GENESYS™

Workspace Desktop Edition

Release Notes 8.5.x

3/28/2024

Table of Contents

Workspace Desktop Edition 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Workspace Desktop Edition. Links in the Available Releases section enable you to access information regarding a specific release.

For information about 8.1.x releases of Workspace Desktop Edition, see the 8.1 Release Note (Cumulative).

Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the Workspace Desktop Edition page in the *Genesys Supported Operating Environment Reference Guide*.

You can find Release Notes for particular releases of Workspace Desktop Edition at the following links:

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.161.03	03/28/24	Update					X
8.5.160.05	01/18/24	General					X
8.5.160.04	12/21/23	General					X
8.5.159.05	09/28/23	Update					X
8.5.158.07	06/29/23	Update					X
8.5.157.03	03/31/23	Update					X
8.5.156.03	01/10/23	Update					X
8.5.155.03	11/10/22	Update					X
8.5.154.05	09/15/22	Update					X
8.5.153.05	07/07/22	Update					X
8.5.152.02	04/28/22	Update					X
8.5.151.06	02/24/22	Update					X
8.5.150.06	12/21/21	Update					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.149.03	10/13/21	Update					X
8.5.148.05	09/15/21	Hot Fix					X
8.5.148.04	08/19/21	Update					X
8.5.147.05	06/24/21	Update					X
8.5.146.07	05/06/21	Hot Fix					X
8.5.146.06	04/15/21	Update					X
8.5.145.06	02/18/21	Update					X
8.5.144.05	12/17/20	General					X
8.5.143.08	11/05/20	Update					X
8.5.142.05	08/27/20	Update					X
8.5.141.04	06/25/20	Update					X
8.5.140.08	04/30/20	Update					X
8.5.139.07	03/12/20	Hot Fix					X
8.5.139.06	02/24/20	Update					X
8.5.138.04	12/19/19	General					X
8.5.137.06	11/14/19	Update					X
8.5.136.07	09/26/19	Update					X
8.5.135.05	08/14/19	Update					X
8.5.134.06	06/27/19	Update					X
8.5.133.02	04/30/19	Update					X
8.5.132.05	04/11/19	Update					X
8.5.131.07	02/14/19	Update					X
8.5.130.06	03/26/20	Hot Fix					X
8.5.130.04	12/20/18	General					X
8.5.129.04	11/15/18	Update					X
8.5.128.07	09/26/18	Update					X
8.5.127.06	08/09/18	General					X
8.5.126.08	03/19/20	Hot Fix					X
8.5.126.07	06/21/18	Update					X
8.5.125.04	05/25/18	General					X
8.5.124.09	03/14/18	Hot Fix					X
8.5.124.08	02/28/18	Update					X
8.5.122.08	12/21/17	General					X
8.5.121.03	11/02/17	General					X
8.5.120.06	09/28/17	Hot Fix					X
8.5.120.05	09/14/17	General					X
8.5.119.05	08/03/17	General					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.118.10	06/22/17	General					X
8.5.117.26	05/04/17	Hot Fix					X
8.5.117.18	03/28/17	General					X
8.5.116.12	01/11/17	Hot Fix					X
8.5.116.10	12/15/16	General					X
8.5.115.18	11/07/16	Hot Fix					X
8.5.115.17	10/20/16	General					X
8.5.114.10	09/01/16	Hot Fix					X
8.5.114.08	07/28/16	General					X
8.5.113.11	06/23/16	General					X
8.5.112.17	05/04/16	Hot Fix					X
8.5.112.12	04/07/16	General					X
8.5.112.08	03/24/16	General					X
8.5.111.21	02/18/16	General					X
8.5.110.16	01/19/16	Hot Fix					X
8.5.110.13	12/10/15	General					X
8.5.109.25	10/29/15	Hot Fix					X
8.5.109.16	09/17/15	General					X
8.5.108.23	09/03/15	Hot Fix					X
8.5.108.22	08/28/15	Hot Fix					X
8.5.108.21	08/20/15	Hot Fix					X
8.5.108.18	07/23/15	Hot Fix					X
8.5.108.15	07/02/15	Hot Fix					X
8.5.108.11	06/18/15	General					X
8.5.106.30	05/21/15	Hot Fix					X
8.5.106.29	05/13/15	Hot Fix					X
8.5.106.22	04/17/15	General					X
8.5.106.19	04/09/15	General					X
8.5.105.14	03/26/15	Hot Fix					X
8.5.105.13	03/20/15	Hot Fix					X
8.5.105.12	02/12/15	General					X
8.5.104.17	12/23/14	Hot Fix					X
8.5.104.15	12/11/14	General					X
8.5.103.10	10/30/14	General					X
8.5.102.06	09/25/14	General					X
8.5.101.14	08/28/14	General					X
8.5.100.05	06/26/14	General					X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.55	04/17/14	General					X

Release 8.5.:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows	OS-Indep
8.5.146.07	05/06/21	Update					X	

Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

There are no discontinued items for this product.

Link to Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Workspace Desktop Edition, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our Customer Care website.

The following documentation also contains information about this software. Please consult the *Deployment Guide* first.

- The *Workspace Desktop Edition Deployment Guide* provides details about installing and configuring Workspace Desktop Edition.

- The Workspace Desktop Edition page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Workspace Desktop Edition components.

- The Workspace SIP Endpoint 8.5.x Release Note provides information about the latest SIP Endpoint.

Release Notes for other Genesys components are available here.

Translation Support

Workspace Desktop Edition

This page summarizes translation support for 8.5.x releases of Workspace Desktop Edition for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 8.5.x releases, see Available Releases.

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (*) next to a release number of a Language Pack indicates that special considerations for this release are described in the Internationalization Issues section in Known Issues and Recommendations.

Release 8.5.1 Translation Support

The following table indicates translation support for particular 8.5.1 releases of Workspace Desktop Edition.

Language	English (USA) Release																					8.5.105.14 HF	8.5.100.05
8.5.144.05																							
Arabic (Saudi Arabia)	8.5.144.00 UPDATED																					Not Available	8.5.100.01
Chinese (Simplified)	8.5.144.00 UPDATED																					Not Available	8.5.100.00
Chinese (Traditional)	8.5.144.00 UPDATED																					Not Available	Not Available
French (Canada)	8.5.144.00 UPDATED																					8.5.100.00	Not Available
French (France)	8.5.144.00 UPDATED																			8.5.100.03 8.5.100.00 8.5.106.01	Not Available	8.5.100.01 8.5.100.02*
German (Germany)	8.5.144.00 UPDATED																			8.5.100.00 8.5.100.00	Not Available	8.5.100.01 8.5.100.02*
Italian	8.5.144.00 UPDATED																					Not Available	8.5.100.01

Japanese	8.5.144.00 UPDATED	8.5.138.10	8.5.126.50	8.5.122.50	8.5.118.50	8.5.116.51	8.5.115.50	8.5.114.50	8.5.113.50	8.5.112.50	8.5.111.52	8.5.110.50	8.5.109.50	8.5.108.50	8.5.106.01	Not Available	8.5.100.00
Korean	8.5.144.00 UPDATED	8.5.138.10	8.5.126.50	8.5.122.50	8.5.118.50	8.5.116.51	8.5.115.50	8.5.114.50	8.5.113.50	8.5.112.50	8.5.111.51	8.5.110.52	8.5.109.50	8.5.108.50	8.5.106.00	Not Available	8.5.100.00
Polish	8.5.144.00 UPDATED	8.5.138.10	8.5.126.50	8.5.122.50	8.5.118.50	8.5.116.51	8.5.115.50	8.5.114.50	8.5.113.50	8.5.112.50	8.5.111.52	8.5.110.50	8.5.109.50	8.5.108.50	8.5.106.00	Not Available	8.5.100.02
Portuguese (Brazil)	8.5.144.00 UPDATED		8.5.126.50	8.5.122.50	8.5.118.50	8.5.116.52	8.5.115.50	8.5.114.50	8.5.113.50	8.5.112.51	8.5.111.51	8.5.110.50	8.5.109.51	8.5.108.50	8.5.106.00	Not Available	8.5.100.01 8.5.100.02*
Russian	8.5.144.01 UPDATED	8.5.138.10	8.5.126.50	8.5.122.50	8.5.118.50	8.5.116.52	8.5.115.50	8.5.114.51	8.5.113.50	8.5.112.51	8.5.111.53	8.5.110.50	8.5.109.50	8.5.108.50	8.5.106.00	Not Available	8.5.100.04
Spanish (Latin America, Mexico)	8.5.144.00 UPDATED	8.5.138.10	8.5.126.50	8.5.122.50	8.5.118.50	8.5.116.51	8.5.115.50	8.5.114.50	8.5.113.50	8.5.112.50	8.5.111.52	8.5.110.50	8.5.109.50	8.5.108.50	8.5.106.00	Not Available	8.5.100.01 8.5.100.02*
Turkish	8.5.144.00 UPDATED	8.5.138.10	8.5.126.51	8.5.122.50	8.5.118.50	8.5.116.51	8.5.115.50	8.5.114.50	8.5.113.50	8.5.112.51	8.5.111.52	8.5.110.50	8.5.109.50	8.5.108.50	8.5.106.00	Not Available	8.5.100.02

Release 8.5.0 Translation Support

Translation is not supported for 8.5.0 releases of Workspace Desktop Edition.

Known Issues and Recommendations

Workspace Desktop Edition

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workspace Desktop Edition. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

Limitation: In VMWare Horizon environments, Workspace does not support the Windows Media Multimedia Redirection technology (MMR). Administrators should ensure that MMR is not active for Workspace Desktop Edition. Contact your VMWare support to obtain information about the procedure specific to your environment.

Limitation: In HTML email interaction text that has font sizes specified in 'rem' units or 'em' units Workspace applies an absolute size conversion.

Limitation: The Workspace Desktop Edition customization feature provides easy access to the classes and interfaces of the Platform SDK Configuration Object Model Application Block. Because this is an application block, the interfaces and classes do not guarantee backward compatibility. Consequently, when you develop a customization, you must be careful if you rely on these interfaces and classes; when you upgrade to a new version of Workspace Desktop Edition, you should perform dedicated testing, recompilation, or code changes because a new version of the Platform SDK Configuration Object Model Application Block might be embedded.

For example, if you upgrade from Interaction Workspace 8.1.3 to Workspace Desktop Edition 8.5.0, several attributes of Configuration Objects, such as `CfgApplication.Type`, and some `CfgQuery` attributes, such as `CfgScriptQuery.ScriptType`, are now "nullable".

Limitation: The Workspace Desktop Edition Rich Text Editor feature that is used to render inbound HTML-formatted e-mail interactions and to edit Outbound HTML-formatted e-mail interactions might not display HTML content as expected. The feature uses an HTML-to-XAML and XAML-to-HTML converter. There is a broad set of external tools that are available to edit HTML-formatted e-mail interactions, and there is a lack of fully applied standards; therefore, this technology is not guaranteed to maintain the full integrity of HTML content. Please report the faulty material to Genesys Customer Care to determine if the faulty HTML format can be supported by enhancing Workspace Desktop Edition.

Limitation: If an agent is granted voice capabilities and Instant Messaging (IM) capabilities on two different DNs, the agent does not get campaign notifications and has a degraded experience when handling outbound interactions. (See OUTBOUND-7713)

Workaround: Configure the Log On As Person feature of the Outbound Contact Server so that it does not "see" the IM DNs that are configured in the places of the Agents.

For Workspace Desktop Edition version 8.5.142.05, the Application Template cannot be saved from Genesys Administrator (GA) or Genesys Administrator Extension (GAX).

Workaround: From the GA or GAX interface, remove the <media-type>.contact-history.enable-combine-interaction-with-current option from the application template before saving it.

| ID: **IW-16889** | Found In: **8.5.142.05** | Fixed In: **8.5.143.08** |

You must use Genesys Administrator, *not* Genesys Administrator Extension (GAX), to create agent roles for Workspace Desktop Edition. Workspace does not currently support the two level role privileges of GAX.

| ID: **IW-16791** | Found In: **8.5.140.08** | Fixed In: **8.5.143.08** |

In UCS 9 environments, it is not possible to sort interactions by **InteractionId** or **ContactID**.

| ID: **IW-16318** | Found In: **8.5.136.07** | Fixed In: **8.5.138.04** |

In UCS 9 environments, interaction search results are sorted by lower case before upper case, regardless of the sort order. Fields with no values are always displayed at the end of the sort order.

| ID: **IW-16309** | Found In: **8.5.136.07** | Fixed In: |

In UCS 9 environments, it is not possible to search interactions using a search criterion that contains special characters such as #, $, %, and so on.

| ID: **IW-16307** | Found In: **8.5.136.07** | Fixed In: **8.5.138.04** |

Staring with 8.5.135.05, the Workspace Application Template cannot be imported without errors due to incorrect XML syntax in the metadata.

| ID: **IW-16257** | Found In: **8.5.135.05** | Fixed In: **8.5.136.07** |

Starting with 8.5.135.05, the **My History** and **Contact History** views incorrectly display the number of found interactions as **0** when no search criteria are specified. Specify search details or use an * (asterisk) to correctly display the number of results.

| ID: **IW-16256** | Found In: **8.5.135.05** | Fixed In: **8.5.136.07** |

If the value of the interaction-bar.enable-quick-access option is set to `false` and you have specified that agents set mandatory Case Data values, Genesys recommends that you set the value of this option to `true` to prevent agents from closing the interaction window by clicking the **Close Window** button.

| ID: **IW-16236** | Found In: **8.5.135.05** | Fixed In: **8.5.136.07** |

If an agent replies to an email from the **My History**, **Contact History**, **Interaction Search**, or the **My Workbins** view, Workspace incorrectly adds the "Re:" reply prefix to the email subject, ignoring the email.reply-prefix option.

Workaround: Set the value of the interaction-bar.quick-access-modes option to `Pinned`.

| ID: **IW-16269** | Found In: **8.5.134.06** | Fixed In: **8.5.136.07** |

The **Suggested Responses** option is available in the Suggested Responses view menu even if there are no suggested responses available when an agent is responding to an email interaction.

| ID: **IW-16027** | Found In: **8.5.131.07** | Fixed In: **8.5.136.07** |

When deployed with Workspace Desktop Edition 8.5.126.07, the Social Media plugin, the Apple Business Chat plugins, and any custom plugin based on the WDE eServices extension pattern, have the following limitations:

- It is not possible to access the transcript corresponding to past interactions with the same contact.

- It might not be possible to reply to an interaction directly from the Contact History view.

| ID: **IW-15612** | Found In: **8.5.126.07** | Fixed In: **8.5.127.06** |

A Team Lead (supervisor) who silently monitors an agent who is in a chat conversation with a contact cannot close the chat interaction form using the **Done** button if the Team Lead stops the monitoring session while the chat conversation is still in progress.

Workaround: The Team Lead must use the "Force Close Interaction" contextual menu to clean-up the monitored chat.

| ID: **IW-14161** | Found In: **8.5.117.18** | Fixed In: **8.5.117.26** |

Limitation: The maximum number of Places that can be added to a Place Group to support the Automatic Place selection using Place Groups feature is currently limited to 255.

| ID: **IW-13872** | Found In: **8.5.114.08** | Fixed In: **8.5.117.18** |

The options.record-location option, which is used to specify the storage of the agent profile in a shared directory instead of Configuration Server agent annex, cannot be used in environments where Workspace is started by specifying username, password, and configuration server connection URI as command line parameters.

ID: **IW-12631**	Found In: **8.5.112.08**	Fixed In: **8.5.112.12**

Workspace is no longer able to display the Callback Preview Interactive Notification when a Callback preview is distributed by the SCXML shipped with Genesys Mobile Services (GMS) 8.5.105.05 and higher.

Workaround:

1. Unzip the `Callback.zip` template shipped in the GMS installation folder, under `service_templates`

2. Edit the `SubAgentInvitation.scxml` file

3. Comment out the following line:
   `{code}userEventUserData['user-data'] = attachData;{code}`

4. Zip the template back into `Callback.zip` with the new version of the file.

5. Import the edited template using Service Management UI.

ID: **IW-13349**	Found In: **8.5.111.21**	Fixed In: **8.5.115.17**

In environments where an agent is granted both Outbound and Genesys Callback privileges, it is not possible to close an interaction form representing a rescheduled outbound record using the **Done** button. Instead, use the **Force close this case** menu option. Agents who are not assigned the new Genesys Callback privileges are not affected by this issue.

ID: **IW-12470**	Found In: **8.5.111.21**	Fixed In: **8.5.112.08**

The **My Team Workbin** view no longer correctly displays the content of the personal workbins of agents that the logged in Supervisor is monitoring; instead, it shows the content of the content of the Supervisor's own personal workbins.

ID: **IW-12236**	Found In: **8.5.110.13**	Fixed In: **8.5.110.16**

In scenarios where Workspace loses connection to both Primary and Back-up T-Servers and then reconnects to one or both of them, Workspace no longer displays a misleading error message stating `failed to login on voice channel`.

ID: **IW-11257**	Found In: **8.5.108.11**	Fixed In: **8.5.108.15**

In SIP Business Continuity environments, when a graceful shutdown procedure is in progress on one of the SIP Server HA pairs, the agents in the situations described below cannot log on their voice or IM channel until the graceful shutdown of this SIP Server HA pair is completed:

- Agents that have the stopping SIP Server HA pair configured as the preferred one and are not logged in to Workspace when the graceful shutdown procedure starts

- Agents that are logged in to Workspace with the stopping SIP Server HA pair as the active one, but have SIP channels logged off when the graceful shutdown procedure starts

Workaround: To ensure a successful Workspace login, the Preferred Site of the groups of agents who

are planned to login during the graceful shutdown phase should be temporarily updated to point to the site that remains up and running. You can restore configuration after the graceful shutdown is complete.

ID: **IW-11223**	Found In: **8.5.108.11**	Fixed In:

Use of the legacy user interface (UI) themes (Blue, Royale, Fancy) might cause the Workspace UI to become unstable. If an agents uses one of these themes and experiences UI issues, the agent must restart Workspace. The following features are known to be affected by this issue:

- Case Data tab — If the `Contact — Can Display History Case Data` privilege is granted, this tab is displayed when an interaction is selected in the Contact History, My History, and Interaction Search views.

- Workbin Case Data tab — If one of the Workbin privileges is granted, this tab is displayed when an interaction is selected in one of the Workbin views.

Workaround: Genesys recommends that agents use one of the following themes if they are granted any of those privileges:

- Default

- High Contrast

- Custom theme developed using the theme customization capability

ID: **IW-10929**	Found In: **8.5.106.19**	Fixed In: **8.5.106.22**

Workspace does not support the value `false` for the following Interaction Server option: `settings/allow-multiple-agent-connections`.

ID: **IW-10293**	Found In: **8.5.104.15**	Fixed In: **8.5.105.12**

Workspace supports Management Framework 8.5 in single-language mode only. The value of the Configuration Server option `multi-languages` must be set to `false`.

ID: **IW-9881**	Found In: **8.5.102.06**	Fixed In: **8.5.103.10**

Connections to all back-end Genesys servers, except Configuration Server, that are configured to point to the TLS port cannot be opened.

Workaround: In the Workspace Application, edit the Advanced tab of connection objects that point to a TLS port by adding "dummy text" to the Transport Parameters field.

ID: **IW-10496**	Found In: **8.5.101.14**	Fixed In: **8.5.105.12**

The option `gui.editor-font-size` is included in the template and metadata of release 8.5.101.14; however, this option is not supported in this release. Administrators must not change the value of this option.

| ID: **IW-9729** | Found In: **8.5.101.14** | Fixed In: **8.5.102.06** |

When the **PhoneNumber** attribute is removed from the value of the contact.displayed-attributes and contact.directory-displayed-columns options to hide this information from agents, starting a call or sending an SMS to this contact using the controls in the **Contact Directory** Grid View, **Team Communicator** default action, and **Interaction Party** menu is not available.

| ID: **IW-17054** | Found In: **8.5.100.05** | Fixed In: |

In SIP Server environments where Workspace SIP Endpoint is used, the voice channel is now correctly automatically logged in when Workspace is started. Previously, agents had to manually log on to the voice channel.

| ID: **IW-9266** | Found In: **8.5.100.05** | Fixed In: **8.5.100.05** |

In voice environments where there is no UCS Contact look-up activated, the "origin" information that is provided in the Case Information area is populated with misleading information in the following scenario:

1. Agent 1 calls a contact.
2. Agent 1 engages Agent 2 in a conference.
3. The contact hangs up on the call.
4. The origin of the call is set as an outbound call from Agent 1 to Agent 2.

| ID: **IW-9039** | Found In: **8.5.000.55** | Fixed In: |

If Workspace is connected to a primary/backup TServer pair (SIP or TDM), Genesys recommends that you configure Hot Standby as the redundancy type. In Warm standby, Workspace might not reconnect properly, causing the voice channel to go "Out of service".

| ID: **IW-8830** | Found In: **8.5.000.55** | Fixed In: **8.5.100.05** |

If the interaction-bar.quick-access-modes option is configured to enable both Floating and Pinned views, agents might experience a longer time (1 to 2 seconds) to display interactions, especially the first time that an interaction is displayed after login. When both modes are configured to be active, Workspace uses slightly more CPU resources. Genesys recommends that you use the interaction-bar.quick-access-modes.<media-type> option to specify for each media which display mode is to be used. Genesys recommends setting the `interaction-bar.quick-access-modes` option to enable both Floating and Pinned views for demonstration purposes only.

| ID: **IW-8793** | Found In: **8.5.000.55** | Fixed In: |

In a SIP Server environment, when an agent uses the Instant Voice Conference feature, the Recent Call area of Team Communicator for the target of the conference is not populated correctly.

| ID: **IW-8746** | Found In: **8.5.000.55** | Fixed In: **8.5.100.05** |

In environment where connections to Genesys back-end servers are configured as TLS, if the back-up server is not installed on the same host as the primary server, Workspace is not able to connect to the back-up server.

| ID: **IW-8745** | Found In: **8.5.000.55** | Fixed In: **8.5.100.05** |

When an agent creates a new interaction by using the **Action** menu in an in-progress interaction, the new interaction does not update the **Recent** list in the Team Communicator. For example, when an agent creates a new e-mail interaction from a Chat interaction window, the new e-mail interaction does not push the associated contact to the top of the **Recent** list in the Team Communicator.

| ID: **IW-8707** | Found In: **8.5.000.55** | Fixed In: **8.5.100.05** |

In SIP Server environments, a supervisor (team lead) cannot barge-in a predictive or progressive outbound campaign call that she or he is silently monitoring.

| ID: **IW-8640** | Found In: **8.5.000.55** | Fixed In: **8.5.100.05** |

In both Pinned and Floating interaction views, sometimes the list of parties is not displayed.

| ID: **IW-8575** | Found In: **8.5.000.55** | Fixed In: **8.5.100.05** |

Limitation: The interaction.case-data.enable-url-preview options should be activated only if you are using Internet Explorer 9 or higher. Other browsers might introduce some memory leaks in this scenario.

| ID: **IW-4680** | Found In: **8.1.300.17** | Fixed In: |

Limitation: If you search for interactions in the history database with search criteria that are based on custom interaction attributes, the search will succeed only if full words that start at the beginning of the value for which you are searching. If you enter partial words, or if you omit a word at the beginning of the value for which you are searching, the search fails.

| ID: **IW-4264** | Found In: **8.1.300.17** | Fixed In: |

The monitoring "eye" icon is not displayed next to the names of parties in a monitored chat after the Team Supervisor ends a barge-in session and returns to monitoring.

| ID: **IW-4047** | Found In: **8.1.200.16** | Fixed In: |

Supervisors must log out and log back in again to monitor agents that are added to or deleted from an Agent Group that the supervisor is monitoring.

| ID: **IW-3958** | Found In: **8.1.200.16** | Fixed In: |

If agents have DNs that combine voice and Instant Messaging (IM), then Team Supervision is applied to both the voice and the IM channels.

ID: **IW-3947**	Found In: **8.1.200.16**	Fixed In:

Agents that are logged out from a Genesys Chat channel but Ready in a Genesys IM channel, might have a Genesys Chat interaction routed to their desktop, because Genesys Chat and Genesys IM media types are not distinguished at the system level (reporting, routing, and presence), even though these activities are treated as distinct channels in the Workspace Desktop Edition interface. (Stat Server ER# 263800116)

ID:	Found In: **8.1.000.21 (Stat Server: 8.0.000.26)**	Fixed In:

On a "mono-line" Alcatel OXE phone set, it is not possible to handle an inbound call by using the Workspace Desktop Edition user interface if the agent is already on a call.

ID: **IW-2757**	Found In: **8.1.000.21**	Fixed In:

If the target agent has only a SIP IM channel, or a SIP IM channel and a Genesys Chat Channel, the target agent might incorrectly appear as Ready on the Voice channel in the Team Communicator of agents who are trying to contact the target agent.

ID: **IW-2397**	Found In: **8.1.000.21**	Fixed In: **8.5.104.15**

For the Ericsson MXONE switch, if the T-Server is restarted while an agent is logged in to Workspace Desktop Edition, the agent cannot log back in after the restart. The AgentEvent status is OutOfService.

ID: **IW-6718**	Found In: **8.0.200.11**	Fixed In:

Not all of the functionality of Workspace Desktop Edition is available in the Freedom Scientific application: Job Access With Speech (JAWS) 11.

ID: **IW-1218**	Found In: **8.0.100.14**	Fixed In:

Team Communicator treats words with camel case (capital letters within the word) as multiple words—for example, CamelCase is searched as Camel Case. The word CamelCase is not found.

ID: **IW-384**	Found In: **8.0.100.14**	Fixed In:

Limitation: Workspace Desktop Edition requires at least a DX 9.0 graphic card.

ID: **IW-1893**	Found In:	Fixed In:

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Workspace Desktop Edition unless otherwise noted in the issue description.

Note: Product translation is limited to contents of this product only. Display data coming from other products might appear in English.

Brazilian Portuguese Language Pack now correctly translates the "Not Ready" string.

ID: **IW-15793**	Found In: **8.5.126.00**	Fixed In: **8.5.130.00**

French (Canada) and French (France) Language Packs now correctly translate the "Notes" string.

ID: **IW-15791**	Found In: **8.5.126.01**	Fixed In: **8.5.130.00**

The following localization issue is fixed in the following Language Pack releases:

- **French (France)** 8.5.100.02
- **German (Germany)** 8.5.100.02
- **Portuguese (Brazillian)** 8.5.100.02
- **Spanish (Latin American)** 8.5.100.02

The following attributes have now been localized:

- In the Windows dictionary file, the Text1 and Text2 attributes of the Windows.PrintPreview.TextBoxTotalSheetOfPaper key have been localized.

- In the OpenMedia dictionary file, the Print attribute of the Windows.EmailView.xx has been localized.

ID: **LOCAL-1379**	Found In: **8.5.100.01**	Fixed In: **8.5.100.02**

8.1.4 Language Packs are compatible only with 8.1.401.06 and higher releases of Interaction Workspace and 8.5.0 and higher releases of Workspace Desktop Edition.

8.1.2 Language Packs are compatible only with 8.1.200.16 and higher releases of Interaction Workspace and 8.5.0 and higher releases of Workspace Desktop Edition.

Limitation: If you install an earlier release of the Workspace Desktop Edition Language Pack on top of a later release of Workspace Desktop Edition, all of the strings that were introduced in the later release of Workspace Desktop Edition will be displayed in plain U.S. English.

Release 8.5.1

Workspace Desktop Edition Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Workspace Desktop Edition, if available, in the tree menu on the left or in the list of Available Releases.

8.5.160.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/18/24	General						X

What's New

This release contains the following new features and enhancements:

- Workspace no longer exits unexpectedly during login due to a missing statistics configuration option. Previously, starting from release 8.0.160.04, Workspace stopped responding during initialization when the **Contact Center Statistics** feature was enabled and the statistics.queues option was missing in the options of agent, agent group, and application. (IW-18062)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.160.05.

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

8.5.160.04

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/21/23	General						X

What's New

This release contains the following new features and enhancements:

- In SIP Server environments, Agents or Supervisors can now suspend the customer from the outgoing active call during coaching. This allows the agent and supervisor to continue coaching as a private conversation. You can turn on this feature by enabling '*Voice - Can Suspend or Reinstate Customer Party in a Coached Call*. For more information, see documentation on Voice privileges. Previously, this capability was possible only for inbound calls. (IW-18031)

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:

In deployments where **login.prompt-place** is set to `false` and there is neither a default place nor a valid recent place, Workspace now allows an agent to log in by specifying an alternative place. Previously, in this scenario, the agent could not login because it was not possible to specify a place in the login window. (IW-18028)

The option **callback.callback-information.frame-color** can now be overridden by a routing strategy. (IW-18014)

When an agent attempts to close the Workspace application while an inbound email is present on the screen, Workspace now always places this inbound email into the *in-progress* workbin. Previously, the inbound email was intermittently returned to its origin queue. (IW-18013)

The Workspace initialization time has been improved in scenarios where the statistic module initialization is delayed due to a temporary slow response time of Configuration Server or Configuration Server Proxy. (IW-18012)

The initialization of the Standard Response view has been improved resulting in quicker display in case of a slow Universal Contact Server response during the initial loading of standard response categories. (IW-17988)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.160.04.

8.5.159.05

Workspace Desktop Edition Release Notes

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

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.

Resolved Issues

This release contains the following resolved issues:

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)

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)

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)

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

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)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.159.05.

8.5.158.07

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/29/23	Update						X

What's New

This release contains the following new features and enhancements:

- It is now possible to specify the folder path where the cached data from the Configuration Server to be stored using the new option general.configuration-object-collection-cache-path. Previously, when the configuration cache was enabled, the cached data was stored in the Windows user profile. (IW-17819)

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:

Workspace is now more resilient to some types of connectivity errors with Configuration Server or Configuration Server Proxy. (IW-17932)

Hyperlinks are now properly rendered in plain text inbound emails. Previously, in some scenarios, hyperlinks were not clickable in plain text inbound emails. (IW-17894)

In environments where the Hub Plugin for Workspace (Apple Business Chat support, for example) is activated for an agent, Workspace now restores the correct scroll position in the SMS Session transcript view when an agent switches from one interaction tab to another. Previously, the cursor was placed at the top of the SMS Session transcript. (IW-17845)

In Cisco CUCM environments when the Workspace option **login.voice.force-relogin** is set to false and the voice channel is in the `logged off` state, if the voice device is disconnected and turned out of `service`, Workspace no longer forces a login to the voice channel when the device is reconnected. (IW-17843)

Memory leak no longer occurs when running an Outbound Campaign in the Predictive/Progressive with Seizing mode. (IW-17918)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.158.07.

8.5.157.03

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/31/23	Update						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Interaction Queue objects that use an underscore (_) in their display text in the **My Interaction Queues** interface are now displayed correctly.(IW-17866)

The HTML Email editor now retains the ALT attributes specified as part of IMG tags in the standard responses inserted by agents. (IW-17854)

The Callback interaction view is now displayed correctly when Workspace is running in High Contrast theme. (IW-17824)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.157.03.

8.5.156.03

Workspace Desktop Edition Release Notes

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

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)

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

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.

8.5.155.03

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/10/22	Update						X

What's New

This release contains the following new features and enhancements:

- In SIP Server environments, Agents or Supervisors can now suspend the customer from the active call during coaching. This allows the agent and supervisor to continue coaching as a private conversation. You can turn on this feature by enabling the privilege `Voice - Can Suspend or Reinstate Customer Party in a Coached Call`.
    For more information, see documentation on Voice privileges. (IW-17731)

- The new configuration option, teamcommunicator.person-cache-for-favorites-recents-enabled, is introducing a new Team Communicator data initialization mode that reduces the number of requests to Configuration Server or Configuration Server Proxy when it prepares the Favorite list and Recent list of records for Team Communicator. To enable this new Team Communicator data initialization mode, the value of this option must be set to `true`. (IW-17668)

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:

For an interaction added to a Workbin during the current Workspace session, the **Received At** attribute in the **Workbin Details view** now displays the timestamp according to the local time zone. (IW-17771)

The email address configured in Agent profiles is now visible in the tooltip of an agent record in Team

Communicator. (IW-17768)

The warning messages displayed to agents in case of exceeded email or chat attachment size have been improved such that the message about individual file size limitation is shown prior to the total file size limitation. (IW-17757)

In Workspace, the process that handles notification from Configuration Server or Configuration Server Proxy when Agents are removed from Agent Groups, is optimized. Previously, bulk notifications of that type could make Workspace unresponsive. (IW-17749)

The **Recent** section in Team Communicator now displays the calls dialed in the context of Predictive Outbound Campaigns. (IW-17747)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.155.03.

8.5.154.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/15/22	Update						X

What's New

This release contains the following new features and enhancements:

- Workspace Desktop Edition (Workspace) now includes a new configuration option, general-restricted-attachment-file-content-types, to improve the Workspace security when dealing with interaction attachment. This option supports one of the valid values **exe**, **zip**. Workspace checks the file content and restricts an agent from uploading (when adding an attachment to an interaction) or downloading (when saving an existing attachment from a customer interaction) a file that matches the configured content types. (IW-17542)

Resolved Issues

This release contains the following resolved issues:

Workspace now correctly handles advanced call scenarios where the agent is engaged in a call through a two-step transfer after predictive multi-site dialing. Previously, when the consultation leg was terminated, the Consult call would remain visible and unresponsive. (IW-17692)

In **Team Communicator**, contacts with multiple phone numbers specified with a description are now properly displayed in the **Call Contact** submenu of the selected contact. Previously, in this scenario, beginning from release 8.5.144.05, the **Team Communicator** had the phone numbers missing in the **Call Number** menu. (IW-17691)

Workspace now presents a human-readable decoded value of the email header attributes **From**, **To**,

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

Cc, and **Bcc** when encoded using RFC2047. This applies to email detail views in **History**, **Queues**, and **Workbins**. (IW-17685)

Workspace no longer displays a misleading error when an agent searches in **My History** view using the **Quick Search** mechanism, switches to another tab, and then switches back to the **My History** tab. (IW-17684)

Workbin view sorting in Workspace is now corrected. Sort by **AssignedAt** field is now applied to the emails added to a **Workbin** view when option configuration **auto-update** is set to **true**. Previously, **Workbin** didn't sort correctly by **AssignedAt** system date attribute when a new interaction appeared. (IW-17675)

The resiliency of Workspace is now improved in chat supervision scenarios in environments where incomplete protocol event flow is received from Interaction Server (for example in its version 8.5.3). Previously, in such a scenario, after a supervision request was timed out, it was no longer possible for this supervisor to request a new chat supervision. (IW-17673)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.154.05.

8.5.153.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/07/2022	Update						X

What's New

This release contains the following new features and enhancements:

- Workspace can now use Transport Layer Security (TLS) 1.2 protocol on the IP Loopback to connect to Genesys Screen Recording Client and Genesys Softphone. It is now possible to set the following connections up using TLS version 1.2:

  - from Workspace to Genesys Screen Recording Client over the IP loopback

  - from Workspace to Genesys Softphone over the IP loopback

  - from Workspace to Workspace SIP Endpoint over the IP loopback or over the network when running in a VDI environment

    Previously, those connections could run only using TLS 1.0.

(IW-17633)

- The following new Chains of Commands are introduced to enhance the capabilities of Workspace Customization:

  - CreateContactUCS: This chain of command is triggered when the agent creates a new contact from the Contact Directory page.

  - UpdateContactUCS: This chain of command is triggered when the agent updates contact attributes from the Contact Profile page.

    For more detailed information about the **Chain of Commands** related to UCS, see the **UCS** page. (IW-17621)

Support for Windows 11 operating system. See the Workspace Desktop Edition page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems. (IW-17526)

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

- Support for Windows 11 operating system. See the Workspace Desktop Edition page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems. (IW-17526)

- Workspace now supports High Availability (HA) for Chat Server when handling interactions with media type SMS Session. This feature requires installation of Genesys Driver for SMS and MMS 9.0.003.03 and Digital Messaging Server 9.1.008.08. (IW-17571)

Resolved Issues

This release contains the following resolved issues:

Third Party Libraries including SharpZipLib is refreshed in the Workspace. (IW-17661)

Previously, when an outbound email was sent to the end customer, an additional spacing was added between the first and the second paragraph of the email body although it was not visible in Workspace view. Now the email received by the customer does not contain this extra space. (IW-17658)

In scenarios where an outbound campaign call is distributed to an agent with instructions to override some disposition code options, like interaction.disposition.value-business-attribute, the disposition code view now renders the disposition view according to the options override. Previously, when the distributed call was released quickly after the override notification, the override instructions might not take effect. (IW-17549)

In environments where Workspace is extended with a plugin that interacts with the task bar flashing mechanism (like Genesys Hub plug-in for WhatsApp), Workspace no longer becomes unresponsive during the interaction handling. (IW-17230)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.153.05.

8.5.152.02

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/28/2022	Update						X

What's New

This release contains the following new features and enhancements:

- In the teamcommunicator.corporate-favorites-file option, it is now possible to specify the location of the file using an HTTP/HTTPS URL.

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

> **Important**
> Access to the configured URL is not supported using HTTP Proxy and Authentication.

(IW-17559)

Resolved Issues

This release contains the following resolved issues:

Workspace now retains the background image set by CSS of an HTML format email when inserting a

Standard Response. This background is not visible in the Workspace editor, but it is visible in the HTML Preview and HTML email sent to the customer. (IW-17618)

Workspace now correctly handles advanced call scenarios where the agent is engaged in a call through a two-step transfer after predictive multi-site dialing. Previously, in this scenario, the removed consultation leg would remain visible and unresponsive. (IW-17617)

The email HTML editor now supports the Type attribute of the UL, 0L, and LI tags. (IW-17602)

Workspace now properly handles CSS attributes flagged with the `!important` label. (IW-17601)

The Workspace HTML email editor now allows editing hyperlinks defined with email addresses. Previously, only HTTP URLs were editable. (IW-17598)

Workspace no longer forces an agent to the **Ready** status in an environment where voice.cancel-after-call-work-on-done is set to `true` and the agent redials a call from the **Party** drop-down menu while the agent is in the **After Call Work** status. (IW-17582)

Workspace now correctly processes Callback requests when an agent specifies callback instructions containing double quotes. Previously, callback requests with double quotes were rejected. (IW-17546)

Workspace now correctly records the outbound calls generated from outbound predictive campaigns for presenting the calls in the **Recent** list in Team Communicator. (IW-17545)

In asynchronous chat interactions, if the connection to the chat server is temporarily unavailable when an agent pulls a chat from a workbin, Workspace now displays the **Put On Hold** button and disables the **Mark Done** button. Previously, in this scenario, only the **Mark Done** button was enabled and if the agent pressed **Mark Done**, the chat interaction would become unrecoverable. (IW-17462)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.152.02.

8.5.151.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/24/22	Update						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace no longer becomes unresponsive when displaying tables in the body of an email interaction when the display area is small. This fix complements a former fix that did not work as expected on certain virtualized environments. (IW-17558)

The processing of the HTML-based rich table, which is specified in Standard Responses has been improved. The improvement has an impact on the HTML Preview and the final email that is sent to the customer. (IW-17550)

Workspace now correctly detects hyperlinks in the Chat transcript view. Previously, the custom expression specified in the expression.url option might not have recognized some hyperlinks correctly. (IW-17543)

Workspace no longer sends two parallel requests to UCS when executing the email Reply operation. Previously, during the email Reply operation, Workspace might have sent a request to update the outbound reply email in UCS, in parallel to a request to update the corresponding parent inbound email in UCS. This could cause an unexpected error in UCS and the UCS database. (IW-17540)

In Cisco CUCM environments, Workspace will now automatically re-login to the agent's voice channel after being out of service due to temporary device disconnection. (IW-17536)

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

The option keyboard.shortcut.paste-text-only was introduced to let the administrator fine-tune the keyboard shortcut for paste as text only. Previously, starting with version 8.5.149.03, this shortcut was hardcoded to **CTRL+ALT+V** which could interfere with the **AltGr** key of language-specific keyboards, like Czech. (IW-17516)

In multi-site environments with both SIP Server and Cisco TServer, the support of a 4-way conference scenario that engages parties of SIP Server and Cisco T-Server has been improved. Previously, in such a scenario, the departure of one of the conference parties might not be reflected. (IW-17495)

In the Advanced Interaction Search view, Workspace now supports the configuration of a custom search attribute that contains the keyword 'Date'. (IW-17481)

It is now possible to copy an image that is embedded in an email and paste it into a separate application. (IW-17448)

In scenarios where the initial color of the Case Data frame is specified by an option override, the value specified for the interaction.case-data.frame-color option is now correctly applied to the Case Data frame of the consultation interaction, for a consultation call that is initiated from an existing consultation call. (IW-17364)

In environments where the Hub Plugin for Workspace (Apple Business Chat support, for example) is activated for an agent, Workspace now restores the correct scroll position in the Chat transcript view when an agent switches from one chat interaction tab to another. Previously, the cursor was placed at the top of the Chat transcript. This new fix complements a previously delivered fix that did not resolve all the scenarios. (IW-17136)

In ClickOnce deployment environments, the Workspace assemblies that implement the Contacts and OpenMedia module families are now always downloaded during the initial download of Workspace. This resolves a dependency issue in some Workspace plugins like Genesys Hub Plugin for Workspace Desktop Edition. Previously, those assemblies were downloaded only when the user was authenticated and confirmed to be granted with Contacts or OpenMedia privileges. (IW-16008)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.151.06.

8.5.150.06

Workspace Desktop Edition Release Notes

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

What's New

This release contains the following new features and enhancements:

- Workspace enables the agent to paste formatted text as plain text in HTML emails. This option discards source formatting and applies the destination style to the copied text. (IW-17304)

- Workspace can now be configured to specify whether the agent must complete the mandatory data by media type (eServices only) and data type (case information and disposition code). The functionality considers the operations where an agent delegates an eServices interaction to another employee of the contact center using actions such as Transfer, Conference, and Forward as an Attachment (for email). The new configuration options (or option templates) are:

  - interaction.case-data.email.mandatory-actions

  - interaction.disposition.<media-type>.mandatory-actions

  - interaction.case-data.<media-type>.mandatory-actions

    (IW-17120)

- The outbound.assured-connection.allow-release-engaging-call-timeout option was introduced to specify the time, in seconds, after which an engaging call of Outbound Assured Connection can be released. When set to -1 (default), the agent is not allowed to release an engaging call. (IW-17137)

- The chat.rich-media-widget-width option was introduced to specify the width, in pixels, of Rich Media in a chat interaction. The value of this option affects the minimum width of the Chat transcript view. (IW-17394)

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:

An issue in the metadata of the privilege **Recording - Can Use Screen Recording** that prevented Genesys Administrator Extension from interpreting the metadata has been fixed. (IW-17503)

Workspace no longer creates extra attachment links in UCS between chat interactions and files that customers upload in chat interactions. Previously, when agents handled chat interactions, such links were created thereby causing extra activity in UCS and latency in Workspace. For example, when an agent hovered the interaction tab of a chat interaction containing references to the uploaded files created extra links. (IW-17483)

Workspace now enables you to configure the UCS Contact profile with a custom attribute named ID. Previously, the custom attribute ID had a conflict with the out-of-the-box attribute Id. (IW-17473)

Workspace now retains the opened or closed status of the Note tab/Disposition tab. Previously, the closed status was not always retained at the next interaction. (IW-17466)

Workspace now correctly displays the Greek Pi character (Π) in the Standard Response view. (IW-17463)

Workspace now enables you to define the date format of the ScheduledAt interaction attribute that is displayed in the **Case Information** view using the date.time-format annex of the Business Attribute Value. (IW-17434)

Workspace now enables you to override the value of the option outbound.push-preview.auto-answer through a routing strategy as described in Configuration and administration by using options and annexes. (IW-17431)

Workspace now correctly displays the first email after application startup when the option values login.email.is-auto-ready and email.auto-answer are set to true. Previously, starting with version 8.5.148.04, with the specified values for configuration, the content of the first email was not displayed correctly. (IW-17428)

Workspace now displays the date separator in the Chat transcript view based on the user's location. (IW-17410)

In voice environments where Workspace SIP Endpoint or Genesys Softphone is not the audio device, the voice DN now automatically logs back in when the DN resumes from a brief out-of-service state, for example, due to a transient connectivity issue between the device and its backend. (IW-17405)

The Chat transcript now correctly organizes and displays the messages that are exchanged past midnight according to the local time. Previously, some messages of the previous day were displayed after the date separator. (IW-17400)

In an environment where an agent is configured to log on to a Place Group, an improvement has been made to prevent issues that occur when an agent starts a new Workspace instance and restores activity on the voice extension that was left logged in. (IW-17340)

In Cisco T-Server environments, where a Supervisor uses the Default or High Contrast theme, Workspace now correctly displays the controls that are used to activate whisper coaching on or off. (IW-14797)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.150.06.

8.5.149.03

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/13/21	Update						X

What's New

This release contains the following new features and enhancements:

- Workspace now supports the Analyze service of Classification Server to detect suggested responses in addition to the existing Screen and Classify service support. (IW-16759)

Resolved Issues

This release contains the following resolved issues:

A compatibility issue with the Genesys Hub Plugin has been fixed.
Previously, starting with version 8.5.148.04, the Genesys Hub Plugin could not connect with Chat Server, preventing agents from handling social media interactions. (IW-17418)

Workspace now correctly processes inbound emails with HTML tables where the width of the columns is small to display the text that columns contain. Previously, starting with version 8.5.147.05, such inbound mails were not displayed correctly. (IW-17412)

In a multi-site SIP Server environment, Workspace now correctly displays the parties of a conference call in a scenario where a party is added to the conference call through a sequence of transfers that involve IVR and remote SIP Servers. (IW-17389, IW-17397)

In scenarios where a conference call is established with remote parties that are added to the conference call through a complex call processing, the **Delete From Conference** functionality now remains enabled. (IW-17378)

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

It is now possible to reduce the width of the Chat transcript view to a smaller size when it is displayed using the legacy mode by setting the value of chat.simple-transcript to `true`. (IW-17358)

The functionality that enables agents to perform an action on an email that is selected in **Contact History**, while processing another interaction from the same contact is more resilient now. Previously, in some configuration environments, the options to perform an action on email, such as open email, were not displayed. (IW-17355)

The Remote Logout functionality that the supervisor uses to change the status of an agent who handles digital interactions has been improved to support environments where the Interaction Server option, `agent-login-control` is set to `ignore`. (IW-17353)

In an environment where an agent is configured to log on to a Place Group, when Workspace exits leaving the voice extension logged in, the agent can now start a new Workspace instance and restore activity on the voice extension that was left logged in. Previously, in this scenario, an error message was displayed when the agent attempted to re-login. (IW-17340)

In SIP Business Continuity environments, a temporary out-of-service - back-in-service sequence that affects the voice extension during the time frame of detecting a disaster recovery scenario no longer results in both primary and disaster recovery voice extensions being logged in at the same time. (IW-17317)

In environments where the Hub Plugin for Workspace (Apple Business Chat support, for example) is activated for an agent, Workspace now restores the correct scroll position in the Chat transcript view when an agent switches from one chat interaction tab to another, and the cursor was previously placed in the historical part of the Chat transcript. (IW-17136)

In a Callback environment, Workspace now displays more meaningful error messages in a scenario where the agent attempts to reschedule a callback and it fails due to some configured administration rules such as *The maximum number of scheduled callbacks reached for the given time bucket*. (IW-17135)

In an outbound environment where multiple Outbound Contact Servers (OCS) control the campaigns, an agent is no longer offered the capability to schedule a callback for a record from a campaign, when the campaign is controlled by another OCS than the one that monitors the agent. Previously, in this scenario, the capability to schedule a callback was available to the agent, which resulted in errors when the agent used the functionality. (IW-16831)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.149.03.

8.5.148.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/15/21	Hot Fix						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In a multi-site T-Server environment that consists of SIP Servers and Cisco T-Servers, Workspace now correctly displays the call type of a two-step transfer call established by a complex call process between a SIP Server agent and a Cisco T-Server agent. Previously in this scenario, Workspace displayed the transferred call as a consultation call to the target agent. (IW-17371)

In a multi-site T-Server environment that consists of SIP Servers and Cisco T-Servers, Workspace now correctly displays the list of parties and call controls to the target agent, for a conference call established by a complex call process between a SIP Server agent and a Cisco T-Server agent. (IW-17369, IW-17373)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.148.05.

8.5.148.04

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/19/21	Update						X

What's New

This release contains the following new features and enhancements:

- Workspace can now be configured so that Mutual TLS is established when connecting to these Genesys back-end servers:
  - SIP Server
  - T-Server
  - Real Time Metric Engine (Stat Server)
  - Configuration Server
  - Universal Contact Server
  - Interaction Server
  - Chat Server

    The following options have been added to support this feature:

  - security.client-authentication-certificate-search-value
  - chatserver.tls-mutual

    (IW-17115)

Resolved Issues

This release contains the following resolved issues:

In environments where a Team Lead (Supervisor) has the **Team Lead - Can Auto Coach Voice Interactions** and **Team Lead - Can Coach Current Voice Interactions** privileges assigned

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

without having the **Team Lead - Can Auto Monitor Voice Interactions** and **Team Lead - Can Monitor Current Voice Interactions** privileges assigned, the Team Lead can now coach the current agent's voice interaction immediately.

Or, in environments where a Team Lead (Supervisor) has the **Team Lead - Can Auto Coach Chat Interactions** and **Team Lead - Can Coach Current Chat Interactions** privileges assigned without having the **Team Lead - Can Auto Monitor Chat Interactions** and **Team Lead - Can Monitor Current Chat Interactions** privileges assigned, the Team Lead can now coach the current agent's chat interaction immediately. (IW-17341)

Some Workspace third-party libraries have been updated to more recent versions. In particular, the **log4net** library was upgraded from version 1.2.15 to 2.0.12. (IW-17321)

In environments that use certain customization modules, Workspace no longer becomes unresponsive when an agent handles multiple concurrent chat interactions and switches between them. (IW-17301)

Contact records configured as favorites now display correctly in Team Communicator. Previously, if there was a delay in Workspace connecting to the primary UCS or initially connecting to the backup UCS, favorites were not displayed. (IW-17300)

Agents can now correctly mark interactions as Done when a mandatory Business key value is cleared by a routing strategy. Previously, when a Case Data Business key of type **enum** that was configured to be mandatory was cleared by a routing strategy, the interaction could not be marked Done. (IW-17274)

The value specified for the interaction.case-data.frame-color option is now correctly applied to the Case Data frame of the consultation interaction for a consultation call from an existing consultation call. (IW-17244)

In the **Contact Center Statistics** view, contact center resources that have an underscore character in their names are now correctly displayed. (IW-17198)

If Chat Server is temporarily unavailable, asynchronous chat interactions that have not been completed can now be put on hold if the chat interaction cannot be retrieved from a workbin. Previously in this scenario, only completed chat interactions could be retrieved. (IW-17195)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.148.04.

8.5.147.05 UPDATED

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/24/21	Update						X

What's New

This release contains the following new features and enhancements:

- Workspace now embeds the Microsoft Edge WebView2 SDK, which allows you to develop Chromium-based web rendering customizations through the WebView2 browser control. Refer to Adding web content to Workspace plugins using Microsoft Edge WebView2 in the *Workspace Desktop Edition Developer's Guide*. (IW-17038)

Resolved Issues

This release contains the following resolved issues:

UPDATED (10/18/2022): The "b2" version of the Installation Package updates the digital signature certificate that is used during setup. (IW-17773)

Workspace no longer becomes unresponsive when displaying tables in the body of an email interaction when the display area is small. (IW-17281)

In HTML email interactions, the rendering of table headers and cascading styles has been improved. (IW-17269)

It is now possible to use the Interaction Search functionalities in UCS 9 environments where the History views have restrictions applied by the contact.history.filters-<attribute> option. (IW-17249)

During a consultation call, like the other Case Data options, the color of the Case Data frame,

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

specified by the interaction.case-data.frame-color option, is now correctly shared with the consulted party. (IW-17244)

A misleading error message that displayed when the chat attachment quota was exceeded has been fixed. (IW-17234)

Digital interactions no longer become stuck on the agent desktop after being revoked by the Genesys backend. This was an intermittent issue. (IW-17233)

Audio alerts have been improved to avoid an intermittent issue where Workspace could become unresponsive. (IW-17228)

Workspace now prevents agents from inadvertently attaching the same file twice to a chat message. Previously, clustered clicks on the attach button could result in duplicated chat attachments. (IW-17227)

In Outbound Preview and Push Preview campaigns, Workspace now correctly supports situations where the Outbound Record does not contain any custom fields. Previously, starting from 8.5.143.08, in this scenario, some outbound functionalities were not working correctly. (IW-17208)

In a live SMS Session interaction, the sender nickname of an SMS sent through an ESP request from the routing strategy is now correctly displayed. (IW-17199)

Workspace now successfully submits callback requests to the Genesys backend when the requests are made from a voice interaction containing nested key-value pairs of Attached Data. (IW-17197)

In environments with Workspace SIP Endpoint or Genesys Softphone, the auto-mark done capability of Workspace no longer fails to operate. (IW-17157)

In configurations where the interaction disposition code is mapped to an outbound record custom attribute, and the attribute is configured to not be displayed in the outbound record data, Workspace now correctly commits the edited disposition code value in OCS. (IW-17154)

In environments where the Hub Plugin for Workspace (for Apple Business Chat support, for example) is activated for an agent, Workspace now restores the correct scroll position in the Chat transcript view when an agent switches from one chat interaction tab to another. (IW-17136)

In Outbound Preview campaigns, Workspace now prompts for confirmation of the loss of edits to attributes in scenarios where the agent decides to decline the outbound record after applying some changes to the outbound record attributes. (IW-17116)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.147.05.

8.5.146.07

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/06/21	Hot Fix						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace now correctly loads and executes the Skype for Business plugin when it is installed and granted to an agent. Previously, starting with version 8.5.145.06, the Skype for Business plugin could not load in Workspace. (IW-17235)

For Outbound Pull- and Push-preview campaigns, Workspace now correctly handles alternative number dialing. Previously, starting from version 8.5.143.08, this feature was not available. (IW-17217)

Workspace now correctly handles line breaks in HTML-formatted email interactions. Previously, an extra space sometimes occurred at the beginning of a line following a line break. (IW-17216)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.146.07.

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

8.5.146.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/15/21	Update						X

What's New

This release contains the following new features and enhancements:

- Agents can now minimize and restore the **Disposition** tab/**Note** tab area in the Interaction view. Workspace remembers the minimized/restored state the the user settings for the next interaction. (IW-17072)

Resolved Issues

This release contains the following resolved issues:

Workspace no longer becomes unresponsive when an agent collapses and restores an Email interaction view in the following scenario:

- The email body is plain text.
- The email body contains a hyperlink.
- Spelling Check is enabled.

(IW-17183)

Workspace no longer writes **System.Data.RowNotInTableException** exceptions in the Workspace logs when an agent selects an interaction in a History view. (IW-17165)

Workspace now correctly displays HTML-formatted email interactions that include a table with a column that has a specified width of less than 1%. (IW-17159)

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

Workspace no longer writes misleading exceptions in the Workspace logs related to the Spelling Check feature. (IW-17156)

Workspace now displays the correct information in the **Call Status** area of a Consultation call that is initiated during the handling of an ASM mode Outbound campaign interaction. (IW-17141)

In environments where disposition codes are defined by an option override, Workspace no longer displays duplicate disposition codes in the **Disposition** tab. (IW-17127)

In environments where Workspace is configured to display interactions in separate windows, the size of an interaction window opened in the background while another interaction window has the focus is now correctly set according to user preferences. Previously, the second window opened with the size set by the Workspace default settings. (IW-17126)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.146.06.

8.5.145.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/18/21	Update						X

What's New

This release contains the following new features and enhancements:

- Workspace now supports Outbound Assured Connection functionality. (IW-15983)

- You can now specify which attributes are used to display the contact identifier in the Chat transcript by using the display-format.chat-customer-name option. For example, you can specify the `$Customer.Nickname$` value to clearly distinguish between contacts when more than one joins a Chat session. (IW-16914)

Resolved Issues

This release contains the following resolved issues:

In the **History** views, the contents of the Chat transcript are now correctly displayed. Previously, starting from 8.5.142.05, the Chat transcript could appear truncated if it contained a message from an internal party. (IW-17093)

Workspace now correctly displays the **Case Data** of an interaction when the interaction is selected in the **History** views. Previously, for interactions handled by Workspace up to version 8.5.121.03, the **Case Data** was sometimes not displayed. (IW-17080)

Workspace now correctly attaches files to Email interactions that are forwarded from an archived interaction. Previously in this scenario, sometimes attached files were missing. (IW-17066)

The Spelling Check feature now correctly checks the spelling of content added by an agent in a Reply

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

Email interaction. Previously, if a Reply Email interaction contained a hyperlink, the content before the hyperlink was not checked. (IW-17061)

Team Communicator, the Interaction **Party** menu, and the **Contact Directory** view now function as expected when the PhoneNumber attribute is removed from the values of the following options:

- contact.displayed-attributes
- contact.directory-displayed-columns

(IW-17054)

Workspace now correctly assigns the OwnerId of the Chat interaction record in Universal Contact Server (UCS) if a Chat session is closed due to inactivity timeout while a bot is still connected to the conversation. (IW-17044)

In environments where the value of the interaction-bar.enable-quick-access is set to false and the **Interaction Bar** is docked, Interaction windows no longer open on top of the docked area when multiple interactions are opened concurrently. (IW-17037)

In the **Interaction Queue** view, the sorting of interactions has been improved for environments where Interaction Server is connected to a database like Oracle. Previously, the sorting of some pages could appear inverted. (IW-17034)

A memory leak inadvertently introduced in 8.5.141.04 has been resolved. Previously, when Workspace handled a sequence of hundreds of Chat interactions, the leak was observed in virtual memory. (IW-17031)

In VDI environments, the resiliency of the connection between Workspace running in VDI and Workspace running locally has been improved. (IW-17028)

An interaction that has the focus no longer collapses automatically when a concurrent interaction is closed by the auto-mark-done functionality. (IW-17018)

An agent whose account is configured with the SIP Preview functionality can now accept a conference request when the agent is added to a single-step conference directed to the agent by a Routing process. (IW-17017)

Agents can no longer send multiple overlapping Status Change requests by keeping keyboard shortcuts or menu access key combinations pressed. (IW-17012)

Workspace now correctly handles quotation marks in a URL when it is passing the URL to an external browser. (IW-16808)

In Asynchronous Chat environments, Workspace can now restore a Chat session that was put on Hold in the following scenario:

1. The Chat session was put on Hold by being placed in a Workbin.

2. The contact goes offline.

3. Chat Server is restarted.

Previously, in scenarios, such as when the Chat server was restarted while the Chat interaction was in a Workbin, the Chat interaction could remain off-line after being opened by an agent. This functionality requires Chat Server 8.5.312.10 or higher. (IW-16800, IW-17033)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.145.06.

8.5.144.05 UPDATED

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/17/20	General					X

What's New

This release contains the following new features and enhancements:

- You can now specify how a UCS Contact is presented in Workspace user interface elements other than the Contact Profile view. To comply with Personally Identifiable Information (PII) requirements, this feature enables you to hide or mask the contact's phone number from agents. The following options are added to support this feature:

  - **contact.multi-value-attribute-display.PhoneNumber** using the option pattern: contact.multi-value-attribute-display.<contact-attribute>

  - contact.history.voice-detail-attributes

    (IW-16927)

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:

UPDATED (09/30/2022): The following Workspace Desktop Edition Language Packs can now be installed on Windows 2019:

- Arabic (Saudi Arabia) 8.5.144.00
- Chinese (Simplified) 8.5.144.00
- Chinese (Traditional) 8.5.144.00
- Japanese 8.5.144.00
- Korean 8.5.144.00

UPDATED (12/21/2021): The following Workspace Desktop Edition Language Packs can now be installed on Windows 2019:

- French (Canada) 8.5.144.00

- French (France) 8.5.144.00

- Italian 8.5.144.00

- Polish 8.5.144.00

- Portuguese (Brazilian) 8.5.144.00

- Russian 8.5.144.01

- Spanish (Latin America/Mexico) 8.5.144.00

- Turkish 8.5.144.00

(IW-17416)

UPDATED (05/25/2021):The Workspace Desktop Edition Language Pack for German version can now be installed on Windows 2019. (IW-17214)

UPDATED: The robustness of Team Communicator search, Outbound Preview status, and icon management have been improved so that Workspace no longer exits unexpectedly during background processing. The robustness improvement relates to usage of the .Net **ThreadPool** class. If you have custom modules that rely on this class, your customization developer must also make robustness improvements to avoid similar unexpected exiting. (IW-17146)

The loading of the content of shared workbins in environments where the value of the workbin.<media-type>.<workbin-nickname>.auto-update option is `false` has been improved for agents who belong to multiple agent groups. Previously in this scenario, the workbin view might have been unresponsive for several seconds after the workbin content was displayed. (IW-17027)

Workspace no longer fails to start if an issue with the Windows Audio Layer prevents the internal audio module from initializing. (IW-17026)

Workspace no longer exits unexpectedly during the spelling check of the text entered by the agent in the outgoing message area of Chat and other message-based media. (IW-17025)

Workspace no longer exits unexpectedly when an agent assigns a new contact for a Chat interaction and the transcript history contains an attachment. (IW-16993)

In environments where Workspace Language Packs are installed, the focus of the login window is now set by default on the **password** field unless the **username** field is empty. (IW-16971)

Error reporting accessibility has been improved when the key-value entered in an editable field in the

Case Information area has a format error. The format warning icon now has a tab stop and a meaningful message when the value of the accessibility.visual-impairment-profile option is set to `true`. (IW-16955)

In deployments with Interaction Server Proxy, Workspace now delivers focus time data to Interaction Server, including information about the interaction media type, allowing a proper distribution to the Reporting backend and an accurate reporting of agent focus time. (IW-16939)

In environments where the value of the interaction-bar.enable-quick-access option is set to `false`, the size of the interaction window no longer gets smaller after an agent opens and then cancels a consultation call. (IW-16922)

Workspace no longer attaches duplicate documents to an outgoing Email interaction when a UCS timeout occurs during interaction processing. (IW-16918)

Workspace now correctly applies overrides of the value of the teamcommunicator.corporate-favorites option in scenarios where first an agent transfers a call to another party, and then the call returns to the same agent while the form of the initial call is still open on that agent's desktop. (IW-16909)

Workspace now correctly reschedules callback interactions that were rescheduled previously. Previously, the second rescheduling might have failed when certain Key-Value pairs existed in the original rescheduled callback. (IW-16901)

In environments where Workspace is used through a Remote Desktop Protocol (RDP) connection, the **Interaction Toolbar** buttons no longer disappear after the RDP session disconnects then reconnects. (IW-16673)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.144.05.

Supported Languages

See Release 8.5.x Translation Support.

8.5.143.08

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/05/20	Update					X

What's New

This release contains the following new features and enhancements:

- In Citrix environments where the Genesys Screen Recording Service is installed on the Citrix Server and the Citrix Virtual IP Loopback feature is activated to enable communication with Genesys Softphone, Workspace can be configured with a specific loopback IP Address to connect to the Screen Recording Service. The screen-recording.client.address option has been added to support this feature. Set the value of this option with an alternative IP Loopback address consistent with the listening address configured in Screen Recording Service (for example '127.0.1.1'). Screen Recording Service version 8.5.370.85 or above is required.

- You can now specify how an Outbound Record of an Outbound Record Chain is presented in the user interface. To comply with Personally identifiable information (PII) requirements, this feature enables you to not display the outbound record phone number to agents.
    The following option is added to support this feature:

    - display-format.outbound-record-name

    The following option is extended to support this feature:

    - display-format.caller-name

- Workspace now supports Roles that are created using Genesys Administrator Extension 9.0.100.56 and above.

- The <media-type>.contact-history.enable-combine-ixn-with-current option is added in place of the <media-type>.contact-history.enable-combine-interaction-with-current option, introduced in 8.5.142.05 and now deprecated. Previously the presence of the <media-type>.contact-history.enable-combine-interaction-with-current option sometimes prevented the application template from being saved in Genesys Administrator or Genesys Administrator Extension.

- In environments where the **From** address of an outbound email interaction is specified in a Business Attribute, you can now configure the Business Attribute with a default value and force the value to be the default **From** address of all outbound email interactions. Use the email.from-addresses.force-

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

default-on-reply option to specify whether the **From** address of a reply email interaction is the value configured in the Business Attribute (`true`) or the target inbound mailbox of the parent inbound email interaction (`false`).

Resolved Issues

This release contains the following resolved issues:

In the SMS interaction view, previous SMS messages are no longer duplicated in the transcript area. (IW-16892)

The resiliency of processing Chat interactions has been improved to avoid internal errors that could degrade Workspace performance over time. (IW-16861)

The resiliency and performance of the spelling check feature have been improved. Previously, for certain email structures, spelling check could cause Workspace to become unresponsive. (IW-16857)

Case information in the **Details** view of the **History** pane is now properly localized. (IW-16849)

Workspace now correctly passes URLs that contain quotes to external browsers. Previously, in an email, when an agent clicked a URL containing quotes, the URL might not open correctly. (IW-16808)

You no longer must use Genesys Administrator exclusively to create agent roles for Workspace Desktop Edition. Workspace now supports the two level role privileges of Genesys Administrator Extension (GAX). (IW-16791)

Workspace no longer fails to create an outbound email reply from an inbound email interaction that contains specific, malformed HTML content in its body. (IW-16790)

The email handling event flow has been improved to ensure more robust data capture by Genesys InfoMart. (IW-16769)

The Interaction Notification ("Toast") of a Callback Preview can now show UCS Contact Attributes when the Callback is associated with a Contact. (IW-16572)

The security of external library loading has been improved. (IW-16451)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.143.08.

8.5.142.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/27/20	Update					X

What's New

This release contains the following new features and enhancements:

- Workspace can now display Rich Media elements contained in Chatbot messages sent to a contact who is connected to the Genesys WebChat Widget. This applies to live Chat interactions and the **History** view. (IW-16565)

- Use the <media-type>.contact-history.enable-combine-interaction-with-current option to specify whether an interaction opened from **Contact History** should be merged with the current case or opened in a new case. (IW-16785)

- For both English and localized deployments, you can now configure the Workspace string dictionary to suppress specific error messages when you do not want certain error codes displayed to agents. Add the following attribute to any error codes that you do not want to display: DisplayErrorMessage="0"

  For example, in the file LanguagesGenesyslab.Desktop.Modules.Voice.en-US.xml:

  `<Value Id="TServer.Error56" Text="Workspace is requesting a function and specifying an invalid connectionID." DisplayErrorMessage="0"/>`

  Note: You must add your updated dictionary file to the software distribution. (IW-16588)

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:

When Workspace displays interactions in separate, maximized interaction windows, the width of the left side of the interaction windows is now correctly restored when a new interaction is created. Previously, starting with 8.5.141.04, the right side of the interaction window was too narrow. (IW-16824)

Reporting on the end of an SMS session has been improved. (IW-16809)

Workspace no longer becomes unresponsive when displaying HTML email interactions structured in columns where the first column is empty. (IW-16787)

Workspace no longer exits unexpectedly when attempting to display an interaction view from a plugin, such as the Social Media plugin. (IW-16782)

In environments where agents are configured to work in SIP Server nailed-up mode, a Team Lead/ Supervisor who forces the agent state to Ready no longer receives a "phantom" call that cannot be controlled. (IW-16780)

Workspace no longer sends an empty email reply message when it fails to load an image referenced in the signature template. (IW-16770)

When the main window is configured in auto-hide mode and is minimized by a system action, the **Maximize** context menu item of the Windows taskbar Workspace application now unhides the main toolbar and preserves the toolbar's docked status. Previously, in this scenario, the **Maximize** button caused the main toolbar to become undocked. (IW-16767)

Determination of focus time is now more robust. Previously, focus time tracking could stop after an interaction was closed. (IW-16757)

For regional settings, where the decimal separation symbol is "," (comma) and the digit grouping symbol is "." (dot), float values now display correctly. Previously, floating point numbers in Outbound record values did not display correctly. (IW-16753)

Workspace now correctly interprets CSS attribute selectors specified in the body of HTML email interactions. (IW-16751)

In **Contact History**, the display of Chat interactions with long transcripts has been improved.

The reloading of group-based statistics after a large number of changes to agent group membership, for example due to a change in agent skills, has been improved. (IW-16744)

An improved date separator has been added for live or asynchronous Chat interactions that last more than a day or that occur past midnight to improve the visibility of the message chronology. The date separator is also added to the Chat transcript in the **Contact History**. (IW-16716)

Workspace now correctly restores the agent state if Workspace becomes temporarily disconnected from the network while the agent is in **After Call Work** status. (IW-16694)

Workspace now remembers the dimensions of the **Notes**/**Dispositions** area of the interaction view

after an agent has manually adjusted the height of panel. (IW-16655)

Workspace no longer delays event processing of a Chat interaction in the following scenario:

- Timed Chat auto-mark done is enabled.
- The value of the interaction-bar.enable-quick-access option is set to **true**.
- Main Window auto-hide is enabled.
- Agent handles two simultaneous interactions where at least one is a Chat interaction and the Chat interaction is the first interaction.
- Agents changes to Contact information in first chat interaction have not been saved.
- Agent ends the first Chat interaction.
- The second Chat interaction is in focus.
- The first Chat interaction is automatically closed.

(IW-16433)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.142.05.

8.5.141.04

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/25/20	Update					X

What's New

This release contains the following new features and enhancements:

- You can specify a subject prefix to be used when an agent resends an outgoing or reply email from History (**My History**, **Contact History**, and **Interaction Search**) by using the email.resend-prefix option. Previously, when resending an email interaction from History, Workspace added the prefix specified by the email.reply-prefix option, and then, beginning with version 8.5.135.05, no prefix was applied to resent email interactions. (IW-16693)

- You can specify whether the DN-less phone number specified by an agent during login is propagated to either Configuration Server or SIP Server. Passing the number as an extension to SIP Server enables you to limit the impact of multiple simultaneous login or logout events in the case of a Disaster Recovery/Business Continuity event. SIP Server 8.1.102.93 or higher is required for this feature. The following option has been added to support this feature: login.voice.use-dn-less-login-extension. (IW-16692)

- You can have editable case data copied back to the original inbound email from an outgoing reply email interaction when it is sent by setting the value of the email.outbound.copy-editable-case-data-in-inbound option to true. This feature enables you to enforce the presence of mandatory case information keys in inbound email interactions. (IW-16615)

- You can specify whether the default Business Attribute value of a drop-down list is automatically populated in the associated contact attribute field of the **Contact Information** tab by setting the value of the contact.multiple-value-attributes-enable-default-description option to true. (IW-16293)

- You can pre-load folders of Business Attribute objects containing folders for folder/tree structure display for Disposition Codes and Case Data when an agent logs in to avoid a delay in loading this content when an interaction is first received. Use the general.configuration-business-attribute-folder-cache-preload option to configure this feature. (IW-16721)

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:

In environments where the interaction-bar.enable-quick-access option is set to `false`, if the Interaction Window is maximized during the handling of an interaction, the window now remains maximized. Previously, during the handling of email interactions, for example, the Interaction Window might unexpectedly resize. (IW-16740)

Long email addresses can now be read in the **Contact Information** view. Previously, long email addresses were displayed as truncated. (IW-16738)

In the SMS Interaction view, clicking **Show Messages** no longer causes previous SMS messages to be duplicated in the transcript area. Previously, in scenarios where an agent switched between SMS Interaction views while no contact was assigned to the interaction, messages in the transcript were duplicated. (IW-16711)

Workspace now handles embedded email images to support Yahoo Mail Service. Previously, embedded images added by Workspace might appear as attachments instead of embedded images in the Yahoo Mail client. (IW-16707)

Workspace no longer becomes temporarily unresponsive during the handling of Chat interactions when the performance of Configuration Server decreases. (IW-16706)

Support has been improved for the CSS of the <Button> HTML tag in email interactions. (IW-16705)

When an agent resends an email interaction that has a signature defined by an override option, the correct email signature is now attached to the email. (IW-16702)

Editable Case Information keys no longer become read-only in scenarios where Workspace temporarily loses the connection to Interaction Server or Interaction Server Proxy while the interaction is actively being handled by an agent. (IW-16688)

The **Interaction Bar** auto-hide feature has been improved so that the toolbar displays when the mouse pointer hovers over it and hides when the mouse moves away, and that the auto-hide behavior is retained after Workspace has been minimized and then restored. (IW-16658)

In environments where the value of the email.include-standard-response-subject-on-insert option is `true`, if the selected Standard Response has an empty **Subject** field, the **Subject** field of the email is left empty. Previously, in this scenario, the name of the Response was inserted into the email **Subject** field. (IW-16635)

For Outbound Campaign calls, the contact's dialed number is now displayed in the **Recent** view in Team Communicator. Previously, in some dialing scenarios, a technical number that had no meaning for the agent might have been displayed instead of the contact's phone number. (IW-16542)

In the **Contact Information** view, the options in drop-down menus for editable contact attributes now display in alpha-numeric order. (IW-16399)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.141.04.

8.5.140.08

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/30/20	Update					X

What's New

This release contains the following new features and enhancements:

- In Virtual Desktop Infrastructure (VDI) environments, the new sipendpoint.standalone.vdi-detection-use-dns specifies whether Workspace relies on DNS resolution to identify the IP address used to connect to the standalone Workspace SIP Endpoint. The default value is **true**. Set this option to **false** in environments where the VDI server's DNS resolution of client workstation host names is unreliable. See Configuration and administration by using options and annexes for information about configuring Workspace options.

- In environments where the value of the login.voice.prompt-dn-less-phone-number option is set to **true**, enabling agents to specify their external phone number at login, the new login.voice.restore-dn-less-phone-number-on-logout option controls DN updates when agents log out. Setting this new option to **false** reduces the load on SIP Server and Configuration Server in the Genesys back end.

- Hyperlinks in Outbound record Information fields of type **string** are now recognized when the expression.url option is specified.

- The login.kerberos.agent-identification option in the **interactionworkspace.exe.config** file has been updated for environments where the agent's username in Configuration Server is a combination of user's **samAccountName** and the user's domain name. The **implicitupn** value has been added and the **upn** value has been modified:

  - **implicitupn**: Workspace 8.5.140.08 and higher uses the Implicit User Principal Name (iUPN), which is a combination of the **samAccountName** and the user's Domain name.

  - **upn**: Workspace 8.5.132.05 to 8.5.139.07 uses the User Principal Name (UPN) specified by Windows Administrator in the Windows Active Directory when provisioning the account of an agent. This mode is deprecated and should be substituted by **implicitupn**, but is maintained for compatibility purposes.

- You can specify that the Chat interaction transcript displays as a right-to-left reading language by using the chat.transcript-message-text-direction option. By default, Workspace displays interactions as left-

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

to-right reading.

Resolved Issues

This release contains the following resolved issues:

In the Interaction Search view **Advanced Search** panel, agents can now launch the search by pressing the **Enter** key. (IW-16666)

Rich Text copied from a Microsoft Word document can now be correctly pasted into an outgoing HTML Email interaction. (IW-16654)

The chat.auto-mark-done-owner-agent=**true** option is now correctly taken into account when a Chat session is automatically disconnected due to conversation inactivity. (IW-16624)

Monitoring and coaching of Chat interactions is now supported for Supervisor workstations with Turkish locales configured. (IW-16607)

Workspace now correctly displays distinct images in HTML formatted Emails interactions that contain multiple distinct embedded images that have the same file name. (IW-16580)

Transcripts of Chat interactions in the **History** view now correctly display the complete list of attachments. Previously, in some situations, when there was more than one attachment in a Chat interaction, not all attachments were displayed. (IW-16579)

In the **My Messages** view, sorting by date now works correctly. (IW-16574)

In outgoing Email interactions, font size units are now correctly supported. Previously, fonts specified in the **point** unit might not have displayed correctly in the Email received by a contact due to conversion to **pixel** units and rounding issues. (IW-16567)

Thumbnails of Chat interaction attachments are now all displayed at the same size. Previously, if an agent hovered their mouse pointer over a thumbnail that had a long file name, the Chat transcript layout was modified and no longer displayed correctly. (IW-16566)

Keyboard navigation in Team Communicator now works as expected. Previously, pressing the **Down** key could cause the focus to unexpectedly move away from Team Communicator, making it impossible to select a target. (IW-16550)

The Contact History **Archive** view now correctly displays Chat interaction attachments. (IW-16536)

The robustness of attaching files to Chat messages has been improved. Previously, adding a file to a Chat interaction could fail due to conditions on the agent workstation. (IW-16507)

Workspace now correctly supports the various combinations of the settings of the interaction.disposition.is-read-only-on-idle, interaction.case-data.is-read-only-on-idle and interaction.disposition.use-attached-data options. In particular, Workspace sends only the editable case information keys in the user event when the case data are editable after release but the Disposition code is set to not be sent with the full user data list. (IW-16497)

When there is more than one interaction in the **Interaction Bar**, the **Interaction Bar** button of an active interaction no longer disappears when another interaction is removed from the **Interaction Bar**. (IW-16474)

In **Outbound ASM** mode, option overrides specified in the configuration of Outbound Server objects (Campaign, Calling List, and so on) are now taken into account by Workspace. (IW-16412)

In SIP Business Continuity environments, Workspace no longer automatically logs in the Voice channel in the following scenario:

- The Voice DN was logged in from outside the Workspace application — for example, from an ACD hard phone — before the agent logged in to Workspace.

- The Voice DN was logged in from outside the Workspace application.

- Switchover to the peer SIP Server pair occurs.

(IW-16235)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.140.08.

8.5.139.07

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/12/20	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In the Chat interaction view, the "*contact* is typing a message" notification has been improved so that it remains visible and in one position. Previously, this notification could appear to flicker and change position. (IW-16608)

A memory leak that occurs when an agent is granted the "Recording - Can Use MSML-based And Screen Recording" privilege has been fixed. (IW-16596)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.139.07.

8.5.139.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/24/20	Update					X

What's New

This release contains the following new features and enhancements:

- You can configure Workspace to automatically set agent status to **Not Ready** or **Not Ready** with a **Not Ready Reason** when their workstation is locked. The following options have been added to support this feature:
  - security.session-lock-set-agent-not-ready
  - security.session-lock-force-not-ready-state
  - security.session-lock-not-ready-reason
- You can configure Workspace to automatically force the agent state to **Not Ready** when inactivity timeout occurs. The following option has been added to support this feature:
  - security.inactivity-force-not-ready-state

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:

Workspace no longer becomes unresponsive when it displays an email that contains several large embedded images. (IW-16537)

HTML formatted Email interactions have been improved so that interactions that contain CSS styles, such as auto, `max-width`, `border-radius`, now display correctly when received by a contact. (IW-16534)

HTML formatted email interactions containing a line-height CSS style with the value 0 now display correctly. (IW-16532)

Workspace no longer displays an inbound email and a reply outgoing email in the same Interaction view. Previously, under some operational circumstances, a reply outgoing email could be displayed in the same Interaction view as an inbound email from the same email thread with both the inbound and outgoing toolbars merged. (IW-16519)

The robustness of attaching files to chat messages has been improved. Previously, in certain circumstances, adding a file to a chat interaction could fail. (IW-16507)

Workspace no longer displays duplicated Contact records in the **Suggested Contacts** view when an agent has created a new email interaction by typing an email address in **Team Communicator**. (IW-16504)

The search of Business Attribute Values containing valid **From** addresses to match From email addresses for a reply email interaction is no longer case-sensitive. (IW-16490)

Tool tips in the **Details** view of the **Interaction History** are now correctly localized. (IW-16481)

The contents of the **Details** tab is now correctly displayed in a reply email interaction to a forwarded email interaction. Previously in this scenario, the **Details** tab might have displayed incorrect sender information for the reply email. (IW-16471)

For Genesys Interaction Recording ("MSML"), it is now possible to specify the following keyboard shortcuts to enable agents to control the voice interaction recording:

- keyboard.shortcut.interaction.voice.start-recording-call

- keyboard.shortcut.interaction.voice.stop-recording-call

- keyboard.shortcut.interaction.voice.pause-recording-call

- keyboard.shortcut.interaction.voice.resume-recording-call

(IW-16470)

Workspace no longer tries to display workbins that are incorrectly configured. Previously, Workspace might fail to initialize if it was configured to display a workbin that was not correctly configured. (IW-16453)

In Avaya Communication Server environments, the original call can now be resumed immediately after a consultation call fails to be connected because the target is busy. Previously, Workspace would not resume the original call until after the consultation leg was fully disconnected by a system timeout. (IW-16127)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.139.06.

8.5.138.04

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/19/19	General					X

What's New

This release contains the following new features and enhancements:

- **Automatic Endpoint selection**: In SIP environments, you can now enable agents to enter different Places associated with different types of DNs to enable them to login from a Workspace SIP Endpoint/Genesys Softphone in connector mode workstation or a mobile, home phone, or 3rd party SIP Endpoint. Workspace automatically selects the correct endpoint based on the DN type of the Place specified by an agent during login. For example, one Place might be set up as a soft phone and another as a hard phone. This enables agents to log in from different devices or locations or from a backup service during failure or maintenance. The voice.device-type option has been added to support this feature. (IW-16334)

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:

The operation of native Workspace custom controls used to build custom modules has been improved. Previously, this kind of integration could lead to an unhandled exception or an unexpected application exit. (IW-16439)

Workspace no longer exits unexpectedly at application startup when the agent is provisioned to use UCS-related features but does not have Read permission on the **Contact Attributes** or **Interaction Attributes** Business Attributes. (IW-16411)

In HTML formatted email interactions, Workspace no longer displays an extra blank line when the

email body contains a line break ('<BR>') tag immediately after an end of paragraph ('</P>') tag. (IW-16405)

When the value of the voice.show-post-call-duration option is set to `false`, the interaction bar tooltip of voice calls no longer displays "Post Call Duration" with an incorrect value when the call is over. (IW-16375)

In an Outbound campaign, Workspace no longer exits unexpectedly when an agent clicks **Done** after selecting a disposition. (IW-16355)

Linked images in rich-text formatted email interactions are now correctly displayed. Previously, Workspace could not download images from some external web servers which were expecting certain HTTP Headers that Workspace was not specifying in the download request. (IW-16350)

Agents can no longer add lines to the **Details** view in the Interaction History or Workbins. Previously, these fields appeared to be editable, but any changes made were not saved in UCS. (IW-16341)

When deployed with Altocloud/Pro-active Engagement plugin, Workspace now correctly inter-operates with the auto-provisioning feature of the Genesys Cloud platform when the username of the Agent on the Genesys Engage on-premises platform is not in UPN/email address format. Previously, an Agent with a short login username in the Genesys Engage on-premises platform could not be auto-provisioned in the Genesys Cloud system. (IW-16320)

In UCS 9 environments, it is now possible to sort interactions by **InteractionId** or **ContactID**. (IW-16318)

In UCS 9 environments, it is now possible to search interactions using a search criterion that contains special characters such as #, $, %, and so on. When a search string contains any of these special characters, the resulting search query item behaves as a "phrase search". The search results will contain only exact matches of the word sequence composed by this search string, where the special characters are considered to be separators, except for the apostrophe (') character which is not treated as a separator if it is between two letters in a word (for example "don't"). (IW-16307)

Large network latency no longer affects Team Communicator transfer and conference performance for agents who have a list of UCS contacts as Personal Favorites. (IW-15868)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.138.04.

8.5.137.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/14/19	Update					X

What's New

This release contains the following new features and enhancements:

- In environments where the main toolbar is configured in auto-hide mode, you can now configure the delay between the moment when the mouse cursor reaches the top of the screen and the moment the Workspace toolbar is displayed by using the main-window.auto-hide-display-delay option. (IW-16204)

- You can now configure Workspace to preserve the availability interval of the parent Outbound record when rescheduling an Outbound record with a new phone number by using the outbound.reschedule-inherit-parent-availability-interval option. (IW-16289)

- Support for Windows Server 2019 operating system starting with this release. See the Workspace Desktop Edition page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

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:

Workspace now correctly handles the display of HTML email interactions when the **FONT** tag size attribute specifies a decimal fraction value. (IW-16396)

The Chat interaction response timer now correctly supports messages that contain attachments but no text. Previously, the response timer did not start after an agent received only an attachment. (IW-16385)

Chat transcript inactivity timeout messages are now correctly displayed in history views. Previously, timestamps were not displayed with inactivity timeout messages. (IW-16352)

HTML formatted outgoing email interactions now preserve the font formatting of blank lines. (IW-16340)

Voice interactions with attached data containing special characters, such as "\", no longer prevent Workspace from scheduling callbacks. (IW-16321)

Workspace no longer becomes unresponsive when a Team Lead who does not have the Silent Chat Monitoring privilege tries to silently monitor an agent on the Voice channel. (IW-16308)

The email Reply operation no longer fails when the length of the subject of the generated email reply is longer than 512 bytes. Instead, the generated subject is truncated to fit the 512 byte constraint. (IW-16294)

The identification and display of hypertext has been improved for email interactions. (IW-16286)

In Chat interactions, the typing preview message of a contact's next message now occupies the full width of the Chat interaction area. Previously, the message was confined to a predefined width. (IW-16273)

Embedded images are now correctly displayed when a reply email is launched from a **History** view. Previously, if the **Details** tab was not active when the agent clicked Reply, embedded images were displayed as broken images in the outgoing reply email. (IW-16177)

Agents can now use the asterisk character (*) as a searchable text character in search keywords that contain the asterisk and other alpha-numeric characters. In this case, the asterisk character is considered as a plain character to match, not as a wildcard. (IW-16047)

The **Workbin** and **Interaction Queue** views are now correctly displayed when Workspace is maximized and the Main Window - Can Dock privilege is *not* granted. Previously in this scenario, the navigation tree could appear truncated. (IW-15955)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.137.06.

8.5.136.07

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/19	Update					X

What's New

This release contains the following new features and enhancements:

- UCS 9.1 support:

  - Workspace now provides sortable result sets when agents search for interactions in the history.

  - Sortable results are now supported for contact quick searches with a keyword match mode. The contact directory "list view" is no longer available to agents in UCS 9.1 environments.

  - The permission model applied to contact and interaction history search no longer has performance restrictions.

  - Support for "starts with" search for custom attributes. (IW-16168)

- In environments where the main toolbar is configured in auto-hide mode, you can now configure the toolbar display to be delayed when the agent moves the mouse pointer to the top of the screen by using the main-window.auto-hide-display-delay option. (IW-16204)

- For customization purposes, the **InteractionEmailReplyById** chain of command has been modified so that it can be executed from a custom module while cloning the embedded images of an inbound email to the email body of the reply email. (IW-16199)

- In the **Contact Directory** grid view, column sorting and sorting direction is now preserved from one user session to the next. (IW-16072)

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:

If an agent replies to an email from the **My History**, **Contact History**, **Interaction Search**, or **My**

Workbins views, Workspace now correctly applies the value of the email.reply-prefix option. Previously, starting with version 8.5.134.06, it incorrectly added the "Re:" reply prefix to the email subject, ignoring the `email.reply-prefix` option. (IW-16269)

In the Team Communicator **Recent** view, unanswered incoming calls are now correctly reported as missed calls. Previously, in some call flows, some unanswered calls were reported as answered. (IW-16258)

The Workspace Application Template can now be imported correctly, without errors. Previously, in version 8.5.135.05, due to incorrect XML syntax, it was not possible to import the metadata. (IW-16257)

The **My History** and **Contact History** views now correctly display the number of pages of found results when no search criteria are specified. Previously, starting from 8.5.135.05, the number of pages of found results were shown as **0** when no search criterion was specified. (IW-16256)

You can now connect to Configuration Server in environments where the Configuration Server or Configuration Server Proxy ports are configured with a **Description** attribute that does not match the Id. (IW-16247)

Interaction subjects are now correctly displayed in the interaction history **Details** view. Previously, when a corrupted copy of the **Subject** attribute was present in the interaction record in UCS, the display of the subject was corrupted. (IW-16246)

The resiliency of the connectivity to the TServer has been improved. Previously, under some specific network conditions, Workspace was not able to restore the connections to the TServer. (IW-16245)

In environments where interaction-bar.enable-quick-access option is set to `false` and it is specified that agents set mandatory Case Data values, the interaction window no longer closes when mandatory Case Data is not set. Now, clicking the X control is possible only after mandatory Case Data is set. Previously, starting from 8.5.135.05, the interaction window could be closed by clicking the X control in the interaction window when mandatory data was not set. (IW-16236)

When the value of the interaction.disposition.use-attached-data option is set to `false`, the user event sent at call completion now contains the expected content. Previously, when the value of the interaction.case-data.is-read-only-on-idle option was set to `false`, the call completion user event always contained the full list of call data. (IW-16234)

Workspace performance when handling emails that contain many images has been improved. Previously, agents might have experienced a delay while Workspace calculated a page width for each image as it loaded. (IW-16144)

There is no longer a memory leak in Outbound predictive/progressive campaigns when there are

several records in the outbound chain and where the disposition code is mandatory. (IW-16138)

In Skype for Business TServer environments, when the caller has been identified as a UCS contact, the **Party** control in Workspace interface now correctly displays the full contact name. Previously, only the phone number was displayed. (IW-16035)

When a Case Data key is configured to be edited by using a drop-down control (`display-type=enum`), Workspace no longer sends duplicate **Attach Data** requests to the TServer. (IW-15315)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.136.07.

8.5.135.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/14/19	Update					X

What's New

This release contains the following new features and enhancements:

- The value of the contact.timeout-delay option now applies to all requests to Universal Contact Server (UCS). Previously, UCS email processing requests timed out after 60 seconds. (IW-16210)

- The values of Workspace options that contain passwords, such as webproxy.password, are no longer recorded as readable text in log files. (IW-16201)

- In Kerberos environments, you can now make the user identification case insensitive. In the **interactionworkspace.exe.config** configuration file, set the value of the **login.kerberos.enable-case-insensitive-agent-identification** option to `true`. You must also set the value of the **ignore-case-username** Configuration Server option to `true`. (IW-16124)

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:

The Genesys Cloud Hybrid Authentication mechanism is now supported for ClickOnce deployments of Workspace. You can use this mechanism to access the Genesys Altocloud customer journey analytics platform. (IW-16214)

Agent monitoring is no longer disabled if one of the agent groups that a supervisor manages contains no agents. (IW-16202)

Faulty audio drivers that affect ringtone module initialization no longer prevent Workspace from initializing properly. (IW-16197)

When an agent uses the interaction bar to switch from the current interaction to a hidden SMS interaction, the scroll position inside the transcript of the selected SMS interaction is now preserved from the previous time this SMS interaction was viewed. (IW-16193)

Mandatory disposition code configuration is now correctly applied in environments where interactions are displayed in separate windows and voice calls are marked done automatically. Previously, starting with version 8.5.128.07, in this scenario, the mandatory disposition code configuration was ignored. (IW-16185)

When Workspace creates a reply email, the **From** address now correctly matches the inbound email **To** address. Previously, starting with version 8.5.134.06, the first address in the list of **From** addresses was always used. (IW-16181)

Externally linked images in the body of emails now display correctly. Previously, some images might appear blank. (IW-16177)

Workspace no longer becomes unresponsive when agents copy test from a text-only formatted email. (IW-16173)

An irrelevant error message has been removed from the log file in the context of **Interaction History** views. (IW-16149)

When an agent resends or forwards an email from the **Interaction History** view, the subject of the new or forwarded email is now correctly populated based on the original email. (IW-16137)

The email subject of outbound email interactions is now properly saved in the event that there is communication latency with Interaction Server. Previously, in this scenario, the email subject might have been cleared. (IW-16074)

Pagination in the Interaction Search results has been improved. Previously, in cases where there was a large number of matches, the pagination was confusing, particularly in Tree View mode. (IW-16039)

In environments using TServer Hot Standby, the reconnection mechanism to the backup server has been improved. Previously, under certain network conditions, the reconnection to the backup server might have stopped after a number of attempts, resulting in a non-controllable voice channel at the next switch-over. (IW-16025)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.135.05.

8.5.134.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/19	Update					X

What's New

This release contains the following new features and enhancements:

- You can now configure Genesys Cloud Hybrid Authentication in a multi-tenant Configuration Server environment by creating the **hybrid_integration** Transaction object in each tenant. (IW-16136)

- Web Chat transcripts *party joined* and *party left* notifications now include timestamps. (IW-15940)

- Workspace now correctly displays outbound SMS (Page mode) interactions that were edited by another agent to reviewing agents. Previously in this scenario, SMS interactions were blank. (IW-15939)

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:

A memory leak issue that occurred when the **Contact History** view was displayed by default with Outbound interactions has been fixed. (IW-16138)

Workspace now correctly handles the incorrect configuration of custom data types in the **Advanced Interaction Search** views. (IW-16115)

In the **Contact Directory** Grid view, you can now sort a column in descending order. Previously, only an ascending order sort was possible. (IW-16112)

The display performance of the **Contact History** view has been improved. Previously, starting from version 8.5.128.07, the slow display performance of this view could affect the overall performance of Workspace, such as the interaction screen pop or switching between different interactions in the interaction bar. (IW-16111)

Workspace now correctly displays the transcript in the interaction history of SMS Session or Web Chat if one or more of the messages contains only space characters. Previously, all subsequent messages were not displayed. (IW-16103)

The **Advanced Interaction Search** is now more robust. Previously, if an error occurred, the search result view could become unresponsive. (IW-16093)

In SIP Business Continuity environments, when the value of the disaster-recovery.auto-restore option is set to **true**, the preferred DN is now correctly restored as the active DN in a scenario where the connection to the preferred site is down long enough to trigger a DR switch-over and then the preferred connection is restored. (IW-16092)

In Avaya Communication Server environments, when an agent conferences an external party into an internal call that is monitored by an external voice recorder, the list of parties in the conference now displays properly in that agent's Workspace. Previously, the external party might not have been displayed. (IW-16078)

Workspace can now handle incoming interactions that contain system keys with unexpected value data types, for example when an interaction contains two keys with same name but different value types, one of which is the **KVlist** type. Previously, the interaction was not displayed. (IW-16076)

The default font is now correctly applied in all reply emails. (IW-16070)

Inbound emails with images that have a corrupted color profile are now correctly displayed. Previously, images with corrupted color profiles were not displayed. (IW-16066)

When an agent selects **reply all** to an email, Workspace no longer copies the destination email address of the inbound email to the **cc** field in scenarios where the inbound email **toAddress** property does not match the case of the address specified in the system mailbox. (IW-16050)

In a multi-site two-step transfer scenario, where the target is an agent logged into a Cisco CM switch, the consultation call is now correctly closed and replaced by the main call leg once the transfer is completed. Previously, Workspace might still display a consult leg after the transfer completion. (IW-16038)

When an agent uses the interaction bar to switch from the current interaction to a hidden chat interaction, the scroll position inside the transcript of the selected chat interaction is now preserved from the previous time this chat interaction was viewed. (IW-16029)

Ringtones now behave correctly for multi-channel agents. Previously, if different ringtones were configured for the voice channel and other channels, the ringtone would not stop playing when a non-voice interaction was distributed to an agent. (IW-16028)

When an Agent handles a call and consults a second agent using Voice and Instant Messaging (IM), this agent can now continue to the instant messaging conversation when the voice consultation leg is terminated. Previously, in this scenario, the IM consultation view became collapsed and was unusable. (IW-16021)

You can now configure the expression.email-address and expression.url options in Transaction objects to be overridden by Routing strategies. (IW-16018)

You can now apply routing strategies to the dialing of a web callback interaction, according to values specified by the `intercommunication.*` options, before the contact is dialed. (IW-15999)

Parties are now displayed correctly in interactions created when an agent redials a call using the **Call** action from the **Party Action** menu. (IW-15966)

Workspace no longer becomes unresponsive if Universal Contact Server (UCS) is slow to respond during the handling of an email. (IW-15884)

The order of the values specified in the teamcommunicator.list-filter-showing option is now correctly taken into account when the values are displayed in the Team Communicator **Target Type** drop-down menu. (IW-15740)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.134.06.

8.5.133.02

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/30/19	Update					X

What's New

This release includes the following new feature:

- Support for Genesys Cloud Hybrid Authentication. This feature enables you to access Genesys Cloud services in Workspace such as the Genesys Altocloud customer journey analytics platform. To enable this feature you must provision your environment for Genesys Engage Hybrid Integration.

- Support for the Genesys Altocloud customer journey analytics platform:

    - Provisioning Genesys Engage Hybrid Integrations

    - Release Notes

    - Admin/Supervisor Get Started guide

    - Agent Get Started guide

    - Developer Get Started guide

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:

Workspace no longer consumes a large amount of memory when displaying an HTML-formatted email that contains a link to a large image bitmap. Previously, in this scenario Workspace sometimes exited unexpectedly. (IW-16036)

Workspace now always correctly retrieves the contact attributes from Universal Contact Server (UCS). Previously, depending on the formatting of the interaction record returned during an interaction search in UCS, contact attribute retrieval could result in an error. (IW-16033)

Workspace now correctly handles email attachments with long file names. Previously, loading such attachments could fail, resulting in repeated requests to UCS. If the file path and name exceed the maximum size specified by your operating system, Workspace now modifies the filename when opening the attachment and also in the **Save As** dialog box. (IW-16020)

The Chat interaction **Pending Response Indicator** (chat timer) is now also activated when a contact sends an attachment without a corresponding text message. (IW-16015)

In multi-site SIP Server environments, supervisors logged on one SIP Server can now monitor the current call of agents who are logged on another SIP Server. Previously, supervisors could only monitor the next call of remote agents. (IW-16001)

If **EmailAddress** is not specified in the contact.directory-displayed-columns option, the **Actions** arrow in the Contact Directory grid view is now correctly active. Previously, the **Actions** arrow was incorrectly disabled. (IW-15800)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.133.02.

8.5.132.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/11/19	Update					X

What's New

This release contains the following new features and enhancements:

- The voice.complete-conference-requires-connected-consultation-call option was introduced to prevent agents from completing a voice conference when the target of a consultation call has not yet accepted the call. (IW-15855)

- The chat.transcript-enable-history-filters and sms.transcript-enable-history-filters options have been introduced to enable filtering of the history-based part of a chat or SMS transcript, based on the value specified by the contact.history.filters-<attribute> option. (IW-15823)

- Workspace now supports Kerberos environments where the Configuration Server is configured to support usernames specified as UPN. To do so, set the option `login.kerberos.agent-identification` to the value upn in the **interactionworkspace.exe.config** configuration file. (IW-15756)

- When the value of the email.reply-copy-category-id option is set to `true` the **CategoryId** of an outbound reply is now replicated in the parent inbound email. (IW-10204)

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:

The chat typing preview content is now displayed correctly when the High Contrast theme is used. (IW-16006)

Agents can now right-click an image and select the **Save** function in HTML email interactions that have two images displayed side by side. Previously, the second image could not be saved.

(IW-16003)

Workspace no longer adds extra line breaks to text that is pasted into the body of a reply email interaction. (IW-15987)

Agents can now paste into an HTML-formatted email content from a Microsoft Office application that contains images. (IW-15982)

Embedded images are no longer duplicated as attachments in emails when the format of the email body is incorrect. (IW-15980)

The Chat Typing preview area now correctly displays the last line of multi-line text being entered by a contact. Agents should hover their mouse pointer over the area to view the full preview. (IW-15977)

User identity security has been improved. (IW-15973)

System attributes, such as **InteractionId**, that are configured to be displayed in the interaction Case Information are now also displayed in the **Details** tab of the Interaction History view. (IW-15971)

In an environment where Workspace is connected to Universal Contact Server (UCS) 9.1, Workspace now inserts into UCS a single record for each voice interaction. Previously, in this kind of environment, when a call was answered by an agent while call Key-Value Pairs were updated by the back-end systems, several interaction records could be inserted in UCS for a single call. (IW-15924)

Attached data Key-Value Pairs containing single quotes, double quotes, and the vertical bar character no longer cause a display issue for interaction search results. (IW-15899)

If a contact was assigned manually during a call, the voice interaction can now be marked as Done in the Contact History. (IW-15876)

Workspace no longer attempts to log on the voice channel after it has switched to the peer SIP Server while the voice channel was in logged off state and the logoff operation was previously made from another application or device. (IW-15827)

In Cisco T-Server environments, notes edited by the transferring agent while handling the call are now correctly propagated to the target agent when the first agent completes a two-step transfer. (IW-15822)

The `mandatory` attribute of case information is now handled correctly. Previously, when there was no Disposition Code configured for the current interaction, it was possible to complete the interaction without setting a value for a case information key that was configured to be mandatory. (IW-15578)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.132.05.

8.5.131.07

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/14/19	Update					X

What's New

This release contains the following new features and enhancements:

- Workspace can now display Personal Voice Mailboxes that are configured at the Agent level in Feature Server. Previously, only Personal Voice Mailboxes created at the 'AgentLogin' or 'DN' level were supported. (IW-15717)

Resolved Issues

This release contains the following resolved issues:

When an agent receives a file attachment without an associated text message as part of a chat interaction, Workspace now plays an audio and visual notification. (IW-15953)

Plain text inbound emails are now correctly displayed to agents. Previously, when the attributes of the plain text email were improperly formatted, the body of the email could appear blank in the interaction view. (IW-15945)

The 'IsItPossibleToMarkDone' attribute of the developer 'IInteraction' interface now correctly reports the value `false` when an eServices interaction is delivered to the agent but is not yet accepted by the agent. (IW-15938)

Workspace no longer exits unexpectedly when it tries to play a configured audio notification. Previously, for example, when playing the ringing tone for an incoming email interaction, Workspace could exit unexpectedly. (IW-15933)

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

In an environment where Workspace is connected to Universal Contact Server (UCS) 9.1, Workspace now inserts into UCS a single record for each voice interaction. Previously, in this kind of environment, when a call was answered by an agent while call key-value pairs were updated by the back-end systems, several interaction records could be inserted in UCS for a single call. (IW-15924)

The value of the chat.max-attachments-files option is now correctly taken into account. Previously, the limit defined by this option was bypassed in some scenarios. (IW-15913)

Emails containing a large number of lines (hundreds of thousands of lines) now display more quickly. Agents can use the preview in the browser from the context menu to view the full email content if the display is truncated. (IW-15907)

In the Interaction Search view, agents can now use the **Mark Done** and **Change Contact** actions from the **More Actions** menu for a voice call that is still in-progress but is not being actively handled by the agent. (IW-15902)

Email interactions containing a large number of plain text hyperlinks now display more quickly. (IW-15901)

The Quick Search functionality of the Interaction History views now correctly handles the apostrophe character in the search query specified by the agent. (IW-15900)

A compatibility issue introduced in release 8.5.130.04 that affected the Skype For Business plugin has been fixed. (IW-15894)

Team Leads can now force the logout of an eServices (multimedia) agent when Workspace is connected to the back-up Interaction Server. (IW-15886)

The processing of email interactions that contain very large images has been improved. Previously, the processing of such email interactions could consume a large amount of memory, resulting in Workspace becoming unresponsive. (IW-15885)

Workspace no longer displays the content of two email interactions in the same interaction view in a scenario where a forward email is created and the original email of the same thread is subsequently opened from the Contact history. (IW-15882)

When an agent forwards an inbound email interaction, the content of the Note is now correctly copied from the original interaction and is automatically appended to the corresponding forwarding information line when the email is forwarded. (IW-15848)

The 'Interaction.DateCreated' Standard Response field code is now processed in UTC time like the

other field codes of type 'Date'. (IW-15846)

Workspace now ensures that the value of the email.reply-prefix option is always added to the subject of sent email interactions. Previously, when the default prefix ('Re:') was present in the middle of the subject of the inbound email, the configured prefix was not prepended to the subject of the outbound email. (IW-15804)

The Quick Search functionality of the Archive in the Contact History and My History views now correctly supports custom interaction attributes. (IW-15765)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.131.07.

8.5.130.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/26/20	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- In a Virtual Desktop Infrastructure (VDI), the new option **interaction-workspace\sipendpoint.standalone.vdi-detection-use-dns** has been introduced. This lets the Administrator specify whether Workspace relies on DNS resolution to identify the IP address used to connect to the standalone Workspace SIP Endpoint. The default value is `true`. Set this option to `false` in environments where the VDI server's DNS resolution of client workstation hostnames is unreliable. See Configuration and administration by using options and annexes for information about configuring Workspace options. (IW-16626)

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 no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.06.

8.5.130.04

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/18	General					X

What's New

This release contains the following new features and enhancements:

- Workspace now supports Genesys Softphone for voice calls in standard environments. Install Genesys Softphone in **Connector** mode on agent workstations. When agents log in, Workspace dynamically configures and registers Genesys Softphone. (IW-15730)

- Workspace can now display the full content of a malformed HTML email when there is a missing <dl> tag in a <dt>, <dd> sequence. (IW-15796 & IW-15850)

- Workspace is now able to resend and forward previously sent outgoing email interactions that have the 'In Progress' status. Previously, those actions were available only for outgoing email interactions with the 'Done' status. (IW-15715)

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:

The display of the first paragraph in the email HTML editor now matches what the email recipient sees. Previously, the first paragraph could be formatted with a defined margin instead of a null margin. (IW-15863)

Team Communicator performance is improved for Team Leads configured as the supervisor of large Agent Groups. (IW-15853)

Workspace now correctly handles the creation of a Callback interaction in UCS interaction history

when its referenced parent interaction is missing. Previously, if 'ParentId' pointed to a missing interaction, a Callback interaction was not created in UCS. (IW-15838)

For agents working in predictive or progressive campaigns, the voice channel now immediately logs off when OCS authorizes the logout during Negotiated Logout processing. Previously, a delay of 10 seconds might have occurred. (IW-15833)

Workspace now prevents users from requesting an update of the Interaction Queue view when an operation is in progress. Previously, multiple update requests in parallel resulted in errors displayed on the agent's screen. (IW-15820)

When editing an outgoing HTML email interaction, adding a new paragraph by pressing the **Enter** key now creates a paragraph where the left and right margins are aligned with the previous paragraph. Previously, the new paragraph was added with no margin. (IW-15819)

Workspace can now display HTML email interaction text that has the font size specified in 'rem' units.

Limitation: Workspace processes 'rem' units like it processes 'em' units, applying an absolute size conversion. (IW-15816)

Workspace now correctly copies to the HTML part of the clipboard, text content that has multi-byte symbols, such as non-Latin characters. (IW-15810)

Workspace now accepts multi-line Callback instruction text. Previously, specifying Callback instructions with multiple lines separated by carriage returns resulted in failed Callback submit. (IW-15805)

Workspace now displays the nickname of system and bot agent messages in the historical part of the Chat transcript. (IW-15790)

The teamlead.agent-status.enabled-agent-group-security-mode option was introduced to allow Team Leads who are granted the 'Team Lead - Can Change Agent Status' privilege to change the status of any agent in the system. When set to `true` (default), the Team Lead can only change the status of agents of groups where this Team Lead is the supervisor. (IW-15780)

Workspace now correctly displays line spacing when a <p> tag is used in an HTML formatted table of an HTML email iteration. (IW-15766)

In the Login window, the queue edit field is no longer displayed when the value of the login.voice.prompt-queue option is set to `false` and the login.voice.available-queues option is configured with an empty value. (IW-15738)

Workspace now always correctly retrieves the contact attributes from UCS. Previously, depending on the formatting of the interaction record returned by UCS, contact attribute retrieval could result in an error. (IW-15719)

When the agent logs on the Voice channel after an automatic log-off that was triggered by OCS Negotiated logout processing, the media status is now set according to the value specified for the login.voice.is-auto-ready option. Previously, the Voice channel might have been restored as Not Ready. (IW-15716)

Workspace no longer asks the agent to specify a mandatory disposition code for interactions that were dialed by using the **Party Action** menu of Web Callback interactions. Previously, it was not possible to close the interaction form because disposition code of the interaction was not recognized. (IW-15688)

When a business process attaches suggested categories to an email before it is distributed to an agent, the Standard Response view now always opens with the Suggested Response automatically displayed. Previously, the unfiltered Standard Response view might be selected instead of the suggested categories. (IW-15519)

Workspace no longer becomes unresponsive when Genesys Mobile Services is slow to respond during the validation of a Callback scheduling or rescheduling request. (IW-15397)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.04.

8.5.129.04

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/15/18	Update					X

What's New

This release contains the following new features and enhancements:

- A rectangular frame visual effect is now applied to tab controls that have the keyboard focus.

- You can now display UCS interaction IDs by setting the 'Id' attribute as a display column in the Contact History, My History, and Interaction Search views.

Resolved Issues

This release contains the following resolved issues:

Workspace no longer becomes unresponsive when displaying an email where the HTML body contains a large amount of binary data. (IW-15834)

In the Case Information view, when a field is configured to be edited by using a drop-down list or a tree view control, the display name is now correctly stored in the clipboard when an agent copies it. Previously, the technical value associated with the display name was copied to the clipboard. (IW-15818)

The Rich Text Email Editor now behaves as expected when the cursor is placed at the beginning of the text of a reply email, and then the font, size, or format is changed using either the toolbar or keyboard shortcuts. (IW-15806)

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

Workspace History views, such as Interaction Search, no longer become unresponsive when an unexpected error occurs during the processing triggered by the selection of an interaction. (IW-15799)

You can now specify the following two privileges to an agent without a conflict:

- Email - Can Interim Send = Allow

- Email - Can Send = Deny

Previously, in this scenario, the agent was not able to send a reply email; now, as expected, only sending a new email interaction is denied. (IW-15795)

Email addresses that contain underscore characters are now correctly displayed in the Team Communicator, Contact Directory, and Interaction Party views 'new email' drop-down menus. (IW-15768)

Emails that contain long strings of alphanumeric characters in the body, such as those containing encrypted content, now display much quicker. Previously, these emails could take several minutes to display. Disabling Spelling Check improves performance further. (IW-15767)

The <hr> tag is now correctly rendered in the email editor; however, the 'style' attribute is not applied. (IW-15754)

Agents can drag email attachments to the desktop and they will be saved as 'editable'. The general.writable-downloaded-attachment-file-types option no longer affects the 'read-only flag' of attachments that are dragged to the Windows file system. (IW-15745)

The 'To' and 'Cc' addresses of inbound email interactions are now correctly displayed in the Details tabs of the Contact History, My History, and Workbin views. Previously, additional information that could be not read by agents was displayed in these views. (IW-15741)

Categories and values in tree-view selectors in the Case Information view are now correctly sorted into alphabetical order. (IW-15735)

Embedded images are now correctly included when an inbound email interaction is forwarded to an external resource. (IW-15727)

The clickable area of a hyperlink in a chat transcript or email body is now confined just to the hyperlink text. Previously, agents could activate a hyperlink by clicking in the text area close to a hyperlink. (IW-15718)

Interaction History filter names that contain underscores are now correctly displayed in the

Interaction History view. (IW-15706)

Workspace now makes several attempts to play an audio alert file if the initial attempt was rejected by the audio layer. Previously, only one attempt was made to play an alert audio file; if the file was rejected by the audio layer, the alert sound was not played. (IW-15673)

In SIP Server environments, you can now configure Workspace to apply 'Mute Transfer' when an agent makes an Instant Transfer. Previously, only 'Single Step Transfer' could be applied. (IW-15482)

In the logs, the hiding of sensitive data (such as passwords) has been improved. (IW-15291)

Workspace no longer becomes unresponsive when the width or height of the Case Information area is changed due to the addition of data in editable fields, the addition of a field, or when a voice interaction is transferred. (IW-15007)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.129.04.

8.5.128.07

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/18	Update					X

What's New

This release contains the following new features and enhancements:

- Web Chat enhancements:

  - Chat auto mark done: You can now configure Workspace to automatically mark chat interactions as done when the contact leaves the session.

  - Async Chat support: It is now possible for agents to put a chat session on hold without ending the chat session. Putting a chat session on hold places it into an agent's personal workbin or other destination specified by a Chat Server business process definition. Agents can retrieve 'on-hold' chat sessions from their personal workbin.

  - The chat transcript no longer automatically scrolls to the bottom if the agent is viewing the earlier part of the conversation within a chat session.

- The Local time, the GMT time, and the time zone are now included in the header of every log file to facilitate log analysis.

- A Team Lead who is granted the 'TeamLead - Can Change Status' privilege can now apply this functionality only for the Agents assigned to Agent Groups for which this Team Lead is specified as a Supervisor.

- The Notes typed by an agent in inbound email interactions are now automatically copied into the Notes of the outbound email when the agent clicks 'Reply'.

- The Busy status icon in Team Communicator is now displayed as red when an agent has applied the Blue, Royale, or Fancy theme to their instance of Workspace. Previously, this icon was displayed as green which led to confusion for some agents.

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:

In environments where Workspace is connected directly to Interaction Server, the application now preserves its eServices capabilities after a Stop, a Graceful Stop, or a Failover to Backup operation is executed from the Genesys Management Layer. (IW-15729)

When an SMS is sent to a UCS contact's secondary phone number, this number is now correctly displayed in the Detail view when the SMS is selected in any Interaction History view. Previously, this kind of SMS was incorrectly displayed in History views with the primary phone number of the contact. (IW-15708)

When the value of the contact.lookup.auto-assign-mode option is set to `false`, Workspace no longer exits unexpectedly when an interaction is closed while the 'Suggested Contact' view is open and suggested contacts are displayed in the interaction window. (IW-15705)

The description that is specified in a Business Attribute Value defining a valid disposition code is now correctly displayed as a tooltip in the Disposition Code view. (IW-15701)

The performance of Workspace during the editing of email interactions that contain a large number of hyperlinks has been improved. (IW-15700)

You can now configure Case Information to display the 'MediaType' system property for all types of eServices interactions. Previously, this system property could be displayed only for email interactions. (IW-15694)

Workbin sorting has been corrected:

- Agents can now sort entries in workbins using the 'From' attribute.

- Sorting of workbin entries by any system date attribute, such as 'Received' or 'ReceivedAt', now behaves correctly. Previously, sorting by system date attributes might become out of order when a new interaction was added to the workbin. (IW-15692)

Workspace now more reliably displays email interactions that contain a large number of styles. Previously, email interactions with a large number of styles could cause Workspace to become unresponsive. (IW-15682)

Agents can now select the 'NoEstablished' value as a call result for an Outbound call when specifying the disposition of an Outbound record. (IW-15672)

The robustness of the connectivity between Workspace and Workspace SIP Endpoint has been improved. Previously, during some cases of connectivity issues between the two components, calls were incorrectly displayed as muted. (IW-15664)

The Interaction Search functionality no longer becomes unresponsive when Universal Contact Server (UCS) incorrectly returns duplicate records in an interaction search result set. (IW-15657)

The Alert icon that informs agents that the maximum text size of an SMS has been exceeded can now receive the focus and be read when the visually impaired mode is enabled. (IW-15650)

When an agent replies to or forwards an incorrectly formatted HTML email interaction, the corresponding email reply or forward email now contains a copy of the original HTML code in the quoted part. Previously, any HTML that occurred outside the 'BODY' tag of the inbound email content might have been stripped out of the email reply or the forward interaction. (IW-15633)

The following privileges are now properly taken into account when a selected interaction is in 'Routing' status in an Interaction Server workflow:

- Contact - Can Pull Interactions from Queue

- Contact - Can Pull Interactions In Workbins Not Owned By The User

- Contact - Can Pull Interactions In Shared Workbins

Previously, it was possible for an agent not granted any of those privileges to pull interactions in Routing status from History views. (IW-15632)

The feature granted by the 'Team Lead - Can Change Agent Status' privilege now functions correctly when no Outbound or eServices privilege is assigned to the Team Lead. Previously, when this privilege was assigned without the mentioned dependencies enabled, Workspace did not perform optimally and the performance of Team Communicator could be affected. (IW-15627)

When a system property, such as 'CustomerID' or 'ScheduledAt', is configured to be editable by agents, you can now configure these properties to be 'mandatory' case information that agents must populate before marking an interaction as Done. (IW-15626)

For customizations, you can now intercept the 'MediaOpenMediaLogOn' chain of command each time there is a manual or automatic attempt to move an eServices media channel from the logged off to the logged on status. (IW-15514)

An agent handling a chat interaction with a contact can no longer start a chat consultation with a target (Agent Group, Interaction Queue, or Skill) if the agent has already started a chat consultation with this same target but the consultation has not yet been accepted and has not expired. (IW-15360)

Workspace no longer becomes unresponsive when an interaction window containing an eServices interaction is closed by the window close button while the connection to Interaction Server is degraded. (IW-15258)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.128.07.

8.5.127.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/09/18	General					X

What's New

This release contains the following new features and enhancements:

- You can now enable Agents to change the reading direction of text in HTML email interactions allowing the email to contain both right-to-left and left-to-right language scripts. Setting the value of the email.can-change-text-direction option to true enables this functionality.

Resolved Issues

This release contains the following resolved issues:

The performance of the display of email interactions that contain a large number of hyperlinks has been improved. (IW-15624)

Workspace no longer disables the email attachment controls when it detects an issue in the content of an attached file. (IW-15616)

The Social Media plugin, Apple Business Chat plugins, and any custom plugin based on the WDE eServices extension pattern now have access to the transcript corresponding to past interactions with the same contact and it is now possible to reply to interactions directly from the Contact History view. (IW-15612)

If a third party, such as another agent in a conference, changes the contact assigned to an interaction while the agent who owns the interaction is viewing the Interaction History of the originally assigned contact, the Contact Information view is now correctly updated to show the

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

reassigned contact's information. Previously in this scenario, the Contact Information view did not reflect the change made by the third party. (IW-15581)

Switching in the Interaction Bar to a chat interaction with a large transcript has been improved. Previously in this scenario, starting with version 8.5.122.08, switching to chat interactions could be slow. (IW-15580)

Workspace now correctly displays outbound HTML email interactions that contain hyperlink markup where the display text is a URL when the emails are opened from a draft workbin or during QA review. Previously, these emails might have been displayed with the body being empty. (IW-15577)

The management of stuck calls in Workspace SIP Endpoint has been improved. Previously, in scenarios where new calls were distributed to agents shortly after the previous call was released, the new call might have been cleared while it was in the ringing state in Workspace SIP Endpoint.

This fix requires Workspace SIP Endpoint 8.5.115.17 or higher. (IW-15571)

When checking the spelling of a text, Workspace now suggests spelling fixes following the case of the misspelled word. Previously, fixes were always suggested in lower case. (IW-15564)

In SIP Business Continuity environments, the interaction notification of a call that is ringing at the time that the current SIP Server HA pair gets disconnected now automatically closes when the peer SIP Server pair is reconnected. Previously, in this scenario, the ringing interaction notification remained on the screen after switch over occurs, and could not be closed. (IW-15528)

When a business process attaches suggested categories to an email before it is distributed to an agent, the Standard Response view now always opens with the Suggested Response automatically displayed. Previously, the unfiltered Standard Response view might be selected instead of the suggested categories. (IW-15519)

If the value of the interaction-bar.enable-quick-access option is `false`, and an interaction window is maximized when it is closed, the next interaction window to be displayed will be maximized. Previously, the next interaction window was not maximized. (IW-15516)

Workspace now correctly handles the scenario where a Web Callback agent transfers a Web Callback interaction to an agent who does not have the Web Callback privileges granted. Previously in this scenario, the target Workspace displayed a large number of errors. (IW-15481)

The sorting of automatically updated workbins that base sorting upon 'Received_at', 'Queued_at' or 'Submitted_at' using system dates now behaves as expected. Previously, when an agent changed to sorting of the workbin based on one of those attributes, the workbin was instead sorted by the 'Delivered_at' attribute, resulting in unexpected sorting. (IW-15447)

When the value of the sipendpoint.exit-on-voice-logoff option is set to `true`, Workspace now correctly handles situations where the agent attempts to log off while the connection to Genesys back-end servers was lost. Previously, in this scenario, it was not possible for the agent to login again when the network connection was restored. (IW-15326)

In SIP Business Continuity environments, when the value of the login.enable-same-agent-place option is set to `false`, agents can now immediately login on the specified free place when the Stat Server Preferred pair is down at the time the agent attempts to log in. Previously in this scenario, the agent first received an error and could only log in if they tried a second time. (IW-15175)

A new dedicated icon is used to represent internal party bots in the transcripts of chat interactions. (IW-15165)

In SIP Business Continuity environments, when the voice channel is logged off before a Disaster Recovery switch-over happens, Workspace no longer forces the voice channel to log on when SIP Server communication is restored. Previously, when the SIP Endpoint was transiently fully unregistered during this disaster recovery scenario, the voice channel might be forced to the 'log on' state. (IW-14846)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.127.06.

8.5.126.08

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/19/20	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- In environments where the value of the login.voice.prompt-dn-less-phone-number option is set to **true**, enabling agents to specify their external phone number at login, the new **interaction-workspace\login.voice.restore-dn-less-phone-number-on-logout** option has been introduced to control DN updates when agents log out. The default value is **true**. Setting this new option to **false** reduces the load on SIP Server and Configuration Server in the Genesys back end. See Configuration and administration by using options and annexes for information about configuring Workspace options. (IW-16634)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.126.08.

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

8.5.126.07

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/21/18	Update					X

What's New

This release contains the following new features and enhancements:

- Supervisors can now use Team Communicator to log off an agent from all channels.

- Supervisors can now use Team Communicator to change remotely the agent's global and individual channel readiness state.

- Support for Universal Contact Server 9.1.

- For rescheduled outbound preview records that are part of a campaign that is running, the 'Mark Done and Get Next' feature (Mark Done) is now available. Previously, only the 'Mark Done and stop' feature was available for rescheduled outbound preview records.

- Supervisors with the call monitoring privilege for current calls can now monitor ongoing consultation calls of an agent on their team when SIP Server allows both supervisor intrusion (TServer/intrusion-enabled=true) and monitoring of consultation calls (TServer/monitor-consult-calls=true). Previously, supervisors could intrude only inbound, outbound, and internal calls.

- It is now possible to specify the list of displayed columns when the result set of a global interaction search is displayed as a tree view. Specify the list of columns in the contact.all-interactions-displayed-columns-treeview option.

- It is now possible to specify that the values of a custom column configured to be displayed in the result set of a global interaction search is formatted as a date. To do this, add the following keys in the interaction-workspace section of the corresponding business attribute value of the 'Interaction Attributes' business attribute:

  - 'date.time-format' = <your format>

  - 'display-type' = 'date'

- The Standard Response field code $Agent.Signature$ is no longer assigned with an immutable generic value by Workspace. Instead, you can now use this field code to specify a custom signature to an agent or agent group, based on the generic 'custom field codes' mechanism described in the *Workspace Desktop Edition Deployment Guide*.

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:

The **Keypad** button is now always available in interaction views when configured. Previously, starting with version 8.5.125.04, when agents tried to access their voicemail through direct dialing in Team Communicator while handling an interaction, the **Keypad** button was not displayed in the interaction window. (IW-15967)

Workspace now always presents the list of files attached to an inbound email that are not displayed as part of the rich email body. Previously, starting with version 8.5.125.04, attached files might not have been visible to agents. (IW-15504)

Agents can now dial the number of a Push Preview campaign record when the record is distributed to the agent after the campaign has been unloaded. Previously in this scenario, starting with version 8.5.117.18, it was not possible to dial the number. (IW-15487)

Editing the value of the log.Trace option in Genesys Administrator is no longer blocked by a wrong validation rule. (IW-15474)

When the Subject of an interaction stored in Universal Contact Server (UCS) contains multiple lines, typically in the context of an SMS, the text is correctly wrapped. (IW-15473)

Workspace now correctly displays as HTML inbound email interactions that contain text values for the `'font-weight'` tag. Also, when it is not possible to display an HTML email in rich text format due to failed parsing, embedded images are now presented as standard file attachments. Previously, Workspace failed to parse such emails, resulting in a plain text display with the embedded images (files) not available to agents. (IW-15452)

Workspace no longer fails to schedule a callback when the agent chooses the last day of the month. (IW-15438)

Chat messages now appear properly grouped when the agent and the contact in the chat have the same display name. Previously in this scenario, messages did not appear to be grouped correctly. (IW-15435)

Workspace no longer stacks two separate email interactions as part of the same case view when an agent manipulates (opens, closes, or marks as done) other emails from the same thread in the

History view of the case. (IW-15402)

Workspace no longer becomes unresponsive when Genesys Mobile Services is slow to respond during the validation of a Callback scheduling or rescheduling request. (IW-15397)

The accessibility (keyboard navigation) of the Interaction Bar has been improved. (IW-15393)

The display of tables in rich text email interactions has been improved. (IW-15389)

The accessibility of chat interaction handling has been improved for both keyboard navigation and availability through screen reader applications. (IW-15376)

The Callback interaction preview now displays the phone number of the callback record instead of the the following string: Unidentified. (IW-15373)

The tooltip that displays the full content of Case Information values has been improved to make long text easier to read. (IW-15340)

The accessibility of Contact Directory and Contact History views has been improved for both keyboard navigation and availability through screen reader applications. (IW-15282)

The focus time of a chat interaction is now correctly reported to the back-end Genesys system when an agent exits Workspace while a chat interaction is still displayed, waiting for the agent to click **Done**. (IW-15262)

A supervisor who is silently monitoring an agent no longer becomes visible to the agent if SIP Server switches over to the back up. (IW-15229)

When a voice interaction record is created in Universal Contact Server (UCS) from the Routing Strategy during the distribution of a call, Workspace is now able to re-use it when the call is distributed to an agent and a contact is assigned to it. Previously, in this scenario Workspace created a new voice interaction record. (IW-14937)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.126.07.

8.5.125.04

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/25/18	General					X

What's New

This release contains the following new features and enhancements:

- EU General Data Protection Regulation (GDPR) Right to be Forgotten compliance. For more information, see the Workspace Desktop Edition Support for GDPR section in the *Genesys Security Deployment Guide*.

- The Chain of Command `ContactDirectorySearch` has been introduced to allow customization developers to intercept quick or advanced contact search operations requested by the agents. This chain of command contains three elements of command:

    - `ContactSearchGetCriteria` — update command parameters with the `SearchCriteria` parameter (for quick search) or the `SearchCriteriaList` parameter (for advanced search).

    - `ContactSearchSetCriteria` — apply search criteria from parameters.

    - `ContactSearch` — proceed with specified search.

        For example, to implement a "blacklist" mechanism that blocks any search containing invalid criteria according to the business requirement, customization developers can inject the custom element of command after the out-of-the-box `ContactSearchGetCriteria` element of command.

- You can now configure Workspace to write logs in files located in a hidden directory of a network share (for example a directory having a '$' as a suffix).

- In the Case Information and Outbound Record views, you can now specify the display format of date-time fields by using the `interaction-workspace/date.time-display-format` option in the annex of the corresponding Business Attribute Value or Outbound Field.

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:

Workspace no longer becomes unresponsive when an agent attempts to interact with an email attachment before it has finished downloading. This scenario can occur if the file size is large and/or there is limited bandwidth. (IW-15371)

The support of special characters such as '|' or '\' in email attachment file names has been improved. Previously, in some situations, Workspace was not able to display or save attachments if the file name contained these kinds of special characters. (IW-15370)

You can now print emails that contain invalid characters in the subject field. (IW-15365)

Workspace no longer fails to login in environments where it fails to initialize the list of audio devices due to incomplete device definition in the DirectShow settings. (IW-15361)

The display of the chat transcript in the Interaction History views now correctly aligns the party with their message. Previously, if the definition of an internal party contained extra attributes, their messages could have appeared to be associated with the contact party instead of the internal party. (IW-15351)

Workspace now correctly takes the value of the chat.reconnect-attempts option into account when making multiple connection attempts to chat server when Chat Server cannot be contacted. Previously, Workspace made up to two extra connection attempts. (IW-15338)

The **Move Interaction To Queue** confirmation box from the Interaction Queue Management view now correctly shows the configured display name for the selected destination instead of the object name. (IW-15337)

Workspace now correctly populates the Text attribute of the system clipboard when an agent uses the copy or cut function from any edit box. Previously, the content of this clipboard attribute could be corrupted, resulting in an incorrect paste operation if the target application was designed to take only this particular clipboard attribute into account. (IW-15333)

When a block of HTML code is inserted manually by an agent in an HTML formatted email, or programmatically, in any instance of Genesyslab.Desktop.Modules.Windows.Views.Common.Editor implemented in a custom view, empty lines are now correctly preserved. (IW-15332)

The performance of the display of HTML email interactions that contain a complex structure, in particular with many nested tables, has been improved. (IW-15329)

The Interaction Notification pop-up is now correctly displayed and auto-answer is correctly applied in scenarios where the contact of the previous interaction accepted by an agent was modified but not saved and that former interaction was in the process of automatically closing. (IW-15316)

Workspace now attaches the configured email signature to outbound emails created by the Forward function in the Contact History, My History, or Interaction Search views. (IW-15314)

When the contact.history.filters-<attribute> option is configured with the keyword All or $Other$ in addition to regular interaction attribute values, Workspace now displays the correct list of interactions when the agent selects the filter corresponding to one of the real values. Previously in this type of configuration, the filtering was not correctly applied. (IW-15305)

In environments where a large list of corporate favorites has been configured in a plain text file, performance improvements have been introduced to prevent Workspace from becoming temporarily unresponsive when an agent uses Transfer or a similar function that relies on the Team Communicator feature. (IW-15285)

You can now override the outbound.record-information.frame-color option by using a Routing Strategy as defined in the *Workspace Desktop Edition Deployment Guide*. (IW-15284)

In scenarios where an agent sends an outbound email while one of the attributes of the associated contact has been modified with invalid values but not saved, Workspace now correctly executes the Send operation. Previously in this scenario, the Send operation was interrupted and control buttons disappeared, making a new Send attempt impossible. (IW-15278)

Workspace now more quickly displays interactions with a large hierarchical structure of Disposition Codes. (IW-15265)

In eServices multimedia environments where the value of the eservices.disconnect-on-logoff option is set to true and the agent does not have the 'Interaction Management - Can Use' or 'Workbins - Can Use My Team Workbins' privileges granted, the agent can now use the Refine Place functionality to modify the list of channels enabled for the current Workspace session or log on to eServices channels at run-time after initially logging in with only the Voice/IM channels. (IW-15260)

Identity management security has been improved. (IW-15227)

Agents can now paste or edit email addresses in the outbound email header when those addresses contain a valid display part in addition to the actual email address (for example: "John Doe <John.Doe@company.com>"). Previously, agents had to remove the display part of the addresses before the email could be sent. (IW-14979)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.125.04.

8.5.124.09

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/14/18	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Resolved Issues

This release contains the following resolved issues:

In SIP Server environments, agents can now start a second consultation call while keeping the contact on hold after the first consultation call has been disconnected. Previously, starting from release 8.5.122.08, it was necessary to retrieve the call with the contact before starting the second consultation call. (IW-15295)

Product Documentation

Workspace Desktop Edition

Genesys Products

List of Release Notes

The display performance of HTML emails containing a deep structure of nested tables has been improved. (IW-15253)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.124.09.

8.5.124.08

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/18	Update					X

What's New

This release contains the following new features and enhancements:

- The rich text email editor **Font** menu now displays the full list of fonts available on the agent workstation. Previously, only one font per font family was displayed.

- Screen Reader applications can now read the names of colors inside the email Rich Text Editor color Picker control.

- Agents can now press the **Enter** key to insert a selected standard response into an email, chat, or other text-based interaction.

- It is now possible to sort the content of an 'auto-update' workbin based on a column containing integer values. For that purpose, the key-value pair 'interaction-workspace/display-type'='int' must be specified in the annex of the Business Attribute Value corresponding to that column in the Business Attribute "Interaction Custom Properties". Previously those columns were sorted as strings.

- On an Alcatel 4400 / OXE switch, a Supervisor can now fully log out of the voice channel when exiting Workspace if the value of the logout.voice.use-login-queue-on-logout option is set to `true`. Previously, when a supervisor specified a queue when logging in the application, the supervisor was only partially logged out from the voice channel.

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:

In accessibility mode, you can now prevent hyperlinks from being active in email, chat, and SMS

interactions by setting the value of the accessibility.disable-hyperlinks option to `true`. When set to `false`, Workspace might become unresponsive when screen readers like JAWS try to read active hyperlinks. (IW-15270)

When a chat contact leaves the chat session while the handling agent is transferring the chat interaction to another agent, the chat interaction view now automatically closes on the transferring agent side. Previously in this scenario, the transferring agent had to manually close the chat form when the destination agent had accepted the transfer, which resulted in an incorrect calculation of the focus time for the transferring agent (when the value of the reporting.case.report-case-in-focus-duration option is set to `true`). (IW-15249)

The capability to display the chat history with the contact in the current chat transcript now behaves correctly when the chat is distributed to an agent before any message is added to the transcript. (IW-15220)

In Team Communicator, the text describing the status of an Interaction Queue based on Statistic Server information is now correctly displayed. (IW-15206)

Workspace now displays a horizontal scrollbar when it displays an inbound HTML formatted email containing a wide embedded image combined with some in-line text. (IW-15197)

When the tree view is used for Disposition codes, category folders that contain search result matching values are now open by default. Previously, only the top-level category folders opened automatically. (IW-15163)

SMS Session interactions are no longer being switch to off-line status when they are transferred by an agent to an interaction queue. (IW-15160)

The accessibility and keyboard navigation of the Workbin view has been improved. (IW-15155)

In the **Case Information** area, agents can now read the full value of an editable string. Previously, the agent had to scroll into the text editor control to read the full content of a string that did not fit into the editor width. (IW-15154)

Error messages that are displayed when the rescheduling of an Outbound campaign fails can now be localized. (IW-15141)

Workspace now correctly displays inbound email interactions that contain tables where the column width is specified as a percentage. (IW-15116)

When email interactions are opened from the History, Workspace no longer removes functional key-value pairs from the email. Previously, keys such as '_ContainsAttachment' and '_AttachmentsSize'

were removed. (IW-15115)

For inbound email interactions, when an agent selects a piece of text that ends with a partial hyperlink, this hyperlink no longer opens automatically when the selection is completed. (IW-15109)

The email rich text editor now applies the correct default font (the last font used by the agent) when the agent switches from plain text to HTML mode. (IW-15104)

Workspace no longer becomes unresponsive when it processes Case Information data. (IW-15097)

The default values of the screen-recording.client.port and screen-recording.client.secure-connection options in the Workspace Desktop Edition application template have been changed so that, by default, communication with the Screen Recording Service is secured. (IW-15094)

HTML email interactions that contain very wide tables are now handled better. A horizontal scrollbar is displayed and the tables are no longer truncated. (IW-15092)

When Workspace is configured and used to display interactions in separate, maximized interaction windows, the width of the left side of the interaction window now stays fixed when the agent switches between the vertical tabs on the right side of the interaction window. Previously, switching between tabs, such as the Responses view and the Information view, could cause the left side of the interaction window to increase or decrease in width. (IW-15071)

For SIP Server environments, you can now fine-tune the behavior of Workspace when agents try to set their status to After Call Work (ACW) while they are already in that state. Use the voice.after-call-work-extension option to repeat the ACW duration, deny the ACW extension or allow an untimed ACW. Previously, in this scenario, agents were placed into untimed ACW. (IW-15038)

The accessibility of email handling has been improved. For example, the focus is now automatically set on the subject of the inbound email as soon as it is displayed, which means the screen reader will start reading the email subject without waiting for the agent to press the Tab key multiple times anymore. (IW-15016)

If the value of the voice.cancel-after-call-work-on-done option is set to true, calls distributed to agents that are then diverted due to no answer no longer cause the After Call Work status to be canceled. (IW-15014)

Clicking multiple times on the **Accept** button of an Interaction Preview no longer causes an error message to be displayed. (IW-14975)

The timer specified by the outbound.timed-preview-auto-dial option is now paused while the agent handles another call and is resumed when the other call is ended. Previously, the timer continued to

run, which could result in the second call being put on hold when the timer expired and the outbound call was dialed. (IW-14931)

When the **My Statistics** view is navigated with a screen reader application, active alerts are now correctly read along with the corresponding statistic values of the Agent Groups to which the agent belongs. (IW-14925)

The Rich Text Email Editor now behaves as expected when the cursor is placed at the beginning of the text, and then font type, size, or format is changed using either the toolbar or keyboard shortcuts. (IW-14704)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.124.08.

8.5.122.08

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/17	General					X

What's New

This release contains the following new features and enhancements:

- Chat enhancements

  - New user experience to clearly differentiate messages from each party involved in the conversation.

  - Loading of historical Chat interaction within current chat session: This improvement allows agents to have the full context of past chat interactions without needing to open the contact interaction history. This feature is enabled by the chat.historical.maximum-age option.

  - Unread message indicator: This capability allows agent to know if sent messages were not read by the customer. This feature is enabled by the chat.show-unread-notification option.

- SMS enhancement

  - New user experience to clearly differentiate messages from each party involved in the conversation.

- IM enhancement

  - New user experience to clearly differentiate messages from each party involved in the conversation.

- Workbin enhancement

  - Display of updated interaction properties: Any property update of an interaction stored in the workbin by a background process is now reflected in the Workbin view. This capability is enabled by the workbin.<media-type>.<nick-name>.notify-property-changed option.

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:

Screen Reader and Keyboard Accessibility Issues

Agents can now use keyboard navigation and screen reader applications to a select a color in the HTML email editor.

Limitation: Colors are read as color codes and not color names. (IW-15053)

In environments where the value of the accessibility.visual-impairment-profile option is set to *true*, with the focus on the email text editor, pressing the Tab key to navigate to the rich text toolbar no longer clears the selected text. (IW-15060)

Agents can now use a screen reader application to navigate inside the **Response** view. Previously, the Standard Response categories could not be read when navigating the tree view with a screen reader application and some confusing strings were read when navigating the list view. (IW-15012)

Agents can now use keyboard navigation and a screen reader application to edit a Case Information key that is configured to be displayed as a tree view item selector ('display-type'='enum-tree'). (IW-15011)

Workspace can now play at audio alert when the Pending Response indicator in the Chat toolbar reaches each of the two thresholds that are specified by the chat.pending-response-to-customer option. Use the chat.pending-response-to-customer-bell option to specify the location of the audio file to play. (IW-14934)

Screen reader applications are now able to read information about the current status of the Pending Response indicator in the chat interaction toolbar when the control has the focus and the value of the accessibility.visual-impairment-profile option is set to *true*. Previously, it was not possible to move the focus to the pending response indicator. (IW-14933)

In the Login window, screen reader applications can now read the **Application Name** field. Previously, the application name value was read but not the label assigned as the application name. (IW-14924)

Miscellaneous Issues

Agents can now specify a Not Ready reason when changing an eServices channel from 'Do Not Disturb' to 'Not Ready'. Previously, the reason code was ignored when agents performed this action. (IW-15063)

The 'QAReviewerUserName' key is now correctly populated for email interactions when the QA Reviewer specifies a QA Review disposition and sends the outbound email. Previously in this scenario, the 'QAReviewerUserName' key was not always populated. (IW-15048)

The **Responses** tab and Responses area now display correctly when Workspace includes a custom or plugin vertical tab. Previously, starting from release 8.5.121.03, in this scenario, the content of the Responses tab and the custom tab did not always display correctly. (IW-15031)

The Team Communicator **Party Action** menu is now displayed for Skills when the value of the gui.magnification-factor option is set to `xlarge`, `large`, or `medium`. Previously, the menu triangle was not displayed at these magnifications. (IW-14985)

The **Details** tab of the Contact History and Workbin views now correctly display plain text email interactions that contain a hyperlink composed of an incorrectly formatted URL. (IW-14972)

In the Business Attribute annex, you can now configure alternative display names for Interaction Attributes that are displayed in the **Advanced Search** panel of the My History, Contact History, and Interaction Search views. This feature can be used to support localization of display names. (IW-14963)

The workbin view no longer fails to initialize when it is accessed while Workspace is re-initializing its connection to Interaction Server or Interaction Server Proxy. (IW-14956)

Workspace no longer becomes unresponsive when it displays an HTML email that contains a large number of references to external images. Previously, in environments where the Proxy to access the internet was requesting authentication and was limiting the number of parallel requests, the application could become unresponsive. (IW-14953)

Workspace now correctly sets the Call Result of a re-scheduled outbound campaign record when the agent specifies it explicitly. Previously, when the rescheduled outbound campaign record was distributed to Workspace without a default call result specified, the call result specified by the agent was not updated. (IW-14932)

Workspace no longer becomes unresponsive when an agent opens Team Communicator for the first time after login while the UCS primary and backup are disconnected and the list of Team Communicator 'recent contacts' or 'favorite contacts' contains a reference to at least one Contact. (IW-14908)

Workspace no longer displays a media error when an agent makes a new call while an existing call is still connected. Previously in this scenario, Workspace might initiate two subsequent requests to hold the call, which resulted in the second one being rejected by the T-Server and the agent being notified of an error. (IW-14905)

When an outbound campaign call is rescheduled to a new number, the default values of `daily_from` and `daily_till` specified in Management Framework are now taken into account. Previously, they were set to `00:00` and `23:59` respectively. (IW-14892)

If the contact disconnects from a chat while the chat is being accepted by the agent, the interaction now clearly appears as terminated. Previously, in this scenario the misleading message "Trying to connect to Chat Server" was displayed to the agent. (IW-14884)

In SIP Business Continuity environments, when the voice channel is logged off before a Disaster Recovery switch-over happens, Workspace no longer forces the voice channel to log on when SIP Server communication is restored. Previously, when the SIP Endpoint was transiently fully unregistered during this disaster recovery scenario, the voice channel might be forced to the 'log on' state. (IW-14846)

Workspace now displays the "handling timeout" warning message to agents only when Interaction Server revokes the current interaction for the 'HandlingTimeout' reason. Previously, this warning message was displayed irrespective of why Interaction Server revoked the interaction, including 'iWD Capture Point instructs Interaction Server to place the currently active interaction in a queue' or 'an agent placed a chat conference in a queue' reasons. (IW-14818)

In SIP Server environments, it is now possible to complete the transfer of a call when both the contact call leg and the consultation call leg are on hold. (IW-14729)

In Interaction Server Cluster environments, a Team Lead on a first node of the Cluster can now request the monitoring of an active chat interaction being handled by a supervised agent on a second node of the Cluster. Previously, a Team Lead could only monitor chat interactions handled by supervised Agents on the same Cluster node. This is an improvement of the fix provided in the 8.5.120.05 release. (IW-14681)

In SIP Server environments, the **Start Voice Consultation** button is no longer enabled while an agent is already engaged in a consultation call. Previously in this scenario, an error occurred if an agent tried to use this button. (IW-14015)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.122.08.

8.5.121.03

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/02/17	General					X

What's New

This release contains the following new feature and enhancement:

- Hyperlink Preview

    - Agents can now see the URL when they mouse over hyperlink text. Workspace now displays a tooltip containing the exact URL for any hyperlink that is displayed in any Workspace view, such as an HTML inbound email interaction view.

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:

Customization developers can now insert their own implementation of the `IRescheduleToolbarViewModel` interface inside Workspace. (IW-14891)

Workspace no longer sends multiple `Identify Contact` requests to UCS in deployments where the value of the contact.lookup.auto-assign-mode option is set to `false`. Previously in this scenario, multiple instance of this request could be sent during interaction handling, which sometimes resulted in duplicate contact records being displayed in the Suggested Contact view. (IW-14874)

When the value of the login.<media-type>.is-auto-ready option is set to `true` for eServices media types, the corresponding channel is now automatically set to the 'Ready' state when the agent logs off and then logs on again to that media. (IW-14852)

When handling Callback interactions, Workspace is now able to send HTTPS requests to GMS using TLS versions 1.1 or higher. Previously, only versions up to 1.0 were supported. If the HTTP server was configured to accept only TLS 1.1 or higher, connection was not possible. (IW-14841)

Workspace no longer attaches key-value pairs representing the whole set of valid disposition code values to interactions. (IW-14826)

It is no longer possible to delete text in the **Details** tab of an email interaction that is selected in the History view. Previously, it was possible to select and delete text from the view; however, the update was not saved in the UCS database. (IW-14819)

After a two-step transfer, it is now possible to mark a call as Done by using a keyboard shortcut. (IW-14817)

Workspace no longer displays an empty Login window if the local configuration file is temporarily locked by another process during login. (IW-14766)

The editable case information configured to display valid values in a folder hierarchy now correctly displays the folder tree in environments where Management Framework is installed in a language other than English. Previously in this scenario, the folder hierarchy was displayed with extra, non-functional folders. (IW-14762)

When an Outbound Campaign call is dialed by an Active Switch Matrix (ASM) Campaign, the Contact Profile and Contact History views are now available as soon as the agent is connected with the contact. (IW-14592)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.121.03.

8.5.120.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/28/17	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Custom interaction attributes are now correctly populated in the search results table of Interaction History views. Previously, empty cells might have been displayed in the search results table for some custom attributes. (IW-14769)

A memory leak that occurred when Workspace handled rich text formatted email interactions that contained embedded images has been fixed. (IW-14753)

Workspace now allows agents to access the last page of a Contact History view or a My History view if the last page contains only a single record. Previously, the last record could not be viewed. (IW-14740)

The menu item providing access to an agent's Personal Voicemail Box is now always available when voicemail access is configured. Previously, personal voicemail access menu item might have been missing when the voice channel was logged on. (IW-14700)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.120.06.

8.5.120.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/14/17	General					X

What's New

This release contains the following new features and enhancements:

- The interaction-bar.quick-access-auto-open and interaction-bar.quick-access-auto-open.<media-type> options can now be overridden by a Routing Strategy.

- The interaction-management.snapshot-timeout-delay option has been introduced to allow you to specify a timeout value of greater than 10 seconds in environments where users handle large Interaction Queue Snapshots.

- You can now configure Workspace to display a custom workbin column as a 'datetime' attribute with the values displayed according to the locale of the workstation. Add the 'interaction-workspace'/'display-type'='date' key-value pair in the annex of the Business Attribute Value that represents this interaction property in the Business Attribute 'InteractionCustomProperties'. The prerequisite is that you must store this custom attribute in UTC format in the interaction properties. One way to do this is to specify the following key-value pair in the annex of the corresponding Business Attribute Value in the Case Data Business Attribute:

  - interaction-workspace/display-type=date

  - interaction-workspace/date.utc-time-zone=true

  - interaction-workspace/date.time-format=dd-MM-yyyy HH:mm:sszzz.

- You can now localize the folder names in the tree view for the Disposition Code, Case Information 'enum-tree' key-value pair, and Outbound Record 'enum-tree' key-value pair views. To enable this, the annex of the Folder objects in Management Framework that contain the Business Attribute Values must be configured with the 'interaction-workspace'/'display-name.<language_code>-<country-code>' key-value pair.

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:

In environments where a Team Lead can handle both voice and chat channels, but is allowed to monitor only voice interactions of supervised agents, Workspace no longer becomes unresponsive when the Team Lead uses Team Communicator to start monitoring the voice channel of an agent. (IW-14727)

The ISIPEndpoint 'IsSpeakerMuted' and 'IsMicrophoneMuted' properties have been restored in the Workspace programming interface. Previously, starting from version 8.5.117.26, these properties were no longer available in the programming interface. (IW-14714)

The dial plan rules that are defined in Workspace are now applied when an agent starts an Instant (one-step) Conference. Previously, dial plan rules were ignored for Instant Conferences. (IW-14713)

The Interaction Queue Filter display can now be successfully refreshed after its content has been updated in Interaction Server. Previously in this scenario, the refresh of the Interaction Queue Filter content might have resulted in an error. (IW-14693)

Team Leads who are allowed to monitor the current chat interaction of a supervised agent can now request immediately after logging in the monitoring of an active chat interaction being handled by the supervised agent. Previously, the Team Lead could only monitor chat interactions that agents started to handle after the Team Lead logged in. (IW-14681)

You can now add the CustomerID key to an interaction when this attribute is configured to be editable in the Case Information. Previously, it was only possible to edit this key when it was already present in the interaction before being presented to the agent. (IW-14679)

In scenarios where an agent forwards an inbound email to an external resource, then receives a response from the external resource while the original inbound email is still active in the agent's Workspace, the two emails are no longer displayed combined into a single view. (IW-14676)

The HTML Rich Text editor now correctly displays HTML content that has an incorrectly formatted <A> tag or that has a <STYLE> tag. Previously, incorrect HTML content might have been displayed inside the editor and the style might not have been rendered. (IW-14671)

The 'from' attribute is now always displayed in Tree View mode of the Interaction History views. (IW-14646)

The support of special characters such as '|' or '\' in email attachment file names has been improved. Previously, in some situations, Workspace was not able to display attachments if the file name

contained these kinds of special characters. (IW-14642)

You can now specify a date criterion when searching interactions in the Contact History archive or an agent's My History archive. (IW-14559)

In a scenario where an agent does not have read access to the Workbin Private View objects (script objects of type 'Interaction Queue View') in the configuration layer, Workspace now displays all workbins to the agent except those for which the agent does not have read access. Previously, no Workbin or Workbin subset was displayed. (IW-14452)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.120.05.

8.5.119.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/03/17	General					X

What's New

This release contains the following new features and enhancements:

- You can now configure Workspace to specify whether an outgoing email interaction must have a subject before the email can be sent. Use the email.mandatory-subject option to control this feature.

- In Nortel CS 2000 environments, an agent is now able to resume the main call leg while the consultation leg is still in 'establishing' status.

- Workspace now prevents agents from sending outgoing emails if the header contains destination addresses terminated by a dot. Previously, those addresses were sometimes rejected by some down stream email servers, resulting in failure to deliver those emails.

- When an agent personalizes the Contact Center Statistics view by removing some rows of metrics, the restructured view is now restored at the next agent login.

- The Ready status menu items now display the hotkeys that are associated with operations that set agents in the Not Ready state with a specific reason (as specified by the keyboard.hotkey.agent-not-ready-with-reason.<action-code> options).

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:

The following options, which control the location and the migration of the Agent Personal profile, are

now taken into account when defined at Agent Group level:

- options.record-location
- options.clean-up-former-record-location

(IW-14668)

In the Case Information area, you can now make the value of the key 'CustomerID' editable when it is defined in the Call User Data and not as a TServer System Key. The other TServer System Keys, defined in the "Supported T-Server System Properties" table on the "Case Information" tab on the Channels and Interaction Handling topic, are still forced to 'read-only', but the displayed value will now be selected from UserData if a similar key is assigned by the business process in the call data. Previously, starting from release 8.5.115.17, it was not possible to make key 'CustomerID' editable and the system value took precedence over the userdata value when it was defined in call data by the business process. Genesys does not recommended that you make the 'CustomerID' key editable if the 'CustomerID' system key is configured to be part of the TEvent sent by TServer, according to the configuration of the 'TServer'/'customer-id' TServer option. (IW-14651)

In environments where the value of the presence.evaluate-presence is set to `false`, you can now make a direct call, transfer, conference, or consultation to a destination that is selected as an Agent in Team Communicator. Previously, in that kind of environment, starting from version 8.5.117.18, the corresponding actions were not available agents. (IW-14607)

If the options.record-location option is configured to store an agent's personal profile in a centralized network location, it is now possible for an agent to retrieve this profile from this centralized network location when logging in a different workstation than the one from where the profile was initially stored in the centralized location. Previously, when the Windows account of the agent was not configured with 'Roaming Profile' settings, agents could not share their centrally stored personal profile data across multiple workstations. (IW-14575)

Agents can now sort the Interaction Queue View content by any attribute that are enabled to be sortable, as defined in the Workbins and Interactions Queue tab of the *Channels and Interaction Handling* topic of the Deployment Guide. Previously, columns could become not sortable during an agent session after switching from an Interaction Queue view to a workbin view and back to Interaction Queue view. (IW-14574)

For keyboard shortcuts, the Workspace Application Metadata and the Deployment Guide no longer document that the 'WIN' key is supported for key combination as defined by the `keyboard.shortcut.*` options; however, Workspace still supports this key for Hot Keys. (IW-14563)

In TServer environments where the One Step Transfer agent operation is implemented by a TMuteTransfer, such as on Avaya Communication Server, it is now possible to use the key-value pairs 'IW_RoutingBased*' of the call data to implement a routing strategy for one step transfer. Previously in this scenario, those key-value pairs were present only transiently in the call data. (IW-14553)

When some plain text content or HTML content is inserted into an HTML email interaction, special

characters, such as '&', are no longer stripped out. (IW-14530)

When a block of HTML code that does not contain a root block element such as <body> is inserted manually by an agent in an HTML formatted email, or programatically in any instance of Genesyslab.Desktop.Modules.Windows.Views.Common.Editor implemented in a custom view, the text is now inserted inline at the cursor position. Previously, this kind of text was inserted in a new paragraph. (IW-14467)

An outbound campaign interaction no longer appears as stuck, with a partial list of controls, after an agent clicks Done. Previously this behavior occurred intermittently. (IW-14335)

Workspace now populates the following key-value pairs in Interaction Server interaction records for eServices interactions:

- IW_OwnerId — Configuration Server DBID of the agent who processes the interaction

- IW_ReviewerId — Configuration Server DBID of the supervisor who QA reviewed the interaction (typically for email)

These key-value pairs can be used to update the corresponding UCS Interaction Record from the Routing Strategy in deployments where the Business Process is designed to handle the processing of interaction termination (for example, when an agent clicks Done for an email or a chat). The main principle of routing design (for email) is that inbound emails are routed through a Target building block where the 'Queue For Existing Interaction' is populated with a valid Interaction Queue. In the Routing Strategy associated to this Interaction Queue, the building blocks 'Update UCS Record' (leveraging the new key-value pairs described above) and 'Stop Interaction' are used.

This approach can be beneficial in environments where the connection from Workspace to UCS is unstable, leading to missed UCS interaction record updates, which can be observed through empty 'Processed By' or incorrect 'In Progress' status in the Contact History view. (IW-14114)

The Workspace Main Window no longer appears truncated in a scenario where the process to drag it at the top of the screen to activate the docking mode is interrupted by a continuous dragging gesture down on the screen. (IW-14089)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.119.05.

8.5.118.10

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/22/17	General					X

What's New

This release contains the following new features and enhancements:

- Email enhancement

  - Manual text hyperlink creation and management: Agents can manually highlight text in the body of an outgoing email and convert it into hyperlink. Hyperlinks can also be edited and deleted through a dedicated dialog box.

- Standard Response enhancement

  - Standard responses can be inserted by typing a shortcut keyword: System administrators can map frequently used standard responses to corresponding keyword shortcuts. This feature improves the response time of agents by simply typing a keyword instead of browsing or searching for frequently used responses.

- Voice enhancement

  - Agents can transfer calls and make calls to the voicemail boxes of other agents and agent groups.

- Chat enhancement

  - Workspace now recognizes chat parties of type "Agent" connected as "bot" (not connected through Interaction Server) so that it can properly handle the end of interaction handling in Interaction Server.

- Case Information enhancement

  - Hierarchy tree control for case information data attribute: System administrators can configure case information data attributes to be displayed in a folder tree hierarchy for agents to edit or select a case value.

- Outbound enhancement

  - System administrators can configure record information to be displayed in a folder tree hierarchy for agents to edit or select a field value.

  - Agents engaged in Outbound campaigns can now update the data of an outbound record that they

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

have received by transfer from another Outbound agent. Previously, agents could update Outbound record data only if they were engaged in the same campaign as was specified in the transferred outbound record.

- Platform support

  - Support for Windows Server 2016

  - Support for Hyper-V on Windows Server 2016

- Miscellaneous

  - For the Contact History and Contact Directory views, Workspace now supports all types of space separators to divide keywords in search queries. Previously, only the ASCII space character was interpreted as a separator; other Unicode space character types, such as Ideographic Space, were interpreted as standard characters and incorporated into the search attributes.

  - Conditional "Force close this case": Agents can no longer indiscriminately force close an interaction window. This action is available only when certain system error condition occur, such as when Workspace detects evidence that the current interaction is de-synchonized with Genesys back-end or when the value of the interaction.unconditional-force-close is set to true.

  - System administrators can now define whether a file type is editable or read-only when an agent downloads it.

  - Workspace now supports Screen Recording Service with Interaction Recording Web Services (RWS) in multi-site disaster recovery environments. Use the *No results* option to configure this capability.

  - System messages that are sent to agents with the visibility set to INT during active chat sessions, for example from a routing strategy or a third party chat client, are now displayed in the Chat Consultation area of the Chat interaction view. Previously, these kinds of internal system messages were not displayed to agents.

  - Workspace now correctly handles environments where an agent is assigned multiple personal voicemail boxes; for example, one in AgentLogin and one in the DN where the Agent logs in.

    Note: Genesys does not recommend that you employ environments where agents are assigned multiple personal voicemail boxes.

  - The message informing agent that a Team Communicator search has returned more matches than the control can show has been improved to be more meaningful to agents and to avoid confusion that resulted from the previous error message.

  - Workspace is rebranded to reflect the new Genesys logo. You can now also specify a smaller company logo for the main application toolbar when using the rebranding kit.

Resolved Issues

This release contains the following resolved issues:

In environments where Voicemail privileges are enabled, Workspace no longer fails to initialize the media channels assigned to the agent. Previously in this kind of deployment, the media channel initialization could be incomplete, resulting in operations, such as Ready, failing. (W-14534)

In an environment where voicemail privileges are allowed, the list of parties engaged in a voice call is now correctly reported. Previously in this scenario, some parties of a conference could be missing from the call status display. (IW-14446)

The content of the Interaction Notification for a rescheduled pull preview outbound record now uses *No results* option was used. (IW-14445)

Workspace now correctly supports configurations where the value of the email.reply-prefix option is blank (empty). Previously, starting from version 8.5.116.10, Workspace exited unexpectedly when an agent attempted to reply to an email when this option was blank (empty). (IW-14421)

Agents can now complete transfers to or conferences with an agent who is on a remote switch on which the first agent does not have read access. Previously in this scenario, starting with version 8.5.117.18, it was possible to establish a consultation through a routing point, but it was not possible to complete the transfer or the conference. (IW-14418)

The **Disposition Code** tab of an outgoing reply email is no longer read-only if it is mandatory to select a disposition value. Previously, when agent clicked **Reply** on an inbound email interaction it was not always possible to select a disposition code for the associated outgoing email interaction. (IW-14412)

The Responses tree is now correctly displayed in deployments where the standard-response.categories option is configured with several categories that have a naming pattern similar to: "Root/Cat_prefix1,Root/Cat_prefix2". Previously in this scenario, some categories where not displayed. (IW-14400)

You can now use the email.attachment-download-timeout option to control the timeout when uploading email attachment files to UCS. The default value is 20 seconds. Previously, the upload timeout was 10 seconds. If it took longer than 10 seconds to upload a file, the outgoing email could be processed and sent to the contact without the attachment. (IW-14399)

Email attachments that are created in UCS using an incomplete "embedded image" type of data structure are now correctly displayed to agents. (IW-14372)

Agents are no longer prompted to select a Place in deployments where the value of the login.voice.prompt-queue was set to `true`, agents had access to the Place selection field. (IW-14361)

The following undocumented command line interface options no longer affect Workspace startup: `-acd-queue` and `-switch-password`. (IW-14347)

An Interaction Queue, Agent Group, Skill, Routing Point, or ACD Queue that is configured with a display name specified in the `interaction-workspace\display-name` annex is now displayed immediately with the correct display name when it is added to Personal Favorites or Recent

Interactions. Previously, these objects were displayed in Personal Favorites and Recent Interactions with their basic name until the application was restarted. (IW-14331)

Workspace now correctly remembers the sorting of Workbin and Interaction Queue Filter views when these views were sorted by the Message Type column. Previously, sorting by this column before closing Workspace resulted in the Workbin and Interaction Queue views not displaying correctly when Workspace tried to restore the sorting by this column. (IW-14235)

Hyperlinks to the Genesys Online developer documentation from the API Reference document (CHM) are no longer broken. (IW-14176)

When Workspace is docked at the top of the screen, the vertical size of the Main Window when it is set to occupy the full screen is now correctly saved. Previously, the Main Window height was always restored to a value that left a gap at the bottom of the screen. (IW-14120)

When the value of the login.voice.prompt-dn-less-phone-number is set to true (enabling agents to specify their device number at login) it is now possible to change this phone number during the session by selecting the **Refine Place** menu. Previously, when this option was enabled, changes made to the phone number in the **Refine Place** dialog box were not taken into account. (IW-14076)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.118.10.

Supported Languages

See Release 8.5.x Translation Support.

8.5.117.26

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/04/17	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- You can now specify the `Cancel Record` call result in an Outbound Record. To enable this, set the value of the outbound.call-result-values option to `CancelRecord`.

- In Alcatel OXE deployments, agents can now enter DTMF values during a consultation call that is being routed.

- The login.voice.auto-not-ready-reason option now takes effect in situations where an agent directly or indirectly transitions the voice channel from logged out to logged in. Previously, the option was not taken into account for manual log on or the refine Place operation.

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:

An agent enabled for Chat with the Team Lead (Supervisor) privilege allowed, but not Voice or IM privileges is now able to login. Previously, starting from version 8.5.117.18 a user who was granted this type of Role could not log in. (IW-14367)

You can now configure interaction attributes of type `datetime`, such as `ScheduledAt`, as a key-value pair that can be updated in the Case Information area while it is also configured as a workbin view column. Previously, the corresponding value of `datetime` might have appeared as a blank cell in the workbin view after it was modified in the Case Information area and then placed in the workbin. (IW-14341)

Outbound email interactions that contain embedded images are now sent correctly to the recipient. Previously, when an image embedded in the body of a previous email of the same thread was resized by the agent, a subsequent Send operation further in this thread could result in a blank email. (IW-14337)

The Chat icon indicating a customer waiting for a reply is now correctly displayed in the Interaction tool bar when the Blue, Royale, or Fancy legacy themes are in use. (IW-14324)

Workspace now supports all types of space separators when dividing search queries into keywords within the tree of Standard Responses. Previously, only the ASCII space character was interpreted as a separator and other Unicode space character types, such as Ideographic Space, were interpreted as standard characters and incorporated in the search attributes. (IW-14322)

Workspace now correctly interprets the <CENTER> tag when inserting an HTML formatted Standard Response into an email interaction. (IW-14320)

Workspace no longer becomes unresponsive when the details of an outbound email saved in a workbin without a To address specified is displayed from a workbin or a history view. (IW-14247)

Workspace no longer becomes unresponsive if a Chat message containing a very long sequence of characters that comprise a single word is received. Previously, when such a message was received while the expression.email-address option was set to the default value, the application could become unresponsive for several seconds. (IW-14231)

Agents can now enter a DTMF sequence using both keyboard typing and mouse clicks. Previously, a DTMF sequence had to be composed using either only keyboard typing or mouse clicks. (IW-14228)

The Mute button of the Voice Interaction view toolbar no longer becomes out of sync in a scenario where a muted call is put on hold and then retrieved. Workspace SIP Endpoint version 8.5.112.04 or above is required for this function to behave properly. (IW-14227)

Errors no longer occur in the parsing of the scheduled callback date after the change over to daylight savings time in certain timezones. Previously in this scenario, Web Callbacks were delivered to agents, but could only be marked Done. (IW-14226)

In SIP Server environments where Workspace SIP Endpoint is the SIP device and where SIP Authentication is required in `Register` or `Invite` SIP Requests, it is now possible for an agent to start Workspace without the voice channel being Logged On and then successfully log on the Voice channel later in the session.

To support this feature, the behavior of Workspace has been modified when the value of the sipendpoint.authenticate-with-dn-password option is set to `false` (default value): If the voice DN contained in the Place where agent is logging in has the `TServer/authenticate-requests` option set

to a valid value, Workspace configures Workspace SIP Endpoint with the value that it reads in the TServer/password DN option.

It is still not possible to execute the delayed Voice Log On scenario in deployments where SIP Authentication is required when the value of the sipendpoint.authenticate-with-dn-password option is set to true.

Genesys recommends that the value of the login.voice.prompt-dn-password is set to false). (IW-14173)

A Team Lead (supervisor) who silently monitors an agent who is in a chat conversation with a contact can now close the Chat interaction form using the **Done** button if the Team Lead stops the monitoring session while the chat conversation is still in progress. Previously in this scenario, it was necessary for the Team Lead to use the "Force Close Interaction" contextual menu to clean-up the monitored chat. (IW-14161)

In a SIP Business Continuity deployment where agents log in using a PlaceGroup and the value of the disaster-recovery.disable-login-errors option is set to false, the login operation now executes properly when the peer SIP Server is not on line. (IW-14155)

In environments where the value of the voice.show-hold-duration is set to true, the call duration timer no longer resets when the agent sends a DTMF. (IW-14148)

It is now possible to define a client-side port to connect to back-end Genesys Servers. Previously, starting with version 8.5.106.19, the connection to a server failed when a client-side port was defined. (IW-14144)

Workspace now correctly displays badly formatted HTML email interactions where the <HEAD> tag is not closed. Previously, this situation caused the email to appear blank. (IW-14143)

The keyword '$Other$' is now correctly taken into account when it is specified as the first item in the value of the contact.history.filters-<attribute> option, making it the default selection in the History view. Previously, when the keyword '$Other$' was specified as the default value for the History column display filter, it was ignored the first time that the view was displayed, and was applied only after another configured filter had been subsequently applied. (IW-14133)

Workspace now correctly displays HTML email interactions that contain the <BR> tag with text following the tag. Previously, Workspace displayed an extra empty space at the beginning of the new line created by the <BR> tag. (IW-14125)

Workspace now correctly handles the Complete Transfer operation in scenarios where there is no indication of a transfer or conference in an EventPartyChanged that reports a ConnectionID update on the consultation call. Previously, in some multi-site event flows where anti-tromboning was applied to the consultation call, the Complete Transfer operation failed. (IW-14102)

In Cisco environments, where UCS is enabled, the contact name is now correctly displayed in the Call Party area when an outbound call is answered by the contact. It is now also possible to make a multi-channel conversation with this contact, such as creating a new email interaction contextually from the Voice Interaction view. Previously, in this scenario, the phone number was displayed and no operation was available from the conversation-party contextual menu. (IW-14032)

The History details of outgoing email interactions that are generated as a result of "Forward" or "Forward As Attachment" operations no longer display the name of the contact of the forwarded inbound email along with the email address of the forward destination. (IW-14003)

In Cisco Call Manager multi-site environments, when a two-step conference is completed with a remote party that is not monitored by a Cisco t-server, agents can now delete the remote party from the conference. (IW-14002)

The robustness of the Standard Response module initialization has been improved. Previously, loading the Responses Library could fail, resulting in no Standard Responses being displayed to the agent until the application was restarted. (IW-13878)

Workspace is no longer affected by a performance issue when an interaction key-value pair configured to be alterable in the Case Information area is displayed trimmed. (IW-13539)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.117.26.

8.5.117.18

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General					X

What's New

This release contains the following new features and enhancements:

- Hybrid voice agent support

  - Hybrid voice agent configuration is now supported to let an agent log in on two distinct voice devices and answer or make calls (according to priority rules) from each of them. In particular Skype for Business and Workspace SIP Endpoint hybrid mode is now supported. Contact Centers are no longer required to choose between Skype for Business or Workspace SIP Endpoint as their communication media of choice. With hybrid mode, both can be used by the same agent for handling customer interactions and internal communication. This feature significantly expands Skype enabled enterprise/back office users as available resources for assistance to improve first contact resolution.

- Contact Management enhancement

  - Workspace can be configured to display a list of possible matching contacts when a new interaction is received. This new feature allows agents to further qualify the contact to insure the interaction is properly assigned to the correct contact.

  - Some interactions might require several exchanges between the contact and the contact center. To help the agent quickly understand the context of the conversation across several interactions, Workspace automatically highlights the current interaction in the contact's interaction history. This capability allows the agent to focus only on historical interactions that are related to the current one.

- Case Information enhancement

  - You can configure which key-value pair(s) are mandatory on Mark Done. This feature allows the business to capture critical interaction data when required.

- Outbound Campaign enhancement

  - Some Outbound Campaign calls might have to be transferred to another user. Depending on the transfer destination, the call result might become lost in the process. This improvement introduces

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

the outbound.complete-record-before-transfer option that forces agents to finalize outbound record processing, including setting the call result, before the transfer is completed.

- When an outbound Pull Preview Record is dialed using the **Call** menu item of the Call Party drop down menu instead of the regular **Call** button of the toolbar, the Outbound Record can now be correctly marked as processed when the call is completed.

- All the Outbound Pull Preview Record key-value pairs that are distributed to Workspace can now be configured to be displayed in the Case Information area. Previously, only a subset of the record data could be included in the Case Information during the preview phase, and they were not displayed until the call was dialed.

- You can now assign a localized display name to an Outbound Record Field that is configured to be displayed in the Outbound Record area.

- In multi-tenant environment, Workspace can now display a complete Outbound Record from a Calling List that is linked to a Format configured with Fields defined in the 'Environment' Tenant. Previously, starting with release 8.5.109.16, Workspace was not able to display Outbound Record Fields configured in another Tenant than current agent's Tenant.

- Other enhancements

  - Changes to the voice.mark-done-on-release options are now taken into account immediately. Previously, a change to this option was applied at the next interaction; therefore, the change was not taken into account on the target of a two-step transfer engaged through a strategy in charge of routing the consultation call and that overrode this option.

  - When the value of the voice.auto-answer option is set to true, Workspace no longer performs an auto-answer on incoming voice calls when an agent has logged off the voice channel.

  - In a SIP Server environment, a Team Lead (Supervisor) can now barge-in a call of an agent monitored in an Agent scope. Previously, the Team Lead could barge-in agent conversation only when the agent was monitored in the Call scope.

  - When an agent personalizes the My Statistics view by removing some Agent Groups columns or some KPI rows, the restructured view is now restored at next agent login.

  - Workspace now shows only Contact records that result from a Contact search from either Team Communicator or the Contact Directory (set to List View). Previously, the search could also return isolated Contact Attributes that displayed as blank lines in the search results list.

  - Workspace can now optimize the Contact, Interaction, and Standard Response search requests sent to UCS to improve the search in Japanese and Chinese. UCS must be configured to use a CJKAnalyzer.

    The following new options have been added to support this feature:

    - For Contact search: contact.directory-auto-append-star-to-search
    - For interaction search: contact.history-auto-append-star-to-search
    - For Standard Responses search: standard-response.auto-append-star-to-search

Resolved Issues

This release contains the following resolved issues:

Workspace no longer stops the processing of a chat interaction when a supervisor clicks on 'Done' after silently monitoring a chat conversation between an agent and a customer. Previously, this scenario resulted in the monitored agent being unable to select a disposition code at the end of the conversation, and the UCS interaction record being not fully updated. (IW-14091)

The details of an outgoin SMS selected in an History View or a Workbin View now displays the Contact phone number. (IW-14079)

In environments where Workspace is configured to connect to a secure port of an HA Pair of a particular Genesys server, if a failover occurs, Workspace now connects to the port of the back-up server that has the same ID as the secured port used by Workspace to connect to the primary server. (IW-14067)

Workspace no longer becomes unresponsive due to an environmental issue in scenarios where the Windows DirectShow stack, used to play audio alerts, hangs while initiating particular sound file types such as MP3s. (IW-14065)

In HTML formatted email interactions, Workspace now correctly displays table cell backgrounds. (IW-14063)

Workspace now correctly sets the `CategoryId` of SMS, chat, and email interactions in Interaction Server and UCS when at least one standard response has been inserted into the interaction during handling by an agent. Previously, starting with version 8.5.112.10, the `CategoryId` was only set in UCS for email interactions; it was not set for SMS or chat. (IW-14057)

The Reschedule view, used to reschedule an Outbound record or a callback, now correctly displays the Time text box for all locales. Previously, the Time control did not display time separators correctly for locales where the currency separator is different from the number separator, such as South Africa English. (IW-14048)

During switchover from primary UCS (or UCS Proxy) to backup, Workspace no longer sends extra requests to Universal Contact Server (UCS). Previously, Workspace sent `RequestGetIndexProperties` during switchover which, in large scale deployments, could result in a high flow of requests received by UCS. (IW-14044)

Workspace no longer prints in log files attached data values that are configured to be hidden through the 'hiding sensitive data in logs' feature. (IW-14040)

The speed that interaction notifications are displayed has been improved for deployments that run Workspace in a VDI environment with Workspace SIP Endpoint running in standalone mode on agent workstations. Previously, in cases of significant network latency between the VDI infrastructure and the agent workstation, the interaction notification of incoming calls could be delayed. (IW-14028)

In environments where Workspace is configured to display interactions in separate windows, the management of the window width has been improved to better fit the displayed content, according to the expansion/collapse of the right hand view performed by an agent. (IW-14026)

The interaction notification window title title can now display any key-value pairs of an Outbound reschedule notification. Previously, only a subset of the Outbound record could be used. (IW-14019)

When an agent performs a Forward As Attachment operation on an inbound email interaction, the interaction notepad is now populated with the phrase "Forwarded by Agent <name> on <date>". Previously, when the value of either of the email.forward.enable-instructions was set to true, or when the 'Forward' privilege was also granted to this agent, this phrase was not appended to the notepad. (IW-14008)

The History details of outgoing email interactions that are generated as a result of "Forward" or "Forward As Attachment" operations no longer display the name of the contact of the forwarded inbound email along with the email address of the forward destination. (IW-14003)

Workspace now displays a horizontal scrollbar when an inbound HTML formatted email containing a wide embedded image is opened. (IW-13995)

Text in tables in HTML formatted email interactions is not aligned correctly. Previously, starting with version 8.5.114.08, the alignment of text contained in COLGROUP tags was not correctly displayed. (IW-13988)

When the shortcut configured by the keyboard.shortcut.interaction.email.send option is used to send a forwarded email interaction, the original parent inbound email is now correctly restored in the email interaction view. Previously in this scenario, the parent inbound email remained in the 'In-progress e-mail' workbin. (IW-13987)

Email interaction view accessibility has been improved. Previously, some email header fields or controls were not accessible through Screen Reader interfaces. (IW-13981)

Workbin content view accessibility has been improved. Previously, it was difficult for a Screen Reader application to access the grid view that contains the list of interactions in the selected workbin. (IW-13980)

Workspace no longer dynamically inserts an Agent Group column to the My Statistics views when the current agent is added to the Agent Group while the agent is logged in. Previously, this behavior occurred when the value of the kpi.show-agent-groups option was set to false. (IW-13975)

The **Get Record** button of the Campaign List view is no longer active when a non-pull preview campaign is selected. Previously, in scenarios where the agent is assigned to a pull preview campaign and a progressive or predictive campaign, the button could become active for the

predictive/progressive campaign. (IW-13928)

When the content of a workbin is updated while an agent is selecting text or scrolling through the body of an email interaction that is selected in this workbin, the current selection is no longer refreshed and the scrolling session is not interrupted and the selection is no longer cleared. (IW-13927)

The *No results* options are now correctly taken into account for inbound email interactions. Previously, when the contact lookup feature was enabled for the email media by these options, Workspace did not perform the look-up operation on inbound email interactions that had no `ContactId` at the time they were distributed to the agent or pulled by the agent from a workbin. (IW-13917)

An error that prevented some interaction properties from being update on the `ContentChanged` event has been fixed. (IW-13906)

Workspace no longer converts the non-breaking spaces of HTML formatted email interactions into regular spaces. (IW-13905)

When a Contact is assigned by the agent to an interaction that does not contain any contact assignment initially, the full interaction view is now updated accordingly. Previously, starting from version 8.5.112.15, the assignment of a Contact to an interaction that was not initially assigned to a Contact resulted in a partial refresh of the interaction view; the interaction party and case header were not refreshed; however, the Contact ID was properly set in both UCS and the interaction data. (IW-13902)

Workspace now passes the full set of available attached data when it performs a Contact Look-up on an Outbound Pull Preview interaction. Previously, only a subset of the Outbound Record data was passed in the request. (IW-13901)

In the My History view, the date selectors of the advanced search view are now correctly displayed. Previously, the date selector pop-up window could appear empty. (IW-13888)

The CTRL+T and CTRL+SHIFT+T shortcuts now work as expected when assigned to any of the `keyboard.shortcut.*` options. Previously, these particular shortcuts did not function as expected when the focus was on a text editor, such as the Email Editor or Notepad. (IW-13884)

The maximum number of Places that can be added to a Place Group to support the Automatic Place selection using Place Groups feature is no longer limited to 255. The PlaceGroup size can be safely extended to 3000. (IW-13872)

When an agent replies to an incorrectly formatted HTML email interaction, the corresponding email reply interaction now contains a copy of the original HTML code in the quoted part. Previously, any

HTML that occurred outside the B0DY tag of the inbound email content was stripped out of the email reply interaction. (IW-13820)

For the Turkish locale the Print, Reply, and Open functions now work correctly for selected inbound email interactions in the Contact History. (IW-13759)

If an agent opens two active email interactions from the same email thread (for example two subsequent requests from the contact) concurrently on the desktop, Workspace now opens them in two separate tabs or windows. Previously, the two email interactions opened in the same tab or window which resulted in significant and confusing display issues in the interaction toolbar. (IW-13721)

In scenarios where Team Leads (Supervisors) are supervising a chat conversation between an agent and a contact, with one Team Lead being engaged in coaching mode and one in monitoring mode, the coaching Team Lead name now is included in the chat consultation area displayed to the agent and the monitoring Team Lead. Previously, the coaching Team Lead was displayed as "undefined". (IW-13715)

Workspace no longer fails to respond when it tries to open an email interaction that includes a table that contains several hundreds rows. (IW-13698)

The robustness of the connection pool to the T-Server Hot Stand-by pair has been improved. Previously, Workspace could stop trying to re-connect to the disconnected back-up T-Server while still connected to Primary T-Server. As a consequence, at the next T-Server HA Pair switchover, Workspace was improperly monitored by the HA Pair which could lead to an incorrect status report to the Statistic Server and limited functionalities available to the user. (IW-13696)

Workspace now always automatically cancels the "Monitor next interactions" operation in T-Server when the Team Lead (Supervisor) exits Workspace. Previously, the "Monitor next interactions" operation was not cancelled when the voice channel of the Team Lead was logged off before application exit. In a Cisco T-Server deployment this could cause the "Monitor next call sessions" feature to be still running on the voice device. (IW-13649)

When an agent has an active Instant Messaging (IM) conversation with a second agent who is already handling a voice call with another party, the first agent can no longer attempt to escalate the IM conversation to a voice call to the second agent. (IW-13374)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.117.18.

8.5.116.12

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/11/17	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Special characters that are not supported by Windows for file names are now supported for the filenames of email attachments. Previously, starting with version 8.5.115.17, it was not possible to download attachments that were named in Universal Contact Server that used special characters such as '?'. (IW-13850)

The DIR HTML attribute is now supported in the <P> tag for HTML formatted email interactions. This support enables the correct display of mixed left-to-right and right-to-left languages in the same email or Standard Response. (IW-13730)

Workspace no longer exits unexpectedly when an agent is editing a draft email. Previously, starting with version 8.5.114.10, Workspace could exit unexpectedly if auto-spell check was enabled. (IW-13648)

Workspace no longer exits unexpectedly when attempting to transfer or conference a voice interaction that contains information in the Note tab. (IW-12887)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.116.12.

8.5.116.10

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/16	General					X

What's New

This release contains the following new features and enhancements:

- Genesys Interaction Recording integration enhancement

    - Screen recording in hot seating environments is now supported.

- Voice enhancement

    - Workspace now supports Cisco single-place-with-2-DNs switch model. This switch deployment model allows agents to register on a single Place both a personal DN (for direct extension calls) and an ACD DN (for routed calls). This capability prevents ACD calls from being routed to the agents if they are on a personal DN call.

- Miscellaneous enhancements

    - The interaction.auto-focus.<media-type> options have been added to specify whether new interactions are displayed in the background when an agent is already actively handling another interaction. For agents who have the ability to handle multiple simultaneous interactions, this new capability reduces the amount of disruptions when new interactions arrive.

    - Thread view is now supported for Interaction Search.

    - Workspace no longer auto prepends "RE:" when an agent replies to an email interaction that already includes the prefix. The option email.reply-prefix can now be overridden by a routing strategy.

    - A new option has been introduced in the `interactionworkspace.exe.config` configuration file that enables you to specify the maximum TLS version to be used by Workspace during the handshake of the initialization of a secured connection to one of the Genesys back-end servers:

        - **Name**: 'ssl-version'

        - **Valid values**: One label from the following list: TLS1.0, TLS1.1, TLS1.2

        - **Default value**: TLS1.0

    - Agents can now right-click in the body of a Rich Text formatted email interaction and select **HTML Preview** from the contextual menu to view the contents of the email as an HTML-formatted email

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

in their default browser.

Resolved Issues

This release contains the following resolved issues:

A Team Lead (Supervisor) who coaches an agent during a call with a contact can no longer access the disposition code portion of the interaction when the agent or the contact releases the call. (IW-13707)

An agent can now save a file attached to an email interaction. Previously, starting from 8.5.115.17, it was not possible to save an email attachment from the currently handled email or from the history. (IW-13704)

You can now use the email.from-addresses option to specify the display name of email addresses that are displayed in the **From** selection menu of outgoing email interactions. For example, you can now specify that the target name and email address are displayed. Previously, starting from 8.5.115.17, only email addresses could be displayed in this menu. Note: Email addresses that were previously allowed will not be allowed unless they have a valid format, such as "Personal Part" <user@domain.com>. (IW-13703)

In the tree view mode of History views, the column headings now correctly scroll synchronously with the horizontal scrolling of the data. (IW-13702)

In environments that implement External Authentication, more of the 'wrong credentials' login error messages can now be localized. (IW-13697)

In Business Continuity environments, when the preferred Stat Server is not available at login time and Workspace connects to the peer Stat Server, the Statistic views are now displayed correctly. (IW-13684)

Accessibility of Team Communicator control has been improved. When the focus is in the Team Communicator pop up, the up and down arrow keys allow navigation within the result list, and the screen reader gives a meaningful description of the corresponding row. Pressing the Tab key allows access to the default control, and then to the drop down control, if needed. (IW-13682)

Accessibility of History view has been improved. When navigating the search results list using the up and down arrow keys, the screen reader gets access to the full content of the row in a single key press, according to the configured table structure (value of column1, value of column2, and so on). It is still possible to use Tab to navigate cell by cell that reads "Column name = value". (IW-13681)

The drop down menu of 'split button' controls, such as the Help menu, can now be read by screen readers when Workspace is set to the Default, High Contrast, or Custom theme. (IW-13680)

When using a Japanese keyboard to type a Chat, SMS, or SMS Session message, pressing SHIFT+Enter now correctly forces a line break. (IW-13673)

When an agent alternatively handles voice and text-based interactions, such as an email interaction during a voice session, the vertical size of the Note and Disposition tabs area is now correctly preserved if an agent changes it while the text-based interaction is active. (IW-13671)

The request to submit a new Callback from an interaction now succeeds when one of the KV-Pairs of this interaction contains double-quotes, including when the value has a JSON format. (IW-13661)

In Cisco Call Manager environments, agents can now remove parties from a conference after one of the party engaged in the conference is an IVR or has been transferred from an IVR. (IW-13646)

The Workbin view now correctly loads in scenarios where agents uncheck eServices channels during login. (IW-13640)

The interaction view no longer grows vertically by a few pixels each time it is collapsed then restored by clicking in the interaction bar. (IW-13629)

Workspace no longer exits unexpectedly when an interaction view is automatically closed at the end of a call. (IW-13624)

In Kerberos environments, Workspace now correctly exits with a generic error message if the application cannot start due to incorrectly set user permissions in Management Framework. Previously, a Workspace process continued to run in the background and no message was displayed at the next login attempt. (IW-13614)

When Workspace is used with a Screen Reader application, agents are now clearly informed about which instance of the text editor they are accessing. For example, they are notified that they are accessing the Notes tab or the email editor. (IW-13609)

Focus time is now correctly reported to the Genesys back-end in scenarios where a draft outgoing email interaction is put into and retrieved from a workbin before being sent. (IW-13589)

Workspace no longer clears the personal dictionary content in the agent profile in situations where Workspace is started but never displays any spellcheck-enabled text fields, such as the email interaction rich text editor, before the agent exits from the application. (IW-13559)

The display of nested tables in the body of inbound email interactions has been improved. (IW-13553)

The performance of the processing of large data files containing corporate favorites has been improved. (IW-13552)

In custom views developed using the Core Workspace UI Style, label controls are now correctly displayed when Workspace is using the Default or High Contrast themes. (IW-13551)

Images with resolutions other than 96dpi are now displayed correctly in the Standard Responses view and in email interactions. (IW-13548)

In environments where Workspace runs in one of the legacy themes (Blue, Royale, or Fancy), SMS interaction icons are now displayed correctly in the workbin view. (IW-13547)

When an agent replies to an email interaction from the Contact History, My History, or Interaction Search views, a signature template that contains attached data field codes is now correctly populated according to the attached data of the email. (IW-13536)

Text formatted with the Arial Narrow Bold or Arial Narrow Italic font now displays correctly in the outgoing email interaction editor. (IW-13497)

The robustness of the connection to Chat Server when an inbound Chat interaction is accepted by the agent has been improved. Previously, if the initial connection attempt to Chat Server failed due to some network issue, no further connection attempts were made. Now Workspace re-attempts to connect according to the values specified by the chat.reconnect-timeout options. (IW-13453)

The 'width' attribute of the DIV tags used in the HTML design of a Standard Response is now preserved in the body of outgoing email interactions that are populated by this Standard Response. Note: The content displayed to the agent might not match what the recipient will see. To verify the display, the agent should right-click and choose **Preview** to see how the email will appear to the contact. (IW-13447)

If an HTML-formatted email interaction contains multiple references to a single external image, Workspace now downloads this image only once. (IW-13312)

When running in a multi-screen environment, Workspace no longer displays an empty grey area when the interaction view is collapsed when an agent clicks on the interaction bar. (IW-13260)

The GSW_CALL_RESULT key is no longer sent as part of the **RecordProcessed** event if the agent does not have the privilege to set a Call Result, or if the Call Result has not been modified by the agent while handling the record. (IW-12958)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.116.10.

8.5.115.18

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/07/16	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace again supports TLS version SSL3 protocol in secured connections. Previously, starting with Workspace 8.5.115.17, only TLS versions 1.0, 1.1 and 1.2 were supported; SSL3 support ended. (IW-13625)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.115.18.

8.5.115.17

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/20/16	General					X

What's New

This release contains the following new features and enhancements:

- Chat enhancements

  - Customers and agents can now, in real-time, exchange files during chat interactions.

  - Emoji support. Agents can now receive and send (by selecting it from a pre-configured list or by using copy/paste from a third party emoji source) emojis during chat interactions. By default, the application uses the operating system's emoji character set. It is possible to configure the application to rely on a 3rd party font to display other emoji characters if necessary.

  - The transcript of Chat and SMS (Session Mode) interactions accessed from Interaction History views now includes timeout warning and auto-disconnect messages if the chat was ended due to inactivity.

- Email enhancements

  - The list of selectable 'From' addresses exposed when agent responds to an email can now be set by routing strategy. This capability allows the routing designer to dynamically adjusts the list of 'From' addresses the agent should use instead of relying on a list statically assigned to the agent.

  - The 'From' address of the outbound email interaction that is generated when an agent forwards an inbound email is now populated using the same logic as the 'Reply' operation: the default value of the 'From' address is selected to match the 'MailBox' address of the inbound email, if this address is one of the addresses specified by the value of the email.from-addresses option.

  - When an agent clicks the 'Send' button of an outbound email that was created by forwarding an inbound email that was marked as 'Done', Workspace no longer displays a confirmation box.

- Outbound Campaign enhancements

  - You can now configure Workspace to prevent agents from scheduling personal callbacks.

  - For Outbound Campaign preview records, agents can now manually enter a number to dial during the preview phase.

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

- In the Outbound Record Rescheduling view, the calendar is now displayed according to the time zone of the contact.

- The size of the interaction window showing a push preview interaction is now correctly restored if the last resizing of the window happened after the outbound call was dialed from the outbound push preview record.

- Case information enhancement

  - You can now configure the case information to display certain standard interaction attributes in addition to attached data. The eServices interaction attribute 'ScheduledAt' can be configured to allow an agent to edit the value to manually specify the scheduled date of the interaction.

- In startup and during Interaction Server fail-over, Workspace now uses a synchronous method to initialize the auto-update of workbins. Using the synchronous method means that the full workbin initialization process for an individual agent might take a longer time than previously; however, during this time, the application is ready to use, and workbins not yet initialized are marked with a specific visual indicator. Previously, the workbin auto-update was initialized using an asynchronous method, which could lead, in large scale environments, to a very high number of simultaneous requests being sent to Interaction Server in a fail-over scenario or in situations where many agents connected simultaneously.

- Workspace now supports environments where the value of the not-ready-on-invitation-timeout Interaction Server option is set to dnd-on.

- You can now configure the callback.ringing-bell option to specify an audio indicator to notify agents of a Preview Callback that has been pushed to them.

- Workspace can now communicate with Screen Recording Service (SRS) without the previously mandatory set up of the Server attribute which pointed at the GWS or RWS server in the config.json configuration file of SRS.

- You can now configure the keyboard.shortcut.hamburger.open option to enable agents to open the Main Menu (Hamburger Menu) to access views such as 'My Workspace' and 'My History'.

- Workspace can now use TLS 1.1 and TLS 1.2 when connecting to a Genesys back-end server. The TLS version is negotiated during the connection handshake according to the TLS modes that the target server is supporting. Previously, only TLS 1.0 was supported.

Resolved Issues

This release contains the following resolved issues:

Workspace no longer fails to restore the workbin structure when it reconnects to Interaction Server or Interaction Server Proxy. Previously, email processing workbins, such as those defined by the workbin.email.in-progress, might not have been recognized after reconnection. (IW-13476)

Workspace no longer becomes unresponsive when Interaction Server is slow to respond while an agent is selecting an interaction in a Workbin or an in-progress interaction in one of the Interaction History views. (IW-13437)

Workspace no longer assigns a Treatment to a Rescheduled Outbound Record in the following scenario:

- The value of outbound.treatment-mode is set to `campaign` or `personal`
- The first attempt to mark the record as 'Done' fails due to missing mandatory Call Result.

Previously in this scenario, the treatment was assigned which resulted in the incorrect processing of the reschedule request by Outbound Contact Server. (IW-13416)

When the High Contrast theme is used, the Print Preview window now correctly displays the content of an email. (IW-13407)

Workspace no longer exits unexpectedly when the 'auto-spellcheck' function is enabled for Chat messages. (IW-13397)

In the Email Interaction view, clicking a URL that contains the '%' escape character no longer results in a 'Page not found' error. A new external browser window now opens. (IW-13386)

Moving interactions in bulk to another queue in the My Interaction Queues view no longer causes Workspace to exit unexpectedly. (IW-13377)

The workbin content view now displays the correct list of interactions in scenarios where 'workbin content changed' notifications from Interaction Server are sent to Workspace immediately after the initialization of the workbin. Previously, in this scenario, some interactions could be missing in the content view, resulting in an inconsistency with the workbin content size displayed in the Workbin Explorer view. (IW-13367)

In the Date/Time pop-up that used to reschedule records or place callbacks no longer moves the calendar to the wrong future month when a day in the next month is clicked. (IW-13365)

Customization developers can now intercept the following user operations for a change of state: In the My Channels view, when an agent changes the state of an eServices channel, Workspace now executes the 'MediaOpenMediaLogOff' chain of command. (IW-13353)

Workspace is now able to display the Callback Preview Interactive Notification when the distributed Callback preview contains a KVList as the value of the key 'user-data'. This kind of preview event is distributed when Callback is implemented by the SCXML shipped with Genesys Mobile Services (GMS) 8.5.105.05 and higher. Workspace is also now able to display the KVP contained in this 'user-data' key through the generic mechanism in place for displaying data in Case Information area. (IW-13349)

The 'Insert Image' button and the 'Save Image As' menu item in the HTML email editor view can now be localized. (IW-13338)

It is now possible to use the for agents to use the 'Forward As Attachment' feature in environments where the agent is not granted access to the Interaction Notes. Previously, starting from version 8.5.113.11, this function could not be used in this scenario. (IW-13335)

The display of content enclosed in the <li> HTML tag in email interactions is now improved. Previously, double bullets could appear when and agent edited an email containing this tag. (IW-13315)

The 'Change login account' hyperlink is no longer displayed in the 'Refine Place' dialog. Previously, this link appeared in the 'Refine Place' dialog, which could lead to unexpected behavior, including unexpected exit of the application. (IW-13290)

The internal Workspace logic that controls the end of the outbound record life-cycle has been reworked so that it becomes more reliable when it is triggered from a custom module. (IW-13259)

The processing of reply email interactions has been optimized to handle situations where Configuration Server is slow to respond. Previously in these situations, the original inbound email interaction might not have been 'stopped' at the time corresponding to when the reply email interaction was sent by the agent. (IW-13256)

When the Workspace Rich Text Editor is used to insert a new table in an HTML email interaction, the table is now properly formatted when the sent email is viewed in Microsoft Outlook. (IW-13249)

Workspace now correctly displays HTML email interactions that include tables containing one or several columns with the width set to '0'. (IW-13220)

Communication with Universal Contact Server has been optimized for the processing of email interactions. (IW-12971)

When Workspace is running in a VDI environment and is configured with the 'High Contrast' theme, the 'Change Theme' and 'Zoom' menus are now correctly displayed. (IW-12890)

After fail-over to a back-up Interaction Server/Interaction Server Proxy, if Interaction Server/ Interaction Server Proxy is slow to respond to status requests during the eServices interaction recovery phase, Workspace no longer leaves the eServices channels of the agent status in 'DND on'. (IW-12573)

When agents add words to their personal dictionary, Workspace now correctly processes word with initial capital letters, such as 'Word', and Camel Case words, such as 'ThisWord'. Previously, the spelling check did not provide good fix suggestions if the word was added to the personal dictionary with an initial capitalized letter; and, spelling check did not recognize Camel Case words that were added to the personal dictionary as being spelled correctly. (IW-11858)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.115.17.

8.5.114.10

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/01/16	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- Workspace now notifies an agent that an SMS Session interaction is about to be closed due to inactivity of the engaged parties.

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:

Workspace now correctly displays HTML formatted emails that contain specific background-color styles. Previously for these types of emails, parts of the email might have displayed as black squares. (IW-13245)

Workspace no longer prevents voice calls from being delivered to agents in environments where TEvents, such as EventAgentReserved, were distributed with a reference to an AgentID that did not match the current agent. Previously in this scenario, future calls were not delivered to the agent until the agent logged off then logged on the voice channel. (IW-13242)

When the value of the voice.hold-indicator-timer option is set to true, Workspace no longer resets the hold timer to 0 when the attached data of the call are updated while it is on hold. (IW-13209)

Workspace text editor no longer indicates words containing an apostrophe as misspelled. Previously, English words, such as *couldn't*, and French words, such as *aujourd'hu*, were indicated as misspelled as soon as the user typed the apostrophe. (IW-13197)

In Contact Center Statistics view, the display name of Virtual Queues can now be customized by using the display-format.virtual-queue.name option, and then for each Virtual Queue, you can specify a display name by setting the `display-name` key in the annex of the object. (IW-13195)

Workspace now correctly closes the connection to Chat Server when an SMS Session interaction is ended. (IW-13092)

Workspace no longer exits unexpectedly in situations where the agent accepts a chat when at the same time an invitation expiration is received. (IW-12919)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.114.10.

8.5.114.08

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/28/16	General					X

What's New

This release contains the following new features and enhancements:

- Automatic Place selection using Place Groups.
  This feature allows you to optimize the number of Places and SIP DNs to be created to support a flexible set of remote agents. When an agent is assigned or selects a Place Group, Workspace automatically selects an available Place for the phone used by the agent. This feature is limited to voice-only agents working with SIP Server DNs that are configured to be used along with the login.voice.prompt-dn-less-phone-number option.

- Email enhancements

  - Ability to prevent agents from changing the 'To' and 'CC' addresses and adding a 'BCC' address when replying to an inbound email. This capability ensures email replies are sent to the intended recipient. This feature is enabled by using the email.outbound.editable-bcc-addresses options.

  - Ability to prevent agents from adding 'CC' and 'BCC' addresses when initiating a new email. This feature is enabled by using the email.outbound.editable-bcc-addresses options.

  - Improved email address format validation. This improvement ensures that 'To', 'CC', and 'BCC' email addresses are correctly entered when the agent attempts to send the email.

- Other enhancements

  - Use the sounds.preloadfiles option to preload sound files to ensure that they are ready to be played the first time that they are needed, such as the ringing of the first voice call.

  - Workspace can now control the Screen Recording Service through Secured HTTP protocol. Previously only HTTP was supported.

  - The vertical size of the Disposition Code area is now preserved from one interaction to the next and is stored in the agent's profile.

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:

When the value of the voice.hold-indicator-timer option is set to *true*, the timer displayed in the Interaction Bar no longer disappears then reappears when call status changes from 'Connected' to 'On Hold' and *vice versa*. Previously, the timer disappeared for a short amount of time causing the toolbar buttons to move left then right which might have resulted in an agent clicking the wrong button. (IW-13106)

The Disposition Code area now has a scrollbar for voice interactions if the list of dispositions is longer than the area available. Previously, the entire interaction view scrolled when an agent scrolled down the list of dispositions. **Note:** Outbound and Callback interaction views retain the former behavior. (IW-13068)

When Workspace SIP Endpoint is configured to run in standalone mode, it can now accept a Secured HTTP connection from a Workspace Desktop Edition instance that is running in a VDI environment. Previously, after installation of a Microsoft Security Patch released in Q2 2016, a Secured HTTP connection was no longer possible. (IW-13067)

The value of the email.signature option that is overridden by a Routing Strategy before being distributed to a workbin is now correctly taken into account when the agent clicks on **Reply** or **Reply All** in the workbin toolbar. Previously in this scenario, the value of this option was selected from the static configuration in the Application/Tenant/Group/User hierarchy. (IW-13066)

When Workspace is used with Workspace SIP Endpoint, a confirmation box is no longer displayed to the agent who attempts to mark a released call Done while a new call is ringing. (IW-13051)

The Date attributes of the Outbound Record that are configured to be displayed in Workspace are now correctly shown as a time once the call is established. Previously, they were correctly shown during the preview phase only. (IW-13020)

The **Add phone number** and **Add E-Mail address** buttons are no longer displayed in the Contact Profile view if the agent is not permitted to edit those attributes. Previously, those buttons were displayed as read-only buttons. (IW-12976)

Workspace is now able to display HTML email interactions where the <head> tag does not have a corresponding </head>. Previously in this scenario, some of the content of the email interaction was not displayed. (IW-12965)

The '"Stop Monitoring"' action is now displayed correctly to the Supervisor during a Chat Monitoring session that was automatically accepted by Workspace. Previously, this button might not have been displayed, depending on workstation load. (IW-12960)

Workspace can now properly render a table in an HTML email interaction if text tags, such as <B>, are defined in the <TR> tag instead of the <TD> tag. (IW-12851)

Disposition codes that specified in outbound reply email interactions are now saved correctly in the UCS Interaction Record of the parent Inbound email interaction. Previously, when the disposition code was set by the agent in the outbound reply email, and then the agent selected **Send**, the disposition code value was copied correctly to Interaction Server, but might not have been copied to the UCS interaction record. (IW-12580)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.114.08.

8.5.113.11

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/23/16	General					X

What's New

This release contains the following new features and enhancements:

- Chat enhancement

  - Agents are notified by a visual alert when a customer or another party disconnects from a chat session that does not have the focus.

- Email enhancements

  - Agents composing emails can now copy/paste or insert images in the email body within the text and adjust the image size if needed. Resizing an image in the email body increases or decreases the size of the email. This feature requires E-Mail Server Java version 8.5.102.02 or higher.

  - Agents receiving an email with images inserted within the email body for illustration purposes can now see the images at the position intended by the sender. This feature requires E-Mail Server Java version 8.5.102.02 or higher.

  - Agents can now use the '*Tab*' key to insert spacing within the body of an outgoing email. Previously, this action moved the focus to another part of the application. The legacy behavior is preserved when the value of the accessibility.visual-impairment-profile option is set to true.

  - Agents can now forward an inbound email as part of the body of an email instead of as an attachment. This allows agents to add comments and attachments before sending the forwarded email.

  - Agents can now forward inbound and outgoing email interactions from the Contact History, My History, or Interaction Search views when the emails are in the Done state.

- Other enhancments

  - Workspace now forces the Not Ready reason of a particular media channel to the value specified by the security.inactivity-not-ready-reason option only when the status of the channel is Ready at the time that user inactivity is detected. Previously in this scenario, the status of the media channel was forced to the specified Not Ready reason even when it was already set to Not Ready with a different reason.

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

- The CategoryId and IsCategoryApproved attributes of an email interaction record in Universal Contact Server are now updated as soon as the email interaction leaves Workspace and is either placed in a queue or a workbin, or is marked as Done. This applies when those attributes are updated when an agent inserts a Standard Response or when custom code explicitly sets those attributes through the IInteraction.CategoryId and IInteraction.IsCategoryApproved programming interfaces.

- The display of email addresses in interactions listed in workbins has been improved so that long email addresses fit better within the row height.

- The interaction previews of the Callback Solution and the Personal Callback of the Outbound solution can now be provisioned so that the Case Information and Disposition Code configuration is defined in the Business Process. Previously, only the static configuration of the agent was taken into account.

Resolved Issues

This release contains the following resolved issues:

The Interactive Notification window that is displayed to alert an agent of an incoming Callback Preview now closes when the preview timeout expires. Previously, the notification remained open and a second notification was displayed when the next Callback Preview was distributed to this agent. (IW-12947)

The **My History** view no longer becomes unresponsive when it contains an interaction that has no contact assigned and the agent clicks to display it in tree view mode. (IW-12936)

The privilege SMS - Can Create is now correctly taken into account in Team Communicator, the Contact Directory, and in Party Action menus. (IW-12928)

Workspace no longer sends a large number of duplicated ReadObject requests to Configuration Server or Configuration Server Proxy when it determines the display name of a Person to be listed in the 'Origin' label of the Case Information area. Previously, when the value of the interaction.case-data.content option contains the keyword 'History', Workspace could generate a request flow that impacted the performance of Configuration Server or Configuration Server Proxy. (IW-12925)

The last position of the vertical slider that separates the Contact Information and Standard Response views from the interaction in the Interaction view, is now correctly restored to that location when the next interaction is displayed. (IW-12912)

Workspace now correctly populates the 'bgcolor' attribute of the TABLE, TBODY, and TR HTML tags in outgoing email interactions. (IW-12905)

Workspace now always displays message boxes in front of the Main Window. Previously, if the value of the interaction-bar.enable-quick-access option was set to `false`, some action confirmation dialog boxes were displayed in front of the Interaction view, but behind the Main Window if the agent had selected the **Always on top** option for the Main Window, preventing the agent from closing the confirmation dialog box. (IW-12904)

Agents can now correctly print an email by using the system dialog box from the Print Preview window. (IW-12903)

When Workspace downloads an attachment from Universal Contact Server, it now stores the file locally as read-only. Previously, downloaded attachments were stored with read/write flag, which allowed agents to edit and save it from the third-party application capable of editing those file types. Agents might have erroneously thought that they could update attachments that were downloaded locally prior to sending, transferring, or placing them in a workbin. (IW-12895)

Callback requests that are submitted by Workspace when handling a Push Preview Outbound record are now correctly processed by Genesys Outbound. Previously, starting from version 8.5.112.08, Workspace sent the 'RecordProcessed' request of Push Preview record through T-Server instead of through Interaction Server. This action caused any request to reschedule to be ignored by Outbound Contact Server. **Note:** for Push Preview records, it is no longer possible to get the 'TConnectionID' specified in 'the RecordProcessed' requests. (IW-12886)

Workspace no longer shows an empty view on the left side of the Interaction view when the vertical buttons that are used to change tab view on the right side of the interaction view are clicked while the left side of the Interaction view is collapsed. (IW-12875)

When using the Advanced Search to find interactions, Workspace no longer clears the selection specified by a drop-down list that is used to search for predefined custom values when a new criteria is added to the Advanced Search form. (IW-12871)

Workspace no longer attempts to open multiple connections to Chat Server when an agent uses a keyboard shortcut to accept an SMS (Session Mode) interaction. (IW-12870)

The full content of an interaction custom attribute can now be displayed in a tooltip when an agent views the interaction in a workbin in grid view if the column width is not wide enough to show the whole text on one line. (IW-12860)

Workspace now formats HTML bulleted lists in outgoing email interactions so that they display correctly in email applications such as Microsoft Outlook. (IW-12858)

The Send field of the SMS Interaction view no longer becomes read-only after an agent accepts the interaction. (IW-12848)

If an agent has specified a font size in the Email Editor toolbar, this new size is stored as the default font size. It will be used for inserted Standard Responses into the body of the email if the agent clicks in the body of the inserted Standard Response that doesn't have a font size attribute. Previously in this scenario, the font size of the inserted Standard Response without defined font size attribute was always 12 px. (IW-12838)

The Chat 'Push URL' drop-down list menu no longer appears in the wrong position on the screen. Previously, it was displayed at the top left of the screen when the Chat Interaction window was minimized and then restored while this menu was already displayed. (IW-12837)

The Contact Directory Advanced Search now works correctly in grid view if the search criteria contain certain characters, such as the dash ('-'). (IW-12831)

Agents can now delete multiple values of the same Contact Attribute, such as deleting multiple email addresses, in a single operation. Previously, agents could only make a single change, then had to save the changes before making a new change. (IW-12740)

Workspace no longer becomes unresponsive at startup in the following scenario:

- A Team Lead is granted the `Workbins - Can Use My Team Workbins` privilege

- This Team Lead is monitoring two agents that have the same EmployeeID attribute that is differentiated only by the case of the characters (for example, AGENT1 and agent1) (IW-12697)

Workspace no longer truncates the bottom part of the interaction window when it completes voice or chat conferences. Previously, when the value of the interaction-bar.enable-quick-access option was set to `false`, the interaction window could appear truncated in those scenario, and required a manual resize to correct the display. (IW-12438)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.113.11.

8.5.112.17

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/04/16	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The **More Action** menu in the Contact Directory grid view is now displayed correctly. Previously, this menu was displayed in the upper left corner of the screen instead of on the Contact Directory. (IW-12821)

The **Undo Merge Contact** function no longer displays an error when it is executed in environments where the Contact Index is not enabled in Universal Contact Server (UCS). Previously in this scenario, the **Undo Merge Contact** operation succeeded but a misleading error message was displayed.
Limitation: in this kind of environment it is not possible to apply an **Undo Merge Contact** on a contact that was just displayed as a result of a former **Undo Merge Contact** action. To perform a second **Undo Merge Contact** operation, the contact list must be refreshed by performing a new search. (IW-12803)

Workspace now correctly accepts the Log On action from an agent on a Voice channel in scenarios where, after the DN was set Out of Service and then Back in Service without losing connection to the T-Server, the DN is restored in the Logged Out state. (IW-12746)

An agent in a SIP environment who is working with Workspace SIP Endpoint can now redial a call from

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

the Party Action drop down menu next to the name of the party who was dropped from the call. Previously, when using Workspace SIP Endpoint 8.5.106.05, or higher, and Workspace 8.5.111.21, or higher, redialed calls in this scenario were immediately dropped during Establishing phase. (IW-12742)

Workspace now correctly maintains an agent's status when the agent processes Push Preview interactions. Previously, if a Push Preview invite was rejected or, in environments where the Focus Time reporting feature was enabled, the agent's status was **"(Pending)"** even after the Push Preview interaction was completed. (IW-12703)

The Tree View mode in the **My Team Workbins** view no longer truncates the display of agent names and adds an ellipsis after the truncated names. (IW-12701)

When the value of the broadcast.system-messages-auto-mark-read option is set to true in an environment where Workspace is localized in a non-English language, system messages are now correctly automatically marked as read. (IW-12698)

In Outbound environments where the Negotiated Logout protocol is specified, Workspace no longer forces agents to the Logged Off status (or Not Ready status in versions lower than 8.5.112.08) when the campaign is stopped in situations where the agent is already logged off and logged back in during the execution of the campaign. (IW-12660)

An issue that could make it impossible to finalize the handling of an Email interaction has been fixed. (IW-12654)

Workspace now handles audio alerts correctly in situations where the audio layer of the operating system hangs while processing audio functions. Previously in these scenarios, for example when playing audio alerts for new chat messages, Workspace became unresponsive and had to be restarted. (IW-12629)

In multi-site T-Server environments, the instance of Workspace which is the destination of a two-step transfer or conference now correctly displays the call as either an inbound or outgoing call. Previously, when the transferred/conferenced call and the consultation call were assigned the same Connection ID, and, depending on how the Attached Data were shared between the consultation and the main call, the transferred/conferenced call might have been displayed as a consultation call where it was not possible to set a disposition code. (IW-12563)

When an agent is assigned to an Outbound Push-Preview campaign in an environment where the value of the outbound.push-preview.use-combined-channel option is set to true, the outboundpreview media channel status no longer loses synchronization with the status of the voice channel. This is a new fix for an issue already announced as fixed in version 8.5.112.08. (IW-12528)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.17.

8.5.112.12

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/07/16	General					X

What's New

This release contains the following new features and enhancements:

- In scenarios where a conversation between a contact and an agent is silently monitored by a supervisor, the name of the contact now remains visible in the interaction view after the call is completed. Previously, when the contact released the monitored call first, the label unidentified was displayed in the Case header, and the list of parties engaged in the conversation was empty.

- The controls that enable a supervisor to request the silent monitoring or coaching of the call currently handled by the selected agent is now correctly labelled Monitor > Current call or Coach > Current call. Previously, these controls were labelled Monitor > Unidentified or Coach > Unidentified.

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:

In scenarios where the value of the interaction-workspace\chat.auto-answer option is set to true for a supervisor, if the supervisor tries to barge in to an agent Chat session, the barge-in button now behaves as expected. Previously, the barge-in button did not refresh correctly after it was clicked, which could cause unexpected error messages. (IW-12664)

When an agent adds a new Outbound record, Workspace no longer sends the GSW_RECORD_ID attribute. Previously, when GSW_RECORD_ID had send_attribute configured while adding a new

record, all alternate number recall records were marked as stale in the Outbound campaign. (IW-12643)

You can now use the interaction-workspace\editor.user-agent-http-header option to configure the User-Agent HTTP header value that Workspace sets in the HTTP requests used by the rich text editor to download external images belonging to HTML formatted email interactions. Previously, the User-Agent HTTP header was hard-coded to be Mozilla/4.0 (compatible; MSIE 7.0), causing download requests to be rejected by some web servers. (IW-12640)

The interaction-workspace\options.record-location option, which is used to specify the storage of the agent profile in a shared directory instead of the annex of an Agent object in Configuration Server, can now be used in environments where Workspace is started by specifying username, password, and configuration server connection URI as command line parameters. (IW-12631)

The formatting of outbound HTML email interactions created by pasting text formatted in Microsoft Word has been improved to ensure better line spacing of paragraphs. (IW-12618)

When handling pull- or push-preview interactions in environments where UCS is enabled, Workspace no longer sends invalid requests to UCS when the outbound call is placed by the agent. (IW-12502)

In scenarios where a conversation between a contact and an agent is silently monitored by a supervisor, the name of the contact now remains visible in the interaction view after the call is completed. Previously, when the contact released the monitored call first, the label unidentified was displayed in the Case header, and the list of parties engaged in the conversation became empty. (IW-12415)

In environments where Workspace is configured to display interactions in separate windows, the window size is now preserved. Previously, the window size might not have been preserved, depending on whether the right panel was open or closed at the time the window was closed. (IW-12390)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.12.

8.5.112.08

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/24/16	General					X

What's New

This release contains the following new features and enhancements:

- Workbin and Interaction Queue Filter sort order is now retained between login sessions.

- Changes to the interaction.case-data.format-business-attribute and toast.case-data.format-business-attribute options are now taken account immediately. This includes situations when the values of those options are set by using a Transaction object assigned during Routing processing and that is received by Workspace through an `EventAttachedDataChanged` following the `EventRinging` or `EventPartyChanged` that started the call handling.

  Note: Case information of consultation calls are static and as a consequence not affected by this modification.

- An agent's last used interaction search criteria in the Advanced Search view of the Interaction Search, My History, Contact History, and Contact Directory views is now retained between login sessions. With this new capability, the contact.history-advanced-default options are now ignored as soon as an agent modifies the list of advanced search criteria in the corresponding search views.

- The performance of Team Communicator when loading the information for a large number of agents has been improved. Previously, Workspace might have become non-responsive for several seconds at application startup, particularly in environments where the value of the general.configuration-agent-collection-loading-method option is set to `brief-info`.

- Workspace now attaches the Call Result to the **Record Processed** request sent to Outbound Contact Server when an agent finalizes the processing of an outbound record only when the value of the Call Result is not unknown. Previously, when the agent was not assigned the privilege to specify a call result, or when the agent did not pick another call result value, the Call Result was always overridden with the value unknown.

- You can now fully localize the labels retrieved from Genesys Management Framework that are displayed in the **Workbins** view by:

  - Applying the Business Attributes localization rules to the Business Attribute Values of the

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

Custom Interaction Attributes objects to localize the custom workbin and interaction queue columns.

- Applying the Script localization rules to the **Workbin** objects to localize the name of the workbin.

- Recent Place selection at login has been optimized. Previously, the **Use recent place** check box was hidden in the **Show More** area. The check box is now displayed more prominently. Enhanced logic, based on the login.place-location-source option is available to reduce accidental login on an incorrect device if an agent logs in from a location that is different from the last login.

- System performance can now be improved by storing the agent's personal profile outside of the Configuration Server Person annex, in a controlled network area. This reduces the amount of data that is stored in Configuration Server and, as well, Workspace no longer executes **Write** requests to Configuration Server. Also, this feature enables the capability to access the agent's personal profile from any workstation or location where the agent logs in. Configure the options.clean-up-former-record-location option to handle migration logic to the new location.

- You can now insert pre-defined text into outgoing email interactions by using a Standard Response configured to contain custom field codes.

- Workspace now tracks the duration for which each interaction is actively being worked on (in focus) to better support accurate reporting of an agent's time spent per interaction. This information is recorded by Genesys Info Mart for historical reporting purpose. Genesys Info Mart version 8.5.004.06 or higher is required to use this feature. Set the value of the reporting.case.report-case-in-focus-duration to `true` to enable this feature.

- Workspace now supports Windows 10. This support does not include Genesys Workspace Plugins. For plugin support information, refer to the specific documentation for each plugin.

- When Workspace sends the **RecordProcess** request to Outbound Contact Server through a **User Event** delivered to T-Server, the **User Event** is now populated with the Connection ID of the corresponding outbound call.

- In environments where Genesys Outbound is deployed, when an agent request to log off from the Voice channel is authorized by Outbound Contact Server, Workspace now automatically forces the Voice channel status to **Logged Off**. Previously, when the request was approved, the status was forced to **Not Ready**.

Resolved Issues

This release contains the following resolved issues:

When an email interaction is pulled from a workbin, explicitly by an agent or implicitly by sending the corresponding child outgoing email reply, the `FirstName` and `EmailAddress` key-value pairs are no longer ignored when subsequently synchronizing the attached data of the email interaction in UCS. (IW-12608)

Connection to Configuration Server using Kerberos authentication by specifying a Service Principal Name now works correctly. In version 8.5.111.21, this feature was not operational and agents could not log in using Kerberos authentication. (IW-12593)

Agents can now sort using any column the contents of workbins that are configured to be updated automatically. Previously, starting with version 8.5.110.16, it was possible to sort a workbin configured in this way only using the attributes mapped to table columns in Interaction Server. (IW-12592)

The My History view now correctly displays interaction records correctly. Previously, the My History view could become empty when agents switched between the grid view and the tree view while adjusting the time filter. (IW-12554)

If an agent uses shortcut keys to send, interim send, save, save in workbin, or put back to original queue an outgoing email interaction, the subject and body of the email are now correctly saved in the Universal Contact Server (UCS) interaction record. Previously in this scenario, these elements were not saved, and the email was sent without a subject or body. (IW-12538)

When an agent is assigned to an Outbound Push-Preview campaign in an environment where the value of the outbound.push-preview.use-combined-channel option is set to `true`, the `outboundpreview` media channel status no longer loses synchronization with the status of the voice channel. (IW-12528)

In environments where Workspace is configured to connect to Configuration Server using a configuration environment name instead of an explicit host and port, Workspace no longer displays by default the bottom part of the primary login window that contains advanced login parameters. (IW-12498)

When an agent populates the **To**, **Cc**, and **Bcc** addresses of an outgoing email interaction by using the address search dialog box, it is now possible to directly type the addresses in the corresponding field without explicitly searching for a contact. Previously, when an address was manually typed into an empty field of this dialog box, the typed content was ignored when an agent clicked OK to close the dialog box. (IW-12496)

Agents can now reply to an inbound email interaction that does not have a contact assigned. (IW-12483)

In a multi-channel conversation scenario, when an inbound chat from a contact is followed by an outgoing call to the same contact, agents can now start a consultation or transfer the call. (IW-12477)

In environments where agents are granted workbin privileges, it is now possible to manage personal or shared workbins after a network disconnection that impacts connections to Interaction Server and Configuration Server, or after a workstation is set to sleep or hibernate and then is wakened. (IW-12474)

In environments where an agent is granted both Outbound and Genesys Callback privileges, it is now possible to close an interaction form representing a rescheduled outbound record using the **Done**

button. (IW-12470)

The processing of the Genesys Voice Mail **Message Waiting Indicator** events has been improved to avoid situations where the indicator of a new message might not be displayed in the message notification area. (IW-12430)

When Workspace is configured to use a non-English language interface, it is now possible to use the **Between** operator when searching Interactions based on a date attribute. (IW-12422)

In the Contact History view, the page navigation now behaves correctly in scenarios when a Quick Search request was first executed and followed by a switch to the Advanced Search mode. (IW-12419)

Agents can no longer complete the processing of an outbound record when the record was rescheduled with a blank or invalid date. Previously in this scenario, an outbound record marked to be rescheduled with an empty date was rescheduled to the current day. (IW-12412)

Workspace now correctly displays HTML formatted email interactions that contain the `< ![endif] —>` tag (a conditional comment) without a corresponding `< !--[if] >` tag. (IW-12411)

In environments where the value of the interaction-bar.enable-quick-access is set to `true` and the `Interaction Bar - Can Dock` privilege is not granted, when the Workspace **Main Window** is maximized, Workspace no longer fails to respond after a selected interaction tab is closed and Workspace switches to another interaction tab. (IW-12339)

In scenarios where an agent accepts a Chat interaction but the connected Chat Server takes a long time to respond, Workspace now correctly enables the agent for the Chat session. Previously in this scenario, the agent might not have been added to the Chat session and would not have been able to apply any actions to the Chat interaction. (IW-12065)

An additional defense mechanism has been added to Workspace to correctly handle event flows where a software component, such as the Router, triggers an automatic Answer Call request immediately followed by an automatic Mute Transfer request. Previously in this scenario, Workspace might have shown a grey background once the call had left the Agent's desktop. (IW-11795)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.08.

8.5.111.21

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/18/16	General					X

What's New

This release contains the following new features and enhancements:

- Workspace now supports Genesys Callback:

  - Genesys Callback preview mode is now supported. With preview mode, agents can review important callback request data prior to initiating the call to customer. This capability allows agents to deliver a personalized customer experience for each callback request.

  - Ability to reschedule callback request. This feature allows agents to reschedule a callback interaction if the line is busy, an answering machine is reached, or a customer asks to change the time to make sure the customer's initial inquiry is satisfied.

  - Ability to schedule callback followup while handling another interaction from same customer. This feature allows agents to schedule a followup call during another interaction, from any media channel. The scheduled callback becomes a child of the original interaction from which it originated with the same case information as the parent interaction.

  - Ability to schedule a standalone callback to a contact or phone number.

- Client-side Configuration Server cluster load balancing:

  - It is now possible to provision Workspace in the management layer as a single application connected to a cluster of Configuration Server Proxies. This capability allows Workspace to distribute the load across multiple Configuration Server Proxies and provides warm-standby in the N+1 model without relying on a network load balancer.

- Voice enhancement — Hold duration and warning:

  - Workspace can now be configured to display the duration that a call is in hold state.

  - This is enabled by setting the value of the voice.show-hold-duration to true. There are two threshold warnings informing the user that the call is on hold for too long.

  - This feature is controlled by the voice.hold-indicator-timer option.

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

- If an agent's voice channel is reserved by a routing entity, the agent cannot perform any operations that would prevent the reserved call from being routed to his or her device. In this scenario, agents cannot perform any of the following actions: set status to Not Ready or Do Not Disturb, log off, exit Workspace, or start a new voice interaction. This feature is enabled by setting the value of the voice.enable-agent-reservation option to `true`.

- Workspace can now instruct Workspace SIP Endpoint to execute first-party call control call release in scenarios where a stuck SIP Call is detected in Workspace SIP Endpoint. Typically, this happens in scenarios where SIP Server was not able to publish the BYE SIP message to the SIP Endpoint at the end of the call, for example in case of non-graceful shutdown of the preferred SIP Server pair. First-party call control release is done only after an agent has confirmed that he or she is no longer connected to a contact, for example through a confirmation dialog box after clicking **Done**. This feature requires Workspace SIP Endpoint 8.5.106.05 or higher.

Resolved Issues

This release contains the following resolved issues:

On workstations that have multiple monitors where the width of the secondary monitor is wider than the width of primary monitor, Workspace now properly sizes the Main Toolbar window when it is maximized on the secondary monitor. Previously in this scenario, some interface elements were not displayed. (IW-12406)

The display name of the `login.<channel_name>.can-unactivate-channel` configuration option in Genesys Administrator has been updated to 'deactivate channel' to more accurately reflect the functionality of the option. For compatibility purposes, the name of the option has not been modified. (IW-12374)

Workspace no longer exits unexpectedly at application start up in environments where an agent who is a member of a large number of agent groups is granted access to a combination of a large number of personal and shared workbins . (IW-12357)

Workspace now sends only one interaction update request to Universal Contact Server (UCS) when a voice interaction is marked as **Done**. Previously in this scenario, Workspace sent two almost concurrent interaction update requests to UCS, which sometimes resulted in an inconsistent data set stored in the UCS database. (IW-12323)

Workspace now displays a warning message when an agent selects another agent reported by Team Communicator as Not Ready as the target of one of the following actions:

- Instant transfer of a voice call (direct selection, not routing based)

- Instant conference of a voice call (direct selection, not routing based)

- Voice consultation on a voice call

(IW-12321)

In situations where Workspace fails-over to a back-up Chat Server during a chat session, the connection now stays open until the end of the chat session if there is no trouble on the established connection. Previously, some operations, such as adding a Standard Response or updating attached data, resulted in a disconnect from, then reconnect to, the back-up chat server. (IW-12319)

Workspace no longer exits unexpectedly during the auto-spellchecking of the content of an outgoing chat message. (IW-12318)

Workspace now correctly displays an HTML formatted email interaction where the width of TABLE or TD tags are assigned by using `style` attributes instead of an explicit `width` attribute. (IW-12267)

In environments where an agent is not granted the `Voice - Show Silent Monitoring` privilege, when this agent is silently monitored by a supervisor, the call status icon displayed in the Interaction Bar no longer indicates that the call is in a conference. (IW-12245)

In Genesys Administrator and in the *Workspace Desktop Edition Deployment Guide*, the 'Takes effect' description of the email.from-addresses option is now correct; the option takes effect when the application is started or restarted. (IW-12243)

Workspace log files are now created using UTF-8 encoding. (IW-12234)

Workspace no longer fails to log in an agent on a Place that contains a pair of DNs required to work with a Nortel CS 2000 that is configured in PDN mode. Previously, under certain DN initial status pre-conditions, Workspace was not able to successfully log in the ACD Position. (IW-12215)

In SIP Business Continuity environments, it is now possible to change the current login queue by using the **Refine Place** menu. (IW-12202)

Workspace no longer stops responding when the interactive notification of an inbound voice call is displayed in scenarios where the attached data of the call are updated while the interactive notification is still being created based on the initial ringing event. (IW-12201)

In environments where the value of the interaction-bar.enable-quick-access is set to `true`, enabling Pinned Mode, Workspace no longer attempts to resize the Main Window when updating after receiving a `Complete Transfer` notification. Previously in this scenario, the Main Window was resized automatically without considering the size set by the agent for previous calls. (IW-12183)

Workspace now assigns a minimum width of 100px to table columns that contain text to make this text readable in situations where the column is explicitly designed with a column width less than 100 pixels. (IW-12176)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.111.21.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.110.16

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/19/16	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The **My Team Workbin** view now correctly displays the content of the personal workbins of agents that the logged in Supervisor is monitoring. Previously, it showed the content of the Supervisor's own personal workbins. (IW-12281)

In customized environments, Workspace now correctly handles tasks such as closing interactions from the Interaction bar. Previously in this scenario, exceptions could occur that caused unexpected behavior, such as leaving an empty grey area in the background of the static content area. (IW-12277)

In Alcatel OXE environments, the supervisor name is no longer displayed to the agent at the end of a call that the supervisor was silently monitoring if the customer leaves the call first. (IW-12188)

An additional defense mechanism has been added to Workspace to correctly handle event flows where a software component, such as the Router, triggers an automatic Answer Call request immediately followed by an automatic Mute Transfer request. Previously in this scenario, Workspace might have shown a grey background once the call had left the agent's desktop. (IW-11795)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.16.

8.5.110.13

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/10/15	General					X

What's New

This release contains the following new features and enhancements:

- Inbound MMS support

  - Ability for agents to receive inbound text messages with images.

  - A message with one or more images is presented as a thumbnail along with any associated written text. Agents can open the image for full viewing as needed.

  - Images are stored within the contact's interaction history.

  - Supported image formats are: `.bmp`, `.gif`, `.jpeg`, `.png`, `.tiff`, and `.ico`.

- Interaction queue and agent workbin supervision enhancement

  - Ability to perform quick keyword search for interactions within the selected interaction queue and agent workbin. For interaction queue and agent workbins that contain a large number of items, this feature allows the supervisor to quickly find interactions for further processing.

- Agent personal and shared workbin enhancement

  - Ability for agents to perform a quick keyword search for interactions within the selected personal and shared workbin. For workbins that contain a large number of items, this feature allows agent to quickly find interactions for further processing.

  - Ability to configure a Shared Workbin so that its content is refreshed on-demand only instead of being automatically refreshed each time the content is updated.

- Contact interaction history, my history, and interaction search enhancements

  - Ability to mark done in-progress interactions

  - Ability to delete in-progress outbound email interactions

- Miscellaneous enhancements

  - For cross site internal calls, the receiving agent can now see the name of the calling agent. This

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

enhancement is applicable for SIP Server deployments.

- Time value statistic in the team communicator during target selection now displays in proper time format (hh:mm:ss).

- Support for Windows Server 2012 Hyper-V.

- In environments where the value of the interaction.evaluate-real-party-for-agent is set to `true`, Workspace no longer sends requests to Configuration Server to get the Place containing a particular DN when this DN is not recognized as an Agent DN (Extension or ACDPosition) . This improvement decreases the number of requests sent to Configuration Server during call operations.

- Workspace no longer becomes unresponsive when an agent handles Contact Records from Team Communicator or the Contact Directory while UCS is very slow to respond to requests or became hung without failing over.

- The default value of the contact.directory-search-types option is now `begins-with,is`. The `contains` value can still be assigned; however, this search mode can negatively affect the performance of UCS.

- The interaction.evaluate-real-party-for-agent is set to `true`. This new option enables you to specify a regular expression to match the voice calls of the party and to evaluate which one should be transformed into a real agent name. For example, in environments where agent DNs are defined by a 7-digit number starting with a 7 or 8, the option would be set to the value: "^[78]\d{6}$". The purpose of this option is to decrease the number of requests sent to Configuration Server during call operations.

- Workspace can now display longer Contact Attribute Names in the Contact Profile view.

- Workspace now supports dynamic updating of agent statistics during a change of membership in an Agent group and other similar actions. To support this capability, the following options are now taken into account immediately:

  - For Statistic Table Views:

    - statistics.displayed-statistics

    - kpi.displayed-kpis

  - For Statistic Table Views and Statistic Gadget:

    - statistics.queues

    - statistics.routing-points

    Previously, changes to these options were taken into account only at application restart.

- Agents can now read the full display name of contacts with long full names when they are displayed in the Contact Directory list view.

- If an agent enters an asterisk (*) as a wildcard into a contact search request, this value is no longer passed in the request to UCS. Previously, the Quick Search in Grid View mode accepted leading wildcard characters, which could negatively affect the performance of UCS and its associated Database. In all other types of contact search, asterisks entered in the middle of a search criterion are now also stripped out.

Resolved Issues

This release contains the following resolved issues:

Workspace now correctly populates the **To** attribute of outbound reply email interactions in situations where Interaction Server is slow to respond. Previously in this scenario, the **To** attribute might not have been populated. (IW-12139)

Previously, particular combinations of agent workstation video hardware and drivers, multiple display screens, and so on, prevented the Team Communicator from displaying correctly when used in an interaction window in floating mode. This behavior was most commonly seen when an agent selected an email address in an outbound email header. To resolve this issue in your environment, set the value of the interaction-bar.allows-floating-transparency option to `false`. **Note:** setting the value of this option to `false` might result in a slight degradation of the appearance of interaction windows in floating mode. (IW-12113)

Workspace no longer seems to be unresponsive when an agent attempts to send a Chat message when the connected Chat Server is very slow to respond. (IW-12090)

In eServices environments where the value of the eservices.disconnect-on-logoff is set to `false` (the default value), Workspace now behaves as documented: Workspace stays connected to Interaction Server during the entire agent session as soon as the agent is granted access to at least one eServices media, independent of media status. Previously, Workspace disconnected unconditionally from Interaction Server when the last eServices media was logged off, which could have resulted in Chat interactions automatically returned back to the queue with the current agent still connected to the Chat media. (IW-12075)

In scenarios where an agent accepts a Chat interaction but the connected Chat Server takes a long time to respond, Workspace now correctly enables the agent for the Chat session. Previously in this scenario, the agent might not have been added to the Chat session and would not have been able to apply any actions to the Chat interaction. (IW-12065)

When an inbound email is formatted through a Table where the width of the contained Columns are inconsistently small compared to the total width of the Table, Workspace is now able to adapt Column width to make the text it contains more readable. (IW-12059)

When their workstation clipboard contains only plain text and images, agents can now paste the text part into an HTML-formatted outbound Email interaction. Previously in this scenario, the paste operation failed if the text was copied from a terminal emulator or other similar applications. (IW-12056)

In Hot Standby TServer deployment, Workspace now correctly handles the active call during a failover to back-up TServer in situations where the reconnection to the TServer that failed becomes locked for some time. (IW-12046)

If the "Contact - Can Pull From <workbin, queue, personal workbin>" privileges are not granted, Workspace no longer disables the "pull" operation when an interaction is accessed from the Workbin or Interaction Queue views. (IW-12030)

When editing an outbound Email interaction in HTML mode, it is now possible to format a text block with the color black in a single step. Previously, it was necessary to format this text block with another color before applying the black color. (IW-12025)

In environments where Workspace is configured to store the Last Called Agent information in the Contact Profile, Workspace no longer attempts to include duplicate primary Contact Attribute values in the Contact Profile. Previously this scenario resulted in a UCS exception. (IW-11967)

Workspace now supports the <DIV> tag in HTML formatted Email interactions that use the border-color parameter, but without providing any width information. Previously in this scenario, the <DIV> tag created blank Email interactions when they were saved in workbins or sent to the contact. (IW-11963)

In multi-site SIP Server deployments where SIP Servers are configured to inform Workspace instances of the recording status of calls, Workspace no longer displays the **(Pending)** label in front of the Global and Voice Channel statuses when there is no longer an active call. (IW-11938)

In environments where Workspace is configured to enable Pinned and Floating modes according to User preferences, Workspace now correctly prepares the body of outbound reply Email interactions in scenarios where the agent changes the display of the inbound Email interaction from Floating to Pinned, or from Pinned to Floating, before clicking on the **Reply** or **Reply All** button. (IW-11923)

In situations where a supervisor had requested agent voice monitoring, but the monitoring got cancelled by SIP Server in an unsolicited way, Workspace now correctly resets the monitoring status of the agent the next time the supervisor attempts to cancel the request. Previously in this scenario, agent monitoring continued to appear as active and it was not possible to request another monitoring. (IW-11908)

If the Contact Directory is set to Grid View and Advanced Search mode, the contact search no longer fails when the selected comparison operator is Equals. (IW-11860)

In environments where Workspace is configured to restrict the access to UCS Contacts by the contact.directory-permissions.<ContactAttributeName> option, when an agent enters only an asterisk into the search field of the Contact Directory in List View mode, Workspace now correctly applies the permission filter. Previously in this scenario, the first slice of the full Contact record list was returned. (IW-11833)

Workspace can now correctly handle event flows where a software component, such as the Router, triggers an automatic Answer Call request immediately followed by an automatic Mute Transfer

request. Previously in this scenario, Workspace might have shown a grey background once the call had left Agent scope. (IW-11795)

In environments where the values of the login.email.is-auto-ready and email.auto-answer are both set to `true`, Workspace now correctly handles the first email interaction distributed to an agent just at the moment that login occurs. Previously in this scenario, errors messages such as `Action aborted: the UCS connection is down` might have been displayed, interfering with the handling of the email interaction. (IW-11524)

In environments that are configured to authenticate users through Kerberos technology, the name used by Workspace to retrieve the Person object from the Genesys Configuration Layer is now by default the SAM Account Name attribute specified by the Windows Administrator in the Windows Active Directory when provisioning the account of this agent. Previously, depending on the Windows authentication mechanism, the Windows API used by Workspace to get this name could return the exact case typed by the agent in the Windows login dialog, which might not match the user name configured in Genesys Configuration Layer, resulting in failed Workspace initialization. It is still possible to use the previous method by setting the value of the `login.kerberos.service-principal-name` option of the `interactionworkspace.exe.properties` configuration file to `windowsidentity`. In this case Workspace uses the information entered by the agent when opening the Windows session. (IW-10696)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.13.

8.5.109.25

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/29/15	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- Team Communicator can be configured to display different metrics for the availability of Routing Points, Queues, and Interaction Queues. If the corresponding metric from Stat Server is a time, you can now use the new `statistic-text` option to specify the format of the time information. You can specify a {0} field code anywhere in this string, and to add time formatting value to this field code, like {0:HH:mm:ss}, following Microsoft reference: https://msdn.microsoft.com/en-us/library/8kb3ddd4(v=vs.110).aspx. Previously, time information in Team Communicator was always displayed in seconds; however, this was inconvenient if the number of seconds was large. The option is available for these sections:

  - Sectionroutingpointpresence

  - Sectionqueuepresence

  - Sectioninteractionqueuepresence

- .NET 4.6 is now supported for Workspace and Workspace SIP Endpoint.

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:

In environments where the value of the interaction-bar.enable-quick-access is set to `true`, the color of the text typed in the outbound email HTML editor is now properly displayed when the text is typed using the default color. Previously, if the outbound email view was dimmed to highlight another view,

such as an interaction displayed in floating mode, text color was changed when the HTML editor became active again. (IW-11953)

In environments where the connection from Workspace to Interaction Server Proxy is defined through a Cluster, the Workbin feature now operates correctly. Previously, some interface elements, such as the **Save** button, were not available and Workbins were not accessible. (IW-11934)

In IPv6 environments, Workspace now correctly initializes Workspace SIP Endpoint when the IPv6 address specified by the `sip-address` SIP Server option is configured with surrounding brackets. (IW-11925)

In SIP Business Continuity environments where the value of the login.voice.prompt-dn-less-phone-number option is set to `true`, the `request-uri` option of the agent peer DN is now correctly updated when Workspace fails over from the preferred DN to the peer DN. Previously, this option was set to a blank value in the peer DN which prevented SIP Server from properly contacting the actual agent device. (IW-11875)

The performance of the display of very large (>10000 lines) plain text emails has been improved. (IW-11872)

Workspace no longer exits unexpectedly when one of the options that defines the content of the Statistic Gadget, such as gadget-statistics.displayed-kpis, is updated during the agent session. Previously, an unexpected exit could occur in scenarios where the agent was moved from one Virtual Agent Group to another in one single Skill update operation. (IW-11869)

When value of the interaction.evaluate-real-party-for-agent option is set to `true`, Workspace no longer attempts to evaluate this party against Configuration Server Proxy multiple times if Configuration Server Proxy is slow to respond and there is a high volume of TServer events updating the interaction. (IW-11862)

The general.configuration-transaction-cache-preload and general.configuration-business-attribute-cache-preload options can now be configured at the Group level. Previously, it was possible to configure them only at Application, Tenant, or User levels. (IW-11861)

When an agent inserts a plain text standard response into the body of an HTML email interaction, the font size and type defined at the position of the cursor is now applied to the inserted Standard Response text. Previously, text-only formatted Standard Response text was always formatted as Arial 9 point when it was inserted into an HTML formatted email interaction. (IW-11848)

The Print Preview now correctly displays the attributes of outbound email headers. Previously, if an agent previewed an unsaved email interaction the Subject, cc, and other header attributes were not displayed correctly. (IW-11847)

The Reply email function no longer fails if Workspace is configured to automatically insert an email signature with Contact Field Codes into an email reply and the the contact of the inbound email contains a contact attribute with a NULL value. (IW-11839)

In environments where the value of the interaction.disposition.is-mandatory option is set to `true`, agents can no longer exit the application when one or more chat interactions are disconnected but do not an assigned disposition code. (IW-11835)

Workspace no longer stops responding in scenarios where an agent switches to an existing interaction at the same time that a new interaction is accepted and added to the interaction bar. (IW-11834)

In environments where the value of the login.voice.is-auto-ready option is set to `true`, Workspace no longer forces the state of the voice channel to Ready when the voice DN is logged in again automatically when it becomes back in service after being out of service for several minutes. (IW-11832)

Workspace now correctly supports environments where Chat Server 8.5.102.08, or higher, is configured to establish inactivity control monitoring which automatically closes inactive chat sessions. Previously in this scenario, Workspace did not correctly stop the interaction chat. (IW-11824)

In Aspect environments, it is now possible to send multiple DTMF digits during internal calls that are transiting through a trunk. Previously in this scenario only one digit could be sent. (IW-11781)

The number of pending interactions and the list of recent interactions are now correctly updated when a different contact is assigned to an active interaction. (IW-11761)

In environments where a non-default short date format, such as `yyyy-mm-dd`, is used in an English Canadian locale, the date selection of the interaction search feature now behaves correctly. Previously, this date format was interpreted incorrectly, causing the wrong results to be returned. (IW-11721)

The custom interaction attributes that are defined by the values of the contact.all-interactions-displayed-columns options are now correctly displayed. Previously, some attributes were not displayed. (IW-11719)

In environments where the values of the login.email.is-auto-ready and email.auto-answer are both set to `true`, Workspace now correctly handles the first email distributed to an agent just the moment that logs in occurs. Previously in this scenario, errors messages such as `Action aborted: the UCS connection is down` might have been displayed, interfering with the handling of the email interaction. (IW-11524)

Docking and undocking Workspace now displays correctly on workstations where Windows has been configured to magnify the content of the screen. Previously, the Workspace windows were cut off. (IW-10807)

Workspace no longer stops responding in situations where multiple interactions are presented to an agent, and the active interaction (the interaction with active controls in the toolbar) is closed manually or automatically, triggering the automatic activation of the next interaction. (IW-10282)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.109.25.

8.5.109.16

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/17/15	General					X

What's New

This release contains the following new features and enhancements:

- You can now configure Workspace to automatically dial a contact record phone number after a counter in the interaction preview expires. This feature is configured by the outbound.timed-preview-auto-dial option.

- The statistic gadget dynamically reflect changes to the values of the gadget-statistics.displayed-call-center-statistics options without requiring agents to re-login.

- Agents can now read the full display name of contacts with long full names when they are displayed in the Contact Directory list view.

- In environments where Workspace Desktop Edition is hosted using Virtual Desktop Infrastructure (VDI) and requires a reliable and distortion free audio and video communication channels, Workspace SIP Endpoint can now be deployed as a standalone application on agent workstations. The standalone Workspace SIP Endpoint can be controlled remotely through an HTTPS connection by Workspace Desktop Edition running in one of the following environments:

  - Citrix XenApp

  - Citrix XenDesktop

  - Microsoft Remote Desktop Service

  - VMWare Horizon

- Workspace Desktop Edition Deployment Manager can now build a ClickOnce package to deploy Workspace SIP Endpoint as a standalone application.

- In a SIP Server environment (release 8.5.101.81 or higher), during multi-parties conference calls, agents can now temporarily suspend individual parties, including the customer, from participating in the conference. This feature allows agents to have private conversations during conference calls with customers. The feature is controlled by the Voice - Can Suspend or Reinstate A Conference Party privilege (formerly named `Voice - Can Deny Or Authorize Listening For A Conference Party`).

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

- Agents can now control the text display size (zoom) of chat, email, and SMS interactions. Enable this feature by using the gui.editor-zoom-range option.

- The display name of Configuration Server objects can now be configured specifying a name in the object Annex. This capability allows system administrators to define an alternative display name, in one or several languages, of following objects:

  - Routing point

  - ACD queue

  - Interaction queue

  - Action code

  - Workbin

  - Business Attribute

  - Skill

  - Agent group

  - Virtual queue

- For the Web Chat, Email, Workitem and SMS channels, in the event of a connectivity issue with Interaction Server or Interaction Server Proxy, Workspace can now be configured to continue the interaction with the customer until it re-connects to the backup server or to another node of the cluster. Use the following options to control the behavior of this feature: eservices.session-restore-mediatype.

- Workspace can now continue to handle interactions in situations where a short network disconnection occurs on Interaction Server or Interaction Server Proxy where the disconnection is detected by Workspace not by Interaction Server or Interaction Server Proxy. Previously in this situation, the interaction disappeared from Workspace while the interaction was still considered by Interaction Server or Interaction Server Proxy to still be handled by the agent. To control this behavior, set the value of the eservices.session-restore-mediatype option.

- You can now configure Workspace to play an audio alert when a SIP Preview notification is displayed on the agent's desktop by using the voice.sip-preview-bell option.

- Workspace now loads the metadata of the Outbound Calling Lists assigned to a specific Campaign on demand when the agent is notified by Outbound Server that he or she is engaged in this Outbound Campaign. This decreases the login time in environments where many Calling Lists are configured and visible to the agent. Previously, the metadata of all the Outbound Calling Lists visible to agents were loaded and cached at login time. You can restore the legacy behavior by setting the value of the outbound.load-at-startup to `true`.

Resolved Issues

This release contains the following resolved issues:

In environments with Nortel CS 2000 switches in PDN mode and only one DN in Place, the `spl.switch-policy-label` option is now correctly interpreted at the Switch level in scenarios where the

target agent of a call or a consultation is logged in. Previously in this scenario, this option was interpreted only at DN level, and if the option was not defined there, is was impossible to proceed with some transfer or conference scenarios. (IW-11732)

Workspace now correctly displays the **To** field of an outbound email interaction in the Print Preview window when it is triggered from the active email toolbar. (IW-11704)

Workspace now correctly handles outbound email interactions that have two <BODY> tags. An email might contain two <BODY> tags when an agent inserts an HTML Standard Response as his or her email signature. Previously in this scenario, agents might have experienced inconsistency in the font type and size selection when placing the cursor at the top of the email. (IW-11655)

In environments where the value of the interaction-bar.enable-quick-access option is set to `false`, agents can now properly move the **Workbin** view splitter controls after they handle email interactions in an external window. (IW-11653)

Workspace now correctly saves the Team Communicator Recent and Personal Favorites in the user's profile when exiting Workspace. Previously, some processing exceptions might have prevented the information from being stored. (IW-11639)

In Citrix XenApp environments where Workspace is configured to be used as a Seamless window, it is now possible to use the Workspace **Main Window** in docked/auto hide mode. To enable this functionality, you must set the value of the new main-window.bypass-auto-hide-conditions option to `true`. (IW-11614)

When an agent is working with the Workspace **Main Window** set to its minimum height, the list of interactions displayed in the My History view is no longer truncated when the **Detail** view is opened. (IW-11561)

In environments where the value of the general.configuration-object-collection-cache-timeout option is set to a value greater than 0, and the display of the configuration objects in Team Communicator is localized through a custom dictionary file, the search in Team Communicator is now executed independently from the cache content. This guarantees that the agent gets accurate search results irrespective of the agent's language selection. (IW-11560)

In environments where the values of the login.email.is-auto-ready and email.auto-answer are both set to `true`, Workspace now correctly handles the first email distributed to an agent just the moment that logs in occurs. Previously in this scenario, errors messages such as `Action aborted: the UCS connection is down` might have been displayed, interfering with the handling of the email interaction. (IW-11524)

In Outbound Push Preview environments where the value of the outbound.call-result-is-mandatory option is set to `true`, Workspace no longer terminates the processing of the Outbound Preview interaction in situations where the **Done** operation was rejected due to an unpopulated Call Result.

(IW-11389)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.109.16.

8.5.108.23

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/03/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Resolved Issues

This release contains the following resolved issues:

Workspace now displays an invalid destination message when T-Server reports that the destination of a call initiated by the agent is busy with a call state of "11"/"CallStateSitInvalidNum". Previously in this scenario, when EventAttachedDataChanged events were sent after the EventDestinationBusy, Workspace displayed a busy destination message. (IW-11681)

Product Documentation

Workspace Desktop Edition

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.23.

8.5.108.22

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/28/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace now displays an invalid destination message when T-Server reports that the destination of a call initiated by the agent is busy with a call state of "11"/"CallStateSitInvalidNum". Previously in this scenario, Workspace displayed a busy destination message. (IW-11681)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.22.

8.5.108.21

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/20/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Resolved Issues

This release contains the following resolved issues:

Product Documentation

Workspace Desktop Edition

Genesys Products

List of Release Notes

The Quick Search List View now correctly displays search results for email address search strings that contain the hyphen character. Previously, if an agent searched for an email address that contained a hyphen, no results were displayed. (IW-11626)

Workspace now correctly supports the definition of table widths in the `<table>` tag for HTML formatted outgoing email interactions. Previously, the WIDTH keyword was dropped from the `<table>` tag after the HTML email interaction was sent, causing the HTML email interaction to not be displayed correctly in Microsoft Outlook or Microsoft Internet Explorer. (IW-11615)

If the legacy interaction display mode is enabled (the value of the interaction-bar.enable-quick-access is set to `false`), the size of interaction windows is now correctly managed when an agent shows or hides the **Responses** panel. Previously in this scenario, interaction windows were not correctly resized when the **Responses** panel was shown or hidden. (IW-11594)

When Workspace is configured to connect to a T-Server Hot Standby pair through TLS, the connection is now correctly set to the back-up T-Server. Previously in this scenario, the TLS connection to the back-up T-Server failed if it was not installed on the same host as the primary T-Server. (IW-11530)

In environments configured to use Kerberos Ticket to connect to Configuration Server, Workspace no longer tries to check the validity of the configured Service Principal Name against Microsoft Active Directory before using it to request a Ticket to the Microsoft security stack. Previously in this scenario, the validity check could fail in environments where the end user account and the Genesys server host were configured in distinct Domains; whereas, the Windows Kerberos environment was properly configured to support multi-domain authentication. (IW-11513)

The connection mechanism to Genesys back-end servers, such as Configuration Server, has been improved to better support difficult connection environments, such as those with workstation that run Microsoft ForeFront UAG, which affect the Windows network stack. (IW-10686)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.21.

8.5.108.18

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/23/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Resolved Issues

This release contains the following resolved issues:

Product Documentation

Workspace Desktop Edition

Genesys Products

List of Release Notes

When the value of the email.forward.enable-cc-addresses option is set to `true`, agents can now use the Team Communicator control to select a **Cc** address to be added to a forwarded inbound email interaction. (IW-11397)

The value of the `IW_RoutingBasedTargetID` interaction data key is now populated with the selected destination phone number when the call is placed from the Contact Directory view (list and grid modes). (IW-11384)

The contact attributes defined by the value of the contact.editable-attributes option are now properly displayed as read-only when the Contact - Can Edit Contact privilege is assigned to an agent. Previously, in scenarios such as when the contact history is displayed by default instead of the contact profile, those contact attributes defined as read-only were displayed as editable. (IW-11382)

In Outbound Preview mode, when the outbound record chain contains multiple records, Workspace now updates only the record that is selected for dialing the contact. Previously, when an alternative record was selected for the dialing, the default record of the chain was updated in addition to the record selected by the agent. (IW-11372)

The localization of the **To** and **Cc** labels of the inbound email interaction view is now correctly applied. This change is effective when running Workspace with any 8.5.1 Language Pack. (IW-11371)

Workspace now correctly keeps the status of voice media as **Pending** after a two-step multi-site conference is completed. (IW-11370)

If the **From** address list for an email interaction comes from a Business Attribute, Workspace now correctly sets the **From** address of the outbound reply email with the **To** address of the parent inbound email interaction, instead of the default value in the business attribute. (IW-11359)

If you specify an Equals search in an advanced search in the Contact Directory in List View mode, Workspace now correctly returns a contact list if the search criteria contains several words separated by spaces. (IW-11356)

During the processing of chat interactions, Workspace no longer displays several alert boxes, leading to an application freeze. (IW-11354)

If an agent replies to an inbound email interaction directly from a workbin, Workspace now correctly copies the authorized interaction properties from the inbound email interaction to the newly created outbound reply email interaction. (IW-11319)

In Outbound Push Preview environments where the value of the outbound.push-preview.use-combined-channel is set to `true`, Workspace now forces the status of the `outboundpreview` channel to **Logout** if the voice channel goes out of service. (IW-11265)

If an Interaction Server Capture Point requests a property change by using the `attr_reason_system_name` attribute on a Workitem interaction that is being handled by an agent, or if Workspace handles a push preview interaction delivered by Interaction Server release 8.5.104.05 or higher, the interaction no longer remains stuck in Workspace after the agent executes operations such as **Place in Workbin** or **Done**. (IW-11193)

Workspace resilience to Chat Server node loss during chat transfer and chat conference establishment has been improved. (IW-10914)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.18.

8.5.108.15

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/02/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In environments where the value of the license.lrm-enabled option is set to `false`, the Not Ready reason code of the voice channel is no longer cleared after a T-Server hot standby switchover is applied. Previously in this scenario, if the switchover occurred while the agent status was Not Ready with a reason code, after the switchover, the agent status was Not Ready with no reason code. (IW-11348)

When the MediaType attribute is configured to be displayed as a workbin column its value is now correctly displayed in the interactions that are added to the workbin after Workspace is initialized. Previously, the MediaType attribute was displayed only when the interaction was part of the workbin at Workspace initialization time and was displayed blank if the interaction was added to the workbin later. (IW-11277)

In environments where Workspace is configured to allow chat interactions to be displayed in both pinned and floating modes, Workspace no longer sends duplicated 'start typing chat' and 'stop typing chat' messages to the Chat Server. (IW-11275)

In environments where the 'timed auto answer' feature is enabled, it is now less likely that concurrent accept requests will be received both from the timer and from the agent. Previously if this scenario

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

occurred, a misleading error message was displayed. (IW-11266)

In NEC environments, when the direct call, transfer, or consultation to an agent feature is selected in Team Communicator, the Extension DN of the destination is now the target. Previously, these operations targeted the ACDPosition DN. (IW-11263)

In scenarios where Workspace loses connection to both Primary and Back-up T-Servers and then reconnects to one or both of them, Workspace no longer displays a misleading error message stating `failed to login on voice channel`. (IW-11257)

In environments where the value of the interaction-bar.enable-quick-access option is set to `true`, improvements have been made to prevent Workspace from failing to respond in certain situations, such as when an interaction is closed, causing the Channel Information view to be displayed, or when interaction is displayed with the History tab displayed by default. (IW-11230)

In environments where Workspace is started by using the command line, if a login error occurs, before exiting, Workspace now displays a message box that contains the reason of the failure. (IW-11228)

In environments where the value of the interaction-bar.enable-quick-access option is set to `true` and where multiple interactions are handled concurrently, keyboard shortcuts that execute functions such as Done are now executed on the currently selected interaction in the Interaction Bar. Previously in this scenario, when several interactions were in the same status, sometimes the keyboard shortcut action was applied on a non-selected interaction. (IW-11206)

The display performance of workbins that contain a large number of interactions is improved, and is no longer dependent on the number of interactions in the workbin. Previously, if an agent was working in a workbin that contained several hundred interactions, the display of the workbin was slow, and sometimes Workspace could fail to respond for a short time, depending on the total number of workbins and the overall performance of the agent's workstation. (IW-11185)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.15.

8.5.108.11

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/18/15	General					X

What's New

This release contains the following new features and enhancements:

- You can now provision Workspace Desktop Edition in the Management Layer to connect to a cluster of Stat Servers. This allows you to manage the following:

    - Load balancing between Stat Servers

    - Warm standby in a N+1 model instead of Primary-Back mode

- It is now possible to configure Workspace to present an improved Disposition Code view where:

    - It is possible to display disposition codes in category hierarchy: When there are large numbers of disposition codes, this capability allows system administrator to logically categorize disposition codes such that it minimizes the agent's need to scroll through the entire list during disposition code selection.

    - Agents can search for disposition code across category structures.

        By default Workspace exposes this new user experience. The old Disposition Code presentation model can be restored using the interaction.disposition.display-mode option.

- In SIP Business Continuity environments, when the active SIP Server HA pair for the Workspace instance is gracefully shut down, Workspace now immediately switches to the peer SIP Server HA pair if the voice and/or Instant Messaging channel is logged in and there is no active call or IM.
    Note: Graceful shutdown of a SIP Server HA pair must be performed as follows:

    1. Stop the Back-up SIP Server.

    2. Gracefully stop the Primary SIP Server.

- Support for automated Genesys Interaction Recording (GIR) screen recorder agent credential authentication. This eliminates the need for agents to log in twice and ensures that the recording is accurately associated with the correct agent activities.

- The license consumption model for eService media has been improved. It is controlled by the eservices.disconnect-on-logoff option. Workspace Desktop Edition can now be configured to consume

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

Interaction Server seat license based on channel log on/off instead of "<channel> - Can Use..." privileges.

- When configured in the Chat Solution, an agent is now able to see the actual text the customer is typing before it is sent. This is controlled by the new "Chat - Can See Customer Typing Preview" privilege.

- The following INPUT tag types of the FORM tag are now displayed correctly by Workspace in an HTML email interaction: text, checkbox, radio, button, reset, and submit.

Resolved Issues

This release contains the following resolved issues:

Workspace can now be configured to enable the transfer of SMS interactions to Interaction Queues by using the following options:

- intercommunication.sms.routing-based-targets

- intercommunication.sms.routing-based-actions

(IW-11239)

Workspace no longer fails to respond in situations when an agent switches back to a Chat, IM, or SMS interaction immediately after accepting another Chat, IM, or SMS interaction, or when an agent hovers their mouse pointer over a Chat, SMS or IM item in the Interaction Bar. (IW-11235)

Agents can now access the content of Interaction Queues when the `Interaction Management - Can Use` privilege is granted and the `Workbins - Can Use My Workbins` and `Workbins - Can Use My Teams Workbins` are denied. (IW-11216)

The button on the Main Toolbar that is used to open the Team Communicator when at least one interaction is being handled now provides an accurate description to agents who employ a screen reader application to use Workspace. (IW-11198)

The conversation duration timer in Workspace interaction views now supports screen reader applications. (IW-11167)

Agents who are not a part of an outbound push preview campaign can now mark Done outbound push preview interactions that are transferred to them when the value of the outbound.call-result-is-mandatory option is set to `true`. (IW-11144)

The keys **ServiceType** and **ServiceObjective** are now correctly copied from an inbound email interaction to the corresponding outbound email interaction when an agent clicks **Reply** or **Reply All**. The same behavior applies to all situations where Workspace is generating a parent-child relationship between a current interaction and a new outgoing interaction. (IW-11125)

Workspace now correctly retrieves title information from web pages that are sent through the Push URL function of chat interactions. Previously, more HTML code could be retrieved from the pushed page, which resulted in poorly rendered pushed URL content in the chat transcript. (IW-11118)

In the SMS transcript, Workspace now displays the date and the timestamp in front of messages that were received on the previous day or earlier. Previously, only the date was displayed. (IW-11117)

In multi-site SIP Server environments, Workspace now correctly populates the case tab header when the value of the interaction-bar.enable-quick-access option is set to `false` and the "Origin" field of the Case Information contains the name of the calling agent, in situations where an "internal" call is carried over multiple SIP Servers. (IW-11038)

Workspace no longer displays an incomplete search result set when displaying the result of an interaction history search. (IW-11100)

In environments where the call delivery timeout is reflected by an **EventReleased** event instead of an **EventAbandonned** event, Workspace now correctly triggers the **InteractionClosed** event from the **IIntractionManager** interface. (IW-11084)

When the content of a workbin is updated while an agent is scrolling through the body of an email interaction that is selected in this workbin, the current selection is no longer refreshed and the scrolling session is not interrupted. (IW-11055)

In environments where the value of the voice.end-consultation-method option is set to `release`, Workspace no longer displays two **End** buttons in situations where a consultation call is put on hold while the primary call is also on hold. (IW-11048)

When Workspace is configured to display conversations in separate windows, agents can now maximize both conversation windows by using the ALT+x shortcut or the Windows System control menu. (IW-11032)

Outgoing HTML email interactions that contain inserted Standard Response text that uses characters such as " " are now correctly formatted. (IW-11027)

In an Outbound Pull Preview Campaign, in a scenario where the outbound call is transferred to a third-party system and then returned to the same agent while the original record is still being displayed in Workspace, the agent can now correctly mark the record as Done when the call is completed. Previously in this scenario, the record could stay pending for 30 seconds after being

marked as Done. (IW-11022)

Workspace no longer fails to respond when it concurrently opens a Chat Server connection while closing another Chat Server connection. Previously, Workspace would fail to respond when an incoming chat interactions was accepted at exactly the same moment as another chat interaction was ended. (IW-10954)

In SIP Business Continuity environments, Workspace no longer intermittently leaves the voice channel in a logged off state when the application starts up. (IW-10829)

In SIP Business Continuity environments, when the agent's voice or instant messaging channels are in the Logged Off status at the time that Workspace switches over from the preferred to peer site, Workspace no longer attempts to login those channels once the peer site becomes the active site. (IW-10740)

Workspace now correctly resizes the screen of a chat agent who becomes engaged in a chat conference after a chat consultation phase. Previously, a black area might have appeared at the bottom of the window and it was not possible to resize the window to the full vertical size of the screen. (IW-10715)

In Web Chat environments, when the contact session that is maintained by Web API server is relocated to a new Chat Server node, Workspace now correctly reconnects the corresponding active chat session on this new Chat Server node. (IW-10409)

Workspace now correctly sends the correct list of CC addresses to Universal Contact Server (UCS) in scenarios where the CC addresses are added but then removed during the creation of an outbound email interaction before the email is sent. (IW-9140)

Logged Off agents can now be reached by other agents with consultation, transfer, and conference requests when the value of the teamcommunicator.list-status-reachable contains LoggedOff. This capability applies mainly to interactions that can be distributed to workbins. (IW-7769)

The HA reconnection to a new Chat Server node mechanism for a running chat session has been improved to better support situations where the chat session is not yet available in the new Chat Server node where Workspace is trying to reconnect. (IW-7412)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.11.

8.5.106.30

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/21/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

In Outbound Push Preview campaigns, rescheduled outbound records now work correctly. Previously, the RecordProcessed request was not sent when an outbound record was rescheduled; therefore, the call was not rescheduled. (IW-11079)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.106.30.

8.5.106.29

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/13/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Resolved Issues

This release contains the following resolved issues:

Product Documentation

Workspace Desktop Edition

Genesys Products

List of Release Notes

When an Agent logs in to Workspace, the application now correctly switches automatically to the back-up Configuration Server if the primary Configuration Server is not available during the initial attempt to connect. (IW-11078)

For agents who consult with a second agent about a current customer call, and then the second agent transfer the consultation call to a third agent, the first agent can now complete transfers and conferences of their original customer call to the third agent. Previously in this scenario, the first agent was not able to complete a call transfer or conference to the third agent. (IW-11037)

In Alcatel-Lucent OmniPCX Enterprise (OXE)/A4400 environments where only `TRequestAlternate` is supported during a consultation call, it is now possible to resume the main call leg after the consultation leg is established with another agent. (IW-11035)

The order of outbound record fields in the Outbound data area, which is specified by the value of the `outbound.fields.order` option in the annex of the Calling List object, is now applied correctly. (IW-11033)

Workspace no longer stops responding in scenarios where multiple interactions are being handle simultaneously by a single agent, and the agent switches to another interaction by using the interaction bar or by closing the currently active one. (IW-11031)

You can now correctly display and print a text-only email interaction from any Interaction History view. (IW-11030)

Editable Outbound Fields no longer display the date as read-only in the following scenario:

1. The value of `display-type` is `date`

2. The value of `read-only` is `false`

3. The value of the `date.time-format` date format option is configured with a day/month structure that is distinct from local time format (IW-11014)

In environments where the value of the interaction-bar.enable-quick-access option is set to `false` (show interactions in independent windows), the Team Communicator drop down view is no longer truncated when displaying a long list of corporate favorites with the group selector enabled. (IW-11013)

The execution of the following chain of commands can now be modified by custom elements of commands that are designed to conditionally interrupt their execution:

- `ContactCreateUCSInteraction` — called when an agent tries to assign a contact to an interaction that does not have a contact assigned

- `ContactAssignInteractionToContact` — called when an agent tries to assign a contact to an interaction that has already an assigned contact. **Note:** it is necessary to add the `AssignInteractionToContactError` key to the chain of command parameters before returning the value `true`, which interrupts the chain. (IW-10951)

The following privileges are now correctly taken into account when Roles are configured to deny them:

- Voice - Can Two Step Transfer

- Voice - Can Two Step Conference

Previously, when two step transfer/conference privileges were denied and one step transfer/ conference privileges were granted, an agent was able to start a voice consultation during a voice call. (IW-10946)

To enable editing of an Outbound Record field of type `DateTime` as a date/time, you no longer have to specify the value `date` for the `display-type` option in the annex of an Outbound Field object. (IW-10944)

Audio tones now work correctly when Workspace is started by using a command line shortcut.

(IW-10938)

Interaction attributes of type Date, such as `Chat Established Date`, `Chat End Date`, and `E-Mail Sent Date`, can now be used as standard date criteria in advanced queries of interaction history. (IW-10913)

Custom interaction attributes are now correctly populated in the search result table of Interaction History views. Previously, due to a parsing issue when decoding the attributes of the interaction of the search result, empty cells might have been displayed in the result set table. (IW-10892)

If an agent enters notes into the Note tab of an Outbound Push Preview interaction view, the contents of the note are now correctly copied to the Note tab of the Outbound Voice interaction view. Previously, any notes entered before an Outbound Push Preview call was established were lost. (IW-10853)

The SMS media type filter now works correctly in the Interaction History view. Previously, if the SMS filter was specified, but no search criteria were applied, an error occurred and no interaction was displayed. (IW-10774)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.106.29.

8.5.106.22

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/17/15	General					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Use of the legacy user interface (UI) themes (Blue, Royale, Fancy) no longer cause the Workspace UI to become unstable.
Previously, the following features were affected by this issue:

- Case Data tab — If the Contact – Can Display History Case Data privilege is granted, this tab is displayed when an interaction is selected in the Contact History, My History, and Interaction Search views.

- Workbin Case Data tab — If one of the Workbin privileges is granted, this tab is displayed when an interaction is selected in one of the Workbin views. (IW-10929)

The OwnerID of email interactions is now set correctly in the following scenario:

1. The "queue for this interaction" value is set to an existing queue during routing

2. An inbound email interaction is routed to a personal or shared workbin

3. An agent replies to the email interaction from the workbin

Previously in this scenario, the OwnerID was not set correctly, which resulted in the email interaction not being displayed in the My History view. (IW-10919)

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

In environments where agents are not required to select a queue when they login (the value of the login.voice.prompt-dn-less-phone-number option to `true`. (IW-10905)

In environments where SIP Server is configured not to record consultation calls, agents can now pause and resume the recording of an Outbound voice call that was dialed by the agent. (IW-10857)

Workspace no longer stops responding in situations where multiple interactions are presented to an agent, and the active interaction (the interaction with active controls in the toolbar) is closed manually or automatically, triggering the automatic activation of the next interaction. (IW-10282)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.106.22.

8.5.106.19

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/09/15	General					X

What's New

This release contains the following new features and enhancements:

- **eServices Business Continuity**: You can now define a Business Continuity model in environments that engage Workspace and these eServices components: Interaction Server (or Interaction Server Proxy) and Universal Contact Server (or Universal Contact Server Proxy). This feature provides the ability for the application to switch automatically to the peer eServices Data Center once the service has been lost on the preferred Data Center and be properly resumed on the peer Data Center without requiring agents to restart their application.

- **eServices N+1 cluster load balancing**: You can now provision Workspace in the Management Layer to connect to a cluster of Interaction Server Proxies and Universal Contact Server Proxies. This allows you to manage the following:

  - Load balancing between proxies

  - Warm standby in a N+1 model instead of a Primary-Backup mode.

    With this cluster model you can use a single Management Framework Application and build a single Workspace software package that can be distributed to all users. This new capability eliminates the need to provision multiple Workspace applications when the number of users per Interaction Server Proxy and Universal Contact Server Proxy instance exceeds the recommended limit.

- **Case Information enhancement**: System administrators can now configure validation rules for the "string" data type defined for the "Case Information" and "Outbound Record" areas. This new capability prevents agents from committing values to the system that do not match the rules that you define. You define rules through a regular expression that is configured in the `string.expression` key of the annex of the corresponding Business Attribute Value or Field object. Some user instructions can be associated with the field by using the `string.expression-instructions` key.

- **New Support**: You can now configure Workspace so that it connects to back-end Genesys servers through IPv6 protocol.

- **Miscellaneous**

  - The new region `ToolbarContainerHamburgerButtonRegion` has been introduced in the Main Toolbar window to enable developers to display custom controls on either side of the "Hamburger"

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

button, which has sort index value of 100.

- When Workspace is configured to present interactions in "pinned" and/or "floating" mode, you can now specify whether a new incoming/outgoing interaction view is displayed or is collapsed by default. When enabled, this feature displays only the toolbar for the interaction, leaving the remaining screen real-estate for other business applications. This feature can be configured globally by using the interaction-bar.quick-access-auto-open.<media-type> option template.

- The new "Contact - Can Search in Archive" privilege has been introduced to allow you to restrict access to this legacy capability. Searching the interaction archive can generate severe performance issues for the UCS database. This privilege enables you to limit access to this feature.

Resolved Issues

This release contains the following resolved issues:

Workspace no longer sends extra requests to Configuration Server related to interaction search attributes when an interaction notification is displayed to an agent. (IW-10877)

Standard Responses can now be inserted into interaction text by clicking the **Insert** button, double-clicking the item, or by using the context menu on the selected item. Previously, there were some conditions where the selected standard response was inserted by clicking on other areas of the standard response view. (IW-10865)

Workspace now properly displays the transcript of the chat when the value of the `expression.url` option is set to empty. (IW-10804)

In an environment where a Team Lead is configured to automatically answer chat interactions, Workspace now sends only one **Accept** request to the backend upon receipt of an invitation to join a chat session in silent monitoring mode. Previously in this scenario, two requests were sent, with one resulting in an error that was displayed to the supervisor. (IW-10799)

For calls that are transferred from one site to another in environments where an "anti-tromboning" mechanism is activated, the interaction view on the receiving agent's desktop is no longer corrupted when the transfer is completed. (IW-10742)

The string `'(Pending)'` that is displayed next to the status of a channel when there is an active call on the channel can now be properly localized. (IW-10730)

In CS2000 environments, it is now possible to hold and resume an outgoing call before the destination answers it. (IW-10697)

In multi-site Cisco Call Manager environments, the list of conference parties is now properly rendered in a multi-site conference scenario. Previously in these environments, when the value of the `extrouter/compound-dn-representation` Cisco CM option was set to `true`, extra conference parties were displayed. (IW-10693)

A race condition that prevented the initial content of the Voicemail Box from being displayed has been fixed. (IW-10691)

The `keyboard.shortcut.teamlead.voice.coaching` and `keyboard.shortcut.teamlead.voice.monitor` options no longer appear in the Workspace application template as they do not reflect any functionality implemented by the product. (IW-10681)

The display performance of the Team Communicator has been improved. This is particularly noticeable in environments where the `teamcommunicator.max-favorite-size` option is configured to have a value greater than 50. (IW-10660)

The callback time of the outbound record is now correctly taken into account when the outbound record is rescheduled after the call with the contact is ended. Previously in this scenario, the default reschedule time was added instead of the time that the agent entered. (IW-10645)

When Workspace SIP Endpoint 8.0.2 is started by Workspace Desktop Edition 8.5.1, it now starts quickly, without printing a misleading connection error in the log file. (IW-10641)

When an agent completes editing the record of an Outbound record after rescheduling a call to an alternate number on the same Outbound record chain, the number of call attempts is now correctly updated in the Outbound database. (IW-10633)

An HTML formatted email interaction that contains a hyperlink embedded in an image that Workspace is not able to load is now rendered as a "broken resource" image. Previously, these kinds of hyperlinks were almost invisible and resulted in a misleading clickable area. (IW-10605)

When a sentence that contains Arabic text is copied and pasted from another document in multiple pieces, or when the copied and pasted Arabic sentence contains a hyperlink, Workspace now correctly reconstructs the sentence in the correct order in the email editor. (IW-10585)

In Cisco CM environments, it is now possible to transfer a call while another call is on hold. (IW-9243)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.106.19.

8.5.105.14

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/26/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The callback time of the outbound record is now correctly taken into account when the outbound record is rescheduled after the call with the contact is ended. Previously in this scenario, the default reschedule time was added instead of the time that the agent entered. (IW-10836)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.105.14.

8.5.105.13

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/20/15	Hot Fix							X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following correction or modification:

For calls that are transferred from one site to another in environments where an "anti-tromboning" mechanism is activated, the interaction view on the receiving agent's desktop is no longer corrupted when the transfer is completed. (IW-10800)

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

8.5.105.12

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
02/12/15	General							X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Workspace Desktop Edition.

- Workspace Desktop Edition now supports VMWare Horizon (View) version 6.

- To optimize UCS and Database performance in large scale environments and systems where the contact segmentation is enabled (refer to: Managing Contacts), the following new option has been added to enable you to specify which contact search mode(s) is enabled, List View and/or Grid View: `contact.directory-enabled-modes`. Genesys recommends setting the value of this option to `ListView` in these scenarios.

- The performance of the Workbin view has been improved, particularly with respect to bulk updates of workbin content.

- Workspace can now be configured to display a confirmation message to agents when they attempt to send an outbound email interaction, chat message, or SMS message that contains misspelled word(s). The following options have been added to control this behavior:

  - spellchecker.email.prompt-on-send

  - spellchecker.chat.prompt-on-send

  - spellchecker.sms.prompt-on-send

- Agents can now insert standard response text and associated populated field codes by double-clicking or by using the contextual menu on the name of a standard response.

- In environments where auto-answer is configured for one or more media channels, Workspace can now be configured to display the Interactive Preview notification for an inbound interaction for a specified time before the interaction is automatically accepted. The following options have been added to control this feature; they are applicable if the value of the <media-type>.auto-answer option is set to `true`:

  - <media-type>.auto-answer.timer

  - <media-type>.auto-answer.enable-reject

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

Corrections and Modifications

This release also includes the following corrections or modifications:

Workspace no longer exits unexpectedly when attempting to display an HTML formatted email that contains a very deep hierarchy of <DIV> tags (for example, greater than 200 levels of nested <DIV> tags). (IW-10615)

In a Business Continuity environment, if the value of the login.prompt-place option is set to `true`, a blank window is no longer displayed when an agent selects `Logoff` and then `Logon` on the voice channel of My Channel view or from the global Status menu. (IW-10609)

If the E-Mail - Can Add Attachments privilege is not granted, agents can no longer add a file attachment by using drag and drop. (IW-10598)

In Cisco environments, agents can now perform instant transfer, instant conference, and start a voice consultation on calls received from an Asynchronous Switching Matrix type of outbound campaign or received through a two-step transfer from another T-Server. (IW-10572)

The transcript of an SMS session that is populated according to the value specified by the sms.transcript-time-frame option is now correctly ordered in descending order by date of message. Previously in this scenario, the messages were grouped by thread and the thread order might not have been time-based, depending on the settings in the UCS database. (IW-10564)

In SIP Business Continuity environments where an agent is configured to handle Push Preview outbound campaigns, Workspace now correctly restores the state of the `outboundpreview` channel after the switch-over to the peer SIP Server. (IW-10552)

The interaction controls no longer disappear from the Interaction Bar. Previously, during the processing of an interaction, the interaction controls sometimes disappeared from the Interaction Bar. (IW-10543)

Workspace now correctly takes into account the log filter settings specified in the `interactionworkspace.exe.config` file. **Note:** the filter specified by the value `hide` value of the `log.filter-data.password` is automatically applied. Previously, only the log filter settings configured in Genesys Management Framework were taken into account, which might have caused sensitive information to be displayed during Workspace startup. (IW-10528)

Workspace now correctly displays chat messages in the chat transcript view when the value of the expression.email-address option is empty. Previously in this scenario, the chat transcript was blank.

(IW-10526)

Workspace now correctly opens TLS connection to UCS, Interaction Server, T-Server, SIP Server, and Stat Server. (IW-10496)

Workspace now correctly displays a chat interaction that goes "off-line" (the contact is no longer connected) at the same time that the agent accepts the chat interaction in the Interaction Preview notification. (IW-10424)

In environments where an agent who has the privileges to edit and view the Notepad, transfers an eServices interaction (chat, email, and so on) to an agent who does not have the privilege to view the Notepad, Workspace now correctly preserves the edited content of the Notepad from the first agent. Previously in this scenario, the Notepad content was cleared. (IW-10423)

Workspace now correctly supports the value `false` for the following Interaction Server option: `settings/allow-multiple-agent-connections`. (IW-10293)

In the Interaction Search, My History, and Contact History views, it is now possible to search for interactions by using phrases (an exact sequence of words) applied to text fields such as Text, Subject, or Transcript. To search for a phrase, the string of words must be surrounded by double quotes. (IW-10281)

In SIP Business Continuity environments where the value of the disaster-recovery.restore-agent-state option is set to `true`, Workspace no longer attempts to restore the agent status immediately after the switch-over if the switch-over happens while a call is in progress on the active voice channel. Instead, Workspace waits for the agent to click **Done** on the voice call before restoring the state. **Note:** in this scenario, if the value of the SIP Server `emulated-login-state` configuration option is set to `ready`, the state will be set immediately to Ready independently of the Workspace logic. (IW-10242)

8.5.104.17

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
12/23/14	Hot Fix							X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

For Outbound VoIP calls that are established during campaigns that are run in Active Switch Matrix (ASM) dialing mode, Workspace now correctly updates the interface to display the Reschedule Record feature. (IW-10411)

Workspace now correctly saves to the agent's profile when the session is closed the visibility, order, and width settings of the columns in the Workbin view. (IW-10400)

When the value of the outbound.call-result-is-mandatory option is set to true, agents can now decline an Outbound Record distributed during a push preview campaign. Previously in this scenario, the application blocked the decline procedure and prompted for a call result, despite the fact that a call result is not presented during the preview phase of push preview records. (IW-10390)

HTML formatted email interactions that contain block tags, such as <DIV> or <P>, nested inside inline tags such as <FONT> or <SPAN>, are now correctly displayed. Previously, HTML formatted email interactions with nested tags might have been displayed with extra blank lines. (IW-10376)

Agents can now complete a voice transfer or voice conference from the Workspace application in

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

situations where the consultation call was initiated by using a hard phone, a soft phone, or a third-party CTI application. (IW-10294)

8.5.104.15

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
12/11/14	General							X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Workspace Desktop Edition.

- Email Forwarding Enhancements

  - Agents can now provide a comment when forwarding email interactions to external resources.

  - Agents can now forward multiple "To" and "Cc" addresses when forwarding to external resources.

- You can now configure and activate the ADDP to the connection to any Chat Server. This is done by using the following new options:

  - chatserver.addp.local-timeout

  - chatserver.addp.remote-timeout

  - chatserver.addp.trace-mode

  The ADDP mechanism is activated as soon as at least one of either chatserver.addp.local-timeout or chatserver.addp.remote-timeout options are set to non-zero values.

- In environments where Workspace is connected to a T-Server for GenBand CS2000 and the switch is configured in PDN mode, agents are now able to login on a Place that is configured with only one ACD Position. Previously, a Place configured with an ACD Position and an Extension was required. **Pre-requisite:** The Switch object that is associated to the T-Server to which Workspace is connected must contain the key-value spl.switch-policy-label'='NortelDMS100::PDNMode in the interaction-workspace section (refer to spl.switch-policy-label in the *Workspace Desktop Edition Deployment Guide*).

- Workspace can now correctly display the combined and detailed statuses of a multi-channel agent who is selected in Team Communicator and who is running Voice and Instant Messaging, or Instant Messaging and eServices Chat. Previously in this scenario, the statuses for Voice and Instant Messaging might have been incorrect and eServices Chat and Instant Messaging were reported as a single "chat/im" channel.

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

- The new Interaction Search function enables agents to search for historical customer interactions outside the context of "My History" and "Contact History". This feature enables agents to specify and search for historical interactions in the following ways:

  - By using system interaction attributes like dates, media types, status, and email addresses.

  - By using business attributes stored as attached data key-value pairs.

  - By using text within the email body, the web chat transcript, the subject and the notepad.

  - By using the "Processed By" attribute — a supervisor can use this feature to view historical interactions handled by specific agents.

  - By searching within a specific date range using the "Between" operator.

Corrections and Modifications

This release also includes the following corrections or modifications:

To improve the performance of Universal Contact Server, searches in the Contact Directory `List View` mode no longer accepts leading wild card characters. Leading "*" characters are now automatically removed from Contact Search requests. (IW-12237)

The `error-level` and `warning-level` options that are defined in the section that is used to assign custom presence information to Routing Points, Queues, and Interaction Queues, are now correctly taken into account. Previously, the `error-level` and `warning-level` values that were assigned to the default section that describes routing point, queue, and interaction queue presence were applied to all custom presence definitions of the same object type. (IW-10263)

You can now implement custom content in Workspace that relies on the Enterprise Services layer functions `OutboundService.CancelRecord` and `OutboundService.DoNotCall`, where the value of the `AllChain` attribute is set to `false`, meaning that only one record is affected instead of the full chain. Previously, when the value of the attribute was set to `false`, the full chain was cancelled. (IW-10214)

Workspace now correctly handles e-mail interactions in the following scenario:

- The current agent has the privilege to set a disposition code

- The interaction.disposition.value-business-attribute option, which specifies the Business Attribute object to use to display the list of possible disposition codes, is not defined.

(IW-10202)

Workspace now correctly handles calls that simultaneously *or* sequentially engage two agents, one of whom has a `LoginID` equal to the Extension/ACD Position number where the second agent is logged

in. (IW-10194)

Agents can now activate the **+** control in the Case Information area by using the keyboard. This control enables agents to add a new key-value pair to the current interaction. (IW-10192)

Workspace now correctly populates the **Filter** drop-down menu of the **Save As...** dialog box that is displayed when the agent's workstation is specified as the location to save an e-mail attachment. Previously, the **Filter** drop-down menu was empty. (IW-10040)

Workspace now correctly displays Outbound VoIP calls that are established during campaigns that are run in Active Switch Matrix (ASM) dialing mode. Previously in this dialing mode, when the engaging call and the customer call were merged, the Outbound call window was not refreshed with the Outbound fields. (IW-9781)

If the target agent has only a SIP IM channel, or a SIP IM channel and a Genesys Chat Channel, the target agent is no longer incorrectly displayed as Ready on the Voice channel in the Team Communicator of agents who are trying to contact the target agent. (IW-2397)

8.5.103.10

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
10/30/14	General							X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Workspace Desktop Edition.

- Workspace now enables agents to provide a disposition code when they transfer or forward an e-mail interaction to an external recipient. Use the interaction.disposition.email.mandatory-actions option to control the behavior of this feature.

- Workspace now supports Management Framework 8.5 in multi-language mode.

- Applicable to SIP Server only, it is now possible to prevent automatic reconnection with a contact when a consultation call is ended. Use the voice.end-consultation-method option to control the behavior of this feature.

- You can now configure Workspace to not automatically populate the login window with the login name of the last agent who used Workspace on the workstation. Use the login.store-username option to control the behavior of this feature.

- You can now configure Workspace to immediately change the agent state from After Call Work (ACW) to the prior state when an agent marks a voice interaction as Done. Use the voice.cancel-after-call-work-on-done option to control the behavior of this feature.

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

Corrections and Modifications

This release also includes the following corrections or modifications:

Use the Recording - Can Control Call Recording privilege to enable agents to start, pause, resume, and stop call recording in MSML-based recording environments. Previously, all recording control capabilities were enabled as soon as the MSML-based Recording - Can Use privilege was granted to an agent. (IW-10029)

The keyboard shortcut for the `Decline - Do not call this contact for this campaign` function, which is defined by the value of the keyboard.shortcut.interaction.preview.cancel-record option, now functions correctly in Workspace. (IW-10016)

Workspace no longer displays empty lines for HTML e-mail interactions that contain improperly formed TABLE tags. (IW-9930)

The value specified for the expression.url option is now correctly applied. Workspace displays the correct active URL in the **Case Data** detail tab of an interaction that is selected in a Workbin, in the Contact History view, or in the My History view. Previously, for interactions that were not previously processed by a Workspace application instance, the default value of the option was applied instead of the specified value. (IW-9914)

The <PRE> HTML tag is now correctly interpreted by Workspace when it displays an inbound HTML e-mail interaction. Workspace no longer attempts to transform and display the content of these tags. (IW-9903)

In environments that are configured to represent the Disposition Code by an Outbound Field and where the values of the interaction.disposition.is-mandatory are set to `true`, the disposition code is now correctly updated in Outbound Contact Server Database when the agent populates it after the call is released. (IW-9883)

Nested tables in inbound rich text e-mail interactions are now displayed correctly. Previously, nested tables were truncated if the child table had a `width` attribute that was set to a larger value than the `width` attribute of the parent table. (IW-9820)

In HTML e-mail interactions that are sent from Workspace, empty lines are now represented with the same style as in the previous paragraph. Previously, when the e-mail message was received by the target (contact), the height of the empty lines was smaller than it was in the Workspace outbound e-mail editor. (IW-9761)

In SIP Business Continuity environments where agents have only one Place configured with the DNs of the preferred and peer SIP Server, and Agent DNs are configured as ACD Positions, the presence of those agents is now correctly displayed in the Team Communicator of other agents in the contact center. (IW-9377)

In ClickOnce deployment environments, the name of the Workspace application shortcut that is installed on the workstation desktop, in the `Start` menu, and the application record in the Add/Remove program of the Control Panel is now based on the ClickOnce `Application Name` that you define in the Deployment Manager Wizard or in Console mode. Previously, the application was named `Interaction Workspace`. (IW-8021)

8.5.102.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
09/25/14	General							X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Workspace Desktop Edition.

- Single sign-on using Kerberos: You can now configure Workspace to automatically authenticate users by using their Windows (or MIT compliant) credential. With Single sign-on, agents are not requested to provide username and password when starting the application; this reduces the need to memorize Genesys login credential, saves value time, and administration effort.

- Adjustable user interface text and icon display size setting: The system administrator can now adjust the display of text and other user interface elements by applying magnification settings to make it easier to read what is on the screen.

- Team Communicator enhancement: You can now configure which virtual queue statistic is displayed for Queue, Interaction Queue, and Route Point object types in the Team Communicator. This feature provides greater visibility about the state of the target destination when performing actions such as transfer, conference, and consultation.

- Case Information: You can now configure the storage format of date and time format, independent of the settings of the user's operating system when an interaction includes a date/time key-value pair displayed in the case information. This setting enables other systems to consistently process the business data. The visual display of date and time is consistent with user's operating system settings.

- Compatibility Update
  - Support for Management Framework 8.5
  - Support for Universal Contact Server (UCS) 8.5
  - Support for eServices 8.5

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

Corrections and Modifications

This release also includes the following corrections or modifications:

When an agent adds a Standard Response twice to Favorites, Favorites are now displayed correctly. Previously in this scenario, in some circumstances, Favorites were not displayed. (IW-9872)

The customization sample that demonstrates how to develop a custom presentation theme now includes all the color keys that are used in the application. Previously, some keys were missing, for example, the colors used in the login window. (IW-9828)

The interaction.override-option-key value to be incorrectly interpreted if those characters were part of the Transaction Code names. (IW-9725)

In switch environments with a two DN Place model, such as GenBand CS2000, where agents can force their voice media status to Logged Off, the status is now properly restored to Logged Off after the connection to T-Server is lost and then restored. Previously in these environments, when the voice media was logged off and then the connection to T-Server was lost, for example when the agent workstation went to Sleep mode, the voice media status was forced to Not Ready or Ready when the connection to the T-Server was restored. (IW-9693)

In switch environments with a one DN Place model, when the place is configured with two DNs the call to the IInteraction.Media customization API now always returns the appropriate media. Previously, a call to this API always returned the first media in the Place. (IW-9676)

In Outbound Campaign environments that implement Push Preview, if agent has the Voice, Outbound, and any Workbin privilege set, but no other eServices media privileges, agents can now set their status to Ready on both the Outbound Preview and Voice channels. Previously, after agents set their status to Ready on the Voice channel, the agents were not able to participate in Outbound Preview campaigns. (IW-9564)

In Outbound Campaign environments that implement the Push Preview campaign mode, if the Voice media goes out of service, the associated Push Preview channel is now forced to the Logoff state. Previously in this scenario, the Outbound Preview channel was switched to Not Ready instead of Logoff, which might have affected Reporting. (IW-9378)

8.5.101.14

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
08/28/14	General							X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Workspace Desktop Edition.

- Workspace can now render HTML text that is included in a `fieldset` HTML tag. Previously, all text included in a `fieldset` tag was ignored.

- Team communicator performance, network bandwidth, and Configuration Server load optimization. The following configuration options have been added to support this feature:

    - general.configuration-agent-collection-loading-method

    - general.configuration-object-collection-cache-timeout

- In multi-site SIP Server environments designed with complex trunk structures, Workspace now properly displays the agent identifier in the conference according to the value specified by the display-format.agent-name configuration option. This capability requires SIP Server version 8.1.101.30 and that the value of the `sip-enable-call-info` SIP Server option is set to `true`. Previously in this kind of environment, some conference participants might have been displayed with technical strings instead of actual names.

- Support for the localization of display names for DN object aliases, Business Attributes, and Action Codes by using new and enhanced `display-format.*` configuration options.

- The width of the Standard Response table columns is now saved in the agent settings so that it can be restored the next time that the view is displayed, either during the same agent session or at the next agent login.

- You can now control whether the Interaction Notification toast receives the focus when it is displayed. This feature enhances accessibility in environments that use screen reader applications; when an Interaction Notification is displayed it is read by the screen reader. The following configuration options have been added to support this feature:

    - accessibility.focus-on-interaction-toast

    - accessibility.<media-type>.focus-on-interaction-toast

- Virtualization support is extended to Citrix XenDesktop 7 and XenApp 7.

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

- Support for the customizing of display names for configuration objects by using new and enhanced `display-format.*` configuration options.

- Workspace deployment can be configured so that agents cannot reject ClickOnce upgrades at login time. This can be specified in the Deployment Manager Configuration.

- Specify which contact attributes can be edited by agents by using the contact.editable-attributes configuration option.

- E-mail printing capability has been extended to the following views:

  - My History

  - Contact History

  - Workbins

Corrections and Modifications

This release also includes the following corrections or modifications:

It is now possible to add attachments to e-mail interactions in legacy window mode (where the value of interaction-bar.enable-quick-access is set to `false`). (IW-9686)

The Advanced Search now works correctly in the Standard Response view. Previously, when an "All Keywords" search was performed with only Responses Names, no results were returned. (IW-9661)

Workspace no longer closes unexpectedly while identifying the contact (main) party in a SIP Voice call. (IW-9654)

All tool-tips can now be localized by using the dictionary file. The `ToolTip` attribute has been added as a dictionary key and the Team Communicator now considers localization dictionaries for tooltips. (IW-9633)

The name of the agent is now correctly displayed to supervisors for monitored (coached) calls. Previously in this scenario, the contact's number was displayed instead of the name of the agent. (IW-9632)

The chained records list of Outbound Records is now correctly displayed in both the Interaction Bar and the Interaction Window. (IW-9569)

Agents no longer receive a timeout error when they try to reschedule a push preview record after reconnection of Interaction Server. (IW-9252)

External messages are now displayed and Agents can enter text in the SMS input field when handling

a transferred SMS Session. Previously in this scenario, agents were not able to enter a message unless the contact sent an SMS first if the transcript contained external messages. (IW-9240)

In Business Continuity environments where Workspace is configured with preferred and peer Configuration Server Proxy pairs that are configured with multiple ports, Workspace is now able to properly connect to the non-default port of those configuration servers. (IW-9228)

The following value for the `display-format.interaction-<media>-name` is no longer supported in the metadata: `$Interaction.Id$`. This parameter is for system use only. (IW-8857)

8.5.100.05

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
06/26/14	General							X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Workspace Desktop Edition.

- This release of Workspace Desktop Edition supports the following Language Packs. Consult the Language Pack release notes for information on changes to the Language Pack that may affect the functionality of Workspace Desktop Edition.

  - Arabic

  - Chinese (Simplified)

  - French

  - German

  - Italian

  - Japanese

  - Korean

  - Polish

  - Portuguese (Brazilian)

  - Russian

  - Spanish (Latin American)

  - Turkish

- System Compatibility Update:

  - Windows Remote Desktop and RemoteApp support on Windows Server 2012

- High Contrast Theme:

  - To assist users with visual disabilities, Workspace Desktop Edition includes an out-of-box high contrast theme.

- SIP Voicemail Support:

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

- Support for personal and group voicemail boxes

- Notify user of non-retrieved voicemails

- Click to dial voicemail box with DTMF support

- When a Team Lead activates or cancels silent monitoring or coaching of an agent, the Team Lead now receives an interactive notification that reports the identification, formatted according to the `display-format.agent-name` generic option, of the selected agent. Previously in this scenario, the interactive notification always reported the name of the agent in the "first name last name" format.

- When Workspace receives the authorization from Outbound Contact Server to logout, Workspace now forces the agent status to Not Ready. Previously, when OCS authorized the agent to logout, an alert was displayed to the agent but the agent status remained Ready; therefore, the Universal Routing Server could continue to deliver interactions to the agent before the agent could logout.

- If UCS is not configured to enable reverse index search in Contact History and My History, Workspace no longer displays a warning message during agent login. Also, in this scenario, the search functionality in the Contact History and My History views is disabled.

- In the Team Communicator, it is now possible to type or paste a phone number that contains a "/" character, and then to dial the number.

- Agents can now move a maximized Main Window from one display to another and the Main Window will remain maximized in the destination display if the window is placed at the top of the display. Previously, agents had to restore the Main Window on the first display, move it to the second display, then maximize it again on the second display.

- Workspace now displays the Case Information from the preview interactive notification of consultation calls that is specified by the toast.case-data.format-business-attribute configuration option by using the same format that is used for inbound or outbound calls. Previously, the Case Information of the preview interactive notification of consultation calls was displayed by what was specified by the toast.case-data.format-business-attribute configuration option.

- For outbound e-mail interactions, agents can now attach and send files that are currently open in an application that maintains a lock on this file (for example, Microsoft Excel). Workspace now always attaches the last saved version of the file at the time that it is attached to an outbound e-mail interaction. Previously, when an agent clicked `Add Attachment` in the Outbound E-mail interaction view, Workspace would not allow the e-mail containing this attachment to be sent; however, if the agent used drag-and-drop to attach an open file, Workspace would send the last saved version of the file.

- When an e-mail address is configured as a Corporate Favorite, it is now possible to select it in the "To", "CC", or "BCC" fields of an outbound e-mail interaction. Previously, only typed e-mail addresses or Contact addresses could be added.

- For Outbound Calling Lists that use custom fields for voice interactions, you can now configure the Disposition Code of a voice interaction to be mapped to one of these custom fields. When the agent updates the Disposition Code of a call in this scenario, either before or after the call is released, the Outbound Calling list is updated with the disposition when the agent marks the interaction as Done. You can also set a Case Information key-value pair programmatically after the call is released by using custom code that employs the `IInteraction.SetAttachedData` method. The Case Information User Interface is updated as soon as the programmatic update is applied and the call data is updated in the back-end system when the agent marks the interaction as Done.

- You can now configure Workspace to automatically populate the Subject field of a new outbound e-mail

interaction with the subject of the Standard Response that is inserted by an agent. To enable this feature, set to `true` the value of the email.include-standard-response-subject-on-insert option.

- You can now make it mandatory for an agent to select the result of an Outbound call before the agent can mark as Done the Outbound record by setting to `true` the value of the outbound.call-result-is-mandatory option.

Corrections and Modifications

This release also includes the following corrections or modifications:

In environments where an "anti-tromboning" mechanism is activated, it is now possible to instant-transfer voice calls. Previously, this capability was not possible.

Note: Refer to "Trunk Optimization: Trunk Anti-Tromboning" in the *Events and Model Reference Guide* for information about anti-tromboning. (IW-9209)

The recent search index for the Team Communicator can now handle contact entries that contain special characters, such as "::" (colon colon). Previously, special characters, which were stored as part of older call parties because the value of the teamcommunicator.add-recent-filters.voice option was set to `incoming`, blocked the addition of the new recent record. (IW-9174)

If inbound or outbound e-mail interactions contain linked images, the images are now displayed correctly when the e-mail interaction is printed. Previously, linked images might have been displayed as distorted when the e-mail interaction was printed. (IW-9173)

If a contact record contains at least two e-mail addresses, Workspace now correctly selects the primary address when it is inserted from the Contact Directory dialog if it is opened to select the "To", "CC" or "BCC" e-mail header fields. Previously in this scenario, the first address in alphabetical order was selected. (IW-9114)

HTML-based Standard Responses that contain a complex table "colspan" hierarchy are now correctly displayed in outbound e-mail interactions in the agent interface and in the contact's e-mail client. (IW-9051)

In SIP Business Continuity environments that rely on Workspace SIP Endpoint, Workspace no longer sends extra `RequestAgentLogin` to SIP Server immediately after application start-up. Previously, one of the following results occurred:

- If the workstation was busy at login time, a second request could be sent which resulted in an error message being displayed to the agent.

- If the agent logged off manually immediately after application start-up, Workspace might force a re-login.

(IW-9050)

In environments where the display capability of the Workspace Main Window can be set to "Docked"/"Auto-Hide", Workspace no longer loses the "Always On Top" capability after an inbound call is received. Previously, Workspace would lose the capability to be "Always On Top" and the Main Window could become inaccessible behind other windows. (IW-8940)

Custom code that uses the `IInteractionManager` interface no longer gets access to interactions that were closed by a "reject interaction" or a "delivery timeout". Previously, these interactions remained accessible from the `IInteractionManager` interface. (IW-8928)

Workspace no longer exits unexpectedly at start up in environments where user privileges grant access to the Standard Response Library but not to Contact Management functionality. (IW-8925)

Requests that are sent by Workspace to UCS to populate the search results in Team Communicator no longer request a number of records greater than the value that is specified by the teamcommunicator.max-suggestion-size option. (IW-8917)

In scenarios where UCS is slow to respond, Workspace no longer attempts to insert an e-mail interaction record a second time in the UCS Contact History. (IW-8907)

In Environments where T-Server redundancy is specified as Warm standby, Workspace now reconnects properly to T-Server after switch-over. Previously, Workspace would not reconnect properly and the voice channel would go "Out of service". (IW-8830)

In the Contact History and My History tree view, the owner of the interactions that are displayed in History is now the name of the agent. Previously, the user DBID of the agent was displayed. (IW-8803)

In multi-site T-Server environments where an "anti-tromboning" mechanism is activated, the call distributed from site 1 to an Interaction Workspace agent at site 2 is now displayed in a single window. Previously, two windows were displayed in such scenarios, one representing the active call and one representing a terminated call.

Note: Refer to "Trunk Optimization: Trunk Anti-Tromboning" in the *Events and Model Reference Guide* for information about anti-tromboning. (IW-8797)

In a SIP Server environment, when an agent uses the Instant Voice Conference feature, the recent call area of Team Communicator for the target of the conference is now populated correctly. (IW-8746)

In environments where connections to Genesys back-end servers are configured as TLS, if the back-up server is not installed on the same host as the primary server, Workspace is now able to connect to the back-up server. Previously in this scenario, Workspace was not able to connect to the back-up

server. (IW-8745)

When an agent creates a new interaction by using the **Action** menu in an in-progress interaction, the new interaction now updates the **Recent** list of the Team Communicator. Previously, for example, when an agent created a new e-mail interaction from a Chat interaction window, the new e-mail interaction did not push the associated contact to the top of the **Recent** list in Team Communicator. (IW-8707)

In SIP Server environments, a supervisor (team lead) can now barge-in a predictive or progressive outbound campaign call that she or he is silently monitoring. (IW-8640)

In both Pinned and Floating interaction views, the list of parties is now correctly displayed. Previously, the list of parties was not always displayed. (IW-8575)

The Team Communicator tooltip now correctly displays the primary and secondary phone numbers and the e-mail addresses sorted in alphabetical order when an agent hovers their mouse pointer over the name of a contact in the search results. Previously in this scenario, only the primary phone number and e-mail address were displayed. (IW-8512)

The maximum size of the subject of an outbound e-mail interaction is now 512 characters. Previously, there was no limit to the subject size, and when it was greater than 512 characters it was not possible to insert it in UCS. (IW-7653)

In multi-site two-step transfers, the identity of the external party is now correctly displayed to the destination. Previously, in some multi-site environments, the external party might have been displayed as "unidentified". (IW-7646)

In Alcatel-Lucent OXE switch environments, when a call is silently monitored by a supervisor, the monitored agent is now able to transfer or conference the call. Previously in this scenario, agents could not transfer or conference calls. (IW-7197)

In Cisco Call Manager switch environments, when a call is silently monitored by a supervisor, the monitored agent is now able to transfer or conference the call. Previously in this scenario, agents could not transfer or conference calls. (IW-6159)

When a call is transferred from a DN that is not monitored by Workspace to an agent who is using Workspace, the destination agent can now properly select the disposition code. Previously in this scenario, the Disposition Code feature was not available. (IW-6150)

Release 8.5.0

Workspace Desktop Edition Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Workspace Desktop Edition, if available, in the tree menu on the left or in the list of Available Releases.

8.5.000.55

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
04/17/14	General							X

New in This Release

There are no restrictions for this release. This release does not contain new features or functionality.

- New user interface and interaction model

  - A new default modern user interface (UI) visual theme with a complete set of new icons. The former theme can still be accessed by selecting the Blue theme from the Main Menu.

  - Larger icon and button size on the toolbar to improve usability of most frequent user actions.

  - New UI interaction model that combines the previously separate Main View and Interaction windows into a single, cohesive workspace.

  - The Main View interaction toolbar is now dockable to the top of the screen, with an optional auto-hide setting.

  - Genesys branding and logo has been added.

  - The ability to change the visual appearance of the UI has been significantly improved. It is possible to change the colors, icons, company branding, font type, and various UI elements, by adding custom theme.

- E-mail

  - E-mail attachment file-type restriction.

  - Improvements in HTML content handling, with the ability to preview the appearance of content before sending.

- Team communicator

  - Retains both the inbound and outbound voice call history, differentiating missed versus answered inbound calls.

- Support for video interaction. Video interaction requires Workspace SIP Endpoint 8.5

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

- Miscellaneous

    - Discontinue support of Main View gadget mode

    - Ability to play tone on multiple devices upon incoming interaction.

- Documentation

    - Context sensitive help is migrated to docs.genesys.com/Documentation. It can be accessed from the Workspace Help menu or directly through a web browser.

- System compatibility updates

    - Microsoft .Net Framework 4.5 is a pre-requisite. For current customers upgrade from Microsoft .Net Framework 3.5 to 4.5 is required.

    - Support of Windows 8.1

    - Support of Red Hat Enterprise Linux 7

Corrections and Modifications

This release also includes the following corrections or modifications:

The size of columns in the Workbin view no longer increases to very large widths after the column order has been modified. Previously, in some internationalization environments, column widths were sometimes increased to very large widths. (IW-8601)

The Add Favorite edit box of the Team Communicator now displays text correctly for users who have the Microsoft Windows 7 theme. Previously, the descenders of letters, such as "g", in the Name and Category text fields were truncated. (IW-8600)

The Notepad of Voice interactions that did not have any Contact assigned to it at the time it is released is now properly updated when a Contact is assigned to this interaction at a later time. (IW-8541)

The value `ThisApplication` is now correctly taken into account when it is assigned to the `general.configuration-update-notification` option. Previously, this value was not taken into account properly. A side-effect of this issue was that in environments where the value of the `login.enable-place-completion` option was set to `true`, it was not possible for an agent to login after a new Place was suggested, while the former one was validated as it was previously. (IW-8479)

The call duration of Outbound Campaign calls is now properly saved in the Universal Contact Server database. (IW-8478)

The function "Refine Place/Channel" now correctly re-logins the agent's voice DN when the agent modifies some login information, such as the ACD Queue. Previously in this scenario, the voice DN

might remain in the "Logged Out" state after a Refine Place/Channel operation was executed. (IW-8403)

The "Assign Contact" keyboard shortcut now works properly when a value is specified by the `keyboard.shortcut.contact.assigncontact` option in the Configuration Layer. Previously, pressing the keyboard shortcut resulted in no action. (IW-8297)

When the login window is configured to display virtual queues, it is now possible to properly select any available virtual queue from the corresponding "Queue" drop down list. (IW-8272)

Workspace no longer sends two `answer call` requests to SIP Server when a supervisor, whose Person object is configured with the value of the `voice.auto-answer` option set to `true`, is engaged in call monitoring. Previously in this scenario, Workspace might send duplicated `answer call` requests which resulted in an error message being displayed to the supervisor. (IW-8217)

When a Voice interaction, which did not have any Contact at the time it was released and marked as Done, has a Contact assigned at a later time, the interaction is now properly marked as Done. Previously in this scenario, after the Contact was assigned, the interaction status remained as `In Progress`. (IW-8100)

In multi-site SIP Server environments where event the `EventRemoteConnectionSuccess` is generated in `SingleStepTransfer` scenarios, the time counter of the voice media channel no longer remains as "Pending" after the transfer is complete. (IW-7951)

In Outbound Pull Preview mode, when neither the `Outbound - Can Cancel Record` nor the `Outbound - Can Reject Record` privileges are assigned, it is now possible to proceed with the "Done and Stop" action. Previously in this scenario, the "Done and Stop" action was not available for the agent. (IW-7876)

Agents can now specify that the Main Window is always the topmost window on their display by selecting the **Main Window Always On Top** item from the Main Menu. Previously, this feature was not available if the Gadget was not enabled. **Note:** The Gadget view is not available in Workspace 8.5. (IW-7688)

In environments where the value of the `outbound.campaign-stale-timeout` option is set to something other than `0`, a campaign is no longer visible in the campaign list after the campaign is stopped. (IW-7631)

To optimize performance, Workspace now enables you to limit the number of entries that are displayed in the Team Communicator Favorites list. Use the new `teamcommunicator.max-favorites-size` option to specify the number of favorites that are displayed. Previously, in case of a large number of corporate favorites, Workspace could fail to respond for some time when the Team Communicator showing favorites was displayed. (IW-7589)

Special HTML characters, such as á é í and ó, are now displayed correctly in inbound and outbound e-mail interactions and in Standard Responses. (IW-7481)

On workstations that are configured with the Turkish locale, Workspace no longer fails to parse HTML content that contains the <SCRIPT> tag when it is written in all capital letters. (IW-7479)

During Outbound campaigns, when a first record from a chain is pulled by an agent and rejected, the handling of subsequent records from the same chain pulled by the same agent no longer fails. Previously in this scenario, the first rejected record interfered with subsequent records from the same chain, which resulted in record processing failure. (IW-7464)

The Resend function for outgoing e-mail interactions no longer fails when the parent inbound e-mail interaction is also open for handling on the agent's workstation. (IW-7455)

If an agent makes an authentication error during login, the authentication error message is now removed from the display immediately after the second login attempt is submitted. Previously in this scenario, the error message persisted until the System Parameters view (second-step login window) was displayed. (IW-7444)

In environments where the value of the `login.enable-same-place` is set to `false` or `prompt`, Workspace now ensures that the connection to Stat Server is established prior to agent login to control Place availability. Previously, in some scenarios, such as initializing against Stat Server back-up, Workspace could bypass Place availability checking and allow an agent to login to multiple Places. Workspace now attempts to connect to any node of the Stat Server pair until the timeout interval is reached, as defined by the `login.place-state-timeout`, at which point login fails. (IW-7416)

In TServer for Nortel environment, Workspace no longer sends three `RequestAgentLogout` requests when an agent tries to exit the application. Previously, in environments where TServer automatically sends a `DNDon` and `EventAgentLogout`, Workspace made several attempts to logout the voice DN. (IW-7414)

In environments where the value of the `voice.mark-done-on-release` option is `true` and the value of the `contact.lookup.voice.enable-create-contact` option is `false`, Workspace no longer tries to create a Contact in UCS in situations where there is no Contact initially assigned to the interaction. (IW-7383)

In TServer for Nortel environments, it is now possible to establish a conference with more than the previous limit of three parties. You can now establish a conference with as many parties as are supported by the switch. (IW-7378)

For workstations that have a small display screen, the display of the Team Communicator favorites is no longer truncated when the list of corporate favorites is large. (IW-7356)

You can now use both commas and semi-colons as address separators in the **To:** field of outgoing e-mail interactions. Previously, only commas were accepted as address separators. (IW-7290)

The `StartDate` of outgoing e-mail interactions in Universal Contact Server (UCS) is now properly set using the server clock when the value of the `contact.ucs-interaction.email.use-server-date` option is set to `true`. Previously, the date was set by using the clock of the agent's workstation. (IW-7289)

In SIP Server environments, when an Outbound voice call is conferenced to an internal target, the name of the conferencing agent and the name of the contact are both displayed to the internal target in the conference notification and in the interaction view. Previously in this scenario, the conferencing agent was displayed as the target of the conference instead of the internal target. (IW-7235)