Genesys SR Service

8.5.204.04

12/20/2025

8.5.204.04

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/16/15	General	Under Shipping Control						X

Contents

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of the Genesys SR Service.

- Support for the After Call Work agent state.

- Support for client authentication with Workspace Web Edition.

Corrections and Modifications

This release contains the following correction and modification:

The Screen Recording Client now automatically upgrades to all versions. Previously, if upgrading the Screen Recording Client from a version previous to 8.5.204.04 build 297, you had to use the full upgrade setup file. (GIR-1202)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes