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Workspace Desktop Edition

8.5.150.06

12/20/2025

8.5.150.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/21/21	Update						X

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What's New

This release contains the following new features and enhancements:

- Workspace enables the agent to **paste formatted text as plain text** in HTML emails. This option discards source formatting and applies the destination style to the copied text. (IW-17304)
- Workspace can now be configured to specify whether the agent must complete the mandatory data by media type (eServices only) and data type (case information and disposition code). The functionality considers the operations where an agent delegates an eServices interaction to another employee of the contact center using actions such as Transfer, Conference, and Forward as an Attachment (for email). The new configuration options (or option templates) are:
 - interaction.case-data.email.mandatory-actions
 - interaction.disposition.<media-type>.mandatory-actions
 - interaction.case-data.<media-type>.mandatory-actions(IW-17120)
- The outbound.assured-connection.allow-release-engaging-call-timeout option was introduced to specify the time, in seconds, after which an engaging call of Outbound Assured Connection can be released. When set to -1 (default), the agent is not allowed to release an engaging call. (IW-17137)
- The chat.rich-media-widget-width option was introduced to specify the width, in pixels, of Rich Media in a chat interaction. The value of this option affects the minimum width of the Chat transcript view. (IW-17394)

Resolved Issues

This release contains the following resolved issues:

An issue in the metadata of the privilege **Recording - Can Use Screen Recording** that prevented Genesys Administrator Extension from interpreting the metadata has been fixed. (IW-17503)

Workspace no longer creates extra attachment links in UCS between chat interactions and files that customers upload in chat interactions. Previously, when agents handled chat interactions, such links were created thereby causing extra activity in UCS and latency in Workspace. For example, when an agent hovered the interaction tab of a chat interaction containing references to the uploaded files created extra links. (IW-17483)

Workspace now enables you to configure the UCS Contact profile with a custom attribute named ID.

Helpful Links

Releases Info

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

Product Documentation

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Previously, the custom attribute ID had a conflict with the out-of-the-box attribute Id. (IW-17473)

Workspace now retains the opened or closed status of the Note tab/Disposition tab. Previously, the closed status was not always retained at the next interaction. (IW-17466)

Workspace now correctly displays the Greek Pi character (Π) in the Standard Response view. (IW-17463)

Workspace now enables you to define the date format of the ScheduledAt interaction attribute that is displayed in the **Case Information** view using the date.time-format annex of the Business Attribute Value. (IW-17434)

Workspace now enables you to override the value of the option outbound.push-preview.auto-answer through a routing strategy as described in [Configuration and administration by using options and annexes](#). (IW-17431)

Workspace now correctly displays the first email after application startup when the option values login.email.is-auto-ready and email.auto-answer are set to true. Previously, starting with version 8.5.148.04, with the specified values for configuration, the content of the first email was not displayed correctly. (IW-17428)

Workspace now displays the date separator in the Chat transcript view based on the user's location. (IW-17410)

In voice environments where Workspace SIP Endpoint or Genesys Softphone is not the audio device, the voice DN now automatically logs back in when the DN resumes from a brief out-of-service state, for example, due to a transient connectivity issue between the device and its backend. (IW-17405)

The Chat transcript now correctly organizes and displays the messages that are exchanged past midnight according to the local time. Previously, some messages of the previous day were displayed after the date separator. (IW-17400)

In an environment where an agent is configured to log on to a Place Group, an improvement has been made to prevent issues that occur when an agent starts a new Workspace instance and restores activity on the voice extension that was left logged in. (IW-17340)

In Cisco T-Server environments, where a Supervisor uses the Default or High Contrast theme, Workspace now correctly displays the controls that are used to activate whisper coaching on or off. (IW-14797)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.150.06.