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eServices Manager Plug-in for GAX

8.5.300.09

12/20/2025

8.5.300.09

eServices Manager Plug-in for GAX Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 09/27/17 | General | | | X | | X |

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What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 7 operating system. See the [Supported Operating Environment: eServices](#) page for more detailed information and a list of all supported operating systems.
- You can now bulk import standard responses using an Excel file (xls/xlsx).
- eServices Manager now supports additional privileges for role-based access.
- You can now search for specific standard responses, field codes, and screening rules using various options and criteria.

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:

The **Marker** option in the standard response HTML editor now functions properly. Previously, you could select this option but it did not highlight the selected text. (KM-3500)

When updating screening rules, eServices Manager now correctly saves changes to assigned categories and relevancy levels. Previously in this scenario, GAX displayed an error. (KM-3494)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.09.