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eServices Manager Plug-in for GAX

8.5.000.13

12/23/2025

8.5.000.13

eServices Manager Plug-in for Administrator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/25/15	General			X		X

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What's New

This release contains the following new features and enhancements:

- This is the initial release of eServices Manager, a plugin for Genesys Administrator Extension that gives you the tools to:
 - Create and manage Standard Responses.
 - Customize the Standard Responses using Field Codes.
 - Create and manage Screening Rules.
- You can associate Screening Rules with Categories in the eServices Manager Plug-in for Administrator. Screening Rules appear in the Category Tree under the associated Categories.
- The following operating systems are supported:
 - Windows 2008 64-bit
 - Windows 2012 64-bit
 - RHEL 5 64-bit
- The following browsers are supported:
 - Internet Explorer 11
 - Chrome (44)
 - Firefox (38)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.13.

Helpful Links

Releases Info

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

Product Documentation

[eServices](#)

Genesys Products

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