GENESYS

Workspace Desktop Edition

8.5.124.08

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Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/18	Update					X

Contents

What's New

This release contains the following new features and enhancements:

- The rich text email editor **Font** menu now displays the full list of fonts available on the agent workstation. Previously, only one font per font family was displayed.

- Screen Reader applications can now read the names of colors inside the email Rich Text Editor color Picker control.

- Agents can now press the **Enter** key to insert a selected standard response into an email, chat, or other text-based interaction.

- It is now possible to sort the content of an 'auto-update' workbin based on a column containing integer values. For that purpose, the key-value pair 'interaction-workspace/display-type'='int' must be specified in the annex of the Business Attribute Value corresponding to that column in the Business Attribute "Interaction Custom Properties". Previously those columns were sorted as strings.

- On an Alcatel 4400 / OXE switch, a Supervisor can now fully log out of the voice channel when exiting Workspace if the value of the logout.voice.use-login-queue-on-logout option is set to true. Previously, when a supervisor specified a queue when logging in the application, the supervisor was only partially logged out from the voice channel.

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 accessibility mode, you can now prevent hyperlinks from being active in email, chat, and SMS interactions by setting the value of the accessibility.disable-hyperlinks option to true. When set to false, Workspace might become unresponsive when screen readers like JAWS try to read active hyperlinks. (IW-15270)

When a chat contact leaves the chat session while the handling agent is transferring the chat interaction to another agent, the chat interaction view now automatically closes on the transferring agent side. Previously in this scenario, the transferring agent had to manually close the chat form when the destination agent had accepted the transfer, which resulted in an incorrect calculation of the focus time for the transferring agent (when the value of the reporting.case.report-case-in-focus-duration option is set to true). (IW-15249)

The capability to display the chat history with the contact in the current chat transcript now behaves correctly when the chat is distributed to an agent before any message is added to the transcript. (IW-15220)

In Team Communicator, the text describing the status of an Interaction Queue based on Statistic Server information is now correctly displayed. (IW-15206)

Workspace now displays a horizontal scrollbar when it displays an inbound HTML formatted email containing a wide embedded image combined with some in-line text. (IW-15197)

When the tree view is used for Disposition codes, category folders that contain search result matching values are now open by default. Previously, only the top-level category folders opened automatically. (IW-15163)

SMS Session interactions are no longer being switch to off-line status when they are transferred by an agent to an interaction queue. (IW-15160)

The accessibility and keyboard navigation of the Workbin view has been improved. (IW-15155)

In the **Case Information** area, agents can now read the full value of an editable string. Previously, the agent had to scroll into the text editor control to read the full content of a string that did not fit into the editor width. (IW-15154)

Error messages that are displayed when the rescheduling of an Outbound campaign fails can now be localized. (IW-15141)

Workspace now correctly displays inbound email interactions that contain tables where the column width is specified as a percentage. (IW-15116)

When email interactions are opened from the History, Workspace no longer removes functional key-value pairs from the email. Previously, keys such as '_ContainsAttachment' and '_AttachmentsSize' were removed. (IW-15115)

For inbound email interactions, when an agent selects a piece of text that ends with a partial hyperlink, this hyperlink no longer opens automatically when the selection is completed. (IW-15109)

The email rich text editor now applies the correct default font (the last font used by the agent) when the agent switches from plain text to HTML mode. (IW-15104)

Workspace no longer becomes unresponsive when it processes Case Information data. (IW-15097)

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The default values of the screen-recording.client.port and screen-recording.client.secure-connection options in the Workspace Desktop Edition application template have been changed so that, by default, communication with the Screen Recording Service is secured. (IW-15094)

HTML email interactions that contain very wide tables are now handled better. A horizontal scrollbar is displayed and the tables are no longer truncated. (IW-15092)

When Workspace is configured and used to display interactions in separate, maximized interaction windows, the width of the left side of the interaction window now stays fixed when the agent switches between the vertical tabs on the right side of the interaction window. Previously, switching between tabs, such as the Responses view and the Information view, could cause the left side of the interaction window to increase or decrease in width. (IW-15071)

For SIP Server environments, you can now fine-tune the behavior of Workspace when agents try to set their status to After Call Work (ACW) while they are already in that state. Use the voice.after-call-work-extension option to repeat the ACW duration, deny the ACW extension or allow an untimed ACW. Previously, in this scenario, agents were placed into untimed ACW. (IW-15038)

The accessibility of email handling has been improved. For example, the focus is now automatically set on the subject of the inbound email as soon as it is displayed, which means the screen reader will start reading the email subject without waiting for the agent to press the Tab key multiple times anymore. (IW-15016)

If the value of the voice.cancel-after-call-work-on-done option is set to t rue, calls distributed to agents that are then diverted due to no answer no longer cause the After Call Work status to be canceled. (IW-15014)

Clicking multiple times on the **Accept** button of an Interaction Preview no longer causes an error message to be displayed. (IW-14975)

The timer specified by the outbound.timed-preview-auto-dial option is now paused while the agent handles another call and is resumed when the other call is ended. Previously, the timer continued to run, which could result in the second call being put on hold when the timer expired and the outbound call was dialed. (IW-14931)

When the **My Statistics** view is navigated with a screen reader application, active alerts are now correctly read along with the corresponding statistic values of the Agent Groups to which the agent belongs. (IW-14925)

The Rich Text Email Editor now behaves as expected when the cursor is placed at the beginning of the text, and then font type, size, or format is changed using either the toolbar or keyboard shortcuts. (IW-14704)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.124.08.