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# Workspace Desktop Edition

8.5.122.08

12/20/2025

# 8.5.122.08

## Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/17	General					X

### Contents

- **1 8.5.122.08**
  - 1.1 Helpful Links
  - 1.2 What's New
  - 1.3 Resolved Issues
  - 1.4 Upgrade Notes

## What's New

This release contains the following new features and enhancements:

- Chat enhancements
  - New user experience to clearly differentiate messages from each party involved in the conversation.
  - Loading of historical Chat interaction within current chat session: This improvement allows agents to have the full context of past chat interactions without needing to open the contact interaction history. This feature is enabled by the chat.historical.maximum-age option.
  - Unread message indicator: This capability allows agent to know if sent messages were not read by the customer. This feature is enabled by the chat.show-unread-notification option.
- SMS enhancement
  - New user experience to clearly differentiate messages from each party involved in the conversation.
- IM enhancement
  - New user experience to clearly differentiate messages from each party involved in the conversation.
- Workbin enhancement
  - Display of updated interaction properties: Any property update of an interaction stored in the workbin by a background process is now reflected in the Workbin view. This capability is enabled by the workbin.<media-type>.<nick-name>.notify-property-changed option.

## 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:

### Screen Reader and Keyboard Accessibility Issues

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Agents can now use keyboard navigation and screen reader applications to select a color in the HTML email editor.

**Limitation:** Colors are read as color codes and not color names. (IW-15053)

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In environments where the value of the `accessibility.visual-impairment-profile` option is set to `true`, with the focus on the email text editor, pressing the Tab key to navigate to the rich text toolbar no longer clears the selected text. (IW-15060)

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Agents can now use a screen reader application to navigate inside the **Response** view. Previously, the Standard Response categories could not be read when navigating the tree view with a screen reader application and some confusing strings were read when navigating the list view. (IW-15012)

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Agents can now use keyboard navigation and a screen reader application to edit a Case Information key that is configured to be displayed as a tree view item selector (`'display-type'='enum-tree'`). (IW-15011)

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Workspace can now play an audio alert when the Pending Response indicator in the Chat toolbar reaches each of the two thresholds that are specified by the `chat.pending-response-to-customer` option. Use the `chat.pending-response-to-customer-bell` option to specify the location of the audio file to play. (IW-14934)

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Screen reader applications are now able to read information about the current status of the Pending Response indicator in the chat interaction toolbar when the control has the focus and the value of the `accessibility.visual-impairment-profile` option is set to `true`. Previously, it was not possible to move the focus to the pending response indicator. (IW-14933)

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In the Login window, screen reader applications can now read the **Application Name** field. Previously, the application name value was read but not the label assigned as the application name. (IW-14924)

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## Miscellaneous Issues

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Agents can now specify a Not Ready reason when changing an eServices channel from 'Do Not Disturb' to 'Not Ready'. Previously, the reason code was ignored when agents performed this action. (IW-15063)

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The 'QAReviewerUserName' key is now correctly populated for email interactions when the QA Reviewer specifies a QA Review disposition and sends the outbound email. Previously in this scenario, the 'QAReviewerUserName' key was not always populated. (IW-15048)

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The **Responses** tab and Responses area now display correctly when Workspace includes a custom or plugin vertical tab. Previously, starting from release 8.5.121.03, in this scenario, the content of the Responses tab and the custom tab did not always display correctly. (IW-15031)

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The Team Communicator **Party Action** menu is now displayed for Skills when the value of the

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gui.magnification-factor option is set to xlarge, large, or medium. Previously, the menu triangle was not displayed at these magnifications. (IW-14985)

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The **Details** tab of the Contact History and Workbin views now correctly display plain text email interactions that contain a hyperlink composed of an incorrectly formatted URL. (IW-14972)

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In the Business Attribute annex, you can now configure alternative display names for Interaction Attributes that are displayed in the **Advanced Search** panel of the My History, Contact History, and Interaction Search views. This feature can be used to support localization of display names. (IW-14963)

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The workbin view no longer fails to initialize when it is accessed while Workspace is re-initializing its connection to Interaction Server or Interaction Server Proxy. (IW-14956)

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Workspace no longer becomes unresponsive when it displays an HTML email that contains a large number of references to external images. Previously, in environments where the Proxy to access the internet was requesting authentication and was limiting the number of parallel requests, the application could become unresponsive. (IW-14953)

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Workspace now correctly sets the Call Result of a re-scheduled outbound campaign record when the agent specifies it explicitly. Previously, when the rescheduled outbound campaign record was distributed to Workspace without a default call result specified, the call result specified by the agent was not updated. (IW-14932)

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Workspace no longer becomes unresponsive when an agent opens Team Communicator for the first time after login while the UCS primary and backup are disconnected and the list of Team Communicator 'recent contacts' or 'favorite contacts' contains a reference to at least one Contact. (IW-14908)

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Workspace no longer displays a media error when an agent makes a new call while an existing call is still connected. Previously in this scenario, Workspace might initiate two subsequent requests to hold the call, which resulted in the second one being rejected by the T-Server and the agent being notified of an error. (IW-14905)

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When an outbound campaign call is rescheduled to a new number, the default values of daily\_from and daily\_till specified in Management Framework are now taken into account. Previously, they were set to 00:00 and 23:59 respectively. (IW-14892)

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If the contact disconnects from a chat while the chat is being accepted by the agent, the interaction now clearly appears as terminated. Previously, in this scenario the misleading message "Trying to connect to Chat Server" was displayed to the agent. (IW-14884)

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In SIP Business Continuity environments, when the voice channel is logged off before a Disaster

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Recovery switch-over happens, Workspace no longer forces the voice channel to log on when SIP Server communication is restored. Previously, when the SIP Endpoint was transiently fully unregistered during this disaster recovery scenario, the voice channel might be forced to the 'log on' state. (IW-14846)

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Workspace now displays the "handling timeout" warning message to agents only when Interaction Server revokes the current interaction for the 'HandlingTimeout' reason. Previously, this warning message was displayed irrespective of why Interaction Server revoked the interaction, including 'iWD Capture Point instructs Interaction Server to place the currently active interaction in a queue' or 'an agent placed a chat conference in a queue' reasons. (IW-14818)

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In SIP Server environments, it is now possible to complete the transfer of a call when both the contact call leg and the consultation call leg are on hold. (IW-14729)

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In Interaction Server Cluster environments, a Team Lead on a first node of the Cluster can now request the monitoring of an active chat interaction being handled by a supervised agent on a second node of the Cluster. Previously, a Team Lead could only monitor chat interactions handled by supervised Agents on the same Cluster node. This is an improvement of the fix provided in the **8.5.120.05** release. (IW-14681)

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In SIP Server environments, the **Start Voice Consultation** button is no longer enabled while an agent is already engaged in a consultation call. Previously in this scenario, an error occurred if an agent tried to use this button. (IW-14015)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.122.08.