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Workspace Desktop Edition

8.5.108.18

12/21/2025

8.5.108.18

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/23/15	Hot Fix					X

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What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

When the value of the email.forward.enable-cc-addresses option is set to `true`, agents can now use the Team Communicator control to select a **Cc** address to be added to a forwarded inbound email interaction. (IW-11397)

The value of the `IW_RoutingBasedTargetID` interaction data key is now populated with the selected destination phone number when the call is placed from the Contact Directory view (list and grid modes). (IW-11384)

The contact attributes defined by the value of the contact.editable-attributes option are now properly displayed as read-only when the Contact - Can Edit Contact privilege is assigned to an agent. Previously, in scenarios such as when the contact history is displayed by default instead of the contact profile, those contact attributes defined as read-only were displayed as editable. (IW-11382)

In Outbound Preview mode, when the outbound record chain contains multiple records, Workspace now updates only the record that is selected for dialing the contact. Previously, when an alternative record was selected for the dialing, the default record of the chain was updated in addition to the record selected by the agent. (IW-11372)

The localization of the **To** and **Cc** labels of the inbound email interaction view is now correctly applied. This change is effective when running Workspace with any 8.5.1 Language Pack. (IW-11371)

Workspace now correctly keeps the status of voice media as **Pending** after a two-step multi-site conference is completed. (IW-11370)

If the **From** address list for an email interaction comes from a Business Attribute, Workspace now correctly sets the **From** address of the outbound reply email with the **To** address of the parent inbound email interaction, instead of the default value in the business attribute. (IW-11359)

Product Documentation

[Workspace Desktop Edition](#)

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If you specify an Equals search in an advanced search in the Contact Directory in List View mode, Workspace now correctly returns a contact list if the search criteria contains several words separated by spaces. (IW-11356)

During the processing of chat interactions, Workspace no longer displays several alert boxes, leading to an application freeze. (IW-11354)

If an agent replies to an inbound email interaction directly from a workbin, Workspace now correctly copies the authorized interaction properties from the inbound email interaction to the newly created outbound reply email interaction. (IW-11319)

In Outbound Push Preview environments where the value of the `outbound.push-preview.use-combined-channel` is set to `true`, Workspace now forces the status of the `outboundpreview` channel to **Logout** if the voice channel goes out of service. (IW-11265)

If an Interaction Server Capture Point requests a property change by using the `attr_reason_system_name` attribute on a Workitem interaction that is being handled by an agent, or if Workspace handles a push preview interaction delivered by Interaction Server release 8.5.104.05 or higher, the interaction no longer remains stuck in Workspace after the agent executes operations such as **Place in Workbin** or **Done**. (IW-11193)

Workspace resilience to Chat Server node loss during chat transfer and chat conference establishment has been improved. (IW-10914)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.18.