GENESYS™

Workspace Desktop Edition

8.5.109.16

12/20/2025

8.5.109.16

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/17/15	General					X

Contents

What's New

This release contains the following new features and enhancements:

- You can now configure Workspace to automatically dial a contact record phone number after a counter in the interaction preview expires. This feature is configured by the outbound.timed-preview-auto-dial option.

- The statistic gadget dynamically reflect changes to the values of the gadget-statistics.displayed-call-center-statistics options without requiring agents to re-login.

- Agents can now read the full display name of contacts with long full names when they are displayed in the Contact Directory list view.

- In environments where Workspace Desktop Edition is hosted using Virtual Desktop Infrastructure (VDI) and requires a reliable and distortion free audio and video communication channels, Workspace SIP Endpoint can now be deployed as a standalone application on agent workstations. The standalone Workspace SIP Endpoint can be controlled remotely through an HTTPS connection by Workspace Desktop Edition running in one of the following environments:

    - Citrix XenApp

    - Citrix XenDesktop

    - Microsoft Remote Desktop Service

    - VMWare Horizon

- Workspace Desktop Edition Deployment Manager can now build a ClickOnce package to deploy Workspace SIP Endpoint as a standalone application.

- In a SIP Server environment (release 8.5.101.81 or higher), during multi-parties conference calls, agents can now temporarily suspend individual parties, including the customer, from participating in the conference. This feature allows agents to have private conversations during conference calls with customers. The feature is controlled by the Voice - Can Suspend or Reinstate A Conference Party privilege (formerly named Voice - Can Deny Or Authorize Listening For A Conference Party).

- Agents can now control the text display size (zoom) of chat, email, and SMS interactions. Enable this feature by using the gui.editor-zoom-range option.

- The display name of Configuration Server objects can now be configured specifying a name in the object Annex. This capability allows system administrators to define an alternative display name, in one or several languages, of following objects:

    - Routing point

    - ACD queue

    - Interaction queue

    - Action code

    - Workbin

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Workspace Desktop Edition

Genesys Products

List of Release Notes

- Business Attribute

- Skill

- Agent group

- Virtual queue

- For the Web Chat, Email, Workitem and SMS channels, in the event of a connectivity issue with Interaction Server or Interaction Server Proxy, Workspace can now be configured to continue the interaction with the customer until it re-connects to the backup server or to another node of the cluster. Use the following options to control the behavior of this feature: eservices.session-restore-mediatype.

- Workspace can now continue to handle interactions in situations where a short network disconnection occurs on Interaction Server or Interaction Server Proxy where the disconnection is detected by Workspace not by Interaction Server or Interaction Server Proxy. Previously in this situation, the interaction disappeared from Workspace while the interaction was still considered by Interaction Server or Interaction Server Proxy to still be handled by the agent. To control this behavior, set the value of the eservices.session-restore-mediatype option.

- You can now configure Workspace to play an audio alert when a SIP Preview notification is displayed on the agent's desktop by using the voice.sip-preview-bell option.

- Workspace now loads the metadata of the Outbound Calling Lists assigned to a specific Campaign on demand when the agent is notified by Outbound Server that he or she is engaged in this Outbound Campaign. This decreases the login time in environments where many Calling Lists are configured and visible to the agent. Previously, the metadata of all the Outbound Calling Lists visible to agents were loaded and cached at login time. You can restore the legacy behavior by setting the value of the outbound.load-at-startup to `true`.

Resolved Issues

This release contains the following resolved issues:

In environments with Nortel CS 2000 switches in PDN mode and only one DN in Place, the `spl.switch-policy-label` option is now correctly interpreted at the Switch level in scenarios where the target agent of a call or a consultation is logged in. Previously in this scenario, this option was interpreted only at DN level, and if the option was not defined there, is was impossible to proceed with some transfer or conference scenarios. (IW-11732)

Workspace now correctly displays the **To** field of an outbound email interaction in the Print Preview window when it is triggered from the active email toolbar. (IW-11704)

Workspace now correctly handles outbound email interactions that have two <BODY> tags. An email might contain two <BODY> tags when an agent inserts an HTML Standard Response as his or her email signature. Previously in this scenario, agents might have experienced inconsistency in the font type and size selection when placing the cursor at the top of the email. (IW-11655)

In environments where the value of the interaction-bar.enable-quick-access option is set to `false`, agents can now properly move the **Workbin** view splitter controls after they handle email interactions in an external window. (IW-11653)

Workspace now correctly saves the Team Communicator Recent and Personal Favorites in the user's profile when exiting Workspace. Previously, some processing exceptions might have prevented the information from being stored. (IW-11639)

In Citrix XenApp environments where Workspace is configured to be used as a Seamless window, it is now possible to use the Workspace **Main Window** in docked/auto hide mode. To enable this functionality, you must set the value of the new main-window.bypass-auto-hide-conditions option to `true`. (IW-11614)

When an agent is working with the Workspace **Main Window** set to its minimum height, the list of interactions displayed in the My History view is no longer truncated when the **Detail** view is opened. (IW-11561)

In environments where the value of the general.configuration-object-collection-cache-timeout option is set to a value greater than 0, and the display of the configuration objects in Team Communicator is localized through a custom dictionary file, the search in Team Communicator is now executed independently from the cache content. This guarantees that the agent gets accurate search results irrespective of the agent's language selection. (IW-11560)

In environments where the values of the login.email.is-auto-ready and email.auto-answer are both set to `true`, Workspace now correctly handles the first email distributed to an agent just the moment that logs in occurs. Previously in this scenario, errors messages such as `Action aborted: the UCS connection is down` might have been displayed, interfering with the handling of the email interaction. (IW-11524)

In Outbound Push Preview environments where the value of the outbound.call-result-is-mandatory option is set to `true`, Workspace no longer terminates the processing of the Outbound Preview interaction in situations where the **Done** operation was rejected due to an unpopulated Call Result. (IW-11389)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.109.16.