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Workspace Plugin for Skype for Business

Known Issues and Recommendations

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The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workspace Plugin for Skype for Business. 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.

If a supervisor is monitoring or coaching an agent and accepts a second call, the supervised call is placed on hold and cannot be retrieved by the supervisor. To avoid this problem do not accept additional calls during a supervision session.

ID: **WPLYNC-1629**	Found In: **8.5.002.00**	Fixed In:

A desynchronization occurs between the Skype for Business client and the Skype for Business server when an agent mutes a call and then puts the call on hold or accepts a second, direct incoming call from the Skype for Business toast, causing Skype for Business to place the first call on hold. Even if the agent now resumes and unmutes the call, it is not correctly resumed. To avoid this problem, do not mix mute and hold, and do not accept direct calls while engaged on a Genesys call.

To recover from a situation where the call cannot be correctly resumed, it is necessary to unmute and mute the call repeatedly while attempting to resume the call at every step.

ID: **WPLYNC-1614**	Found In: **8.5.001.09**	Fixed In:

When an agent handling a call controlled by Genesys receives a second, direct (non-Genesys) call to the Skype for Business client, if the agent answers the second call using the Skype for Business toast without first placing the Genesys call on hold, the agent is unable to resume the Genesys call when the second call is released. This is caused by a desynchronization between the Skype for Business client and the Skype for Business server. To avoid the problem, the agent must either place the Genesys-controlled call on hold before answering the second direct call, or set the T-Server option handle-direct-calls to true, so the second call becomes a Genesys-controlled call as well.

To recover from a situation where the call cannot be correctly resumed, it is necessary to unmute and mute the call repeatedly while attempting to resume the call at every step.

The limitation is corrected in version 8.5.002.00 if the Plugin is configured to use the BeginAccept method.

ID: **WPLYNC-1591**	Found In: **8.5.001.07**	Fixed In: **8.5.002.00**

With the option **lync.allow-consult-from-held** set to `true`, when the agent makes a secondary

consultation call from a held consultation call after the original primary call is released, the agent receives the inappropriate warning "Consultation barred until Primary call is connected". The agent should retrieve the held consultation call using the **Resume** button for the secondary consultation call to succeed.

ID: **WPLYNC-1588**	Found In: **8.5.001.07**	Fixed In:

WDE release 8.5.130.04 cannot be used with any Skype for Business Workspace Plugin version.

ID: **WPLYNC-1585**	Found In:	Fixed In:

If the Plugin is started in a mode consistent with the T-Server **handle-direct-calls** setting, it fails to send a request to T-Server even if **lync.notify-startup-mode** is set to `true`. Consequently, T-Server fails to lock the setting, and dynamic configuration option changes can result in T-Server behavior inconsistent with the plug-in mode.

ID: **WPLYNC-1515**	Found In: **8.5.001.01**	Fixed In: **8.5.001.02**

The configuration option **[interaction-workspace]/lync.voice-escalation-auto-answer** has the wrong default value (`false`) in the application template, though the value is correct (`true`) in metadata.

ID: **WPLYNC-1459**	Found In: **8.5.000.90**	Fixed In: **8.5.001.02**

The configuration option **[interaction-workspace]/lync.sfb-window-state** is missing from the application template.

ID: **WPLYNC-1458**	Found In: **8.5.000.90**	Fixed In: **8.5.001.02**

If an agent rejects a routed IM call, and the call is routed to another agent, the conversation window is not hidden.

ID: **WPLYNC-1454**	Found In: **8.5.000.90**	Fixed In:

1. Customer 1 makes a voice call to a WDE agent and the agent accepts the call.
2. Customer 2 makes a voice call to the same WDE agent and the agent accepts the call.
3. The first call is automatically put on hold. The WDE agent then escalates the Customer 1 call to add IM.
4. Customer 1 should see the escalated IM call but does not.

ID: **WPLYNC-1442**	Found In: **8.5.000.90**	Fixed In:

When two agents are on an escalated voice-and-IM call and another participant is added by single-step conference, releasing the voice call results in an IM window that is not hidden.

ID: **WPLYNC-1417**	Found In: **8.5.000.90**	Fixed In:

When two agents are on an escalated voice-and-IM call and another participant is added by single-step conference, releasing the voice call results in an IM window that is not hidden.

ID: **WPLYNC-1410**	Found In: **8.5.000.90**	Fixed In:

The Agent's video button is currently enabled in error before the remote party (customer) has added video. The Agent should be able to add video only after the remote party (customer) has added video.

ID: **WPLYNC-1403**	Found In: **8.5.000.90**	Fixed In:

If a voice call is escalated to IM, the WDE Interaction Window should show both IM and voice to be part of the same call. However, on occasions it shows them as two separate calls.

ID: **WPLYNC-1401**	Found In: **8.5.000.90**	Fixed In:

Microsoft Issue: When an Agent receives a video call, the Lync SDK can indicate the state of the video stream. If the remote client stops all video, then the Lync SDK should provide indication that no video is received from the video stream, but fails to do so.

ID: **WPLYNC-1398**	Found In: **8.5.000.90**	Fixed In:

If a voice call is escalated to IM and the receiving side accepts the Skype for Business toast for the IM, the resulting conversation window cannot be hidden.

ID: **WPLYNC-1382**	Found In: **8.5.000.86**	Fixed In:

Conversation windows of supervisor parties are not suppressed by the conversation window suppression feature.

ID: **WPLYNC-1373**	Found In: **8.5.000.86**	Fixed In:

Genesys recommends using only the value `registry` in option **lync.parallel-gui**. Other values for this configuration option that controls whether WDE starts in parallel or suppression mode might produce unexpected results.

ID: **WPLYNC-1359**	Found In: **8.5.000.86**	Fixed In:

When an agent is in a voice-and-IM conference with a second agent, only the voice part of the call is disconnected if the second agent selects Delete from Conference. The IM part of the call remains connected.

ID: **WPLYNC-1072**	Found In: **8.5.000.81**	Fixed In: **8.5.000.83**

When an IM call is escalated to an audio call and the agent on this audio call makes a consultation

call to another agent and then transfers the call, the Case Information and the Note in the interaction of the transferring agent do not indicate the transfer.

ID: **WPLYNC-1034**	Found In: **8.5.000.77**	Fixed In:

If a multimedia IM and audio call from a customer to an agent is conferenced to another agent that has no IM capability, and the originating agent performs a Delete From Conference operation, this operation is applied only to the audio call and not to the IM call.

ID: **WPLYNC-1033**	Found In: **8.5.000.77**	Fixed In:

If an agent receives a second audio call and answers it while the first audio call is in progress, the agent must press the **Resume Call** button twice to retrieve the first call from hold.

ID: **WPLYNC-1026**	Found In: **8.5.000.77**	Fixed In:

After a two-step conference via ISCC from a Skype for Business agent to a SIP Server agent, the party information contains incorrect information about the call participants.

ID: **WPLYNC-988**	Found In: **8.5.000.77**	Fixed In: **8.5.000.90**

If a conversation contains IM within a Skype call, and the Agent attempts to transfer or conference this call to SIP, the call will be transported between the Skype for Business T-Server and the SIP T-Server via ISCC. ISCC allows only voice communication to be interchanged, and therefore the IM part of the conversation will not be available on the SIP side.

ID: **WPLYNC-965**	Found In: **8.5.000.77**	Fixed In:

Escalation of Voice to IM in Consult calls leads to the creation of an IM conference for all participants.

ID: **WPLYNC-952**	Found In: **8.5.000.74**	Fixed In:

In a call supervision scenario, an observer does not have the proper connection icon on the Workspace Desktop if a monitored agent escalates an IM conference to voice.

ID: **WPLYNC-922**	Found In: **8.5.000.77**	Fixed In:

If an agent makes a single-step conference to a routing point and the call is routed to a destination, the destination of routing cannot be deleted from the conference by the agent.

The same limitation applies to scenarios involving two-step conference to a routing point, if a conference is completed before a consultation call is routed to a destination.

ID: **WPLYNC-921**	Found In: **8.5.000.68**	Fixed In:

In supervision scenarios with voice escalated to IM, an observer cannot release a call.

ID: **WPLYNC-840**	Found In: **8.5.000.70**	Fixed In:

If a note is updated by an agent during an IM conference, it might not be visible to another agent.

ID: **WPLYNC-718**	Found In: **8.5.000.68**	Fixed In:

If an agent accepts a video call and then accepts a voice call, the Skype for Business client places the video call on hold automatically. That video call cannot be retrieved.

ID: **WPLYNC-627**	Found In: **8.5.000.63**	Fixed In:

In an IM transcript scenario, if names do not exist within a contact ID, the text display line is displayed incorrectly in the **My History** tab.

ID: **WPLYNC-616**	Found In: **8.5.000.63**	Fixed In: **8.5.000.70**

During an IM-to-voice escalation, if an agent initiates and completes a voice conference IM, the Workspace Plugin does not add new conference members to the chat interaction.

ID: **WPLYNC-580**	Found In: **8.5.000.63**	Fixed In:

When an agent uses Skype for Business to invite another agent into an IM conference, the **Reject** button in the WDE toast does not work.

ID: **WPLYNC-541**	Found In: **8.5.000.63**	Fixed In:

If, after a conference completion, a user restarts the video call, an agent might not see video of that user.

ID: **WPLYNC-527**	Found In: **8.5.000.63**	Fixed In: **8.5.000.83**

If an agent plugs in a video camera after a consultation with another agent is ended, it might start a voice/video/IM conference.

ID: **WPLYNC-514**	Found In: **8.5.000.63**	Fixed In:

The physical CD for Multimedia Connector for Skype for Business does not include the following Plugin files:

- Interaction_Workspace_Plugin_For_Microsoft_UC_850.apd
- Interaction_Workspace_Plugin_For_Microsoft_UC_850.xml

ID: **WPLYNC-507**	Found In: **CD 8.5.000.04**	Fixed In: **CD 8.5.000.05**

During a video conference with three agents, the first agent cannot see the video of the third agent.

The problem does not occur when a call is initiated by the customer instead of the agent.

ID: **WPLYNC-492**	Found In: **8.5.000.63**	Fixed In:

A video started by the third participant in a single-step conference is not shown to the first participant.

ID: **WPLYNC-474**	Found In: **8.5.000.63**	Fixed In:

If a video camera is not available when the audio call is established, it is impossible to initiate a video escalation even if a participant plugs in the camera during the call.

ID: **WPLYNC-468**	Found In: **8.5.000.63**	Fixed In:

When an IM call is escalated by the originator to a voice call, the call appears as a separate interaction bar on the receiving side.

ID: **WPLYNC-443**	Found In: **8.5.000.47**	Fixed In: **8.5.000.63**

Workspace Plugin reports incorrect CallingParty information in the Ringing toast.

ID: **WPLYNC-422**	Found In: **8.5.000.47**	Fixed In:

If an agent physically disconnects the camera during a video interaction, the video channel state changes to `invalid`.

ID: **WPLYNC-413**	Found In: **8.5.000.47**	Fixed In: **8.5.000.63**

When an agent makes an IM call to another agent and then initiates an IM conference with a second agent, the call originator can only remove the second agent from the IM conference and not the first one.

ID: **WPLYNC-378**	Found In: **8.5.000.47**	Fixed In: **8.5.000.63**

If a call is transferred after a conference, it appears as a consultation in the interaction window.

ID: **WPLYNC-364**	Found In: **8.5.000.47**	Fixed In: **8.5.000.68**

The invitation toast for an IM or voice conference shows the information for the person who initiated the IM or voice call first, not the information of the person who is inviting now.

ID: **WPLYNC-332**	Found In: **8.5.000.47**	Fixed In:

T-Server incorrectly generates attributes in EventRinging as a result of executed SingleStepTransfer. Specifically, T-Server does not provide AttributeThirdPartyDN/AttributeThirdPartyDNRole when a

destination of request was a device of type Extension/Position.

ID: **WPLYNC-290**	Found In: **8.5.000.47**	Fixed In:

In some conditions, the bell for an incoming IM call continues ringing after the call was answered. To work around this, set the **[interaction- workspace] im.ringing-bell** option to `Sounds\Ring.mp3|10|0`.

ID: **WPLYNC-273**	Found In: **8.5.000.28**	Fixed In: **8.5.000.47**

When **Call** is selected from the Customer **Party Action** menu for an existing IM conference, a consultation voice call is created instead of an escalation call.

ID: **WPLYNC-272**	Found In: **8.5.000.28**	Fixed In: **8.5.000.47**

After barge-in, the supervisor does not appear in a call participant roster. If an unmonitored agent in a monitored internal call ends the call, the supervisor appears in the monitored agent roster, but the case information is incorrect.

ID: **WPLYNC-271**	Found In: **8.5.000.28**	Fixed In:

The **Barge-in** button disappears from the supervisor's desktop after a monitored consultation call is completed by a transfer. **Note:** By default, T-Server does not monitor consultation calls. To start monitoring, set the **monitor-consult-calls** option to `all`. No problems with the **Barge-In** button are observed if consultation calls are not monitored .

ID: **WPLYNC-262**	Found In: **8.5.000.28**	Fixed In:

The third participant of a single-step conference does not receive the correct toast information.

ID: **WPLYNC-258**	Found In: **8.5.000.28**	Fixed In: **8.5.000.70**

In very rare conditions, the desktop may stop responding when receiving an IM message. To work around this, restart the desktop.

ID: **WPLYNC-247**	Found In: **8.5.000.28**	Fixed In: **8.5.000.63**

The **Consultation** header remains on the consultation call target desktop even if a call is completed by conversion to a conference call or is transferred.

ID: **WPLYNC-232**	Found In: **8.5.000.28**	Fixed In: **8.5.000.47**

The statuses of Skype for Business voice users in the Workspace Desktop UI are:

- `Ready`
- `Busy`

- `DoNotDisturb`
- `BeRightBack`
- `Offwork`

All other in-call statuses are shown as `Busy`. These include:

- `In a Conference`
- `In a Meeting`

and so on.

ID: **WPLYNC-232**	Found In: **8.5.000.28**	Fixed In: **8.5.000.47**

UCMA Connector users cannot be added to the Team Communicator in Workspace Desktop Edition.

ID: **WPLYNC-175**	Found In: **8.5.000.28**	Fixed In:

The Workspace Desktop Edition Team Communicator does not display the correct state of the first user in the list.

ID: **WPLYNC-115**	Found In: **8.5.000.28**	Fixed In:

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Workspace Plugin for Skype for Business unless otherwise noted in the issue description.

There are no internationalization issues for this product.