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Workspace Desktop Edition

8.5.110.16

12/24/2025

8.5.110.16

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/19/16	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:

The **My Team Workbin** view now correctly displays the content of the personal workbins of agents that the logged in Supervisor is monitoring. Previously, it showed the content of the Supervisor's own personal workbins. (IW-12281)

In customized environments, Workspace now correctly handles tasks such as closing interactions from the Interaction bar. Previously in this scenario, exceptions could occur that caused unexpected behavior, such as leaving an empty grey area in the background of the static content area. (IW-12277)

In Alcatel OXE environments, the supervisor name is no longer displayed to the agent at the end of a call that the supervisor was silently monitoring if the customer leaves the call first. (IW-12188)

An additional defense mechanism has been added to Workspace to 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 the agent's desktop. (IW-11795)

Product Documentation

[Workspace Desktop Edition](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.16.