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Workspace Desktop Edition

8.5.125.04

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Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/25/18	General					X

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What's New

This release contains the following new features and enhancements:

- EU General Data Protection Regulation (GDPR) Right to be Forgotten compliance. For more information, see the [Workspace Desktop Edition Support for GDPR](#) section in the *Genesys Security Deployment Guide*.
- The Chain of Command `ContactDirectorySearch` has been introduced to allow customization developers to intercept quick or advanced contact search operations requested by the agents. This chain of command contains three elements of command:
 - `ContactSearchGetCriteria` — update command parameters with the `SearchCriteria` parameter (for quick search) or the `SearchCriteriaList` parameter (for advanced search).
 - `ContactSearchSetCriteria` — apply search criteria from parameters.
 - `ContactSearch` — proceed with specified search.

For example, to implement a "blacklist" mechanism that blocks any search containing invalid criteria according to the business requirement, customization developers can inject the custom element of command after the out-of-the-box `ContactSearchGetCriteria` element of command.

- You can now configure Workspace to write logs in files located in a hidden directory of a network share (for example a directory having a '\$' as a suffix).
- In the Case Information and Outbound Record views, you can now specify the display format of date-time fields by using the `interaction-workspace/date.time-display-format` option in the annex of the corresponding Business Attribute Value or Outbound Field.

Helpful Links

Releases Info

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

Product Documentation

[Workspace Desktop Edition](#)

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Resolved Issues

This release contains the following resolved issues:

Workspace no longer becomes unresponsive when an agent attempts to interact with an email attachment before it has finished downloading. This scenario can occur if the file size is large and/or there is limited bandwidth. (IW-15371)

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 or save attachments if the file

name contained these kinds of special characters. (IW-15370)

You can now print emails that contain invalid characters in the subject field. (IW-15365)

Workspace no longer fails to login in environments where it fails to initialize the list of audio devices due to incomplete device definition in the DirectShow settings. (IW-15361)

The display of the chat transcript in the Interaction History views now correctly aligns the party with their message. Previously, if the definition of an internal party contained extra attributes, their messages could have appeared to be associated with the contact party instead of the internal party. (IW-15351)

Workspace now correctly takes the value of the chat.reconnect-attempts option into account when making multiple connection attempts to chat server when Chat Server cannot be contacted. Previously, Workspace made up to two extra connection attempts. (IW-15338)

The **Move Interaction To Queue** confirmation box from the Interaction Queue Management view now correctly shows the configured display name for the selected destination instead of the object name. (IW-15337)

Workspace now correctly populates the Text attribute of the system clipboard when an agent uses the copy or cut function from any edit box. Previously, the content of this clipboard attribute could be corrupted, resulting in an incorrect paste operation if the target application was designed to take only this particular clipboard attribute into account. (IW-15333)

When a block of HTML code is inserted manually by an agent in an HTML formatted email, or programmatically, in any instance of Genesyslab.Desktop.Modules.Windows.Views.Common.Editor implemented in a custom view, empty lines are now correctly preserved. (IW-15332)

The performance of the display of HTML email interactions that contain a complex structure, in particular with many nested tables, has been improved. (IW-15329)

The Interaction Notification pop-up is now correctly displayed and auto-answer is correctly applied in scenarios where the contact of the previous interaction accepted by an agent was modified but not saved and that former interaction was in the process of automatically closing. (IW-15316)

Workspace now attaches the configured email signature to outbound emails created by the Forward function in the Contact History, My History, or Interaction Search views. (IW-15314)

When the contact.history.filters-<attribute> option is configured with the keyword \$All\$ or \$Other\$ in addition to regular interaction attribute values, Workspace now displays the correct list of interactions when the agent selects the filter corresponding to one of the real values. Previously in

this type of configuration, the filtering was not correctly applied. (IW-15305)

In environments where a large list of corporate favorites has been configured in a plain text file, performance improvements have been introduced to prevent Workspace from becoming temporarily unresponsive when an agent uses Transfer or a similar function that relies on the Team Communicator feature. (IW-15285)

You can now override the `outbound.record-information.frame-color` option by using a Routing Strategy as defined in the *Workspace Desktop Edition Deployment Guide*. (IW-15284)

In scenarios where an agent sends an outbound email while one of the attributes of the associated contact has been modified with invalid values but not saved, Workspace now correctly executes the Send operation. Previously in this scenario, the Send operation was interrupted and control buttons disappeared, making a new Send attempt impossible. (IW-15278)

Workspace now more quickly displays interactions with a large hierarchical structure of Disposition Codes. (IW-15265)

In eServices multimedia environments where the value of the `eservices.disconnect-on-logout` option is set to `true` and the agent does not have the 'Interaction Management - Can Use' or 'Workbins - Can Use My Team Workbins' privileges granted, the agent can now use the Refine Place functionality to modify the list of channels enabled for the current Workspace session or log on to eServices channels at run-time after initially logging in with only the Voice/IM channels. (IW-15260)

Identity management security has been improved. (IW-15227)

Agents can now paste or edit email addresses in the outbound email header when those addresses contain a valid display part in addition to the actual email address (for example: "John Doe <John.Doe@company.com>"). Previously, agents had to remove the display part of the addresses before the email could be sent. (IW-14979)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.125.04.