GENESYS

Workspace Desktop Edition

8.5.149.03

12/22/2025

8.5.149.03

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/13/21	Update						X

Contents

What's New

This release contains the following new features and enhancements:

- Workspace now supports the Analyze service of Classification Server to detect suggested responses in addition to the existing Screen and Classify service support. (IW-16759)

Resolved Issues

This release contains the following resolved issues:

A compatibility issue with the Genesys Hub Plugin has been fixed.
Previously, starting with version 8.5.148.04, the Genesys Hub Plugin could not connect with Chat Server, preventing agents from handling social media interactions. (IW-17418)

Workspace now correctly processes inbound emails with HTML tables where the width of the columns is small to display the text that columns contain. Previously, starting with version 8.5.147.05, such inbound mails were not displayed correctly. (IW-17412)

In a multi-site SIP Server environment, Workspace now correctly displays the parties of a conference call in a scenario where a party is added to the conference call through a sequence of transfers that involve IVR and remote SIP Servers. (IW-17389, IW-17397)

In scenarios where a conference call is established with remote parties that are added to the conference call through a complex call processing, the **Delete From Conference** functionality now remains enabled. (IW-17378)

It is now possible to reduce the width of the Chat transcript view to a smaller size when it is displayed using the legacy mode by setting the value of chat.simple-transcript to `true`. (IW-17358)

The functionality that enables agents to perform an action on an email that is selected in **Contact History**, while processing another interaction from the same contact is more resilient now. Previously, in some configuration environments, the options to perform an action on email, such as open email, were not displayed. (IW-17355)

The Remote Logout functionality that the supervisor uses to change the status of an agent who handles digital interactions has been improved to support environments where the Interaction Server option, `agent-login-control` is set to `ignore`. (IW-17353)

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

In an environment where an agent is configured to log on to a Place Group, when Workspace exits leaving the voice extension logged in, the agent can now start a new Workspace instance and restore activity on the voice extension that was left logged in. Previously, in this scenario, an error message was displayed when the agent attempted to re-login. (IW-17340)

In SIP Business Continuity environments, a temporary out-of-service - back-in-service sequence that affects the voice extension during the time frame of detecting a disaster recovery scenario no longer results in both primary and disaster recovery voice extensions being logged in at the same time. (IW-17317)

In environments where the Hub Plugin for Workspace (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, and the cursor was previously placed in the historical part of the Chat transcript. (IW-17136)

In a Callback environment, Workspace now displays more meaningful error messages in a scenario where the agent attempts to reschedule a callback and it fails due to some configured administration rules such as *The maximum number of scheduled callbacks reached for the given time bucket*. (IW-17135)

In an outbound environment where multiple Outbound Contact Servers (OCS) control the campaigns, an agent is no longer offered the capability to schedule a callback for a record from a campaign, when the campaign is controlled by another OCS than the one that monitors the agent. Previously, in this scenario, the capability to schedule a callback was available to the agent, which resulted in errors when the agent used the functionality. (IW-16831)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.149.03.