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Workspace Desktop Edition

8.5.153.05

12/20/2025

8.5.153.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/07/2022	Update						X

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What's New

This release contains the following new features and enhancements:

- Workspace can now use Transport Layer Security (TLS) 1.2 protocol on the IP Loopback to connect to Genesys Screen Recording Client and Genesys Softphone. It is now possible to set the following connections up using TLS version 1.2:
 - from Workspace to Genesys Screen Recording Client over the IP loopback
 - from Workspace to Genesys Softphone over the IP loopback
 - from Workspace to Workspace SIP Endpoint over the IP loopback or over the network when running in a VDI environment

Previously, those connections could run only using TLS 1.0.

(IW-17633)

- The following new Chains of Commands are introduced to enhance the capabilities of Workspace Customization:
 - CreateContactUCS: This chain of command is triggered when the agent creates a new contact from the Contact Directory page.
 - UpdateContactUCS: This chain of command is triggered when the agent updates contact attributes from the Contact Profile page.

For more detailed information about the **Chain of Commands** related to UCS, see the **UCS** page. (IW-17621)

Support for Windows 11 operating system. See the Workspace Desktop Edition page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems. (IW-17526)

- Support for Windows 11 operating system. See the Workspace Desktop Edition page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems. (IW-17526)
- Workspace now supports High Availability (HA) for Chat Server when handling interactions with media type SMS Session. This feature requires installation of Genesys Driver for SMS and MMS 9.0.003.03 and Digital Messaging Server 9.1.008.08. (IW-17571)

Resolved Issues

This release contains the following resolved issues:

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](#)

Third Party Libraries including SharpZipLib is refreshed in the Workspace. (IW-17661)

Previously, when an outbound email was sent to the end customer, an additional spacing was added between the first and the second paragraph of the email body although it was not visible in Workspace view. Now the email received by the customer does not contain this extra space. (IW-17658)

In scenarios where an outbound campaign call is distributed to an agent with instructions to override some disposition code options, like `interaction.disposition.value-business-attribute`, the disposition code view now renders the disposition view according to the options override. Previously, when the distributed call was released quickly after the override notification, the override instructions might not take effect. (IW-17549)

In environments where Workspace is extended with a plugin that interacts with the task bar flashing mechanism (like Genesys Hub plug-in for WhatsApp), Workspace no longer becomes unresponsive during the interaction handling. (IW-17230)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.153.05.