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Workspace Desktop Edition

8.5.139.06

12/20/2025

8.5.139.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/24/20	Update					X

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What's New

This release contains the following new features and enhancements:

- You can configure Workspace to automatically set agent status to **Not Ready** or **Not Ready** with a **Not Ready Reason** when their **workstation is locked**. The following options have been added to support this feature:
 - security.session-lock-set-agent-not-ready
 - security.session-lock-force-not-ready-state
 - security.session-lock-not-ready-reason
- You can configure Workspace to automatically force the agent state to **Not Ready** when **inactivity timeout** occurs. The following option has been added to support this feature:
 - security.inactivity-force-not-ready-state

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 it displays an email that contains several large embedded images. (IW-16537)

HTML formatted Email interactions have been improved so that interactions that contain CSS styles, such as auto, max-width, border-radius, now display correctly when received by a contact. (IW-16534)

HTML formatted email interactions containing a line-height CSS style with the value 0 now display correctly. (IW-16532)

Workspace no longer displays an inbound email and a reply outgoing email in the same Interaction view. Previously, under some operational circumstances, a reply outgoing email could be displayed in the same Interaction view as an inbound email from the same email thread with both the inbound and outgoing toolbars merged. (IW-16519)

The robustness of attaching files to chat messages has been improved. Previously, in certain circumstances, adding a file to a chat interaction could fail. (IW-16507)

Workspace no longer displays duplicated Contact records in the **Suggested Contacts** view when an agent has created a new email interaction by typing an email address in **Team Communicator**. (IW-16504)

The search of Business Attribute Values containing valid **From** addresses to match From email addresses for a reply email interaction is no longer case-sensitive. (IW-16490)

Tool tips in the **Details** view of the **Interaction History** are now correctly localized. (IW-16481)

The contents of the **Details** tab is now correctly displayed in a reply email interaction to a forwarded email interaction. Previously in this scenario, the **Details** tab might have displayed incorrect sender information for the reply email. (IW-16471)

For Genesys Interaction Recording ("MSML"), it is now possible to specify the following keyboard shortcuts to enable agents to control the voice interaction recording:

- keyboard.shortcut.interaction.voice.start-recording-call
- keyboard.shortcut.interaction.voice.stop-recording-call
- keyboard.shortcut.interaction.voice.pause-recording-call
- keyboard.shortcut.interaction.voice.resume-recording-call

(IW-16470)

Workspace no longer tries to display workbins that are incorrectly configured. Previously, Workspace might fail to initialize if it was configured to display a workbin that was not correctly configured. (IW-16453)

In Avaya Communication Server environments, the original call can now be resumed immediately after a consultation call fails to be connected because the target is busy. Previously, Workspace would not resume the original call until after the consultation leg was fully disconnected by a system timeout. (IW-16127)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.139.06.