GENESYS™

Workspace Desktop Edition

8.5.120.06

5/13/2025

8.5.120.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/28/17	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Custom interaction attributes are now correctly populated in the search results table of Interaction History views. Previously, empty cells might have been displayed in the search results table for some custom attributes. (IW-14769)

A memory leak that occurred when Workspace handled rich text formatted email interactions that contained embedded images has been fixed. (IW-14753)

Workspace now allows agents to access the last page of a Contact History view or a My History view if the last page contains only a single record. Previously, the last record could not be viewed. (IW-14740)

The menu item providing access to an agent's Personal Voicemail Box is now always available when voicemail access is configured. Previously, personal voicemail access menu item might have been missing when the voice channel was logged on. (IW-14700)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.120.06.

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