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# Workspace Desktop Edition

8.5.145.06

12/20/2025

# 8.5.145.06

## Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/18/21	Update						X

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## What's New

This release contains the following new features and enhancements:

- Workspace now supports **Outbound Assured Connection** functionality. (IW-15983)
- You can now specify which attributes are used to display the contact identifier in the Chat transcript by using the display-format.chat-customer-name option. For example, you can specify the \$Customer.Nickname\$ value to clearly distinguish between contacts when more than one joins a Chat session. (IW-16914)

## Resolved Issues

This release contains the following resolved issues:

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In the **History** views, the contents of the Chat transcript are now correctly displayed. Previously, starting from 8.5.142.05, the Chat transcript could appear truncated if it contained a message from an internal party. (IW-17093)

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Workspace now correctly displays the **Case Data** of an interaction when the interaction is selected in the **History** views. Previously, for interactions handled by Workspace up to version 8.5.121.03, the **Case Data** was sometimes not displayed. (IW-17080)

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Workspace now correctly attaches files to Email interactions that are forwarded from an archived interaction. Previously in this scenario, sometimes attached files were missing. (IW-17066)

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The Spelling Check feature now correctly checks the spelling of content added by an agent in a Reply Email interaction. Previously, if a Reply Email interaction contained a hyperlink, the content before the hyperlink was not checked. (IW-17061)

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**Team Communicator**, the Interaction **Party** menu, and the **Contact Directory** view now function as expected when the PhoneNumber attribute is removed from the values of the following options:

- contact.displayed-attributes
- contact.directory-displayed-columns

(IW-17054)

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## 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](#)

Workspace now correctly assigns the OwnerId of the Chat interaction record in Universal Contact Server (UCS) if a Chat session is closed due to inactivity timeout while a bot is still connected to the conversation. (IW-17044)

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In environments where the value of the interaction-bar.enable-quick-access is set to false and the **Interaction Bar** is docked, Interaction windows no longer open on top of the docked area when multiple interactions are opened concurrently. (IW-17037)

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In the **Interaction Queue** view, the sorting of interactions has been improved for environments where Interaction Server is connected to a database like Oracle. Previously, the sorting of some pages could appear inverted. (IW-17034)

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A memory leak inadvertently introduced in 8.5.141.04 has been resolved. Previously, when Workspace handled a sequence of hundreds of Chat interactions, the leak was observed in virtual memory. (IW-17031)

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In VDI environments, the resiliency of the connection between Workspace running in VDI and Workspace running locally has been improved. (IW-17028)

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An interaction that has the focus no longer collapses automatically when a concurrent interaction is closed by the auto-mark-done functionality. (IW-17018)

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An agent whose account is configured with the SIP Preview functionality can now accept a conference request when the agent is added to a single-step conference directed to the agent by a Routing process. (IW-17017)

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Agents can no longer send multiple overlapping Status Change requests by keeping keyboard shortcuts or menu access key combinations pressed. (IW-17012)

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Workspace now correctly handles quotation marks in a URL when it is passing the URL to an external browser. (IW-16808)

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In Asynchronous Chat environments, Workspace can now restore a Chat session that was put on Hold in the following scenario:

1. The Chat session was put on Hold by being placed in a Workbin.
2. The contact goes offline.
3. Chat Server is restarted.

Previously, in scenarios, such as when the Chat server was restarted while the Chat interaction was in a Workbin, the Chat interaction could remain off-line after being opened by an agent. This functionality requires Chat Server 8.5.312.10 or higher. (IW-16800, IW-17033)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.145.06.