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Workspace Desktop Edition

8.5.131.07

12/21/2025

8.5.131.07

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/14/19	Update					X

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What's New

This release contains the following new features and enhancements:

- Workspace can now display Personal Voice Mailboxes that are configured at the Agent level in Feature Server. Previously, only Personal Voice Mailboxes created at the 'AgentLogin' or 'DN' level were supported. (IW-15717)

Resolved Issues

This release contains the following resolved issues:

When an agent receives a file attachment without an associated text message as part of a chat interaction, Workspace now plays an audio and visual notification. (IW-15953)

Plain text inbound emails are now correctly displayed to agents. Previously, when the attributes of the plain text email were improperly formatted, the body of the email could appear blank in the interaction view. (IW-15945)

The 'IsItPossibleToMarkDone' attribute of the developer 'Interaction' interface now correctly reports the value false when an eServices interaction is delivered to the agent but is not yet accepted by the agent. (IW-15938)

Workspace no longer exits unexpectedly when it tries to play a configured audio notification. Previously, for example, when playing the ringing tone for an incoming email interaction, Workspace could exit unexpectedly. (IW-15933)

In an environment where Workspace is connected to Universal Contact Server (UCS) 9.1, Workspace now inserts into UCS a single record for each voice interaction. Previously, in this kind of environment, when a call was answered by an agent while call key-value pairs were updated by the back-end systems, several interaction records could be inserted in UCS for a single call. (IW-15924)

The value of the chat.max-attachments-files option is now correctly taken into account. Previously, the limit defined by this option was bypassed in some scenarios. (IW-15913)

Emails containing a large number of lines (hundreds of thousands of lines) now display more quickly. Agents can use the preview in the browser from the context menu to view the full email content if the

Helpful Links

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display is truncated. (IW-15907)

In the Interaction Search view, agents can now use the **Mark Done** and **Change Contact** actions from the **More Actions** menu for a voice call that is still in-progress but is not being actively handled by the agent. (IW-15902)

Email interactions containing a large number of plain text hyperlinks now display more quickly. (IW-15901)

The Quick Search functionality of the Interaction History views now correctly handles the apostrophe character in the search query specified by the agent. (IW-15900)

A compatibility issue introduced in release 8.5.130.04 that affected the Skype For Business plugin has been fixed. (IW-15894)

Team Leads can now force the logout of an eServices (multimedia) agent when Workspace is connected to the back-up Interaction Server. (IW-15886)

The processing of email interactions that contain very large images has been improved. Previously, the processing of such email interactions could consume a large amount of memory, resulting in Workspace becoming unresponsive. (IW-15885)

Workspace no longer displays the content of two email interactions in the same interaction view in a scenario where a forward email is created and the original email of the same thread is subsequently opened from the Contact history. (IW-15882)

When an agent forwards an inbound email interaction, the content of the Note is now correctly copied from the original interaction and is automatically appended to the corresponding forwarding information line when the email is forwarded. (IW-15848)

The 'Interaction.DateCreated' Standard Response field code is now processed in UTC time like the other field codes of type 'Date'. (IW-15846)

Workspace now ensures that the value of the email.reply-prefix option is always added to the subject of sent email interactions. Previously, when the default prefix ('Re:') was present in the middle of the subject of the inbound email, the configured prefix was not prepended to the subject of the outbound email. (IW-15804)

The Quick Search functionality of the Archive in the Contact History and My History views now correctly supports custom interaction attributes. (IW-15765)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.131.07.