GENESYS™

Workspace Desktop Edition

8.5.147.05 UPDATED

5/14/2025

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Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/24/21	Update						X

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What's New

This release contains the following new features and enhancements:

- Workspace now embeds the Microsoft Edge WebView2 SDK, which allows you to develop Chromium-based web rendering customizations through the WebView2 browser control. Refer to Adding web content to Workspace plugins using Microsoft Edge WebView2 in the *Workspace Desktop Edition Developer's Guide*. (IW-17038)

Resolved Issues

This release contains the following resolved issues:

UPDATED (10/18/2022): The "b2" version of the Installation Package updates the digital signature certificate that is used during setup. (IW-17773)

Workspace no longer becomes unresponsive when displaying tables in the body of an email interaction when the display area is small. (IW-17281)

In HTML email interactions, the rendering of table headers and cascading styles has been improved. (IW-17269)

It is now possible to use the Interaction Search functionalities in UCS 9 environments where the History views have restrictions applied by the contact.history.filters-<attribute> option. (IW-17249)

During a consultation call, like the other Case Data options, the color of the Case Data frame, specified by the interaction.case-data.frame-color option, is now correctly shared with the consulted party. (IW-17244)

A misleading error message that displayed when the chat attachment quota was exceeded has been fixed. (IW-17234)

Digital interactions no longer become stuck on the agent desktop after being revoked by the Genesys backend. This was an intermittent issue. (IW-17233)

Audio alerts have been improved to avoid an intermittent issue where Workspace could become

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unresponsive. (IW-17228)

Workspace now prevents agents from inadvertently attaching the same file twice to a chat message. Previously, clustered clicks on the attach button could result in duplicated chat attachments. (IW-17227)

In Outbound Preview and Push Preview campaigns, Workspace now correctly supports situations where the Outbound Record does not contain any custom fields. Previously, starting from 8.5.143.08, in this scenario, some outbound functionalities were not working correctly. (IW-17208)

In a live SMS Session interaction, the sender nickname of an SMS sent through an ESP request from the routing strategy is now correctly displayed. (IW-17199)

Workspace now successfully submits callback requests to the Genesys backend when the requests are made from a voice interaction containing nested key-value pairs of Attached Data. (IW-17197)

In environments with Workspace SIP Endpoint or Genesys Softphone, the auto-mark done capability of Workspace no longer fails to operate. (IW-17157)

In configurations where the interaction disposition code is mapped to an outbound record custom attribute, and the attribute is configured to not be displayed in the outbound record data, Workspace now correctly commits the edited disposition code value in OCS. (IW-17154)

In environments where the Hub Plugin for Workspace (for Apple Business Chat support, for example) is activated for an agent, Workspace now restores the correct scroll position in the Chat transcript view when an agent switches from one chat interaction tab to another. (IW-17136)

In Outbound Preview campaigns, Workspace now prompts for confirmation of the loss of edits to attributes in scenarios where the agent decides to decline the outbound record after applying some changes to the outbound record attributes. (IW-17116)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.147.05.