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# Workspace Desktop Edition

8.5.159.05

12/20/2025

8.5.159.05

## Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/28/23	Update						X

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## What's New

This release contains the following new features and enhancements:

- Workspace is now supported in Citrix Virtual Apps and Desktops version LTSR 2203.

## 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](#)

## Resolved Issues

This release contains the following resolved issues:

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Workspace is now more resilient to the wrong configuration specified in keyboard shortcuts or hotkeys options. Previously, in some scenarios, Workspace did not initialize when a keyboard shortcut or hotkey was not properly formatted. (IW-17982)

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The resiliency of the Team Communicator data caching is improved with capability to retry the loading when the initial loading is interrupted. Previously, if a large volume of team communicator data was cached and the cache retrieval was interrupted, an application restart was required for a retrieval retry to be executed. (IW-17978)

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Workspace now properly triggers Contact Identification of callback interactions in Genesys Universal Contact Server in the situation where the keys PhoneNumber and GMS\_Customer\_Number are both specified in the attached data of a callback interaction. (IW-17948)

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In a multi-site voice environment where some remote switches are hidden to the agent, Workspace no longer becomes unresponsive during a voice complete conference or voice complete transfer scenario. (IW-17933)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.159.05.