXI: Chat Engagement Report and Chat Session Report. (CHAT-3461, CHAT-3460)

- A new configuration option, async-chat-enforce, forces Chat Server to process all chat sessions as async. (CHAT-3455)

- The addition of the following ESP methods: CloseSession and GetSessionInfo. Refer to the Chat Server documentation for more information. (CHAT-3454)

- The following pages were added to the Chat Server documentation:

  - Overview

  - Deployment guidelines for async and regular chat

  - Rich Messaging Support

    (CHAT-3356)

Helpful Links

Releases Info

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

Product Documentation

Genesys Engage Chat

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 8.5.307.04.