GENESYS™

Workspace Desktop Edition

8.5.152.02

5/14/2025

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Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/28/2022	Update						X

Contents

What's New

This release contains the following new features and enhancements:

- In the teamcommunicator.corporate-favorites-file option, it is now possible to specify the location of the file using an HTTP/HTTPS URL.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Workspace Desktop Edition

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List of Release Notes

> ### Important
> Access to the configured URL is not supported using HTTP Proxy and Authentication.

(IW-17559)

Resolved Issues

This release contains the following resolved issues:

Workspace now retains the background image set by CSS of an HTML format email when inserting a Standard Response. This background is not visible in the Workspace editor, but it is visible in the HTML Preview and HTML email sent to the customer. (IW-17618)

Workspace now correctly handles advanced call scenarios where the agent is engaged in a call through a two-step transfer after predictive multi-site dialing. Previously, in this scenario, the removed consultation leg would remain visible and unresponsive. (IW-17617)

The email HTML editor now supports the Type attribute of the UL, OL, and LI tags. (IW-17602)

Workspace now properly handles CSS attributes flagged with the !important label. (IW-17601)

The Workspace HTML email editor now allows editing hyperlinks defined with email addresses. Previously, only HTTP URLs were editable. (IW-17598)

Workspace no longer forces an agent to the **Ready** status in an environment where voice.cancel-after-call-work-on-done is set to $true$ and the agent redials a call from the **Party** drop-down menu while the agent is in the **After Call Work** status. (IW-17582)

Workspace now correctly processes Callback requests when an agent specifies callback instructions containing double quotes. Previously, callback requests with double quotes were rejected. (IW-17546)

Workspace now correctly records the outbound calls generated from outbound predictive campaigns for presenting the calls in the **Recent** list in Team Communicator. (IW-17545)

In asynchronous chat interactions, if the connection to the chat server is temporarily unavailable when an agent pulls a chat from a workbin, Workspace now displays the **Put On Hold** button and disables the **Mark Done** button. Previously, in this scenario, only the **Mark Done** button was enabled and if the agent pressed **Mark Done**, the chat interaction would become unrecoverable. (IW-17462)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.152.02.