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Workspace Desktop Edition

8.5.127.06

12/20/2025

8.5.127.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/09/18	General					X

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What's New

This release contains the following new features and enhancements:

- You can now enable Agents to [change the reading direction of text in HTML email interactions](#) allowing the email to contain both right-to-left and left-to-right language scripts. Setting the value of the email.can-change-text-direction option to true enables this functionality.

Resolved Issues

This release contains the following resolved issues:

The performance of the display of email interactions that contain a large number of hyperlinks has been improved. (IW-15624)

Workspace no longer disables the email attachment controls when it detects an issue in the content of an attached file. (IW-15616)

The Social Media plugin, Apple Business Chat plugins, and any custom plugin based on the WDE eServices extension pattern now have access to the transcript corresponding to past interactions with the same contact and it is now possible to reply to interactions directly from the Contact History view. (IW-15612)

If a third party, such as another agent in a conference, changes the contact assigned to an interaction while the agent who owns the interaction is viewing the Interaction History of the originally assigned contact, the Contact Information view is now correctly updated to show the reassigned contact's information. Previously in this scenario, the Contact Information view did not reflect the change made by the third party. (IW-15581)

Switching in the Interaction Bar to a chat interaction with a large transcript has been improved. Previously in this scenario, starting with version 8.5.122.08, switching to chat interactions could be slow. (IW-15580)

Workspace now correctly displays outbound HTML email interactions that contain hyperlink markup where the display text is a URL when the emails are opened from a draft workbin or during QA review. Previously, these emails might have been displayed with the body being empty. (IW-15577)

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](#)

The management of stuck calls in Workspace SIP Endpoint has been improved. Previously, in scenarios where new calls were distributed to agents shortly after the previous call was released, the new call might have been cleared while it was in the ringing state in Workspace SIP Endpoint.

This fix requires Workspace SIP Endpoint 8.5.115.17 or higher. (IW-15571)

When checking the spelling of a text, Workspace now suggests spelling fixes following the case of the misspelled word. Previously, fixes were always suggested in lower case. (IW-15564)

In SIP Business Continuity environments, the interaction notification of a call that is ringing at the time that the current SIP Server HA pair gets disconnected now automatically closes when the peer SIP Server pair is reconnected. Previously, in this scenario, the ringing interaction notification remained on the screen after switch over occurs, and could not be closed. (IW-15528)

When a business process attaches suggested categories to an email before it is distributed to an agent, the Standard Response view now always opens with the Suggested Response automatically displayed. Previously, the unfiltered Standard Response view might be selected instead of the suggested categories. (IW-15519)

If the value of the interaction-bar.enable-quick-access option is false, and an interaction window is maximized when it is closed, the next interaction window to be displayed will be maximized. Previously, the next interaction window was not maximized. (IW-15516)

Workspace now correctly handles the scenario where a Web Callback agent transfers a Web Callback interaction to an agent who does not have the Web Callback privileges granted. Previously in this scenario, the target Workspace displayed a large number of errors. (IW-15481)

The sorting of automatically updated workbins that base sorting upon 'Received_at', 'Queued_at' or 'Submitted_at' using system dates now behaves as expected. Previously, when an agent changed to sorting of the workbin based on one of those attributes, the workbin was instead sorted by the 'Delivered_at' attribute, resulting in unexpected sorting. (IW-15447)

When the value of the sipendpoint.exit-on-voice-logoff option is set to true, Workspace now correctly handles situations where the agent attempts to log off while the connection to Genesys back-end servers was lost. Previously, in this scenario, it was not possible for the agent to login again when the network connection was restored. (IW-15326)

In SIP Business Continuity environments, when the value of the login.enable-same-agent-place option is set to false, agents can now immediately login on the specified free place when the Stat Server Preferred pair is down at the time the agent attempts to log in. Previously in this scenario, the agent first received an error and could only log in if they tried a second time. (IW-15175)

A new dedicated icon is used to represent internal party bots in the transcripts of chat interactions.

(IW-15165)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.127.06.