GENESYS™

Workspace Desktop Edition

8.5.103.10

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Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
10/30/14	General							X

Contents

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 now enables agents to provide a disposition code when they transfer or forward an e-mail interaction to an external recipient. Use the interaction.disposition.email.mandatory-actions option to control the behavior of this feature.

- Workspace now supports Management Framework 8.5 in multi-language mode.

- Applicable to SIP Server only, it is now possible to prevent automatic reconnection with a contact when a consultation call is ended. Use the voice.end-consultation-method option to control the behavior of this feature.

- You can now configure Workspace to not automatically populate the login window with the login name of the last agent who used Workspace on the workstation. Use the login.store-username option to control the behavior of this feature.

- You can now configure Workspace to immediately change the agent state from After Call Work (ACW) to the prior state when an agent marks a voice interaction as Done. Use the voice.cancel-after-call-work-on-done option to control the behavior of this feature.

Helpful Links

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Product Documentation

Workspace Desktop Edition

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Corrections and Modifications

This release also includes the following corrections or modifications:

Use the Recording - Can Control Call Recording privilege to enable agents to start, pause, resume, and stop call recording in MSML-based recording environments. Previously, all recording control capabilities were enabled as soon as the MSML-based Recording - Can Use privilege was granted to an agent. (IW-10029)

The keyboard shortcut for the `Decline - Do not call this contact for this campaign` function, which is defined by the value of the keyboard.shortcut.interaction.preview.cancel-record option, now functions correctly in Workspace. (IW-10016)

Workspace no longer displays empty lines for HTML e-mail interactions that contain improperly formed TABLE tags. (IW-9930)

The value specified for the expression.url option is now correctly applied. Workspace displays the correct active URL in the **Case Data** detail tab of an interaction that is selected in a Workbin, in the

Contact History view, or in the My History view. Previously, for interactions that were not previously processed by a Workspace application instance, the default value of the option was applied instead of the specified value. (IW-9914)

The <PRE> HTML tag is now correctly interpreted by Workspace when it displays an inbound HTML e-mail interaction. Workspace no longer attempts to transform and display the content of these tags. (IW-9903)

In environments that are configured to represent the Disposition Code by an Outbound Field and where the values of the interaction.disposition.is-mandatory are set to `true`, the disposition code is now correctly updated in Outbound Contact Server Database when the agent populates it after the call is released. (IW-9883)

Nested tables in inbound rich text e-mail interactions are now displayed correctly. Previously, nested tables were truncated if the child table had a `width` attribute that was set to a larger value than the `width` attribute of the parent table. (IW-9820)

In HTML e-mail interactions that are sent from Workspace, empty lines are now represented with the same style as in the previous paragraph. Previously, when the e-mail message was received by the target (contact), the height of the empty lines was smaller than it was in the Workspace outbound e-mail editor. (IW-9761)

In SIP Business Continuity environments where agents have only one Place configured with the DNs of the preferred and peer SIP Server, and Agent DNs are configured as ACD Positions, the presence of those agents is now correctly displayed in the Team Communicator of other agents in the contact center. (IW-9377)

In ClickOnce deployment environments, the name of the Workspace application shortcut that is installed on the workstation desktop, in the `Start` menu, and the application record in the Add/Remove program of the Control Panel is now based on the ClickOnce `Application Name` that you define in the Deployment Manager Wizard or in Console mode. Previously, the application was named `Interaction Workspace`. (IW-8021)