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Workspace Plugin for Skype for Business

8.5.000.68

12/22/2025

8.5.000.68

Workspace Plugin for Skype for Business Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/05/16	General	Under Shipping Control				X

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What's New

This release contains the following new features and enhancements:

- Support for storing incoming and outgoing Instant Messaging (IM) content through the Workspace Desktop Edition (WDE) in the Universal Contact Server (UCS) database when WDE is connected to UCS. See [Handling IM Transcripts](#) for details. (WPLYNC-555)
- Support for the Windows 10 64-bit Compatibility mode operating system. See the [Supported Operating Environment: Multimedia Connector for Skype for Business](#) page for more detailed information and a list of all supported operating systems. (WPLYNC-594)
- Support for the new configuration option, **lync.voice-escalation-auto-answer**, in the **interaction-workspace** section of the WDE application. This option specifies whether a voice escalation call is auto-answered (a value of true), or an agent answers a call manually (a value of false). By default, the option is set to true, and calls are auto-answered. (WPLYNC-519)

Helpful Links

Releases Info

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

Product Documentation

[Multimedia Connector for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

If a call is transferred after a conference, it is now correctly displayed in the interaction window. Previously, it appeared as a consultation in the interaction window. (WPLYNC-364)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.68.

Supported Languages

See [Release 8.5.0 Translation Support](#).