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Chat Server

8.5.315.05

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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	Mac	Solaris	Windows
01/31/22	Update			X			X

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What's New

This release contains the following new features and enhancements:

- Chat Server now provides the ability to exclude specific messages (such as temporal notifications from the Workflow) from being saved in a chat session transcript. This functionality is described in a new configuration option, transcript-content-control. (CHAT-3828)
- The Chat solution now provides the ability to send intermediate updates to historical reporting for long-running async chat sessions. For more information on intermediate updates, see "Configure Chat Server" in [Setting up historical reporting](#). (CHAT-3802)

Helpful Links

Releases Info

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

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

Chat Server now provides the ability to resume sending push notifications and to enforce the flex-push-timeout option after a chat session restoration by Agent Desktop or the Workflow. Previously, push notifications and **flex-push-timeout** was resumed only after a session restoration from the customer side. A new configuration option session-restore-push-send must be set to true to enable this functionality. (CHAT-3821)

When Agent Desktop provides the personId (implemented in Genesys Workspace Desktop Edition), Chat Server now only counts the participant once in the csg_PartiesAsAgentCount during the **Hold** and **Resume** operations for async chat. (CHAT-3472)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.315.05.
