GENESYS™

Chat Server

8.5.309.17

5/10/2025

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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
12/19/19	Update			X		X

Contents

What's New

This release contains the following new features and enhancements:

- Introduced a new ESP request, `PlaceOnHold`, that allows the workflow to place async chat interactions on hold. (CHAT-3602)

- Introduced support for Interaction Acceptance Report in Genesys Customer Experience Insights (GCXI), which is used to view statistics such as the amount of time it took for agents to accept interactions, and the number and percentage of interactions that were accepted quickly, or with a delay. (CHAT-3570)

- Introduced new Key Performance Indicator (KPI) health counters which report the number of async and dormant chat sessions present in the workflow. (CHAT-3566)

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 leaks memory upon a session closure when the chat session is moved to another instance of Chat Server in High Availability mode. (CHAT-3611)

If the `ContactId` is provided in the `userdata`, this information is now used for contact identification if it is enabled by the identifyCreateContact option. (CHAT-3608)

When running in cluster mode (in other words when a web application is subscribed to either mobile or custom push notifications), Chat Server no longer permits establishing a CometD connection if the specified Genesys Mobile Services (GMS) node is not registered. (CHAT-3593)

Chat Server now correctly initializes flex-push-timeout when the web chat application establishes a new CometD connection without closing the existing CometD connection. Previously, in certain instances, the `flex-push-timeout` initialization could lead to the premature removal of the chat participant from the chat session during an active CometD connection. (CHAT-3589)

Chat Server now sets the most recent async status (`GCTI_Chat_AsyncStatus`) after the session is restored. Previously Chat Server would automatically set the status with 2 after a session restoration.

8.5.309.17

(CHAT-3576)

Chat Server now reports the correct value in the KPI health counters for `sessions_waiting_agent` after a session restoration. (CHAT-3565)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.309.17.