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Workspace Desktop Edition

8.5.148.04

12/20/2025

8.5.148.04

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/19/21	Update						X

Contents

- [1 8.5.148.04](#)
 - [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:

- Workspace can now be configured so that **Mutual TLS** is established when connecting to these Genesys back-end servers:
 - SIP Server
 - T-Server
 - Real Time Metric Engine (Stat Server)
 - Configuration Server
 - Universal Contact Server
 - Interaction Server
 - Chat Server

The following options have been added to support this feature:

- security.client-authentication-certificate-search-value
- chatserver.tls-mutual

(IW-17115)

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](#)

Resolved Issues

This release contains the following resolved issues:

In environments where a **Team Lead** (Supervisor) has the **Team Lead - Can Auto Coach Voice Interactions** and **Team Lead - Can Coach Current Voice Interactions** privileges assigned without having the **Team Lead - Can Auto Monitor Voice Interactions** and **Team Lead - Can Monitor Current Voice Interactions** privileges assigned, the Team Lead can now coach the current agent's voice interaction immediately.

Or, in environments where a **Team Lead** (Supervisor) has the **Team Lead - Can Auto Coach Chat Interactions** and **Team Lead - Can Coach Current Chat Interactions** privileges assigned without having the **Team Lead - Can Auto Monitor Chat Interactions** and **Team Lead - Can Monitor Current Chat Interactions** privileges assigned, the Team Lead can now coach the current agent's chat interaction immediately. (IW-17341)

Some Workspace third-party libraries have been updated to more recent versions. In particular, the **log4net** library was upgraded from version 1.2.15 to 2.0.12. (IW-17321)

In environments that use certain customization modules, Workspace no longer becomes unresponsive when an agent handles multiple concurrent chat interactions and switches between them. (IW-17301)

Contact records configured as favorites now display correctly in Team Communicator. Previously, if there was a delay in Workspace connecting to the primary UCS or initially connecting to the backup UCS, favorites were not displayed. (IW-17300)

Agents can now correctly mark interactions as Done when a mandatory Business key value is cleared by a routing strategy. Previously, when a Case Data Business key of type **enum** that was configured to be mandatory was cleared by a routing strategy, the interaction could not be marked Done. (IW-17274)

The value specified for the `interaction.case-data.frame-color` option is now correctly applied to the Case Data frame of the consultation interaction for a consultation call from an existing consultation call. (IW-17244)

In the **Contact Center Statistics** view, contact center resources that have an underscore character in their names are now correctly displayed. (IW-17198)

If Chat Server is temporarily unavailable, asynchronous chat interactions that have not been completed can now be put on hold if the chat interaction cannot be retrieved from a workbin. Previously in this scenario, only completed chat interactions could be retrieved. (IW-17195)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.148.04.