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Workspace Desktop Edition Deployment Guide

[What's new in Workspace?](#)

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What's new in Workspace?

The following pages contain a list of topics that are new or have changed significantly in the specified release of Workspace:

Workspace 8.5.155.03

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.155.03:

- 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`.
 - `teamcommunicator.person-cache-for-favorites-recents-enabled`

Workspace 8.5.154.05

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.154.05:

- You can specify the list of attachment file types for which agent operations, such as Attach, Open, Save, and Save All, will be blocked. File types are recognized by binary content, unlike the file extension used in `chat.restricted-attachment-file-types` and `email.restricted-attachment-file-types` options. Following file formats are supported: Windows/DOS executable file and PKZIP archive file. Microsoft Office document files having extension `'.docx'`, `'.xlsx'` have format PKZIP. If the file format `'zip'` is specified in this option, the file will be rejected. The content type of the attachments added by inserting a Standard Response into an interaction is not validated by the Workspace logic controlled by this option.
 - `general.restricted-attachment-file-content-types`

Workspace 8.5.153.05

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.153.05:

- You can define the number of reconnection attempts to the sms session to make in the case of a connection loss. The following configuration option has been added to support this feature:
 - `sms.reconnect-attempts`
- You can specify the duration, in seconds, between each attempt to reconnect to the sms session in the

case of a connection loss. The following configuration option has been added to support this feature:

- sms.reconnect-timeout

Workspace 8.5.150.06

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.150.06:

- Agents can paste formatted text as plain text in HTML emails using Paste Text Only format.
- You can specify the time, in seconds, after which an engaging call of Outbound Assured Connection can be released. The following configuration option has been added to support this feature:
 - outbound.assured-connection.allow-release-engaging-call-timeout
- You can 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. The following configuration option has been added to support this feature:
 - chat.rich-media-widget-width
- You can specify whether the agent must complete the mandatory case data before applying a 'Transfer' and/or 'Conference' action for any Digital Channel interaction other than email. The following configuration option has been added to support this feature:
 - interaction.case-data.<media-type>.mandatory-actions
- You can specify whether the agent must complete the mandatory case data before applying a 'Transfer' or 'Forward as an attachment' action on an email interaction. The following configuration option has been added to support this feature:
 - interaction.case-data.email.mandatory-actions
- You can specify whether the mandatory disposition code must be completed by the agent before applying a 'Transfer' and/or 'Conference' action for interactions of any given media type that is different from email. The following configuration option has been added to support this feature:
 - interaction.disposition.<media-type>.mandatory-actions

Workspace 8.5.149.03

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.149.03:

- In addition to the existing Screen and Classify service support, Workspace now supports the Analyze service of Classification Server to detect **suggested responses**.

Workspace 8.5.148.04

- Workspace now supports **Mutual TLS** connection with the Genesys backend servers. The following options have been added to support this feature:
 - security.client-authentication-certificate-search-value
 - chatserver.tls-mutual

Workspace 8.5.147.05

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.147.05:

- Workspace Desktop Edition now embeds a WebView2 SDK, which allows Chromium-based web rendering **customizations with WebView2 control** supported by **Microsoft Edge WebView2**.

Workspace 8.5.145.06

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.145.06:

- You can now use the **Assured Connection** feature in Progressive and Predictive **Outbound Campaigns**.
- You can now specify the display format of the **Chat** contact party name by using a string that can contain regular characters and field codes. The following option has been added to support this feature:
 - display-format.chat-customer-name

Workspace 8.5.144.05

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.144.05:

- You can now **mask the contact phone number** for contact information stored in Universal Contact Server (UCS). The following options have been added to support this feature:
 - contact.history.voice-detail-attributes
 - contact.multi-value-attribute-display.<contact-attribute>
- The standard-response.categories option has been modified for this release.

Workspace 8.5.143.08

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.143.08:

- Workspace Desktop Edition **Role-based access** (RBAC) now supports both the Genesys Administrator Role data storage model, introduced by Management Framework 8, and the Genesys Administrator Extension Role data storage model (as implemented in Genesys Engage cloud). RBAC requires Configuration Server 8.0.2 or higher and either Genesys Administrator 8.0.2 or higher, or Genesys Administrator Extension (9.0.100.56 or higher is recommended).
- You can now specify whether a Business Attribute is used to specify the default 'From' email address of a **reply email interaction**. The following option has been added to support this feature:
 - email.from-addresses.force-default-on-reply
- The <media-type>.contact-history.enable-combine-interaction-with-current option is replaced by <media-type>.contact-history.enable-combine-ixn-with-current. This change resolves an issue where the length of the name of the media type could cause the length of the option name to exceed the maximum number of allowable characters.
- You can now specify how an Outbound Record from a Record Chain is displayed when presented to an agent. The following option has been added to support this feature:
 - display-format.outbound-record-name

The following option has been modified to support this feature:

 - display-format.caller-name

See **Masking a contact's phone number on inbound and outbound interaction views** for a use case on using the **display-format.*** options to mask caller data in the Workspace agent UI.
- Workspace Desktop Edition now provides a Voluntary Product Accessibility Template (VPAT) report as part of the **accessibility and navigation features** and **accessibility configuration** documentation: **Genesys Workspace Desktop Edition Accessibility Conformance Report**
- Use the screen-recording.client.address option to specify the IP address or host of the Screen Recording Service. You can use this option to support **screen recording in a Genesys Softphone VDI environment**.

Workspace 8.5.142.05

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.142.05:

- 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.
- You can now specify whether interactions opened from the **Contact History** tab are opened in the same view as the currently active interaction or in a separate case view. The following option has been added to support this feature:
 - <media-type>.contact-history.enable-combine-interaction-with-current

(**Note:** this option is renamed to <media-type>.contact-history.enable-combine-ixn-with-current in 8.5.143.08; however, both options are supported).

Workspace 8.5.141.04

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.141.04:

- You can specify how the DN-less phone number specified by an agent **during login** is propagated to the Genesys back-end. Passing as an extension to SIP Server limits 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. Refer to **Remote Agents with Non-provisioned DNs** for more information. The following option has been added to support this feature:
 - login.voice.use-dn-less-login-extension
- You can have editable case data copied back to the original inbound email from an outgoing reply email interaction when it is sent. The following option has been added to support this feature:
 - email.outbound.copy-editable-case-data-in-inbound
- You can specify a prefix to be used when an agent resends an outgoing or reply email from **History (My History, Contact History, and Interaction Search)**. The following option has been added to support this feature:
 - email.resend-prefix.
- 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. The following option has been added to support this feature:
 - contact.multiple-value-attributes-enable-default-description
- 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. The following option has been added to support this feature:
 - general.configuration-business-attribute-folder-cache-preload

Workspace 8.5.140.08

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.140.08:

- You can specify whether the **chat** transcript displays interactions as left-to-right or right-to-left reading to support interactions written in a right-to-left reading language. By default, Workspace displays interactions as left-to-right reading. The following option has been added to support this feature:
 - chat.transcript-message-text-direction
- In SIP Server environments, you can specify whether the DN-less phone number stored in the agent's DN is restored to its original value when the agent **logs out of this DN**. The following option has been added to support this feature:

- login.voice.restore-dn-less-phone-number-on-logout
- In a **Virtual Desktop Infrastructure (VDI) environment**, you can specify whether Workspace relies on a DNS resolution to identify the IP Address used to connect to Workspace SIP Endpoint. The following option has been added to support this feature:
 - sipendpoint.standalone.vdi-detection-use-dns
- The **login.kerberos.agent-identification** option has been updated in this release. The following values have been added or 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. [Added: 8.5.140.08]
 - 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.

Workspace 8.5.139.06

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.139.06:

- 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

Workspace 8.5.138.04

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.138.04:

- You can now enable agents to enter different Places associated with **different types of SIP DNs** when they log in so that they can login from a Workspace SIP Endpoint/Genesys Softphone workstation one day and from their mobile or home phone through SIP Server, or a 3rd party SIP Endpoint on a different day. The following option has been added to support this feature:
 - voice.device-type

Workspace 8.5.137.06

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.137.06:

- You can now specify whether Workspace preserves the availability interval of the parent Outbound record when rescheduling an Outbound record with a new phone number. The following option has been added to support this feature:
 - `outbound.reschedule-inherit-parent-availability-interval`
- 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. The following option has been added to support this feature:
 - `main-window.auto-hide-display-delay`

Workspace 8.5.136.07

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.136.07:

- **Contact History search** has been improved for UCS 9.1 users. The following option has been added to support this feature:
 - `contact.history-custom-attributes-search-types`
- It is now possible to adjust the timing of the auto-hide/display property of the Main window. The following option has been added to support this feature:
 - `main-window.auto-hide-display-delay`

Workspace 8.5.132.05

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.132.05:

- To prevent changes to the **case data** after a voice or chat interaction has ended, the `interaction.case-data.is-read-only-on-idle` option has been added.
- To specify whether the Category ID of the reply outbound email is copied to the parent inbound email, the `email.reply-copy-category-id` option has been added.
- For **Chat interactions**, to specify that the value specified for the `contact.history.filters-<attribute>` option is used to filter the history-based part of the chat transcript, the `chat.transcript-enable-history-filters` option has been added. Keys and values of the option are constructed like those of the `contact.history.filters-<attribute>` option. You can add these options to a routing strategy.
- For **SMS interactions**, to specify that the value specified for the `contact.history.filters-<attribute>` option is used to filter the history-based part of the SMS transcript, the `sms.transcript-enable-history-filters` option has been added. Keys and values of the option are constructed like those of the

`contact.history.filters-<attribute>` option. You can add these options to a routing strategy.

- To support **Kerberos** in a multi-tenant environment, the `login.kerberos.agent-identification` option in the `interactionworkspace.exe.config` configuration file has been modified. The `upn` value has been added to enable Workspace to use the User Principal Name (UPN) specified by Windows Administrator in Windows Active Directory when provisioning the account of an agent.
- To specify whether the 'Complete Conference' function requires a consultation call to the Agent to be established first or not, the `voice.complete-conference-requires-connected-consultation-call` option has been added.

Workspace 8.5.128.07

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.128.07:

- When contacts disconnect from chat interactions, you can **specify** that chat interactions are auto marked done immediately or are auto marked done after a configurable time interval. The following configuration options have been added to support this feature:
 - `chat.auto-mark-done-owner-agent`
 - `chat.auto-mark-done-owner-agent.timer`
 - `chat.auto-mark-done-non-owner-agent`
 - `chat.auto-mark-done-non-owner-agent.timer`
- You can keep chats open after the last agent leaves the session, enabling an agent to rejoin the session until the session is marked Done using the **Asynchronous chat** function. The following **Chat privileges** were added to support this feature:
 - Chat - Can Place On Hold
 - Chat - Can Release Async
 - Chat - Can Release

The following configuration options have been added to support this feature:

 - `chat.on-hold-queue`
 - `keyboard.shortcut.interaction.chat.hold`

Workspace 8.5.127.06

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.127.06:

- Agents can combine left-to-right (LTR) text or right-to-left (RTL) text in the same email message by using the **Right-to-left Text Direction** and **Left-to-right Text Direction** buttons. The following configuration option has been added to support this feature:
 - `email.can-change-text-direction`

Workspace 8.5.126.07

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.126.07:

- Supervisors/Team Leads can **manually change the state** of agents to **Ready**, **Not Ready**, and **Logoff** by using Team Communicator. The following privilege has been added to support this feature:
 - Team Lead - Can Change Agent State**

The following configuration option has been added to specify which state changes a team lead is allowed to make:

 - teamlead.agent-status.enabled-remote-actions
- Support for **UCS 9.1**.
- You can specify the list of attributes to be displayed in tree view in the **Interaction Search** view. The following configuration option has been added to support this feature:
 - contact.all-interactions-displayed-columns-treeview
- You can specify the **date display format for custom attributes** that you want to display as dates in the History view.
- Support for Receiving-side Automatic Gain Control (Rx-AGC) for Workspace SIP Endpoint has been added to address the problem with some calls having too low a volume for agent to hear the customer clearly. The following configuration option has been added to support this feature:
 - sipendpoint.policy.session.rx_agc_mode
- Support for specifying the Local IP address or Fully Qualified Domain Name (FQDN) of the machine on which SIP Endpoint is running. This setting can be an explicit setting or a special value that the SIP Endpoint uses to automatically obtain the public address. The following configuration option has been added to support this feature:
 - sipendpoint.policy.endpoint.public_address
- The valid values of the sipendpoint.system.security.use_srtp option have been expanded.

Workspace 8.5.125.04

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.125.04:

- The date.time-display-format option has been added to **Case Information** to enable you to specify how the DateTime variable in attached data are displayed in Workspace views, such as **Outbound attached data**. You can specify both date and time, just the date, just the time, and so on.

Workspace 8.5.124.08

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace

Desktop Edition 8.5.124.08:

- For Alcatel 4400/OXE switch environments only, you can specify whether or not the queue that is used on login should be used for the queue on logout. The following configuration option controls this feature:
 - `logout.voice.use-login-queue-on-logout`
- You can control whether agents are able to extend their After Call Work (ACW) status beyond the wrap-up time that you specified. The following configuration option enables this feature:
 - `voice.after-call-work-extension`
- In Accessibility mode, you can prevent hyperlinks from being active in email, chat, and SMS interactions. Some screen readers cause Workspace to become unresponsive when processing active hyperlinks. The following option has been added to enable this feature:
 - `accessibility.disable-hyperlinks`

Workspace 8.5.122.08

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.122.08:

- You can choose between the original simple text display and the new block style display introduced in this release for the Chat, SMS, and IM transcript views. The following options have been added to support this feature:
 - `chat.simple-transcript`
 - `im.simple-transcript`
 - `sms.simple-transcript`
- You can add an unread message icon to the chat transcript so that your agents know when the chat message they sent has been read. The icon disappears when the message is read. The following option has been added to support this feature:
 - `chat.show-unread-notification`
- You can specify whether agents can see previous chat sessions with a contact in the current chat session. This reduces the need for agents to open the contact history to find previous chat interactions. Many chat sessions are conducted on mobile devices, meaning that the likelihood of timeout is very high. If a chat is resumed after a timeout, the agent sees the content of the previous sessions. The following option has been added to support this feature:
 - `chat.historical.maximum-age`
- The default color values have been updated for the following Chat, SMS, and IM options:
 - `chat.agent.prompt-color` = `#FF2E6599`
 - `chat.agent.text-color` = `#FF3D464D`
 - `chat.other-agent.prompt-color` = `#FF295B00`
 - `chat.other-agent.text-color` = `#FF3D464D`
 - `chat.client.prompt-color` = `#FFAF4F0B`

- `chat.client.text-color` = #FF3D464D
- `im.agent.prompt-color` = #FF2E6599
- `im.agent.text-color` = #FF3D464D
- `im.other-agent.text-color` = #FF3D464D
- `im.other-agent.prompt-color` = #FF295B00
- `sms.agent.prompt-color` = #FF2E6599
- `sms.agent.text-color` = #FF3D464D
- `sms.other-agent.prompt-color` = #FF295B00
- `sms.other-agent.text-color` = #FF3D464D
- `sms.client.prompt-color` = #FFAF4F0B
- `sms.client.text-color` = #FF3D464D
- You can specify an alert bell when there is a pending chat message to be answered. The following option has been added to support this feature:
 - `chat.pending-response-to-customer-bell`
- You can configure Workspace to notify agents when there is a change to an interaction property inside a specified workbin. The following option has been added to support this feature:
 - `workbin.<media-type>.<nick-name>.notify-property-changed`

Workspace 8.5.120.05, WSEP 8.5.114.05

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.120.05, WSEP 8.5.114.05:

- You can specify the format of the folder structure that is displayed to agents in the Disposition Code view and Case Data view. The following option has been added to support this feature:
 - `display-format.folder.name`

Workspace 8.5.119.05

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.119.05:

- You can configure Workspace to specify whether an outgoing email interaction must have a subject before the email can be sent. The following option has been added to support this feature:
 - `email.mandatory-subject`

WSEP 8.5.113.02

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition WSEP 8.5.113.02:

- Workspace SIP Endpoint now supports **DNS SRV** resolution to connect to Genesys SIP Proxies. The following options have been updated to support this feature:
 - sipendpoint.sbc-register-address
 - sipendpoint.sbc-register-port
 - sipendpoint.sbc-register-address.peer
 - sipendpoint.sbc-register-port.peer

Workspace 8.5.118.10

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.118.10:

- Agents can **call and transfer calls** to the **voice mail** of other agents and agent groups. The following configuration options have been added to support this feature:
 - intercommunication.voicemail.enabled-target-types
 - intercommunication.voicemail.routing-points

The following privileges have been added to support this feature:

- Voice Mail - Can Deposit Message
- Voice Mail - Can Transfer Message
- Agents can create, manage, and delete **hyperlinks** in chat and email interactions using hyperlink management tools. Refer to the *Help* and *User's Guide* for more information about this feature.
- You can set up **short cut keywords** that let agents enter responses into text based interactions by typing a prefix key followed by the keyword. The following configuration options have been added to support this feature:
 - editor.shortcuts.prefix
 - standard-response.shortcuts.<keyword>
- Agents can update **case information** by searching and selecting categories from a directory tree.
- You can specify attachment types to edit only certain file types preserves the data integrity of files that you do not want agents to modify. For example, you might allow agents to modify .jpg and .png files so that the orientation can be changed, but restrict the modification of .docx, .xlsx, and other file types. Or, you might want to ensure that only .xlsx files can be updated by agents. The following configuration option has been added to support this feature:
 - general.writable-downloaded-attachment-file-types
- You can manage how agents can **force close stuck interactions**. The following configuration option has

been added to support this feature:

- `interaction.unconditional-force-close`

Workspace 8.5.117.18

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.117.18:

- 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. Skype for Business and Workspace SIP Endpoint **hybrid mode** support has been added. 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. The following configuration options support this feature:
 - `expression.callable-phone-number`
 - `voice.hybrid-switch-preference`
 - **`spl.switch-policy-label`**
 - **`display-name` or `display-name.<language-code>-<country-code>`**
- You can control **automatic contact assignment** by enabling agents to choose from a list of possible matching if there is more than one contact in the contact database to which a new inbound interaction can be assigned. The following configuration options support this feature:
 - `contact.lookup.auto-assign-mode`
 - `contact.lookup.<media-type>.auto-assign-mode`
- You can force an Outbound enabled agent to **complete** the processing of an outbound record prior to transferring or conferencing the call to another agent, and retain the call result in the OCS database. The following configuration options support this feature:
 - `outbound.complete-record-before-transfer`
 - `outbound.call-result-is-mandatory`
- You can specify whether the current interaction is highlighted in the Contact History view of the current interaction. If the current interaction is not on the first page of the view, the view is scrolled to the position of the current interaction. The following configuration option has been added to support this feature:
 - `contact.history.highlight-current-interaction`
- You can specify that it is mandatory for agents to edit **case data** fields before they can mark an interaction as Done. If the agent tries to close the interaction without editing the case data field, an error message is displayed. Mandatory fields are marked with a red asterisk. This feature is supported by the `interaction-workspace/mandatory` option.

Workspace 8.5.116.10

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.116.10:

- You can specify how new interaction windows behave after an agent who is working on one or more interactions accepts a new inbound interaction. You can choose to have the new interaction window receive the focus (default behavior), or you can choose to keep the focus on the currently active interaction window. You can also configure this behavior by media channel. The following configuration options have been added to support this feature:
 - `interaction.auto-focus`
 - `interaction.auto-focus.<media-type>`
- **Screen recording through Genesys Interaction Recording (GIR)** has been enhanced to support hot seating (hot desking) environments. The following option has been modified to support this feature:
 - `screen-recording.htcc.uri`
- The behavior of the `email.reply-prefix` option has been modified to better handle multiple reply email interaction threads. This option can also be overridden by a routing strategy to handle situations where the locale of the recipient might be different from the locale of the agent.
- Cisco Call Manager environments now support **two DNs**, one for ACD calling and one extension.

Workspace 8.5.115.17

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.115.17:

- Agents can save files that they **receive** through chat interactions and can **transfer** files either from their workstation or from Standard Responses to contacts in a chat interaction. The following configuration options have been added to support this feature:
 - `chat.attachment-download-timeout`
 - `chat.max-attachments-files`
 - `chat.max-attachments-size`
 - `chat.max-file-size`
 - `chat.restricted-attachment-file-types`
 - `chat.show-attachment-image-thumbnail`

The following privileges have been added to support this feature:

- Chat - Can Save Attached files
 - Chat - Can Transfer File From File System
 - Chat - Can Transfer File From Standard Response
- You can **enable your agents to send emojis** as part of chat interactions. The handling of received emojis

has been improved. In Workspace, sent and received emojis are displayed as Unicode characters according to the default Workspace and Windows system fonts, which Workspace uses in the Chat Interaction view. You define which emojis your agents can use by configuring a Business Attribute that populates the emoji item in the chat composition tool bar. The following configuration option has been added to support this feature:

- chat.emojis-business-attribute
- gui.emoji-font-name

The following privilege has been added to support this feature:

- Chat - Can Use Emojis
- You can control which Chat Server messages are recorded in **chat transcripts** and **SMS Session transcripts** in the Contact History.
- For **Outbound campaigns**, you can specify whether rescheduled calls/callbacks are personal, campaign, or both. The following configuration option has been added to support this feature:
 - outbound.callback-types
- Agents can change the phone number to be dialed in Outbound Campaign calls. This covers both the scenario where a different number than the one in the record must be dialed and the scenario where there is no number in the record. The following privilege has been added to enable this feature:
 - Outbound - Can Dial On New Number

The following configuration option has been added to support this feature:

- expression.outbound-campaign-phone-number
- You can include Interaction Server and T-Server system properties keys in **Case Data** (Attached Data).
- You can 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 8.5.114.08

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.114.08:

- **Automatic Place selection using Place Groups** is now supported to improve the management of Places by no longer tying a single Place to a single agent. This feature enables you to create a pool of Places that agents can select from whether they are connecting from a workstation, from home, or from a mobile. The Place Group selection feature works only with SIP Server. It is not supported by Workspace SIP Endpoint. The following configuration options have been added to support this feature:
 - login.available-place-groups
 - login.place-selection-type

The following configuration options have been modified to support this feature:

- login.default-place

- login.enable-place-completion
- login.enable-same-agent-place
- login.prompt-place
- login.store-recent-place
- You can **restrict outgoing email interactions** by preventing agents from adding or editing the To, Cc, and Bcc fields. The following configuration options have been added to support this feature:
 - email.outbound.editable-to-addresses
 - email.outbound.editable-cc-addresses
 - email.outbound.editable-bcc-addresses

Workspace 8.5.113.11

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.113.11:

- Embedded images in outgoing email interactions. Agents can paste copied images at the insertion point in the outgoing email interaction view. The following **privilege** supports this feature:
 - E-Mail - Can Add Embedded Image In Outbound E-Mail
- Agents can **forward emails** to external resources as a new, in-line, quoted email. The previous Forward to External Resource feature has been renamed **Forward as an Attachment**.
- Enable or disable inserting TAB characters into outgoing email interactions by using the accessibility.visual-impairment-profile option. The following configuration option supports this feature:
 - email.inline-forward-prefix
 - email.inline-forward-queue
 - keyboard.shortcut.interaction.email.inline-forward

The following **privilege** supports this feature:

- E-Mail - Can In-line Forward To External Resource
- Agents are now notified if either party in a **chat** has timed out due to inactivity.

Workspace 8.5.112.08

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.112.08:

- You can **create custom field codes** for Standard Response objects. The following configuration option supports this new feature:
 - standard-response.field.<CustomFieldCode>

- You can store agent profile information on a shared directory instead of in the Configuration layer. The following configuration options support this feature:
 - options.clean-up-former-record-location
 - options.record-location
- You can optimize the way that the **most recently used Place** is tracked. This feature is beneficial in environments where agents move from workstation to workstation or phone set to phone set. The following configuration option supports this new feature:
 - login.place-location-source
- You can configure how interaction duration information is collected and reported to the Genesys back-end by using the **Duration in Focus** feature. The following configuration option supports this feature:
 - reporting.case.report-case-in-focus-duration

Workspace 8.5.111.21

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.111.21:

- For the **Voice** channel, you can configure Workspace to display the current hold time instead of the total call time when an agent puts a contact on hold; and, you can configure Workspace to display a hold time progress bar as part of the Hold icon. You can also configure Workspace to display the current after call work time instead of the total call time after the agent disconnects a call. The following configuration options support these new behaviors:
 - voice.hold-indicator-timer
 - voice.show-hold-duration
 - voice.show-post-call-duration
- Workspace now supports **Genesys Mobile Server (GMS) Callback** interactions. The Web Callback feature is being phased out.
 - Use the **Callback privileges** to enable this feature.
 - Use the **Callback options** to configure this feature.
- Workspace now supports **Load Balancing Using Clusters**.

Workspace 8.5.110.13

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.110.13:

- You can configure agent accounts to enable agents to search/filter **Workbins** and **Interaction Queues**. This feature is supported by the following privileges:
 - **Workbins - Can Search in Workbins**
 - **Interaction Management - Can Search In Interaction Queues**

This feature is supported by the following configuration options:

- `workbin.<media-type>.<workbin-nickname>.auto-update`
- `workbin.<media-type>.<workbin-nickname>.quick-search-attributes`
- `workbin.<media-type>.<workbin-nickname>.max-results`
- Workspace now supports Multimedia Message Service (MMS) messages that contain images sent in the following formats:
 - Bitmap (image/bmp)
 - GIF (image/gif)
 - JPEG (image/jpeg)
 - Portable Network Graphics (image/png)
 - TIFF (image/tiff)
 - ICO (image/vnd.microsoft.icon)

This feature is available through the **SMS channel**. You configure this feature by using the following configuration option:

- `openmedia.bundle.sms`

This feature is supported by the following privilege:

- **SMS - Can Save Attached File**
- Agents can mark interactions as Done from the Contact History, My History, and Interaction Search views.
- Agents can delete interactions from the Contact History, My History, and Interaction Search views.
- You can display agent names in the interactive notification for cross site internal calls by using the following option:
 - `interaction.evaluate-real-party-for-agent.expression`
- 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 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](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. This feature is supported by the `statistic-text` configuration option in the following sections:
 - **routing-point-presence**
 - **queue-presence**
 - **interaction-queue-presence**
- Changes to the following configuration options now take effect immediately instead of when the application is started or restarted:
 - `kpi.displayed-kpis`

- statistics.displayed-statistics
- statistics.queues
- statistics.routing-points

Workspace 8.5.109.16

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.109.16:

- Stand-alone version of Workspace SIP Endpoint for **Virtual Desktop Infrastructure environments**. This feature is supported by the following configuration options:
 - sipendpoint.standalone.protocol
 - sipendpoint.standalone.port
 - sipendpoint.standalone.vdi-detection-model
 - sipendpoint.standalone.security-level
 - sipendpoint.standalone.certificate-search-value
 - sipendpoint.standalone.subject-criteria
 - sipendpoint.standalone.subject-matching-properties

Enable the Standalone Workspace SIP Endpoint by removing the **SIP Endpoint - Can Use Embedded SIP Endpoint** privilege.

Install the Standalone Workspace SIP Endpoint by using the **Installing the Workspace SIP Endpoint Standalone Application** procedure.
- You can add a display name for certain **configuration layer objects**. This feature enables you to name objects without relying on a local dictionary file. This feature makes localization and centralization more efficient. The following configuration options support the new `$<object - type>.AnnexValue$` key:
 - display-format.acd-queue.name
 - display-format.action-code.name
 - display-format.agent-group.name
 - display-format.business-attribute.name
 - display-format.interaction-queue.name
 - display-format.routing-point.name
 - display-format.skill.name
 - display-format.virtual-queue.name
 - display-format.workbin.name
- You can **specify** how agents who are part of Push Preview, Pull Preview, and Reschedule Preview outbound campaigns dial campaign calls: manually, immediately, or after a specified time. This feature is enabled by the following configuration option:
 - outbound.timed-preview-auto-dial

- You can enable agents to set the zoom of text editing fields, such as email, chat, and SMS, and transcript areas. This feature applies to the following views:
 - IM (text entry, transcript, and interaction data tooltip)
 - Chat (text entry, transcript, and interaction data tooltip)
 - Email (text entry and inbound email view)
 - SMS (text entry, transcript, and interaction data tooltip)
 - Interaction history (IM, Chat, Email, SMS)
 - Standard responses
 - Social media (text entry only)

The following topics have been updated to include this feature:

- [Overriding Default Font and Icon Sizes](#)
- [Enabling Accessibility Features](#)

The following configuration option was added to support this feature:

- `gui.editor-zoom-range`
- The Prevent/Allow Listening feature has been modified slightly in the agent interface. The interface now informs agents when a party is suspended from a conference or reinstated to a conference. Conference party Action menu items have been renamed accordingly. This feature is controlled by the [Voice - Can Suspend or Reinstate A Conference Party](#) privilege.
- You can control [which media](#) Workspace tries to reconnect for active interactions after connection to Interaction Server is reestablished. The following configuration options have been added to support this feature:
 - `eservices.session-restore-mediatype`
 - `eservices.session-restore-timeout`
- Changes to the following two options are now taken into effect immediately instead of when the application is started or restarted:
 - `gadget-statistics.displayed-call-center-statistics`
 - `gadget-statistics.displayed-kpis`

Workspace 8.5.108.11

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.108.11:

- The [Chat typing](#) feature has been enhanced to enable agents to see what a contact is typing on a web site chat form before the contact clicks **Send**. This feature is enabled by the following privilege:
 - [Chat - Can Preview Customer Typing](#)
- You can [configure the Disposition tab](#) in the interaction views to display dispositions as a hierarchical tree of folders and dispositions instead of a radio button list. Use the following option to retain the former radio button interface:

- `interaction.disposition.display-mode`
- You can **optimize the use of eServices licensing** by using the following configuration option:
 - `eservices.disconnect-on-logout`
- Business Continuity (Disaster Recovery) support has been **extended to include StatServer**.

Workspace 8.5.106.19

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.106.19:

- You can configure Workspace for **eServices Business Continuity**. The following configuration options have been added to support this feature:
 - `disaster-recovery.eservices-random-delay-range`
 - `disaster-recovery.eservices-site`
 - `warm-standby.retry-delay`
 - `warm-standby.reconnection-random-delay-range`

As well, some other **Business Continuity** (Disaster Recovery) options have been modified to support this feature.

- **IPv6 Support**
 - You can use the `interaction-bar.quick-access-auto-open.<media-type>` configuration options to specify that when an agent accepts an interaction, it is displayed as collapsed to the Interaction Bar. This enables agents to view other content, such as custom or 3rd-party content in the Main View, without the pinned or floating interaction views opening in front of the content.
 - The `string.expression` and `string.expression-instructions` options have been added to the string type for editable Case Data. It is used to validate the format for the **string data type** Key-Value Pairs.
 - **Screen Recording Client Authentication** is added for users of **Genesys Interaction Recording** (GIR). You must have a login provided by Genesys to access the Genesys Interaction Recording documentation. This feature is supported by the following privilege:
 - Can Use Active Recording
- The following options have been added to configure the behavior of Screen Recording:
- `screen-recording.client.port`: Specifies the port on which Screen Recording Client listens for credentials.
 - `screen-recording.client.ping-interval`: Specifies, in milliseconds, the interval between ping requests to Screen Recording Client.
 - `screen-recording.client.max-attempts`: : Specifies the maximum number of attempts made to establish communication with Screen Recording Client.
 - `screen-recording.client.secure-connection`: Specifies whether a secure connection is to be used for communication with Screen Recording Client.
 - `screen-recording.htcc.uri`: Specifies the URI of HTCC server. This URI is used as as the Origin header field for HTTP requests to SRC REST services.

- Several options in the **Interaction Options** section have been slightly modified.
- Several options in the **Display Formats Options** section have been slightly modified.

Workspace 8.5.105.12

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.105.12:

- The mandatory ring before auto-answer feature enables you to configure the auto-answer functionality to display a timer that enables an agent to view case information before the interaction is automatically answered. This feature is configured by media type using the following new options:
 - chat.auto-answer.enable-reject
 - chat.auto-answer.timer
 - email.auto-answer.enable-reject
 - email.auto-answer.timer
 - outbound.push-preview.auto-answer.enable-reject
 - outbound.push-preview.auto-answer.timer
 - sms.auto-answer.enable-reject
 - sms.auto-answer.timer
 - voice.auto-answer.enable-reject
 - voice.auto-answer.timer
 - webcallback.auto-answer.enable-reject
 - webcallback.auto-answer.timer
 - <media-type>.auto-answer.enable-reject
 - <media-type>.auto-answer.timer
- You can specify by media type whether you want agents to be prompted when they send an email message, SMS, or Chat if there are misspelled words in the message by using the spellchecker.<media-type>.prompt-on-send configuration option.
- Agents can double-click to insert a standard response into an email message, SMS, Chat, and other text-based interactions.
- The contact.directory-enabled-modes option is added to enable you to specify which Contact Directory views can be displayed by the agent. Specifies which view(s) of the Contact Directory can be selected by an agent. Genesys recommends that the value is set to ListView in environments with a large number of **contacts** and, in particular, where contact segmentation is used.
- VMWare Horizon (View) 6 is now supported.

Workspace 8.5.104.15

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.104.15:

- The **Forward E-Mail feature** has been modified to enable agents to forward email interactions to multiple targets, including **CC** (carbon copy) targets. Agents can also include information or instructions in a dedicated case data field of the Forward view. The following configuration options have been added to support this feature:
 - email.forward.enable-multiple-to-addresses
 - email.forward.enable-cc-addresses
 - email.forward.enable-instructions
- The **Interaction Search feature** expands on the **Contact History/My History** search capabilities to enable you to search for email and chat interactions without knowing which agent worked on them, when they were handled, or who the contact is. You must define the search attributes by using the `contact.history` options. The following configuration options have been modified or added to support this feature:
 - contact.all-interactions-default-time-filter-main
 - contact.all-interactions-displayed-columns
 - contact.all-interactions-quick-search-attributes
 - contact.date-search-types
 - contact.directory-permissions.<ContactAttributeName>
 - contact.history-advanced-default
 - contact.history-custom-attribute-values.<attribute-name>
 - contact.history-search-attribute-group.<group-name>
 - contact.history-search-attributes
 - contact.history-quick-search-attributes
 - contact.history.media-filters
 - contact.myhistory-displayed-columns
 - contact.myhistory-quick-search-attributes

The following **privilege** is added to enable this feature:

 - Contact - Can Use Interaction Search
- The following configuration options have been added to support Chat Server ADDP:
 - chatserver.addp.local-timeout
 - chatserver.addp.remote-timeout
 - chatserver.addp.trace-mode
- The **Active Recording Privileges** have been renamed to the following:
 - Recording - Can Use MSML-based Recording

- Recording - Can Monitor Call Recording
- Recording - Can Control Call Recording

Workspace 8.5.103.10

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.103.10:

- In SIP Server environments, you can **control whether contacts are automatically taken off hold** when an agent ends a consultation call, or whether agents must end the hold manually by using the `voice.end-consultation-method` option.
- You can specify whether it is mandatory for agents to assign a **disposition code** when they transfer or forward email interactions by using the `interaction.disposition.email.mandatory-actions` configuration option.
- You can specify that the After Call Work **state** is automatically changed to Ready when an agent clicks **Done** by using the `voice.cancel-after-call-work-on-done` option.
- You can specify whether the most recently used Username is stored locally in the user profile and is used to automatically populate the username field in the **login view** by using the `login.store-username`.

Workspace 8.5.102.06

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.102.06:

- **Management Framework 8.5** is now fully supported.
- **eServices 8.5** is now fully supported.
- **Kerberos User Authentication** support.
 - **ClickOnce and console deployment**
 - **Non-ClickOnce deployment**
- You can **define several formats** for displaying queue, routing point and interaction queue presence in the Team Communicator. The following configuration options have been added to support this feature:
 - `teamcommunicator.interaction-queue-presence-metrics`
 - `teamcommunicator.queue-presence-metrics`
 - `teamcommunicator.routing-point-presence-metrics`

The following options have also been added to the "presence" sections to allow to use a statistic metric of an hidden technical object like a Virtual Queue on behalf of a queue/routingpoint/interactionqueue actually presented in Team Communicator: `object-ids`, `associated-statistic-type`, and `associated-object-ids`. These are supported by the following sections:

 - `interaction-queue-presence`
 - `queue-presence`

- routing-point-presence
- You can **control the display size of fonts and icons** in the Workspace views by using the `gui.magnification-factor` configuration option.
- To enable the standardization across all workstations of the Dates that are displayed in Case Information, the following new formats for the Date attribute type have been added: `date.time-format` and `date.utc-time-zone`. Refer to the **Editing Case Information** table in the **Displaying and Editing Case Information** section.

Workspace 8.5.101.14

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.101.14:

- **Workspace SIP Endpoint 8.5.0** now supports the G729 and H.264 **video** codecs. The following configuration options have been added to support this feature:
 - `sipendpoint.codecs.g729/8000.fmt`
 - `sipendpoint.codecs.h264.fmt`
- The following new options have been added to enable you to **optimize bandwidth and Configuration Server load** when Team Communicator is initialized:
 - `general.configuration-agent-collection-loading-method`
 - `general.configuration-object-collection-cache-timeout`
- **E-mail printing** capability has been extended to the following views:
 - My History
 - Contact History
 - Draft workbin
 - Search results
- Workspace now supports the **customizing of display names for configuration objects**. The following configuration options have been added to support this feature:
 - `display-format.action-code.name`
 - `display-format.agent-group.name`
 - `display-format.business-attribute.name`
 - `display-format.skill.name`
 - `display-format.workbin.name`

The following configuration options have been modified to support this feature:

 - `display-format.acd-queue.name`
 - `display-format.interaction-queue.name`
 - `display-format.routing-point.name`

- `display-format.virtual-queue.name`
- You can specify which **contact attributes can be edited** by agents. The following configuration option has been added to support this feature:
 - `contact.editable-attributes`
- You can specify whether agents can reject ClickOnce upgrades when they are presented at login time. Use the **Force the end-user to upgrade to the latest available version** option in the Client Configuration dialog box of the **Workspace Desktop Edition Deployment Manager** to control this feature — refer to **1a. Wizard: Deploy the Workspace downloadable ClickOnce package on your web server** procedure.
- Accessibility has been enhanced. You can **control whether Interaction Notification views receive the focus** in environments that use screen reader applications. The following configuration options have been added to support this feature:
 - `accessibility.focus-on-interaction-toast`
 - `accessibility.<media-type>.focus-on-interaction-toast`
- The following configuration options have also been added or modified in this release:
 - `sipendpoint.policy.endpoint.video_max_bitrate`
 - `sipendpoint.policy.device.audio_in_device`
 - `sipendpoint.policy.device.audio_out_device`
 - `sipendpoint.policy.device.capture_device`

Workspace 8.5.100.05

The following content has been added to the Workspace 8.5.1 Deployment Guide for Workspace Desktop Edition 8.5.100.05:

- Support for SIP Voicemail
 - **Overview**
 - **Privileges**
 - Configuration options:
 - `voicemail.access-number`
 - `voicemail.notification-types`
- Support for High Contrast Theme
 - **High Contrast Workspace**
 - Supporting configuration option:
 - `gui.themes`
 - Configuration of the High Contrast Theme: **Enabling Accessibility Features**

The following configuration options were also added or modified in this release:

What's new in Workspace?

- application.wiki-help-locale
- display-format.contact-name
- email.include-original-text-in-reply
- log.PSDK.SwitchPolicy
- outbound.call-result-is-mandatory