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# Workspace Desktop Edition

8.5.108.11

4/26/2025

# 8.5.108.11

## Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/18/15	General					X

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## 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 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.

## Helpful Links

### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

### Product Documentation

#### [Workspace Desktop Edition](#)

### Genesys Products

#### [List of Release Notes](#)

## Resolved Issues

This release contains the following resolved issues:

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Workspace 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)

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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)

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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)

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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)

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The conversation duration timer in Workspace interaction views now supports screen reader applications. (IW-11167)

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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)

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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)

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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)

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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)

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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)

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Workspace no longer displays an incomplete search result set when displaying the result of an interaction history search. (IW-11100)

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In environments where the call delivery timeout is reflected by an **EventReleased** event instead of an **EventAbandoned** event, Workspace now correctly triggers the **InteractionClosed** event from the **InteractionManager** interface. (IW-11084)

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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)

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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)

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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)

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Outgoing HTML email interactions that contain inserted Standard Response text that uses characters such as " " are now correctly formatted. (IW-11027)

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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)

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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)

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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)

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In SIP Business Continuity environments, when the agent's voice or instant messaging channels are

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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)

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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)

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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)

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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)

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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)

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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)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.11.