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Workspace Desktop Edition

8.5.110.13

12/20/2025

8.5.110.13

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/10/15	General					X

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What's New

This release contains the following new features and enhancements:

- Inbound MMS support
 - Ability for agents to receive inbound text messages with images.
 - A message with one or more images is presented as a thumbnail along with any associated written text. Agents can open the image for full viewing as needed.
 - Images are stored within the contact's interaction history.
 - Supported image formats are: .bmp, .gif, .jpeg, .png, .tiff, and .ico.
- Interaction queue and agent workbin supervision enhancement
 - Ability to perform quick keyword search for interactions within the selected interaction queue and agent workbin. For interaction queue and agent workbins that contain a large number of items, this feature allows the supervisor to quickly find interactions for further processing.
- Agent personal and shared workbin enhancement
 - Ability for agents to perform a quick keyword search for interactions within the selected personal and shared workbin. For workbins that contain a large number of items, this feature allows agent to quickly find interactions for further processing.
 - Ability to configure a Shared Workbin so that its content is refreshed on-demand only instead of being automatically refreshed each time the content is updated.
- Contact interaction history, my history, and interaction search enhancements
 - Ability to mark done in-progress interactions
 - Ability to delete in-progress outbound email interactions
- Miscellaneous enhancements
 - For cross site internal calls, the receiving agent can now see the name of the calling agent. This enhancement is applicable for SIP Server deployments.
 - Time value statistic in the team communicator during target selection now displays in proper time format (hh:mm:ss).
 - Support for Windows Server 2012 Hyper-V.
- In environments where the value of the interaction.evaluate-real-party-for-agent is set to true, Workspace no longer sends requests to Configuration Server to get the Place containing a particular DN when this DN is not recognized as an Agent DN (Extension or ACDPosition) . This improvement decreases the number of requests sent to Configuration Server during call operations.
- Workspace no longer becomes unresponsive when an agent handles Contact Records from Team Communicator or the Contact Directory while UCS is very slow to respond to requests or became hung

Helpful Links

Releases Info

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

Product Documentation

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without failing over.

- The default value of the `contact.directory-search-types` option is now `begins-with,is`. The `contains` value can still be assigned; however, this search mode can negatively affect the performance of UCS.
- The `interaction.evaluate-real-party-for-agent` is set to `true`. This new option enables you to specify a regular expression to match the voice calls of the party and to evaluate which one should be transformed into a real agent name. For example, in environments where agent DNs are defined by a 7-digit number starting with a 7 or 8, the option would be set to the value: `^[78]\d{6}$`. The purpose of this option is to decrease the number of requests sent to Configuration Server during call operations.
- Workspace can now display longer Contact Attribute Names in the Contact Profile view.
- Workspace now supports dynamic updating of agent statistics during a change of membership in an Agent group and other similar actions. To support this capability, the following options are now taken into account immediately:
 - For Statistic Table Views:
 - `statistics.displayed-statistics`
 - `kpi.displayed-kpis`
 - For Statistic Table Views and Statistic Gadget:
 - `statistics.queues`
 - `statistics.routing-points`

Previously, changes to these options were taken into account only at application restart.

- Agents can now read the full display name of contacts with long full names when they are displayed in the Contact Directory list view.
- If an agent enters an asterisk (*) as a wildcard into a contact search request, this value is no longer passed in the request to UCS. Previously, the Quick Search in Grid View mode accepted leading wildcard characters, which could negatively affect the performance of UCS and its associated Database. In all other types of contact search, asterisks entered in the middle of a search criterion are now also stripped out.

Resolved Issues

This release contains the following resolved issues:

Workspace now correctly populates the **To** attribute of outbound reply email interactions in situations where Interaction Server is slow to respond. Previously in this scenario, the **To** attribute might not have been populated. (IW-12139)

Previously, particular combinations of agent workstation video hardware and drivers, multiple display screens, and so on, prevented the Team Communicator from displaying correctly when used in an interaction window in floating mode. This behavior was most commonly seen when an agent selected an email address in an outbound email header. To resolve this issue in your environment, set the

value of the `interaction-bar.allows-floating-transparency` option to `false`. **Note:** setting the value of this option to `false` might result in a slight degradation of the appearance of interaction windows in floating mode. (IW-12113)

Workspace no longer seems to be unresponsive when an agent attempts to send a Chat message when the connected Chat Server is very slow to respond. (IW-12090)

In eServices environments where the value of the `eservices.disconnect-on-logoff` is set to `false` (the default value), Workspace now behaves as documented: Workspace stays connected to Interaction Server during the entire agent session as soon as the agent is granted access to at least one eServices media, independent of media status. Previously, Workspace disconnected unconditionally from Interaction Server when the last eServices media was logged off, which could have resulted in Chat interactions automatically returned back to the queue with the current agent still connected to the Chat media. (IW-12075)

In scenarios where an agent accepts a Chat interaction but the connected Chat Server takes a long time to respond, Workspace now correctly enables the agent for the Chat session. Previously in this scenario, the agent might not have been added to the Chat session and would not have been able to apply any actions to the Chat interaction. (IW-12065)

When an inbound email is formatted through a Table where the width of the contained Columns are inconsistently small compared to the total width of the Table, Workspace is now able to adapt Column width to make the text it contains more readable. (IW-12059)

When their workstation clipboard contains only plain text and images, agents can now paste the text part into an HTML-formatted outbound Email interaction. Previously in this scenario, the paste operation failed if the text was copied from a terminal emulator or other similar applications. (IW-12056)

In Hot Standby TServer deployment, Workspace now correctly handles the active call during a failover to back-up TServer in situations where the reconnection to the TServer that failed becomes locked for some time. (IW-12046)

If the "Contact - Can Pull From <workbin, queue, personal workbin>" privileges are not granted, Workspace no longer disables the "pull" operation when an interaction is accessed from the Workbin or Interaction Queue views. (IW-12030)

When editing an outbound Email interaction in HTML mode, it is now possible to format a text block with the color black in a single step. Previously, it was necessary to format this text block with another color before applying the black color. (IW-12025)

In environments where Workspace is configured to store the Last Called Agent information in the Contact Profile, Workspace no longer attempts to include duplicate primary Contact Attribute values in the Contact Profile. Previously this scenario resulted in a UCS exception. (IW-11967)

Workspace now supports the <DIV> tag in HTML formatted Email interactions that use the border-color parameter, but without providing any width information. Previously in this scenario, the <DIV> tag created blank Email interactions when they were saved in workbins or sent to the contact. (IW-11963)

In multi-site SIP Server deployments where SIP Servers are configured to inform Workspace instances of the recording status of calls, Workspace no longer displays the **(Pending)** label in front of the Global and Voice Channel statuses when there is no longer an active call. (IW-11938)

In environments where Workspace is configured to enable **Pinned and Floating modes** according to User preferences, Workspace now correctly prepares the body of outbound reply Email interactions in scenarios where the agent changes the display of the inbound Email interaction from Floating to Pinned, or from Pinned to Floating, before clicking on the **Reply** or **Reply All** button. (IW-11923)

In situations where a supervisor had requested agent voice monitoring, but the monitoring got cancelled by SIP Server in an unsolicited way, Workspace now correctly resets the monitoring status of the agent the next time the supervisor attempts to cancel the request. Previously in this scenario, agent monitoring continued to appear as active and it was not possible to request another monitoring. (IW-11908)

If the Contact Directory is set to Grid View and Advanced Search mode, the contact search no longer fails when the selected comparison operator is Equals. (IW-11860)

In environments where Workspace is configured to restrict the access to UCS Contacts by the contact.directory-permissions.<ContactAttributeName> option, when an agent enters only an asterisk into the search field of the Contact Directory in List View mode, Workspace now correctly applies the permission filter. Previously in this scenario, the first slice of the full Contact record list was returned. (IW-11833)

Workspace can now correctly handle event flows where a software component, such as the Router, triggers an automatic Answer Call request immediately followed by an automatic Mute Transfer request. Previously in this scenario, Workspace might have shown a grey background once the call had left Agent scope. (IW-11795)

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 interaction distributed to an agent just at the moment that login 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 environments that are configured to authenticate users through Kerberos technology, the name used by Workspace to retrieve the Person object from the Genesys Configuration Layer is now by default the SAM Account Name attribute specified by the Windows Administrator in the Windows Active Directory when provisioning the account of this agent. Previously, depending on the Windows

authentication mechanism, the Windows API used by Workspace to get this name could return the exact case typed by the agent in the Windows login dialog, which might not match the user name configured in Genesys Configuration Layer, resulting in failed Workspace initialization. It is still possible to use the previous method by setting the value of the `login.kerberos.service-principal-name` option of the `interactionworkspace.exe.properties` configuration file to `windowsidentity`. In this case Workspace uses the information entered by the agent when opening the Windows session. (IW-10696)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.13.