# GENESYS™

# Workspace Desktop Edition

8.5.111.21

5/14/2025

# 8.5.111.21

## Workspace Desktop Edition Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---|---|---|---|---|---|---|
| 02/18/16 | General | | | | | X |

## Contents

## What's New

This release contains the following new features and enhancements:

- Workspace now supports Genesys Callback:

  - Genesys Callback preview mode is now supported. With preview mode, agents can review important callback request data prior to initiating the call to customer. This capability allows agents to deliver a personalized customer experience for each callback request.

  - Ability to reschedule callback request. This feature allows agents to reschedule a callback interaction if the line is busy, an answering machine is reached, or a customer asks to change the time to make sure the customer's initial inquiry is satisfied.

  - Ability to schedule callback followup while handling another interaction from same customer. This feature allows agents to schedule a followup call during another interaction, from any media channel. The scheduled callback becomes a child of the original interaction from which it originated with the same case information as the parent interaction.

  - Ability to schedule a standalone callback to a contact or phone number.

- Client-side Configuration Server cluster load balancing:

  - It is now possible to provision Workspace in the management layer as a single application connected to a cluster of Configuration Server Proxies. This capability allows Workspace to distribute the load across multiple Configuration Server Proxies and provides warm-standby in the N+1 model without relying on a network load balancer.

- Voice enhancement — Hold duration and warning:

  - Workspace can now be configured to display the duration that a call is in hold state.

  - This is enabled by setting the value of the voice.show-hold-duration to true. There are two threshold warnings informing the user that the call is on hold for too long.

  - This feature is controlled by the voice.hold-indicator-timer option.

- If an agent's voice channel is reserved by a routing entity, the agent cannot perform any operations that would prevent the reserved call from being routed to his or her device. In this scenario, agents cannot perform any of the following actions: set status to Not Ready or Do Not Disturb, log off, exit Workspace, or start a new voice interaction. This feature is enabled by setting the value of the voice.enable-agent-reservation option to true.

- Workspace can now instruct Workspace SIP Endpoint to execute first-party call control call release in scenarios where a stuck SIP Call is detected in Workspace SIP Endpoint. Typically, this happens in scenarios where SIP Server was not able to publish the BYE SIP message to the SIP Endpoint at the end of the call, for example in case of non-graceful shutdown of the preferred SIP Server pair. First-party call control release is done only after an agent has confirmed that he or she is no longer connected to a contact, for example through a confirmation dialog box after clicking **Done**. This feature requires Workspace SIP Endpoint 8.5.106.05 or higher.

## 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

## Resolved Issues

This release contains the following resolved issues:

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On workstations that have multiple monitors where the width of the secondary monitor is wider than the width of primary monitor, Workspace now properly sizes the Main Toolbar window when it is maximized on the secondary monitor. Previously in this scenario, some interface elements were not displayed. (IW-12406)

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The display name of the `login.<channel_name>.can-unactivate-channel` configuration option in Genesys Administrator has been updated to 'deactivate channel' to more accurately reflect the functionality of the option. For compatibility purposes, the name of the option has not been modified. (IW-12374)

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Workspace no longer exits unexpectedly at application start up in environments where an agent who is a member of a large number of agent groups is granted access to a combination of a large number of personal and shared workbins . (IW-12357)

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Workspace now sends only one interaction update request to Universal Contact Server (UCS) when a voice interaction is marked as **Done**. Previously in this scenario, Workspace sent two almost concurrent interaction update requests to UCS, which sometimes resulted in an inconsistent data set stored in the UCS database. (IW-12323)

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Workspace now displays a warning message when an agent selects another agent reported by Team Communicator as Not Ready as the target of one of the following actions:

- Instant transfer of a voice call (direct selection, not routing based)

- Instant conference of a voice call (direct selection, not routing based)

- Voice consultation on a voice call

(IW-12321)

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In situations where Workspace fails-over to a back-up Chat Server during a chat session, the connection now stays open until the end of the chat session if there is no trouble on the established connection. Previously, some operations, such as adding a Standard Response or updating attached data, resulted in a disconnect from, then reconnect to, the back-up chat server. (IW-12319)

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Workspace no longer exits unexpectedly during the auto-spellchecking of the content of an outgoing chat message. (IW-12318)

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Workspace now correctly displays an HTML formatted email interaction where the width of TABLE or TD tags are assigned by using `style` attributes instead of an explicit `width` attribute. (IW-12267)

In environments where an agent is not granted the `Voice - Show Silent Monitoring` privilege, when this agent is silently monitored by a supervisor, the call status icon displayed in the Interaction Bar no longer indicates that the call is in a conference. (IW-12245)

In Genesys Administrator and in the *Workspace Desktop Edition Deployment Guide*, the 'Takes effect' description of the email.from-addresses option is now correct; the option takes effect when the application is started or restarted. (IW-12243)

Workspace log files are now created using UTF-8 encoding. (IW-12234)

Workspace no longer fails to log in an agent on a Place that contains a pair of DNs required to work with a Nortel CS 2000 that is configured in PDN mode. Previously, under certain DN initial status pre-conditions, Workspace was not able to successfully log in the ACD Position. (IW-12215)

In SIP Business Continuity environments, it is now possible to change the current login queue by using the **Refine Place** menu. (IW-12202)

Workspace no longer stops responding when the interactive notification of an inbound voice call is displayed in scenarios where the attached data of the call are updated while the interactive notification is still being created based on the initial ringing event. (IW-12201)

In environments where the value of the interaction-bar.enable-quick-access is set to `true`, enabling Pinned Mode, Workspace no longer attempts to resize the Main Window when updating after receiving a `Complete Transfer` notification. Previously in this scenario, the Main Window was resized automatically without considering the size set by the agent for previous calls. (IW-12183)

Workspace now assigns a minimum width of 100px to table columns that contain text to make this text readable in situations where the column is explicitly designed with a column width less than 100 pixels. (IW-12176)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.111.21.

## Supported Languages

See Release 8.5.1 Translation Support.