



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Web Services and Applications

8.6.000.04

12/15/2025

---

## Contents

- [1 8.6.000.04](#)
  - [1.1 Helpful Links](#)
  - [1.2 What's New](#)
  - [1.3 Resolved Issues](#)
  - [1.4 Upgrade Notes](#)

# 8.6.000.04

## Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/29/24	General			X			

### What's New

This is the first Generally Available (GA) release of Genesys Web Services and Applications (GWS) v8.6. This release includes the following new features and enhancements:

- **Platform Service** - replaces the **Configuration Service**. The Platform Service provides:
  - All Configuration APIs from the Configuration Service.
  - Enhanced caching capabilities.
  - APIs to support management of Outbound capabilities.
- **Performance optimizations** for large deployments.
- **Deployment optimization** - the SQL database required for GWS 8.6 in previous restricted release is now made optional. A SQL database is needed only for deployments which use Custom Contacts or Custom Settings as persistent data.
- Changes in the default timer now refreshes the complete cache in shorter intervals offering more resiliency against conditions that could result in a stale cache.
- **Documentation enhancements**
  - Included reference [Deployment models](#) and [Sizing](#) for different contact center sizes based on the number of agents/clients.
  - Updated configuration option descriptions for options introduced in GWS v8.6.
  - A detailed article on how [Caching](#) works in GWS 8.6.

### Helpful Links

#### Releases Info

- [List of 8.6.x Releases](#)
- [8.6.x Known Issues](#)

#### Product Documentation

- [Web Services and Applications](#)

#### Genesys Products

- [List of Release Notes](#)

## Resolved Issues

This release contains includes the following resolved issues.

- Multiple documentation corrections for configuration options. (GWS86-948)
- Updated software libraries to resolve vulnerabilities. (GWS86-946)

## Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.04.