GENESYS™

Workspace Desktop Edition

8.5.106.29

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Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/13/15	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When an Agent logs in to Workspace, the application now correctly switches automatically to the back-up Configuration Server if the primary Configuration Server is not available during the initial attempt to connect. (IW-11078)

For agents who consult with a second agent about a current customer call, and then the second agent transfer the consultation call to a third agent, the first agent can now complete transfers and conferences of their original customer call to the third agent. Previously in this scenario, the first agent was not able to complete a call transfer or conference to the third agent. (IW-11037)

In Alcatel-Lucent OmniPCX Enterprise (OXE)/A4400 environments where only TRequestAlternate is supported during a consultation call, it is now possible to resume the main call leg after the consultation leg is established with another agent. (IW-11035)

The order of outbound record fields in the Outbound data area, which is specified by the value of the `outbound.fields.order` option in the annex of the Calling List object, is now applied correctly. (IW-11033)

Workspace no longer stops responding in scenarios where multiple interactions are being handle simultaneously by a single agent, and the agent switches to another interaction by using the interaction bar or by closing the currently active one. (IW-11031)

You can now correctly display and print a text-only email interaction from any Interaction History view. (IW-11030)

Editable Outbound Fields no longer display the date as read-only in the following scenario:

1. The value of `display-type` is date

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2. The value of `read-only` is `false`

3. The value of the `date.time-format` date format option is configured with a day/month structure that is distinct from local time format (IW-11014)

In environments where the value of the interaction-bar.enable-quick-access option is set to `false` (show interactions in independent windows), the Team Communicator drop down view is no longer truncated when displaying a long list of corporate favorites with the group selector enabled. (IW-11013)

The execution of the following chain of commands can now be modified by custom elements of commands that are designed to conditionally interrupt their execution:

- `ContactCreateUCSInteraction` — called when an agent tries to assign a contact to an interaction that does not have a contact assigned

- `ContactAssignInteractionToContact` — called when an agent tries to assign a contact to an interaction that has already an assigned contact. **Note:** it is necessary to add the `AssignInteractionToContactError` key to the chain of command parameters before returning the value `true`, which interrupts the chain. (IW-10951)

The following privileges are now correctly taken into account when Roles are configured to deny them:

- Voice - Can Two Step Transfer

- Voice - Can Two Step Conference

Previously, when two step transfer/conference privileges were denied and one step transfer/ conference privileges were granted, an agent was able to start a voice consultation during a voice call. (IW-10946)

To enable editing of an Outbound Record field of type `DateTime` as a date/time, you no longer have to specify the value `date` for the `display-type` option in the annex of an Outbound Field object. (IW-10944)

Audio tones now work correctly when Workspace is started by using a command line shortcut. (IW-10938)

Interaction attributes of type `Date`, such as `Chat Established Date`, `Chat End Date`, and `E-Mail Sent Date`, can now be used as standard date criteria in advanced queries of interaction history. (IW-10913)

Custom interaction attributes are now correctly populated in the search result table of Interaction History views. Previously, due to a parsing issue when decoding the attributes of the interaction of the search result, empty cells might have been displayed in the result set table. (IW-10892)

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If an agent enters notes into the Note tab of an Outbound Push Preview interaction view, the contents of the note are now correctly copied to the Note tab of the Outbound Voice interaction view. Previously, any notes entered before an Outbound Push Preview call was established were lost. (IW-10853)

The SMS media type filter now works correctly in the Interaction History view. Previously, if the SMS filter was specified, but no search criteria were applied, an error occurred and no interaction was displayed. (IW-10774)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.106.29.