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Genesys Knowledge Center Plug-in for Workspace Desktop Edition

Release Notes 8.5.x

3/14/2023

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Genesys Knowledge Center Plugin for Workspace Desktop Edition 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Genesys Knowledge Center Plugin for Workspace Desktop Edition. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.304.33	03/15/23	General			X		X
8.5.304.11	07/06/18	Hot Fix					X
8.5.304.10	03/15/18	Hot Fix					X
8.5.303.14	06/13/17	General					X
8.5.302.09	04/14/17	Hot Fix					X
8.5.302.05	12/22/16	General					X
8.5.300.12	11/09/16	General					X

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.200.15	03/03/17	Hot Fix					X
8.5.200.14	09/16/16	Hot Fix					X
8.5.200.11	04/29/16	Hot Fix					X
8.5.200.09	03/29/16	Hot Fix					X
8.5.200.08	03/11/16	General					X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.11	08/28/15	General					X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Genesys Knowledge Center](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the [Genesys Supported Operating Environment Reference Guide](#).

There are no discontinued items for this product.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Genesys Knowledge Center Plugin for Workspace Desktop Edition, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

Related Resources

For additional information about Genesys Knowledge Center Plugin for Workspace Desktop Edition, see the following documentation:

- The documentation related to this software is available from the [product](#) page.
- The [Genesys Knowledge Center Deployment Guide](#) provides details about installing and configuring Genesys Knowledge Center Plugin for Workspace Desktop Edition .
- The [Genesys Knowledge Center](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including

requirements, supported versions, and any conditions or limitations for Genesys Knowledge Center components.

Release Notes for other Genesys components are available [here](#).

Known Issues and Recommendations

Genesys Knowledge Center Plug-in for Workspace Desktop Edition

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Knowledge Center Plug-in for Workspace Desktop Edition. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

If WDE has been deployed using "ClickOnce", the plugin will be installed into the wrong place. To fix this issue:

- From <WDE installation folder> cut files Genesyslab.Desktop.Modules.Knowledge.dll, Genesyslab.Desktop.Modules.Knowledge.pdb, Newtonsoft.Json.dll, RestSharp.dll, and System.Net.Http.Formatting.dll. Paste them into <WDE installation folder>\InteractionWorkspace.
- From <WDE installation folder>\Languages cut Genesyslab.Desktop.Modules.Knowledge.en-US.xml file and paste into <WDE installation folder>\InteractionWorkspace\Languages.

Restart your WDE client and upload updates. The plugin should now be available.

ID: **GK-3526**

Found In: **8.5.300.01**

Fixed In:

Currently the CMS HTML editor has stopped inserting line breaks after each list-related html tag. The break was treated as extra bullets in the embedded WDE html editor. To fix this issue, documents with this list problem should be opened and saved in CMS.

ID: **GK-3442**

Found In: **8.5.300.01**

Fixed In: **8.5.300.07**

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.3

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Genesys Knowledge Center Plug-in for Workspace Desktop Edition, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.304.11

Genesys Knowledge Center Plugin for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/06/18	Hot Fix					X

What's New

This release synchronizes the Genesys Knowledge Center Plugin for Workspace Desktop Edition libraries with updates to [Genesys Knowledge Center CMS](#).

Helpful Links

Releases Info

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

Resolved Issues

This release contains no resolved issues.

Product Documentation

[Genesys Knowledge Center](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.11.

8.5.304.10

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/15/18	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Agents are now able to view all the documents within a category while browsing the knowledge base in Workspace. Previously, agents were only able to view the first 10 documents within a category. (GK-5623)

Product Documentation

[Genesys Knowledge Center](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.10.

8.5.303.14

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/13/17	General					X

What's New

This release contains the following new features and enhancements:

- Support for tree structures for knowledge base categories.

Helpful Links

Releases Info

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

Product Documentation

[Genesys Knowledge Center](#)

[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 8.5.303.14.

8.5.302.09

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/14/17	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Workspace no longer freezes when an agent accepts a second interaction. Previously, this might have occurred under some conditions (including specific configurations). (GK-4456)

Product Documentation

[Genesys Knowledge Center](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.09.

8.5.302.05

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/16	General					X

What's New

This release contains the following new features and enhancements:

- Knowledge Center Plugin has better integration with the Genesys Widgets by automatically retrieving context on customer conversations in chat during a deflection attempt. This functionality is supported in Genesys Widgets 8.5.004.17 and later versions.
Note: Default values of language attached data key are different in Genesys Widgets and Knowledge Center plugin for Workspace. This is done to prevent overwriting the "Language" key value that might be set by eServices. Align these values according to your environment setup.

Helpful Links

Releases Info

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

Product Documentation

[Genesys Knowledge Center](#)

[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 8.5.302.05.

8.5.300.12

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/09/16	General					X

What's New

- Support for multi-regional languages including:
 - Portuguese (Brazilian)
 - Spanish (Spain)
 - German
 - French (France)
 - French (Canada)
- Indication of new and updated content.
- Spell checking.
- Support for HTML content.
- Custom field filtering.

Helpful Links

Releases Info

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

Product Documentation

[Genesys Knowledge Center](#)[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 8.5.300.12.

Release 8.5.2

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Genesys Knowledge Center Plug-in for Workspace Desktop Edition, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.200.15

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/03/17	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Previously, under some conditions (including specific configurations), Workspace froze when an agent accepted a chat interaction. This issue has now been fixed. (GK-4089)

Product Documentation

[Genesys Knowledge Center](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.15.

8.5.200.14

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/16/16	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

The WDE Knowledge plugin no longer consumes additional memory that would gradually increase with every interaction handled by the agent. (GK-3372)

Product Documentation

[Genesys Knowledge Center](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.14.

8.5.200.11

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/16	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- The Knowledge Center plugin now automatically pre-selects the search language to the language specified in the value of the "gkc.language" key found in the attached data of the interaction. If the language is not set, it selects the last language the agent used.
- When searching the Knowledge Base, documents in the returned results window now indicate whether they have been recently created or updated.

Helpful Links

Releases Info

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

Product Documentation

[Genesys Knowledge Center](#)

[Genesys Products](#)

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

This release corrects an issue where the **Copy Content** button would sometimes disappear from the opened knowledge document. (GK-3062)

The Knowledge Center plugin now notifies the user if it cannot contact the Knowledge Center Server. (GK-3061)

This release corrects an issue where the Response tab would wrongly display the Knowledge tab information during an interaction. (GK-2377)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.11.

8.5.200.09

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/29/16	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

The plugin now includes all necessary libraries in the installation package. Previously, in some environments, the plugin was not able to work correctly due to a missing library (Microsoft.mshtml, Version=7.0.3300.0). (GK-2992)

This release corrects a scenario in which the **knowledge** tab sometimes opened with no information provided. This happened when the plugin was not able to get information about the current interaction. (GK-2991)

Product Documentation

[Genesys Knowledge Center](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.09.

8.5.200.08

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/16	General					X

Video Demonstrations

- [New Features of the Genesys Knowledge Center Plugin for Workspace Desktop Edition \(part 1\)](#)
- [New Features of the Genesys Knowledge Center Plugin for Workspace Desktop Edition \(part 2\)](#)
- [New Features of the Genesys Knowledge Center Plugin for Workspace Desktop Edition \(part 3\)](#)

What's New

This release contains the following new features and enhancements:

- **My Documents:** Agents now have the ability to view the documents that they have authored.
- **Favorites:** Agents now have the option to Favorite the content that they use frequently.
- **Feedback comments:** When viewing content, customers and agents can now provide feedback on that content through commenting.
- **5-star ratings:** When viewing content, customers and agents can now provide feedback on that content using a 5-star rating.
- **Federated Search:** When customers and agents execute a search, the system now searches across all knowledge bases. Customers and agents are no longer required to execute the same search multiple times for different knowledge bases.
- **User Interface Update:** There are now tabs for for **Ask**, **Browse**, **History** on the Workspace plugin.
- **Access Controls for Agent Authoring:** A configurable option now enables or disables agent permissions

Helpful Links

Releases Info

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

Product Documentation

[Genesys Knowledge Center](#)

[Genesys Products](#)

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around authoring drafts on new content.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.08.

Release 8.5.1

Genesys Knowledge Center Plug-in for Workspace Desktop Edition Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Genesys Knowledge Center Plug-in for Workspace Desktop Edition, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.100.11

Genesys Knowledge Center Plugin for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/28/15	General					X

What's New

- Workspace Desktop Plugin localization for French, German, Portuguese, and Spanish
- Plugin enables agents to:
 - work with knowledge bases in multiple languages
 - view attachments within found answers
 - post comments to documents that don't match their questions, allowing documents to be improved
- Added browsing capability, allowing navigation through the content of knowledge bases
- Added support for formatted content in the documents
- Multiple minor improvements to interfaces around the agent experience for the Workspace Desktop integration

Helpful Links

Releases Info

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

Product Documentation

[Genesys Knowledge Center](#)

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 8.5.100.11.
