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Social Media Plugin for Workspace Desktop Edition

9.0.012.37

12/22/2025

9.0.012.37

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
02/10/23	Hot Fix						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This release addresses an issue with the processing of Twitter Direct outbound interactions as a result of which agents were unable to send Twitter Direct messages. (SMD-7279, SMD-7297)

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](#)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.37.