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Workspace Desktop Edition

8.5.136.07

12/20/2025

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Workspace Desktop Edition Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 09/26/19 | Update | | | | | X |

Contents

- **1 8.5.136.07**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release contains the following new features and enhancements:

- UCS 9.1 support:
 - Workspace now provides sortable result sets when agents search for interactions in the history.
 - Sortable results are now supported for contact quick searches with a keyword match mode. The contact directory "list view" is no longer available to agents in UCS 9.1 environments.
 - The permission model applied to contact and interaction history search no longer has performance restrictions.
 - Support for "starts with" search for custom attributes. (IW-16168)
- In environments where the main toolbar is configured in auto-hide mode, you can now configure the toolbar display to be delayed when the agent moves the mouse pointer to the top of the screen by using the main-window.auto-hide-display-delay option. (IW-16204)
- For customization purposes, the **InteractionEmailReplyById** chain of command has been modified so that it can be executed from a custom module while cloning the embedded images of an inbound email to the email body of the reply email. (IW-16199)
- In the **Contact Directory** grid view, column sorting and sorting direction is now preserved from one user session to the next. (IW-16072)

Resolved Issues

This release contains the following resolved issues:

If an agent replies to an email from the **My History**, **Contact History**, **Interaction Search**, or **My Workbins** views, Workspace now correctly applies the value of the email.reply-prefix option. Previously, starting with version 8.5.134.06, it incorrectly added the "Re:" reply prefix to the email subject, ignoring the email.reply-prefix option. (IW-16269)

In the Team Communicator **Recent** view, unanswered incoming calls are now correctly reported as missed calls. Previously, in some call flows, some unanswered calls were reported as answered. (IW-16258)

The Workspace Application Template can now be imported correctly, without errors. Previously, in version 8.5.135.05, due to incorrect XML syntax, it was not possible to import the metadata. (IW-16257)

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 **My History** and **Contact History** views now correctly display the number of pages of found results when no search criteria are specified. Previously, starting from 8.5.135.05, the number of pages of found results were shown as **0** when no search criterion was specified. (IW-16256)

You can now connect to Configuration Server in environments where the Configuration Server or Configuration Server Proxy ports are configured with a **Description** attribute that does not match the Id. (IW-16247)

Interaction subjects are now correctly displayed in the interaction history **Details** view. Previously, when a corrupted copy of the **Subject** attribute was present in the interaction record in UCS, the display of the subject was corrupted. (IW-16246)

The resiliency of the connectivity to the TServer has been improved. Previously, under some specific network conditions, Workspace was not able to restore the connections to the TServer. (IW-16245)

In environments where interaction-bar.enable-quick-access option is set to false and it is specified that agents set mandatory Case Data values, the interaction window no longer closes when mandatory Case Data is not set. Now, clicking the X control is possible only after mandatory Case Data is set. Previously, starting from 8.5.135.05, the interaction window could be closed by clicking the X control in the interaction window when mandatory data was not set. (IW-16236)

When the value of the interaction.disposition.use-attached-data option is set to false, the user event sent at call completion now contains the expected content. Previously, when the value of the interaction.case-data.is-read-only-on-idle option was set to false, the call completion user event always contained the full list of call data. (IW-16234)

Workspace performance when handling emails that contain many images has been improved. Previously, agents might have experienced a delay while Workspace calculated a page width for each image as it loaded. (IW-16144)

There is no longer a memory leak in Outbound predictive/progressive campaigns when there are several records in the outbound chain and where the disposition code is mandatory. (IW-16138)

In Skype for Business TServer environments, when the caller has been identified as a UCS contact, the **Party** control in Workspace interface now correctly displays the full contact name. Previously, only the phone number was displayed. (IW-16035)

When a Case Data key is configured to be edited by using a drop-down control (display-type=enum), Workspace no longer sends duplicate **Attach Data** requests to the TServer. (IW-15315)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.136.07.