GENESYS™

Web Services and Applications

8.6.000.10

12/15/2025

Contents

8.6.000.10

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/11/25	General			X			

What's New

This release contains the following new features and enhancements:

- Genesys Web Services (GWS) 8.6 now supports Mutual TLS (MTLS) for Elasticsearch and Redis Connection. For more information about configuration, see HTTPS for Elasticsearch and HTTPS for Redis.

Helpful Links

Releases Info

- List of 8.6.x Releases
- 8.6.x Known Issues

Product Documentation

- Web Services and Applications

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Resolved Issues

This release contains the following resolved issues.

The SAML log in and log out endpoints can now be configured in GWS 8.6 through SAML 2.0 APIs that are equivalent to the SAML APIs in GWS 8.5. Previously, the log in and log out endpoints for SAML could not be configured properly. For configuring SAML 2.0 APIs, refer the SAML mapping table. (GWS86-1212)

Agents in chat-only environments can now accept the inbound chats though they do not have access to the phone number attribute. Previously, in such environments, the agent was unable to accept inbound chats. (GWS86-1225)

The **logback.xml** file is now compatible with the latest version of Spring Boot. (GWS86-1236)

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.10.