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Workspace Desktop Edition

8.5.101.14

5/14/2025

8.5.101.14

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
08/28/14	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.

- Workspace can now render HTML text that is included in a fieldset HTML tag. Previously, all text included in a fieldset tag was ignored.
- Team communicator performance, network bandwidth, and Configuration Server load optimization. The following configuration options have been added to support this feature:
 - `general.configuration-agent-collection-loading-method`
 - `general.configuration-object-collection-cache-timeout`
- In multi-site SIP Server environments designed with complex trunk structures, Workspace now properly displays the agent identifier in the conference according to the value specified by the `display-format.agent-name` configuration option. This capability requires SIP Server version 8.1.101.30 and that the value of the `sip-enable-call-info` SIP Server option is set to `true`. Previously in this kind of environment, some conference participants might have been displayed with technical strings instead of actual names.
- Support for the localization of display names for DN object aliases, Business Attributes, and Action Codes by using new and enhanced `display-format.*` configuration options.
- The width of the Standard Response table columns is now saved in the agent settings so that it can be restored the next time that the view is displayed, either during the same agent session or at the next agent login.
- You can now control whether the Interaction Notification toast receives the focus when it is displayed. This feature enhances accessibility in environments that use screen reader applications; when an Interaction Notification is displayed it is read by the screen reader. The following configuration options have been added to support this feature:
 - `accessibility.focus-on-interaction-toast`
 - `accessibility.<media-type>.focus-on-interaction-toast`
- Virtualization support is extended to Citrix XenDesktop 7 and XenApp 7.
- Support for the customizing of display names for configuration objects by using new and enhanced `display-format.*` configuration options.
- Workspace deployment can be configured so that agents cannot reject ClickOnce upgrades at login time. This can be specified in the Deployment Manager Configuration.
- Specify which contact attributes can be edited by agents by using the `contact.editable-attributes` configuration option.
- E-mail printing capability has been extended to the following views:
 - My History
 - Contact History

Helpful Links

Releases Info

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Corrections and Modifications

This release also includes the following corrections or modifications:

It is now possible to add attachments to e-mail interactions in legacy window mode (where the value of `interaction-bar.enable-quick-access` is set to `false`). (IW-9686)

The Advanced Search now works correctly in the Standard Response view. Previously, when an "All Keywords" search was performed with only Responses Names, no results were returned. (IW-9661)

Workspace no longer closes unexpectedly while identifying the contact (main) party in a SIP Voice call. (IW-9654)

All tool-tips can now be localized by using the dictionary file. The `ToolTip` attribute has been added as a dictionary key and the Team Communicator now considers localization dictionaries for tooltips. (IW-9633)

The name of the agent is now correctly displayed to supervisors for monitored (coached) calls. Previously in this scenario, the contact's number was displayed instead of the name of the agent. (IW-9632)

The chained records list of Outbound Records is now correctly displayed in both the Interaction Bar and the Interaction Window. (IW-9569)

Agents no longer receive a timeout error when they try to reschedule a push preview record after reconnection of Interaction Server. (IW-9252)

External messages are now displayed and Agents can enter text in the SMS input field when handling a transferred SMS Session. Previously in this scenario, agents were not able to enter a message unless the contact sent an SMS first if the transcript contained external messages. (IW-9240)

In Business Continuity environments where Workspace is configured with preferred and peer Configuration Server Proxy pairs that are configured with multiple ports, Workspace is now able to properly connect to the non-default port of those configuration servers. (IW-9228)

The following value for the `display-format.interaction-<media>-name` is no longer supported in the metadata: `$Interaction.Id$`. This parameter is for system use only. (IW-8857)
