GENESYS™

Workspace Desktop Edition

8.5.156.03

12/20/2025

8.5.156.03

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/10/23	Update						X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

It is now possible to configure the Advanced View feature of Interaction History Search so that the Interaction Attributes **TypeId** and **SubtypeId** are presented with a drop-down list of valid values. For this, you need to create options **contact.history-custom-attribute-values.TypeId** and **contact.history-custom-attribute-values.SubtypeId** and specify displayed values of the corresponding Business Attributes Value fields. (IW-17813)

Workspace now properly handles the second login attempt after a first attempt failed on the same Workspace process instance. Previously, starting with version 8.5.151.06, if a first login attempt failed with an error due to authentication, configuration, or connectivity issues, the agent received the error message: "Cannot access a disposed object", at the next login attempt when the agent used the same Workspace process instance. (IW-17803)

Workspace now properly handles multiple outbound records when an agent is engaged in concurrent outbound campaigns. Previously, in that situation, there could be some incorrect handling of outbound records with same CHAIN_ID field. (IW-17761)

Security in the Workspace logs has been improved. (IW-17716)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.156.03.