GENESYS™

Workspace Desktop Edition

8.5.116.12

12/20/2025

8.5.116.12

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/11/17	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Special characters that are not supported by Windows for file names are now supported for the filenames of email attachments. Previously, starting with version 8.5.115.17, it was not possible to download attachments that were named in Universal Contact Server that used special characters such as '?'. (IW-13850)

The DIR HTML attribute is now supported in the <P> tag for HTML formatted email interactions. This support enables the correct display of mixed left-to-right and right-to-left languages in the same email or Standard Response. (IW-13730)

Workspace no longer exits unexpectedly when an agent is editing a draft email. Previously, starting with version 8.5.114.10, Workspace could exit unexpectedly if auto-spell check was enabled. (IW-13648)

Workspace no longer exits unexpectedly when attempting to transfer or conference a voice interaction that contains information in the Note tab. (IW-12887)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.116.12.

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