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Web Services and Applications

8.6.000.08

12/14/2025

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8.6.000.08

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/08/24	General			X			

What's New

This release contains the following new features and enhancements:

- The Permission Control features in Genesys Web Services (GWS) 8.6 has been enhanced such that the Supervisor operations are allowed only for Supervisor's direct Agents. Previously, Supervisors were able to monitor Agents outside of their Agent Groups. (GWS86-73)
- GWS 8.6 now supports Single Tenant Configuration Server's deployment type. (GWS86-1140)
- GWS 8.6 now supports standalone Redis for development purposes. (GWS86-1170)

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 the following resolved issues:

Genesys Knowledge Center (GKC) no longer displays articles incorrectly in Workspace Web Edition (WWE) when the Agent handles two or more interactions simultaneously. (WWE-4911)

GWS now supports configurations in which multiple Agents were assigned to the same default Place. (GWS86-1157)

The Agent states selected from the drop-down list in WWE are no longer lost if the Agent re-logs in or manually refreshes the browser. (GWS86-1156)

GWS Platform Service now supports Oracle SIDs from the **tnsnames.ora** file. Previously, the service supported Oracle database only through the **host**, **port**, and **database** parameters from the **environment.yaml** file. (GAPI-39213)

GWS Platform Service now supports encryption for password fields in the **environment.yaml** file. (GAPI-39065)

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.08.