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Workspace Desktop Edition

8.5.124.09

12/22/2025

8.5.124.09

Workspace Desktop Edition Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 03/14/18 | Hot Fix | | | | | X |

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What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

In SIP Server environments, agents can now start a second consultation call while keeping the contact on hold after the first consultation call has been disconnected. Previously, starting from release 8.5.122.08, it was necessary to retrieve the call with the contact before starting the second consultation call. (IW-15295)

The display performance of HTML emails containing a deep structure of nested tables has been improved. (IW-15253)

Product Documentation

[Workspace Desktop Edition](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.124.09.