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Workspace Desktop Edition

8.5.146.07

12/20/2025

8.5.146.07

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/06/21	Hot Fix						X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace now correctly loads and executes the Skype for Business plugin when it is installed and granted to an agent. Previously, starting with version 8.5.145.06, the Skype for Business plugin could not load in Workspace. (IW-17235)

For Outbound Pull- and Push-preview campaigns, Workspace now correctly handles alternative number dialing. Previously, starting from version 8.5.143.08, this feature was not available. (IW-17217)

Workspace now correctly handles line breaks in HTML-formatted email interactions. Previously, an extra space sometimes occurred at the beginning of a line following a line break. (IW-17216)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.146.07.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Workspace Desktop Edition](#)

Genesys Products

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