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Workspace Desktop Edition

8.5.100.05

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Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
06/26/14	General							X

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New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Workspace Desktop Edition.

- This release of Workspace Desktop Edition supports the following Language Packs. Consult the Language Pack release notes for information on changes to the Language Pack that may affect the functionality of Workspace Desktop Edition.
 - Arabic
 - Chinese (Simplified)
 - French
 - German
 - Italian
 - Japanese
 - Korean
 - Polish
 - Portuguese (Brazilian)
 - Russian
 - Spanish (Latin American)
 - Turkish
- System Compatibility Update:
 - Windows Remote Desktop and RemoteApp support on Windows Server 2012
- High Contrast Theme:
 - To assist users with visual disabilities, Workspace Desktop Edition includes an out-of-box high contrast theme.
- SIP Voicemail Support:
 - Support for personal and group voicemail boxes
 - Notify user of non-retrieved voicemails
 - Click to dial voicemail box with DTMF support
- When a Team Lead activates or cancels silent monitoring or coaching of an agent, the Team Lead now receives an interactive notification that reports the identification, formatted according to the `display-format.agent-name generic` option, of the selected agent. Previously in this scenario, the interactive notification always reported the name of the agent in the "first name last name" format.
- When Workspace receives the authorization from Outbound Contact Server to logout, Workspace now forces the agent status to Not Ready. Previously, when OCS authorized the agent to logout, an alert

Helpful Links

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was displayed to the agent but the agent status remained Ready; therefore, the Universal Routing Server could continue to deliver interactions to the agent before the agent could logout.

- If UCS is not configured to enable reverse index search in Contact History and My History, Workspace no longer displays a warning message during agent login. Also, in this scenario, the search functionality in the Contact History and My History views is disabled.
- In the Team Communicator, it is now possible to type or paste a phone number that contains a "/" character, and then to dial the number.
- Agents can now move a maximized Main Window from one display to another and the Main Window will remain maximized in the destination display if the window is placed at the top of the display. Previously, agents had to restore the Main Window on the first display, move it to the second display, then maximize it again on the second display.
- Workspace now displays the Case Information from the preview interactive notification of consultation calls that is specified by the `toast.case-data.format-business-attribute` configuration option by using the same format that is used for inbound or outbound calls. Previously, the Case Information of the preview interactive notification of consultation calls was displayed by what was specified by the `toast.case-data.format-business-attribute` configuration option.
- For outbound e-mail interactions, agents can now attach and send files that are currently open in an application that maintains a lock on this file (for example, Microsoft Excel). Workspace now always attaches the last saved version of the file at the time that it is attached to an outbound e-mail interaction. Previously, when an agent clicked Add Attachment in the Outbound E-mail interaction view, Workspace would not allow the e-mail containing this attachment to be sent; however, if the agent used drag-and-drop to attach an open file, Workspace would send the last saved version of the file.
- When an e-mail address is configured as a Corporate Favorite, it is now possible to select it in the "To", "CC", or "BCC" fields of an outbound e-mail interaction. Previously, only typed e-mail addresses or Contact addresses could be added.
- For Outbound Calling Lists that use custom fields for voice interactions, you can now configure the Disposition Code of a voice interaction to be mapped to one of these custom fields. When the agent updates the Disposition Code of a call in this scenario, either before or after the call is released, the Outbound Calling list is updated with the disposition when the agent marks the interaction as Done. You can also set a Case Information key-value pair programmatically after the call is released by using custom code that employs the `IInteraction.SetAttachedData` method. The Case Information User Interface is updated as soon as the programmatic update is applied and the call data is updated in the back-end system when the agent marks the interaction as Done.
- You can now configure Workspace to automatically populate the Subject field of a new outbound e-mail interaction with the subject of the Standard Response that is inserted by an agent. To enable this feature, set to `true` the value of the `email.include-standard-response-subject-on-insert` option.
- You can now make it mandatory for an agent to select the result of an Outbound call before the agent can mark as Done the Outbound record by setting to `true` the value of the `outbound.call-result-is-mandatory` option.

Corrections and Modifications

This release also includes the following corrections or modifications:

In environments where an "anti-tromboning" mechanism is activated, it is now possible to instant-transfer voice calls. Previously, this capability was not possible.

Note: Refer to "Trunk Optimization: Trunk Anti-Tromboning" in the *Events and Model Reference Guide* for information about anti-tromboning. (IW-9209)

The recent search index for the Team Communicator can now handle contact entries that contain special characters, such as "::<" (colon colon). Previously, special characters, which were stored as part of older call parties because the value of the teamcommunicator.add-recent-filters.voice option was set to incoming, blocked the addition of the new recent record. (IW-9174)

If inbound or outbound e-mail interactions contain linked images, the images are now displayed correctly when the e-mail interaction is printed. Previously, linked images might have been displayed as distorted when the e-mail interaction was printed. (IW-9173)

If a contact record contains at least two e-mail addresses, Workspace now correctly selects the primary address when it is inserted from the Contact Directory dialog if it is opened to select the "To", "CC" or "BCC" e-mail header fields. Previously in this scenario, the first address in alphabetical order was selected. (IW-9114)

HTML-based Standard Responses that contain a complex table "colspan" hierarchy are now correctly displayed in outbound e-mail interactions in the agent interface and in the contact's e-mail client. (IW-9051)

In SIP Business Continuity environments that rely on Workspace SIP Endpoint, Workspace no longer sends extra RequestAgentLogin to SIP Server immediately after application start-up. Previously, one of the following results occurred:

- If the workstation was busy at login time, a second request could be sent which resulted in an error message being displayed to the agent.
- If the agent logged off manually immediately after application start-up, Workspace might force a re-login.

(IW-9050)

In environments where the display capability of the Workspace Main Window can be set to "Docked"/"Auto-Hide", Workspace no longer loses the "Always On Top" capability after an inbound call is received. Previously, Workspace would lose the capability to be "Always On Top" and the Main Window could become inaccessible behind other windows. (IW-8940)

Custom code that uses the `IInteractionManager` interface no longer gets access to interactions that were closed by a "reject interaction" or a "delivery timeout". Previously, these interactions remained accessible from the `IInteractionManager` interface. (IW-8928)

Workspace no longer exits unexpectedly at start up in environments where user privileges grant access to the Standard Response Library but not to Contact Management functionality. (IW-8925)

Requests that are sent by Workspace to UCS to populate the search results in Team Communicator no longer request a number of records greater than the value that is specified by the `teamcommunicator.max-suggestion-size` option. (IW-8917)

In scenarios where UCS is slow to respond, Workspace no longer attempts to insert an e-mail interaction record a second time in the UCS Contact History. (IW-8907)

In Environments where T-Server redundancy is specified as Warm standby, Workspace now reconnects properly to T-Server after switch-over. Previously, Workspace would not reconnect properly and the voice channel would go "Out of service". (IW-8830)

In the Contact History and My History tree view, the owner of the interactions that are displayed in History is now the name of the agent. Previously, the user DBID of the agent was displayed. (IW-8803)

In multi-site T-Server environments where an "anti-tromboning" mechanism is activated, the call distributed from site 1 to an Interaction Workspace agent at site 2 is now displayed in a single window. Previously, two windows were displayed in such scenarios, one representing the active call and one representing a terminated call.

Note: Refer to "Trunk Optimization: Trunk Anti-Tromboning" in the *Events and Model Reference Guide* for information about anti-tromboning. (IW-8797)

In a SIP Server environment, when an agent uses the Instant Voice Conference feature, the recent call area of Team Communicator for the target of the conference is now populated correctly. (IW-8746)

In environments where connections to Genesys back-end servers are configured as TLS, if the back-up server is not installed on the same host as the primary server, Workspace is now able to connect to the back-up server. Previously in this scenario, Workspace was not able to connect to the back-up server. (IW-8745)

When an agent creates a new interaction by using the **Action** menu in an in-progress interaction, the new interaction now updates the **Recent** list of the Team Communicator. Previously, for example, when an agent created a new e-mail interaction from a Chat interaction window, the new e-mail interaction did not push the associated contact to the top of the **Recent** list in Team Communicator. (IW-8707)

In SIP Server environments, a supervisor (team lead) can now barge-in a predictive or progressive outbound campaign call that she or he is silently monitoring. (IW-8640)

In both Pinned and Floating interaction views, the list of parties is now correctly displayed. Previously, the list of parties was not always displayed. (IW-8575)

The Team Communicator tooltip now correctly displays the primary and secondary phone numbers and the e-mail addresses sorted in alphabetical order when an agent hovers their mouse pointer over the name of a contact in the search results. Previously in this scenario, only the primary phone number and e-mail address were displayed. (IW-8512)

The maximum size of the subject of an outbound e-mail interaction is now 512 characters. Previously, there was no limit to the subject size, and when it was greater than 512 characters it was not possible to insert it in UCS. (IW-7653)

In multi-site two-step transfers, the identity of the external party is now correctly displayed to the destination. Previously, in some multi-site environments, the external party might have been displayed as "unidentified". (IW-7646)

In Alcatel-Lucent OXE switch environments, when a call is silently monitored by a supervisor, the monitored agent is now able to transfer or conference the call. Previously in this scenario, agents could not transfer or conference calls. (IW-7197)

In Cisco Call Manager switch environments, when a call is silently monitored by a supervisor, the monitored agent is now able to transfer or conference the call. Previously in this scenario, agents could not transfer or conference calls. (IW-6159)

When a call is transferred from a DN that is not monitored by Workspace to an agent who is using Workspace, the destination agent can now properly select the disposition code. Previously in this scenario, the Disposition Code feature was not available. (IW-6150)
