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Workspace Desktop Edition

8.5.104.17

12/20/2025

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Workspace Desktop Edition Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 12/23/14 | Hot Fix | | | | | | | X |

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New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

For Outbound VoIP calls that are established during campaigns that are run in Active Switch Matrix (ASM) dialing mode, Workspace now correctly updates the interface to display the Reschedule Record feature. (IW-10411)

Workspace now correctly saves to the agent's profile when the session is closed the visibility, order, and width settings of the columns in the Workbin view. (IW-10400)

When the value of the `outbound.call-result-is-mandatory` option is set to `true`, agents can now decline an Outbound Record distributed during a push preview campaign. Previously in this scenario, the application blocked the decline procedure and prompted for a call result, despite the fact that a call result is not presented during the preview phase of push preview records. (IW-10390)

HTML formatted email interactions that contain block tags, such as `<DIV>` or `<P>`, nested inside inline tags such as `` or ``, are now correctly displayed. Previously, HTML formatted email interactions with nested tags might have been displayed with extra blank lines. (IW-10376)

Agents can now complete a voice transfer or voice conference from the Workspace application in situations where the consultation call was initiated by using a hard phone, a soft phone, or a third-party CTI application. (IW-10294)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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Product Documentation

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