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Genesys Co-browse Plug-in for Workspace Desktop Edition

8.5.003.04

12/21/2025

8.5.003.04

Genesys Co-browse Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/08/16	General					X

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What's New

This release contains the following new features and enhancements:

- This release is compatible with the 8.5.003.04 releases of Genesys Co-browse Server and Genesys Co-browse Sample Reporting Templates.
- By default, agents are now prohibited from handling more than one co-browsing session at the same time. You can disable one-session limitations and configure the number of simultaneous co-browsing sessions an agent can participate in with the `agentSessionsLimit` option in the `cobrowse` section of the Workspace Desktop Edition application.

When an agent is busy with a co-browsing session and a session limitation is enabled, other customers can still start additional Co-browse sessions from their browsers but the sessions immediately end with a configurable notification explaining the agent is currently busy with another Co-browse session. See [Localization](#) to configure this message.

Currently, only Workspace Desktop Edition supports multiple-session limitations. Support for Workspace Web Edition will be added in a later release.

Note that in Workspace Desktop Edition you can override any option on the agent group and agent levels, [WDE Configuration Options and Annexes](#).

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Genesys Co-browse](#)

[Genesys Products](#)

[List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.04.