GENESYS™

Workspace Desktop Edition

8.5.117.18

12/20/2025

8.5.117.18

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General					X

Contents

What's New

This release contains the following new features and enhancements:

- Hybrid voice agent support

  - Hybrid voice agent configuration is now supported to let an agent log in on two distinct voice devices and answer or make calls (according to priority rules) from each of them. In particular Skype for Business and Workspace SIP Endpoint hybrid mode is now supported. Contact Centers are no longer required to choose between Skype for Business or Workspace SIP Endpoint as their communication media of choice. With hybrid mode, both can be used by the same agent for handling customer interactions and internal communication. This feature significantly expands Skype enabled enterprise/ back office users as available resources for assistance to improve first contact resolution.

- Contact Management enhancement

  - Workspace can be configured to display a list of possible matching contacts when a new interaction is received. This new feature allows agents to further qualify the contact to insure the interaction is properly assigned to the correct contact.

  - Some interactions might require several exchanges between the contact and the contact center. To help the agent quickly understand the context of the conversation across several interactions, Workspace automatically highlights the current interaction in the contact's interaction history. This capability allows the agent to focus only on historical interactions that are related to the current one.

- Case Information enhancement

  - You can configure which key-value pair(s) are mandatory on Mark Done. This feature allows the business to capture critical interaction data when required.

- Outbound Campaign enhancement

  - Some Outbound Campaign calls might have to be transferred to another user. Depending on the transfer destination, the call result might become lost in the process. This improvement introduces the outbound.complete-record-before-transfer option that forces agents to finalize outbound record processing, including setting the call result, before the transfer is completed.

  - When an outbound Pull Preview Record is dialed using the **Call** menu item of the Call Party drop down menu instead of the regular **Call** button of the toolbar, the Outbound Record can now be correctly marked as processed when the call is completed.

  - All the Outbound Pull Preview Record key-value pairs that are distributed to Workspace can now be configured to be displayed in the Case Information area. Previously, only a subset of the record data could be included in the Case Information during the preview phase, and they were not displayed until the call was dialed.

  - You can now assign a localized display name to an Outbound Record Field that is configured to be displayed in the Outbound Record area.

Helpful Links

Releases Info

- List of 8.5.x Releases
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- In multi-tenant environment, Workspace can now display a complete Outbound Record from a Calling List that is linked to a Format configured with Fields defined in the 'Environment' Tenant. Previously, starting with release 8.5.109.16, Workspace was not able to display Outbound Record Fields configured in another Tenant than current agent's Tenant.

- Other enhancements

  - Changes to the voice.mark-done-on-release options are now taken into account immediately. Previously, a change to this option was applied at the next interaction; therefore, the change was not taken into account on the target of a two-step transfer engaged through a strategy in charge of routing the consultation call and that overrode this option.

  - When the value of the voice.auto-answer option is set to true, Workspace no longer performs an auto-answer on incoming voice calls when an agent has logged off the voice channel.

  - In a SIP Server environment, a Team Lead (Supervisor) can now barge-in a call of an agent monitored in an Agent scope. Previously, the Team Lead could barge-in agent conversation only when the agent was monitored in the Call scope.

  - When an agent personalizes the My Statistics view by removing some Agent Groups columns or some KPI rows, the restructured view is now restored at next agent login.

  - Workspace now shows only Contact records that result from a Contact search from either Team Communicator or the Contact Directory (set to List View). Previously, the search could also return isolated Contact Attributes that displayed as blank lines in the search results list.

  - Workspace can now optimize the Contact, Interaction, and Standard Response search requests sent to UCS to improve the search in Japanese and Chinese. UCS must be configured to use a CJKAnalyzer.

    ### The following new options have been added to support this feature:

    - For Contact search: contact.directory-auto-append-star-to-search

    - For interaction search: contact.history-auto-append-star-to-search

    - For Standard Responses search: standard-response.auto-append-star-to-search

Resolved Issues

This release contains the following resolved issues:

Workspace no longer stops the processing of a chat interaction when a supervisor clicks on 'Done' after silently monitoring a chat conversation between an agent and a customer. Previously, this scenario resulted in the monitored agent being unable to select a disposition code at the end of the conversation, and the UCS interaction record being not fully updated. (IW-14091)

The details of an outgoin SMS selected in an History View or a Workbin View now displays the Contact phone number. (IW-14079)

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In environments where Workspace is configured to connect to a secure port of an HA Pair of a particular Genesys server, if a failover occurs, Workspace now connects to the port of the back-up server that has the same ID as the secured port used by Workspace to connect to the primary server. (IW-14067)

Workspace no longer becomes unresponsive due to an environmental issue in scenarios where the Windows DirectShow stack, used to play audio alerts, hangs while initiating particular sound file types such as MP3s. (IW-14065)

In HTML formatted email interactions, Workspace now correctly displays table cell backgrounds. (IW-14063)

Workspace now correctly sets the `CategoryId` of SMS, chat, and email interactions in Interaction Server and UCS when at least one standard response has been inserted into the interaction during handling by an agent. Previously, starting with version 8.5.112.10, the `CategoryId` was only set in UCS for email interactions; it was not set for SMS or chat. (IW-14057)

The Reschedule view, used to reschedule an Outbound record or a callback, now correctly displays the Time text box for all locales. Previously, the Time control did not display time separators correctly for locales where the currency separator is different from the number separator, such as South Africa English. (IW-14048)

During switchover from primary UCS (or UCS Proxy) to backup, Workspace no longer sends extra requests to Universal Contact Server (UCS). Previously, Workspace sent `RequestGetIndexProperties` during switchover which, in large scale deployments, could result in a high flow of requests received by UCS. (IW-14044)

Workspace no longer prints in log files attached data values that are configured to be hidden through the 'hiding sensitive data in logs' feature. (IW-14040)

The speed that interaction notifications are displayed has been improved for deployments that run Workspace in a VDI environment with Workspace SIP Endpoint running in standalone mode on agent workstations. Previously, in cases of significant network latency between the VDI infrastructure and the agent workstation, the interaction notification of incoming calls could be delayed. (IW-14028)

In environments where Workspace is configured to display interactions in separate windows, the management of the window width has been improved to better fit the displayed content, according to the expansion/collapse of the right hand view performed by an agent. (IW-14026)

The interaction notification window title title can now display any key-value pairs of an Outbound reschedule notification. Previously, only a subset of the Outbound record could be used. (IW-14019)

When an agent performs a Forward As Attachment operation on an inbound email interaction, the

interaction notepad is now populated with the phrase "Forwarded by Agent <name> on <date>". Previously, when the value of either of the email.forward.enable-instructions was set to `true`, or when the 'Forward' privilege was also granted to this agent, this phrase was not appended to the notepad. (IW-14008)

The History details of outgoing email interactions that are generated as a result of "Forward" or "Forward As Attachment" operations no longer display the name of the contact of the forwarded inbound email along with the email address of the forward destination. (IW-14003)

Workspace now displays a horizontal scrollbar when an inbound HTML formatted email containing a wide embedded image is opened. (IW-13995)

Text in tables in HTML formatted email interactions is not aligned correctly. Previously, starting with version 8.5.114.08, the alignment of text contained in COLGROUP tags was not correctly displayed. (IW-13988)

When the shortcut configured by the keyboard.shortcut.interaction.email.send option is used to send a forwarded email interaction, the original parent inbound email is now correctly restored in the email interaction view. Previously in this scenario, the parent inbound email remained in the 'In-progress e-mail' workbin. (IW-13987)

Email interaction view accessibility has been improved. Previously, some email header fields or controls were not accessible through Screen Reader interfaces. (IW-13981)

Workbin content view accessibility has been improved. Previously, it was difficult for a Screen Reader application to access the grid view that contains the list of interactions in the selected workbin. (IW-13980)

Workspace no longer dynamically inserts an Agent Group column to the My Statistics views when the current agent is added to the Agent Group while the agent is logged in. Previously, this behavior occurred when the value of the kpi.show-agent-groups option was set to `false`. (IW-13975)

The **Get Record** button of the Campaign List view is no longer active when a non-pull preview campaign is selected. Previously, in scenarios where the agent is assigned to a pull preview campaign and a progressive or predictive campaign, the button could become active for the predictive/progressive campaign. (IW-13928)

When the content of a workbin is updated while an agent is selecting text or scrolling through the body of an email interaction that is selected in this workbin, the current selection is no longer refreshed and the scrolling session is not interrupted and the selection is no longer cleared. (IW-13927)

The *No results* options are now correctly taken into account for inbound email interactions.

Previously, when the contact lookup feature was enabled for the email media by these options, Workspace did not perform the look-up operation on inbound email interactions that had no `ContactId` at the time they were distributed to the agent or pulled by the agent from a workbin. (IW-13917)

An error that prevented some interaction properties from being update on the `ContentChanged` event has been fixed. (IW-13906)

Workspace no longer converts the non-breaking spaces of HTML formatted email interactions into regular spaces. (IW-13905)

When a Contact is assigned by the agent to an interaction that does not contain any contact assignment initially, the full interaction view is now updated accordingly. Previously, starting from version 8.5.112.15, the assignment of a Contact to an interaction that was not initially assigned to a Contact resulted in a partial refresh of the interaction view; the interaction party and case header were not refreshed; however, the Contact ID was properly set in both UCS and the interaction data. (IW-13902)

Workspace now passes the full set of available attached data when it performs a Contact Look-up on an Outbound Pull Preview interaction. Previously, only a subset of the Outbound Record data was passed in the request. (IW-13901)

In the My History view, the date selectors of the advanced search view are now correctly displayed. Previously, the date selector pop-up window could appear empty. (IW-13888)

The CTRL+T and CTRL+SHIFT+T shortcuts now work as expected when assigned to any of the `keyboard.shortcut.*` options. Previously, these particular shortcuts did not function as expected when the focus was on a text editor, such as the Email Editor or Notepad. (IW-13884)

The maximum number of Places that can be added to a Place Group to support the Automatic Place selection using Place Groups feature is no longer limited to 255. The PlaceGroup size can be safely extended to 3000. (IW-13872)

When an agent replies to an incorrectly formatted HTML email interaction, the corresponding email reply interaction now contains a copy of the original HTML code in the quoted part. Previously, any HTML that occurred outside the BODY tag of the inbound email content was stripped out of the email reply interaction. (IW-13820)

For the Turkish locale the Print, Reply, and Open functions now work correctly for selected inbound email interactions in the Contact History. (IW-13759)

If an agent opens two active email interactions from the same email thread (for example two subsequent requests from the contact) concurrently on the desktop, Workspace now opens them in

two separate tabs or windows. Previously, the two email interactions opened in the same tab or window which resulted in significant and confusing display issues in the interaction toolbar. (IW-13721)

In scenarios where Team Leads (Supervisors) are supervising a chat conversation between an agent and a contact, with one Team Lead being engaged in coaching mode and one in monitoring mode, the coaching Team Lead name now is included in the chat consultation area displayed to the agent and the monitoring Team Lead. Previously, the coaching Team Lead was displayed as "undefined". (IW-13715)

Workspace no longer fails to respond when it tries to open an email interaction that includes a table that contains several hundreds rows. (IW-13698)

The robustness of the connection pool to the T-Server Hot Stand-by pair has been improved. Previously, Workspace could stop trying to re-connect to the disconnected back-up T-Server while still connected to Primary T-Server. As a consequence, at the next T-Server HA Pair switchover, Workspace was improperly monitored by the HA Pair which could lead to an incorrect status report to the Statistic Server and limited functionalities available to the user. (IW-13696)

Workspace now always automatically cancels the "Monitor next interactions" operation in T-Server when the Team Lead (Supervisor) exits Workspace. Previously, the "Monitor next interactions" operation was not cancelled when the voice channel of the Team Lead was logged off before application exit. In a Cisco T-Server deployment this could cause the "Monitor next call sessions" feature to be still running on the voice device. (IW-13649)

When an agent has an active Instant Messaging (IM) conversation with a second agent who is already handling a voice call with another party, the first agent can no longer attempt to escalate the IM conversation to a voice call to the second agent. (IW-13374)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.117.18.