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Workspace Desktop Edition

8.5.113.11

12/20/2025

8.5.113.11

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/23/16	General					X

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What's New

This release contains the following new features and enhancements:

- Chat enhancement
 - Agents are notified by a visual alert when a customer or another party disconnects from a chat session that does not have the focus.
- Email enhancements
 - Agents composing emails can now copy/paste or insert images in the email body within the text and adjust the image size if needed. Resizing an image in the email body increases or decreases the size of the email. This feature requires E-Mail Server Java version 8.5.102.02 or higher.
 - Agents receiving an email with images inserted within the email body for illustration purposes can now see the images at the position intended by the sender. This feature requires E-Mail Server Java version 8.5.102.02 or higher.
 - Agents can now use the 'Tab' key to insert spacing within the body of an outgoing email. Previously, this action moved the focus to another part of the application. The legacy behavior is preserved when the value of the accessibility.visual-impairment-profile option is set to true.
 - Agents can now forward an inbound email as part of the body of an email instead of as an attachment. This allows agents to add comments and attachments before sending the forwarded email.
 - Agents can now forward inbound and outgoing email interactions from the Contact History, My History, or Interaction Search views when the emails are in the Done state.
- Other enhancements
 - Workspace now forces the Not Ready reason of a particular media channel to the value specified by the security.inactivity-not-ready-reason option only when the status of the channel is Ready at the time that user inactivity is detected. Previously in this scenario, the status of the media channel was forced to the specified Not Ready reason even when it was already set to Not Ready with a different reason.
 - The CategoryId and IsCategoryApproved attributes of an email interaction record in Universal Contact Server are now updated as soon as the email interaction leaves Workspace and is either placed in a queue or a workbin, or is marked as Done. This applies when those attributes are updated when an agent inserts a Standard Response or when custom code explicitly sets those attributes through the IInteraction.CategoryId and IInteraction.IsCategoryApproved programming interfaces.
 - The display of email addresses in interactions listed in workbins has been improved so that long email addresses fit better within the row height.
 - The interaction previews of the Callback Solution and the Personal Callback of the Outbound solution can now be provisioned so that the Case Information and Disposition Code configuration is defined in the Business Process. Previously, only the static configuration of the agent was taken into account.

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:

The Interactive Notification window that is displayed to alert an agent of an incoming Callback Preview now closes when the preview timeout expires. Previously, the notification remained open and a second notification was displayed when the next Callback Preview was distributed to this agent. (IW-12947)

The **My History** view no longer becomes unresponsive when it contains an interaction that has no contact assigned and the agent clicks to display it in tree view mode. (IW-12936)

The privilege SMS - Can Create is now correctly taken into account in Team Communicator, the Contact Directory, and in Party Action menus. (IW-12928)

Workspace no longer sends a large number of duplicated ReadObject requests to Configuration Server or Configuration Server Proxy when it determines the display name of a Person to be listed in the 'Origin' label of the Case Information area. Previously, when the value of the interaction.case-data.content option contains the keyword 'History', Workspace could generate a request flow that impacted the performance of Configuration Server or Configuration Server Proxy. (IW-12925)

The last position of the vertical slider that separates the Contact Information and Standard Response views from the interaction in the Interaction view, is now correctly restored to that location when the next interaction is displayed. (IW-12912)

Workspace now correctly populates the 'bgcolor' attribute of the TABLE, TBODY, and TR HTML tags in outgoing email interactions. (IW-12905)

Workspace now always displays message boxes in front of the Main Window. Previously, if the value of the interaction-bar.enable-quick-access option was set to false, some action confirmation dialog boxes were displayed in front of the Interaction view, but behind the Main Window if the agent had selected the **Always on top** option for the Main Window, preventing the agent from closing the confirmation dialog box. (IW-12904)

Agents can now correctly print an email by using the system dialog box from the Print Preview window. (IW-12903)

When Workspace downloads an attachment from Universal Contact Server, it now stores the file

locally as read-only. Previously, downloaded attachments were stored with read/write flag, which allowed agents to edit and save it from the third-party application capable of editing those file types. Agents might have erroneously thought that they could update attachments that were downloaded locally prior to sending, transferring, or placing them in a workbin. (IW-12895)

Callback requests that are submitted by Workspace when handling a Push Preview Outbound record are now correctly processed by Genesys Outbound. Previously, starting from version 8.5.112.08, Workspace sent the 'RecordProcessed' request of Push Preview record through T-Server instead of through Interaction Server. This action caused any request to reschedule to be ignored by Outbound Contact Server. **Note:** for Push Preview records, it is no longer possible to get the 'TConnectionID' specified in 'the RecordProcessed' requests. (IW-12886)

Workspace no longer shows an empty view on the left side of the Interaction view when the vertical buttons that are used to change tab view on the right side of the interaction view are clicked while the left side of the Interaction view is collapsed. (IW-12875)

When using the Advanced Search to find interactions, Workspace no longer clears the selection specified by a drop-down list that is used to search for predefined custom values when a new criteria is added to the Advanced Search form. (IW-12871)

Workspace no longer attempts to open multiple connections to Chat Server when an agent uses a keyboard shortcut to accept an SMS (Session Mode) interaction. (IW-12870)

The full content of an interaction custom attribute can now be displayed in a tooltip when an agent views the interaction in a workbin in grid view if the column width is not wide enough to show the whole text on one line. (IW-12860)

Workspace now formats HTML bulleted lists in outgoing email interactions so that they display correctly in email applications such as Microsoft Outlook. (IW-12858)

The Send field of the SMS Interaction view no longer becomes read-only after an agent accepts the interaction. (IW-12848)

If an agent has specified a font size in the Email Editor toolbar, this new size is stored as the default font size. It will be used for inserted Standard Responses into the body of the email if the agent clicks in the body of the inserted Standard Response that doesn't have a font size attribute. Previously in this scenario, the font size of the inserted Standard Response without defined font size attribute was always 12 px. (IW-12838)

The Chat 'Push URL' drop-down list menu no longer appears in the wrong position on the screen. Previously, it was displayed at the top left of the screen when the Chat Interaction window was minimized and then restored while this menu was already displayed. (IW-12837)

The Contact Directory Advanced Search now works correctly in grid view if the search criteria contain certain characters, such as the dash ('-'). (IW-12831)

Agents can now delete multiple values of the same Contact Attribute, such as deleting multiple email addresses, in a single operation. Previously, agents could only make a single change, then had to save the changes before making a new change. (IW-12740)

Workspace no longer becomes unresponsive at startup in the following scenario:

- A Team Lead is granted the Workbins - Can Use My Team Workbins privilege
 - This Team Lead is monitoring two agents that have the same EmployeeID attribute that is differentiated only by the case of the characters (for example, AGENT1 and agent1) (IW-12697)
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Workspace no longer truncates the bottom part of the interaction window when it completes voice or chat conferences. Previously, when the value of the interaction-bar.enable-quick-access option was set to false, the interaction window could appear truncated in those scenario, and required a manual resize to correct the display. (IW-12438)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.113.11.