GENESYS™

Workspace Desktop Edition User's Guide

What's New in Workspace?

5/10/2025

Contents

What's New in Workspace?

New in Workspace 8.5.128.07

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

- Chat interactions might now automatically close and be marked done, either immediately or after a certain time interval, when the contact disconnects. This feature is set up by your administrator.

New in Workspace 8.5.127.06

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

- Agents can change the reading direction of the text when using a mix of right-to-left or left-to-right scripts when replying to an inbound email interaction.

New in Workspace 8.5.126.07

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

- Team Leads and Supervisors can now remotely change the state of an agent or log off an agent.

New in Workspace 8.5.122.08

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

- The Chat interface has been improved in several ways:
  - Instead of plain text, the chat transcript now displays the conversation in colored blocks to make it easier to distinguish messages from different participants.
  - A message not read indicator lets you know if your message was seen or not.
  - Messages from older chat interactions with the same contact are now included in the chat transcript to make it easier for you to find historical content from your current contact.
- The SMS and IM interfaces have been improved. Instead of plain text, the message transcript now

displays the conversation in colored blocks to make it easier to distinguish messages from different participants.

New in Workspace 8.5.118.10

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

- You can now call or transfer calls to voicemail if this feature is available in your environment.
- You can now create and manage hyperlinks in outgoing email and other text based interactions.
- You can now use shortcut keywords to add responses to your outgoing text based interactions.
- You can now use a folder tree to search for and add or change case information in the Case Information area of interactions.

New in Workspace 8.5.117.18

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

- Your administrator might have enabled the feature that highlights your current interaction 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.
- Your administrator might have enabled the feature that requires you to specify a call result or disposition before you transfer an Outbound campaign call to another agent.
- Your administrator might have enabled the feature that makes editable case information fields mandatory. If so, a red asterisk is displayed next to the field in the Case Information view, and you will not be able to close the interaction without editing the field.

New in Workspace 8.5.116.10

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

- You can now view the search results in the Interaction Search view in either Grid view or Tree view. This brings this view in parity with the My History and Contact History views.
- If you are allowed to work on more than one interaction at the same time, your administrator can now specify whether or not new interactions that you accept have the focus, or appear in the background.

New in Workspace 8.5.115.17

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

- You can now send and receive files and images during chat interactions. See updates to the lesson, *Handling an inbound chat interaction*.

- You can now send and receive emojis (emoticons or 'smileys') during chat interactions. See updates to the lesson, *Handling an inbound chat interaction*.

- In Outbound Campaigns, rescheduling a callback has been modified. Your account might be set up so that you cannot schedule personal callbacks.

- In Outbound Preview Campaigns, your account might be set up to enable you to manually enter a phone number to call your contact.

New in Workspace 8.5.114.08

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

- Your contact center might use Place Group pools instead of Places for login. Refer to Logging in to a Place Group for more information.

New in Workspace 8.5.113.11

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

- Workspace enables you to insert images into outgoing email interactions and to view and save images that your contacts have inserted into inbound email interactions.

- Workspace enables you to insert TAB characters into outgoing email interactions unless your account is configured for Accessibility.

- Workspace enables you to Forward emails in-line as well as forwarding emails as attachments. This feature is available from the following views:

  - Inbound email interaction

  - My History

  - Contact History

  - Interaction History

- The Chat Interaction bar now flashes to warn you about different changes to the status of a Chat interaction. Infomration about this has been added to a tip in the Handling a Chat interaction lesson.

New in Workspace 8.5.112.08

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

- The login dialog box was modified to make it easier for agents who sit at different workstations to notify the system that they are using a different Place (phone set and workstation).

New in Workspace 8.5.111.21

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

- Your administrator might have added new call timers to your Workspace. For a demonstration of the various call timers, including Total Duration, Hold Duration, and After Work Duration that might be available for you to use, see the Call Timers section in the *Workspace 8.5 Help*.

- Workspace now supports Genesys Mobile Server (GMS) Callback interactions. You can handle Callback interactions directed to you by the system, or create Callback interactions for a contact.

New in Workspace 8.5.110.13

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

- You can now search/filter the list of interactions in a Workbin or Interaction Queue.

- You can now manually refresh the list of interactions in a Workbin.

- You can now receive, handle, and view Multimedia Message Service (MMS) images sent from your contacts and transfer them to internal targets.

- You can now mark interactions that are in the "in-progress" state as Done and delete outbound email interactions in the Contact Interaction History, My History, and Interaction Search views. Refer to the following lessons:

  - Manage Contact History

  - Manage Your History

  - Manage Contacts and Contact Information

  - Find Interactions

New in Workspace 8.5.109.16

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

- If your administrator has enabled the feature, you can now adjust the size of text in text composition and transcript fields.

- You can now suspend and reinstate a party in a conference call to temporarily prevent a party from listening to the call and talking in the conference.

- Your administrator might have set up your account to automatically dial Preview and Push preview campaign interactions.

- Information has been added for agents working in Remote and Virtual Desktop Environments regarding trouble shooting the Workspace SIP Endpoint during login and disconnection.

New in Workspace 8.5.108.11

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

- When you Log In, you can uncheck media that you are not going to use in your session.

- You can Manage Your Status to logoff media channels during your session.

- When you Handle A Chat Interaction you might be allowed to see what your contact is typing before they send their message to you.

- You might now be able to use a folder hierarchy to choose Disposition Codes.

New in Workspace 8.5.106.19

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

- A note about auto-collapsed interaction control bars in the Interaction Toolbar has been added.

New in Workspace 8.5.105.12

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

- Your administrator can now configure your system to display a message any time that you try to send a Chat, Email, or SMS interaction that contains misspelled words.

- You can now double-click a Standard Response to insert the content into your interaction.

- If your account is configured for auto-answering inbound interactions, you might be able to preview the inbound interaction before it is auto-answered. the following lessons have been updated for this feature:

  - Handling an inbound voice interaction

  - Handling a web callback interaction

- Handling a push-preview Outbound-Campaign voice interaction
- Handling an inbound chat interaction
- Handling an inbound email interaction
- Handling an inbound SMS interaction
- Handling an inbound workitem interaction

New in Workspace 8.5.104.15

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

- The Forward to an External Resource feature has been expanded to enable you to forward an email interaction to multiple targets, including carbon copying targets, and to add instructions about the email to the target(s).
- The Interaction Search feature enables you to find interactions based on multiple criteria, including words in the body or transcript of the interaction.
- The Manage Contact History topic was modified and divided into subtopics:
  - Manage Contact History
  - Manage Your History
  - Manage Contacts and Contact Information
  - Find Interactions

New in Workspace 8.5.103.10

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

- A note has been added to the Lesson: Starting a voice consultation about automatic or manual hold release during a consultation call.
- In some environments you might be required to set a disposition code before you can transfer or forward an email interaction.

New in Workspace 8.5.102.06

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

- A note has been added to the Lesson: Logging in the Workspace about Single-sign on login.

New in Workspace 8.5.101.14

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

- When a Workspace application update is pushed out by your administrator, your system might be configured to prevent you from rejecting the update. A note about rejecting updates has been added to the following topic:

    - Getting Started

- You can now print email interactions from the following views:

    - Workbin

    - Contact History

    - My History

- Some agents might not have permission to edit some or all of the fields in a contact record. Notes have been added to the following topics:

    - Lesson: Adding a Contact

    - Lesson: Updating Contact Information

- The following note was added to each lesson that includes information about accepting/rejecting interaction notifications:

> ### Tip
> If you are using a screen reader, your system might be configured to give the focus to the Interaction Preview window. In this scenario, your screen reader will automatically read the window title to you. Navigate to the content area to have your screen reader read the Interaction Preview content. However, if your system is not configured to give the focus to the Interaction Preview window, to have your screen reader read the contents of the Interaction Preview window, you must use screen navigation to give the focus to the Interaction Preview.

New in Workspace 8.5.100.05

The following new content has been added to the Workspace 8.5.1 User's Guide for Workspace Desktop Edition 8.5.100.05:

- The voicemail feature has been added.

- A note about using the Workspace High Contrast theme has been added to the Personalize Your Workspace lesson.