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Workspace Desktop Edition

8.5.120.05

5/14/2025

8.5.120.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/14/17	General					X

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What's New

This release contains the following new features and enhancements:

- The `interaction-bar.quick-access-auto-open` and `interaction-bar.quick-access-auto-open.<media-type>` options can now be overridden by a Routing Strategy.
- The `interaction-management.snapshot-timeout-delay` option has been introduced to allow you to specify a timeout value of greater than 10 seconds in environments where users handle large Interaction Queue Snapshots.
- You can now configure Workspace to display a custom workbin column as a 'datetime' attribute with the values displayed according to the locale of the workstation. Add the 'interaction-workspace/'/'display-type'='date' key-value pair in the annex of the Business Attribute Value that represents this interaction property in the Business Attribute 'InteractionCustomProperties'. The prerequisite is that you must store this custom attribute in UTC format in the interaction properties. One way to do this is to specify the following key-value pair in the annex of the corresponding Business Attribute Value in the Case Data Business Attribute:
 - `interaction-workspace/display-type=date`
 - `interaction-workspace/date.utc-time-zone=true`
 - `interaction-workspace/date.time-format=dd-MM-yyyy HH:mm:sszzz`.
- You can now localize the folder names in the tree view for the Disposition Code, Case Information 'enum-tree' key-value pair, and Outbound Record 'enum-tree' key-value pair views. To enable this, the annex of the Folder objects in Management Framework that contain the Business Attribute Values must be configured with the 'interaction-workspace/'/'display-name.<language_code>-<country-code>' key-value pair.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Workspace Desktop Edition](#)

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[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

In environments where a Team Lead can handle both voice and chat channels, but is allowed to monitor only voice interactions of supervised agents, Workspace no longer becomes unresponsive when the Team Lead uses Team Communicator to start monitoring the voice channel of an agent. (IW-14727)

The ISIPEndpoint 'IsSpeakerMuted' and 'IsMicrophoneMuted' properties have been restored in the Workspace programming interface. Previously, starting from version 8.5.117.26, these properties were no longer available in the programming interface. (IW-14714)

The dial plan rules that are defined in Workspace are now applied when an agent starts an Instant (one-step) Conference. Previously, dial plan rules were ignored for Instant Conferences. (IW-14713)

The Interaction Queue Filter display can now be successfully refreshed after its content has been updated in Interaction Server. Previously in this scenario, the refresh of the Interaction Queue Filter content might have resulted in an error. (IW-14693)

Team Leads who are allowed to monitor the current chat interaction of a supervised agent can now request immediately after logging in the monitoring of an active chat interaction being handled by the supervised agent. Previously, the Team Lead could only monitor chat interactions that agents started to handle after the Team Lead logged in. (IW-14681)

You can now add the CustomerID key to an interaction when this attribute is configured to be editable in the Case Information. Previously, it was only possible to edit this key when it was already present in the interaction before being presented to the agent. (IW-14679)

In scenarios where an agent forwards an inbound email to an external resource, then receives a response from the external resource while the original inbound email is still active in the agent's Workspace, the two emails are no longer displayed combined into a single view. (IW-14676)

The HTML Rich Text editor now correctly displays HTML content that has an incorrectly formatted <A> tag or that has a <STYLE> tag. Previously, incorrect HTML content might have been displayed inside the editor and the style might not have been rendered. (IW-14671)

The 'from' attribute is now always displayed in Tree View mode of the Interaction History views. (IW-14646)

The support of special characters such as '|' or '\' in email attachment file names has been improved. Previously, in some situations, Workspace was not able to display attachments if the file name contained these kinds of special characters. (IW-14642)

You can now specify a date criterion when searching interactions in the Contact History archive or an agent's My History archive. (IW-14559)

In a scenario where an agent does not have read access to the Workbin Private View objects (script objects of type 'Interaction Queue View') in the configuration layer, Workspace now displays all workbins to the agent except those for which the agent does not have read access. Previously, no Workbin or Workbin subset was displayed. (IW-14452)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.120.05.