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Social Media Plugin for Workspace Desktop Edition

9.0.012.12

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Social Media Plugin for Workspace Desktop Edition Release Notes

9.x Social Media Plugin for Workspace Desktop Edition is part of 9.x starting in **9.0.001.01**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/03/21	Update						X

What's New

This release contains the following new features and enhancements:

- The plugin now complies with Twitter's requirement of processing Tweet delete updates as they arrive from the Twitter API. (SMD-7065)
- The text editor in WDE for outbound Twitter interactions has the following improvements:
 - The default account is selected based on the Twitter friendship settings.
 - The text editor no longer closes by itself.
 - No pop-up message window is displayed over the text editor. (SMD-7021)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Social Engagement](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

An agent can no longer mark an interaction as Done in the **My Interaction Queues** view if the interaction status is in-progress. (SMD-7082)

The plugin is now compatible with Workspace Desktop Edition 8.5.148.04 and higher versions. Previously, some features did not work as expected due to compatibility issues. (SMD-7081, SMD-7078)

An agent can no longer hide a Facebook post if the post is created by the agent. (SMD-7067)

The plugin now redirects agents to the Facebook URLs correctly when agents click the user name or timestamp during a Facebook interaction. The following redirects are made depending on an agent's action:

- Click the user name in a post interaction in WDE to access the post in Facebook
- Click the timestamp of a post interaction in WDE to access the post in Facebook
- Click the user name in a comment interaction in WDE to access the comment in Facebook
- Click the timestamp of a comment interaction in WDE to access the comment in Facebook
- Click the Channel Info user name to access the user's Facebook profile

(SMD-7056)

An issue that prevented the auto-answer feature from working properly during Facebook private interactions is fixed. (SMD-6991)

An issue with preprocessing of the outbound Tweets that added an unexpected character at the beginning of the reply text, is fixed. (SMD-7091)

Upgrade Notes

To ensure that the plugin meets the Twitter compliance requirement, you must upgrade Cloud API Driver for Twitter to 9.0.012.09 or higher.