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Workspace Desktop Edition

8.5.118.10

5/12/2025

8.5.118.10

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/22/17	General					X

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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 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

Helpful Links

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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-synchronized 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 were 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](#).