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Social Media Plugin for Workspace Desktop Edition

9.0.012.29

6/3/2026

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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 |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 09/19/22 | Hot Fix | | | | | | X |

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The plugin now marks an attachment in an inbound Facebook session interaction as unavailable if it is not accessible anymore. (SMD-7229)

The plugin now handles the loading and rendering of any number of inbound Twitter Direct Messages in an optimized way. (SMD-7213)

The plugin now shows the attachments in the Facebook session interactions in **History**, when the attachments are represented as a direct URL to Facebook. Previously, the plugin did not show the

Helpful Links

Releases Info

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

Product Documentation

- [Genesys Social Engagement](#)

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direct URL attachments.(SMD-7210)

Agents can now insert an attachment to a Facebook post, comment, and chat from a standard response without any issues. (SMD-6409)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.29.