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Workspace Desktop Edition

8.5.112.08

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8.5.112.08

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/24/16	General					X

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What's New

This release contains the following new features and enhancements:

- Workbin and Interaction Queue Filter sort order is now retained between login sessions.
- Changes to the `interaction.case-data.format-business-attribute` and `toast.case-data.format-business-attribute` options are now taken account immediately. This includes situations when the values of those options are set by using a Transaction object assigned during Routing processing and that is received by Workspace through an `EventAttachedDataChanged` following the `EventRinging` or `EventPartyChanged` that started the call handling.

Note: Case information of consultation calls are static and as a consequence not affected by this modification.

- An agent's last used interaction search criteria in the Advanced Search view of the Interaction Search, My History, Contact History, and Contact Directory views is now retained between login sessions. With this new capability, the `contact.history-advanced-default` options are now ignored as soon as an agent modifies the list of advanced search criteria in the corresponding search views.
- The performance of Team Communicator when loading the information for a large number of agents has been improved. Previously, Workspace might have become non-responsive for several seconds at application startup, particularly in environments where the value of the `general.configuration-agent-collection-loading-method` option is set to `brief-info`.
- Workspace now attaches the Call Result to the **Record Processed** request sent to Outbound Contact Server when an agent finalizes the processing of an outbound record only when the value of the Call Result is not unknown. Previously, when the agent was not assigned the privilege to specify a call result, or when the agent did not pick another call result value, the Call Result was always overridden with the value unknown.
- You can now fully localize the labels retrieved from Genesys Management Framework that are displayed in the **Workbins** view by:
 - Applying the Business Attributes localization rules to the Business Attribute Values of the **Custom Interaction Attributes** objects to localize the custom workbin and interaction queue columns.
 - Applying the Script localization rules to the **Workbin** objects to localize the name of the workbin.
- Recent Place selection at login has been optimized. Previously, the **Use recent place** check box was hidden in the **Show More** area. The check box is now displayed more prominently. Enhanced logic, based on the `login.place-location-source` option is available to reduce accidental login on an incorrect device if an agent logs in from a location that is different from the last login.
- System performance can now be improved by storing the agent's personal profile outside of the Configuration Server Person annex, in a controlled network area. This reduces the amount of data that is stored in Configuration Server and, as well, Workspace no longer executes **Write** requests to

Helpful Links

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Configuration Server. Also, this feature enables the capability to access the agent's personal profile from any workstation or location where the agent logs in. Configure the options.clean-up-former-record-location option to handle migration logic to the new location.

- You can now insert pre-defined text into outgoing email interactions by using a Standard Response configured to contain custom field codes.
- Workspace now tracks the duration for which each interaction is actively being worked on (in focus) to better support accurate reporting of an agent's time spent per interaction. This information is recorded by Genesys Info Mart for historical reporting purpose. Genesys Info Mart version 8.5.004.06 or higher is required to use this feature. Set the value of the reporting.case.report-case-in-focus-duration to true to enable this feature.
- Workspace now supports Windows 10. This support does not include Genesys Workspace Plugins. For plugin support information, refer to the specific documentation for each plugin.
- When Workspace sends the **RecordProcess** request to Outbound Contact Server through a **User Event** delivered to T-Server, the **User Event** is now populated with the Connection ID of the corresponding outbound call.
- In environments where Genesys Outbound is deployed, when an agent request to log off from the Voice channel is authorized by Outbound Contact Server, Workspace now automatically forces the Voice channel status to **Logged Off**. Previously, when the request was approved, the status was forced to **Not Ready**.

Resolved Issues

This release contains the following resolved issues:

When an email interaction is pulled from a workbin, explicitly by an agent or implicitly by sending the corresponding child outgoing email reply, the FirstName and EmailAddress key-value pairs are no longer ignored when subsequently synchronizing the attached data of the email interaction in UCS. (IW-12608)

Connection to Configuration Server using Kerberos authentication by specifying a Service Principal Name now works correctly. In version 8.5.111.21, this feature was not operational and agents could not log in using Kerberos authentication. (IW-12593)

Agents can now sort using any column the contents of workbins that are configured to be updated automatically. Previously, starting with version 8.5.110.16, it was possible to sort a workbin configured in this way only using the attributes mapped to table columns in Interaction Server. (IW-12592)

The My History view now correctly displays interaction records correctly. Previously, the My History view could become empty when agents switched between the grid view and the tree view while adjusting the time filter. (IW-12554)

If an agent uses shortcut keys to send, interim send, save, save in workbin, or put back to original queue an outgoing email interaction, the subject and body of the email are now correctly saved in the Universal Contact Server (UCS) interaction record. Previously in this scenario, these elements were not saved, and the email was sent without a subject or body. (IW-12538)

When an agent is assigned to an Outbound Push-Preview campaign in an environment where the value of the `outbound.push-preview.use-combined-channel` option is set to `true`, the `outboundpreview` media channel status no longer loses synchronization with the status of the voice channel. (IW-12528)

In environments where Workspace is configured to connect to Configuration Server using a configuration environment name instead of an explicit host and port, Workspace no longer displays by default the bottom part of the primary login window that contains advanced login parameters. (IW-12498)

When an agent populates the **To**, **Cc**, and **Bcc** addresses of an outgoing email interaction by using the address search dialog box, it is now possible to directly type the addresses in the corresponding field without explicitly searching for a contact. Previously, when an address was manually typed into an empty field of this dialog box, the typed content was ignored when an agent clicked OK to close the dialog box. (IW-12496)

Agents can now reply to an inbound email interaction that does not have a contact assigned. (IW-12483)

In a multi-channel conversation scenario, when an inbound chat from a contact is followed by an outgoing call to the same contact, agents can now start a consultation or transfer the call. (IW-12477)

In environments where agents are granted workbin privileges, it is now possible to manage personal or shared workbins after a network disconnection that impacts connections to Interaction Server and Configuration Server, or after a workstation is set to sleep or hibernate and then is awakened. (IW-12474)

In environments where an agent is granted both Outbound and Genesys Callback privileges, it is now possible to close an interaction form representing a rescheduled outbound record using the **Done** button. (IW-12470)

The processing of the Genesys Voice Mail **Message Waiting Indicator** events has been improved to avoid situations where the indicator of a new message might not be displayed in the message notification area. (IW-12430)

When Workspace is configured to use a non-English language interface, it is now possible to use the **Between** operator when searching Interactions based on a date attribute. (IW-12422)

In the Contact History view, the page navigation now behaves correctly in scenarios when a Quick Search request was first executed and followed by a switch to the Advanced Search mode. (IW-12419)

Agents can no longer complete the processing of an outbound record when the record was rescheduled with a blank or invalid date. Previously in this scenario, an outbound record marked to be rescheduled with an empty date was rescheduled to the current day. (IW-12412)

Workspace now correctly displays HTML formatted email interactions that contain the `< ![endif] - > tag` (a conditional comment) without a corresponding `< !- [if] > tag`. (IW-12411)

In environments where the value of the `interaction-bar.enable-quick-access` is set to `true` and the `Interaction Bar - Can Dock` privilege is not granted, when the Workspace **Main Window** is maximized, Workspace no longer fails to respond after a selected interaction tab is closed and Workspace switches to another interaction tab. (IW-12339)

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)

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)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.08.