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Workspace Desktop Edition

8.5.154.05

12/22/2025

8.5.154.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/15/22	Update						X

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What's New

This release contains the following new features and enhancements:

- Workspace Desktop Edition (Workspace) now includes a new configuration option, `general-restricted-attachment-file-content-types`, to improve the Workspace security when dealing with interaction attachment. This option supports one of the valid values **exe**, **zip**. Workspace checks the file content and restricts an agent from uploading (when adding an attachment to an interaction) or downloading (when saving an existing attachment from a customer interaction) a file that matches the configured content types. (IW-17542)

Resolved Issues

This release contains the following resolved issues:

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, when the consultation leg was terminated, the Consult call would remain visible and unresponsive. (IW-17692)

In **Team Communicator**, contacts with multiple phone numbers specified with a description are now properly displayed in the **Call Contact** submenu of the selected contact. Previously, in this scenario, beginning from release 8.5.144.05, the **Team Communicator** had the phone numbers missing in the **Call Number** menu. (IW-17691)

Workspace now presents a human-readable decoded value of the email header attributes **From**, **To**, **Cc**, and **Bcc** when encoded using RFC2047. This applies to email detail views in **History**, **Queues**, and **Workbins**. (IW-17685)

Workspace no longer displays a misleading error when an agent searches in **My History** view using the **Quick Search** mechanism, switches to another tab, and then switches back to the **My History** tab. (IW-17684)

Workbin view sorting in Workspace is now corrected. Sort by **AssignedAt** field is now applied to the emails added to a **Workbin** view when option configuration **auto-update** is set to **true**. Previously, **Workbin** didn't sort correctly by **AssignedAt** system date attribute when a new interaction appeared. (IW-17675)

Helpful Links

Releases Info

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

Product Documentation

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The resiliency of Workspace is now improved in chat supervision scenarios in environments where incomplete protocol event flow is received from Interaction Server (for example in its version 8.5.3). Previously, in such a scenario, after a supervision request was timed out, it was no longer possible for this supervisor to request a new chat supervision. (IW-17673)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.154.05.