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Genesys Engage cloud Release Note

Agent Desktop (V.9)

5/1/2025

Agent Desktop (V.9)

Important

Not all changes listed below may pertain to your deployment.

Important

Workspace Agent Desktop v9 documentation is available here:

- [Workspace Web Edition Agent Help](#)
- [Workspace Web Edition Supervisor Help](#)

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|--|--|--|
| • January 27, 2021 (9.0.000.77 UPDATE) | • January 23, 2020 (9.0.000.63 UPDATE) | • May 2, 2019 (9.0.000.32) |
| • October 29, 2020 (9.0.000.75 UPDATE) | • November 7, 2019 (9.0.000.55) | • April 18, 2019 (9.0.000.31) |
| • September 17, 2020 (9.0.000.73) | • September 26, 2019 (9.0.000.49) | • April 4, 2019 (9.0.000.30) |
| • August 11, 2020 (9.0.000.72) | • August 29, 2019 (9.0.000.41 UPDATE) | • March 14, 2019 (9.0.000.26) |
| • July 16, 2020 (9.0.000.70 UPDATE) | • August 1, 2019 (9.0.000.41) | • February 28, 2019 (9.0.000.25) |
| • May 14, 2020 (9.0.000.69) | • June 27, 2019 (9.0.000.39) | • January 31, 2019 (9.0.000.23) |
| • March 26, 2020 (9.0.000.65 UPDATE) | • June 6, 2019 (9.0.000.37) | • January 17, 2019 (9.0.000.22) |
| • February 20, 2020 (9.0.000.65) | • May 23, 2019 (9.0.000.34) | • December 14, 2018 (9.0.000.19) |
| | • May 13, 2019 (9.0.000.33) | • Known Issues |
| | | • Limitations |

Important

Social channels, such as Facebook, Twitter, WhatsApp, and SMS are delivered to Workspace Agent Desktop through Genesys [Digital Channels](#).

January 27, 2021 (9.0.000.77 UPDATE)

What's New

Inbound phone number reformatting

- Agent Desktop can now reformat phone numbers before creating a new contact to avoid creating duplicate contacts. Please contact Genesys to enable this feature.

Interaction History threaded view

- Agent Desktop can now display conversations (related interactions) in a **threaded view** in the interaction history. Use the **Allow Tree View for Threaded Interactions**, **Tree View - Contact History Displayed Columns**, **Tree View - My History Displayed Columns**, and **Tree View - All Interactions Displayed Columns** options in the **Contact** tab of the Desktop Options section in Agent Setup to enable this feature.

Opt-out support

- Agent Desktop now prevents supervisors from monitoring a call when a contact opts out of call monitoring.
- Agent Desktop now prevents agents and supervisors from recording a call when a contact opts out of call recording. To enable this feature, use the **Allow Alert for Opt-out Recording** option in Agent Setup.

Outbound Campaign record editing support

- Agents can now view and **update the fields** of Outbound campaign records. Use the **Allow Update on Outbound Records** option in the **Desktop Options** section of **Agent Setup** to enable these features.

Not Ready Reason status enhancement

- Agent Desktop can now keep the Not Ready Reason after the After Call Work period ends if a Not Ready Reason is applied during a call. Contact Genesys to configure this support.

Voice channel Out of Service support

- For deployments that do not include Genesys Softphone in Connector mode, and do not use WebRTC, Agent Desktop allows agents to use the application when a voice channel is in the Out of Service state. If the DN is registered later, the voice channel switches automatically to the Logout state.

Email hyperlink support

- Agent Desktop enables agents to insert and edit **hyperlinks** in Email interactions.

Resolved Issues

- Column size is now retained when an agent switches between the **Quick Search** and **Advanced Search** or between tabs in the **My History**, **Contact History**, and **Interaction Search** views. Column size is only reset when an agent switches between the flat view and the conversation view. Previously,

the column size was reset each time an agent changed the view. (GAPI-25039)

- For supervisors monitoring a call in barge-in mode, the buttons for Consultation, Transfer and Conference are no longer available. Previously, if a supervisor selected these operations, unexpected side effects occurred as these features are not supported in this scenario. (GAPI-25025)
- For favorites in **Team Communicator**, the drop down list to create or edit a favorite is no longer truncated when the list is too long. (GAPI-24804)
- For Chrome and Firefox users that implement the Background Tabs Throttling feature, Agent Desktop now has improved defense against delayed interaction notification. Previously, when the tab running Agent Desktop did not have the focus for a long time, agents might have experienced a delay receiving incoming interaction notifications. (GAPI-24720)
- All voice interactions are now available in Designer Analytics. Previously, depending on the number of agents, some calls might be missing from this application. (GAPI-24558)
- For agents handling multiple Chat interactions simultaneously, when an agent switches among the Chat interactions, Agent Desktop remembers the scroll position in the transcript for each active Chat interaction. Previously, the position of the scrollbar was always reset to the top. (GAPI-24532)
- The following message is no longer displayed continuously: "Could not execute operation for user ... Please wait for recovery to be completed." (GAPI-24420)
- Agents no longer have to clear the browser cache before running a custom Agent Desktop based on the Workspace Toolkit after an upgrade of the platform. (GAPI-24125)
- Multiple agents are no longer assigned to the same Chat interaction. (GAPI-23571)
- The display of Agent Desktop no longer becomes corrupted after an active Chat interaction becomes idle and the agent handling the Chat clicks the **Insert** button from the **Standard Response** tab. (GAPI-23565)

October 29, 2020 (9.0.000.75 UPDATE)

What's New

Duplicate contact alert

- Agents now receive an alert when they try to save a contact that is a potential duplicate of an existing contact. Use the **Allow Check for Duplicate Contact**, **List of Contact Attributes for AND rule**, and **List of Contact Attributes for OR rule** option in **Contact** tab of the Desktop Options section in Agent Setup to enable this feature.

Resolved Issues

- When Agent Desktop is set up to display the current state of an interaction in a workflow (routing strategy), agents can now open interactions while they are being routed. (GAPI-24291)
- If there is a loss of connection between Agent Desktop and the backend Genesys services, agents are no longer prevented from logging in to the Chat and Email channels. (GAPI-24097)
- Agent Desktop now supports both commas (,) and semicolons (;) as email address separators. Previously, only the semicolon was supported as a separator. (GAPI-22919)

- In environments with a large number of Genesys features and objects configured, the Feedback service now correctly accepts submissions. The operation no longer fails. (GAPI-22532)

September 17, 2020 (9.0.000.73)

What's New

Outbound Campaigns

- You can now add an outbound treatment when a campaign record is rescheduled. Use the **Allowing Treatment On Reschedule** option in Agent Setup Outbound section to configure the treatment.

Contact History

- When viewing digital interactions in the **Contact History** view, agents can see the exact status of an interaction while it is being processed. Enable this feature by selecting the **Allow Contact Interactions Workflow State** option in Agent Setup.

Restricting access to digital interactions

- You can now grant user privileges to specify which users may handle Digital interactions in the **Contact History** or workbins. Enable this feature in Agent Setup selecting the **Allow Contact Interactions to be Open from Queue** and **Allow Contact Interactions to be Open from Personal Workbins** options.

Resolved Issues

- Starting from version 72 Firefox does not correctly handle the situation where a source for the remote media container is assigned before the source for the local media container is assigned and the media was not correctly played by the browser during an inbound call.
To manage this Firefox issue, Agent Desktop now always assigns the source for the local media container before it assigns the source for the remote media container. (GAPI-22864)
- Workspace displays the columns defined for workbins. Previously, only the following default columns were used: From, To, Subject, and Received. (GAPI-22733)
- Voice interactions are now correctly reported as **Done** in **Contact History** and **My History** after it has been marked as Done by an agent. Previously, in some very specific situations (the agent refreshes the browser page with an active voice interaction, or there is a cometd disconnection during an active voice interaction), the voice interaction remained in the **In Progress** status after the call was marked as **Done** by the agent. (GAPI-22544)

August 11, 2020 (9.0.000.72 UPDATE)

What's New

Standard Responses

- Agents can select a Standard Response and add it as a favorite. Use the **Enable favorite standard-response** option in Agent Setup to enable this feature.
- Agents can insert responses into a chat or email by using a short keyword.

Resend email

- From any History view, agents can resend a previously sent email. Use the **Allow Email Resend from History** option in Agent Setup to enable this feature.

Resolved Issues

- The **Reject** button is now available for inbound Voice interactions for the next routed agent after the previous agent rejects the interaction. (GAPI-22461)
- In the following scenario, a reply email is no longer considered a forwarded email:
 1. An agent forwards the original inbound email inline to an external resource.
 2. The external resource replies to the forwarded email.
 3. The agent replies to the external resource's reply email.

Previously in this scenario, the reply email was considered a forwarded email resulting in a loop as the inbound email was showing up on complete. (GAPI-22426)
- A single-step chat conference, with attached data, routed through an Interaction Queue that is selected as a Favorite now correctly reaches the intended target. Previously, the interaction sometimes was not directed to the correct target. (GAPI-22406)
- The **Agent State** menu is improved to provide the agent name and status to screen readers, such as JAWS. Previously, an agent had to navigate to obtain this information when the focus was in this menu. (GAPI-22021)
- Agents can now right-click to save embedded images in active inbound or outbound email interactions and also from History and workbins. (GAPI-21738)
- Use of the Team Communicator favorite is improved in situations where an agent uses it immediately after logging in. Previously, depending on the environment, Corporate Favorites might have disappeared when the agent selected Favorites filtering and only Personal Favorites were displayed. (GAPI-21612)
- You can now copy content from a Microsoft Word document and paste it into the editor of an outgoing HTML-formatted email interaction. (GAPI-21554)

July 16, 2020 (9.0.000.70 UPDATE)

What's New

SIP preview ringing bell

- If the DN was configured for preview interactions, you can use **SIP preview ringing bell** to notify agents that they have a directly dialed interaction. Use the following Agent Setup **Voice options** to enable this feature:
 - **Voice SIP Preview Ringtone Type**
 - **Voice SIP Preview Ringtone Priority**
 - **Voice SIP Preview Ringtone Duration**
 - **SIP Preview Interactions**

Interaction view tab order

- You can now re-order the tabs displayed in the right panel of an interaction view. Use the following options in the **Desktop Views Options** in Agent Setup to configure the display of elements in the Agent Desktop User Interface:
 - **Default view in Region NavigationBarRegion**
 - **Views order in Region NavigationBarRegion**
 - **Default view in Region ConnectRegion**
 - **Views order in Region ConnectRegion**
 - **Default view in Region MonitoringRegion**
 - **Views order in Region MonitoringRegion**
 - **Default View In Region ContactRegion**
 - **Views order in Region ContactRegion**
 - **Default view in Region HistoryInteractionDetailsRegion**
 - **Views order in Region HistoryInteractionDetailsRegion**
 - **Default view in Region CaseSideRegion**
 - **Views order in Region CaseSideRegion**

Resolved Issues

- Agents can now reply to email interactions containing embedded images that are not of types jpg, gif, or png. (GAPI-21493)
- Personal favorites now load more quickly. Previously, in environments with large numbers of agent groups, personal favorites loaded slowly or failed to load. (GAPI-21512)
- After a call has ended, Workspace no longer permits agents to remove from an interaction attached data that was available before the call was ended. (GAPI-20912)
- When an agent marks a voice interaction as **Done**, Agent Desktop now sends only the user data that

was update by the agent when the call was ended. Previously, Agent Desktop sent all the user data which cause issues for some reporting situations. (GAPI-19693)

- Agent Desktop does not allow agents to delete a contact if there are in-progress interactions in the contact's history. (GAPI-15922)

May 14, 2020 (9.0.000.69 UPDATE)

What's New

Email enhancement

- Support for embedded images within the body of inbound email interactions. Email interactions are often sent with images inserted within the email body for illustration purposes. Agents receiving these email interactions can now see the images at the position intended by the sender.
- Embedded images within the body of outgoing email interactions. Images can be inserted in the email editor, either by drag and drop or by clicking **Insert Image**. The image viewing size can be adjusted if needed.
- Email interaction history now displays embedded images.

Interaction history enhancement

- Ability to display unanswered outgoing calls in the **My History**, **Contact History**, and **Interaction History** views. To enable this feature, use the **Allow Unanswered Outbound Call** option in Agent Setup.

Contact Management enhancement

- Ability to display a list of possible matching contacts for incoming interactions when more than one contact matches the assignment criteria and enable agents to manually assign the interaction to the correct contact. Please contact Genesys Customer Care to enable this feature.

Auto-answer with timed interaction preview

- When Agent Desktop is configured to **auto-answer** inbound interactions, you can now specify that the interaction preview is displayed to agents for a defined period before the interaction is automatically answered by using the **Voice Auto Answer** and **Voice Auto Answer On Active Call** options.

Fail-over enhancement

- Agent state is now maintained during fail-over. For example, depending on the system settings, an agent who was in the **Ready** state before the fail-over remains in the **Ready** state after the jump to the recovery region. Previously, agent state could be lost.

Team Communicator enhancement

- Ability to display a statistic for **Route Point**. This feature provides greater visibility about the state of the target destination when performing actions such as transfer, conference, and consultation.

Outbound campaign enhancement

- Support **Direct Push Preview** mode. Direct Push Preview is a variation of pull-preview which does not require the Agent to request the next Outbound record; instead the record is pushed to the Agent. Please contact Genesys Customer Care to enable this feature.

Routing Point support enhancement

- If an agent dials an outgoing call to an external contact that first goes through a routing point, Agent Desktop now identifies the contact based on the phone number entered by the agent rather than on the routing point number. Contact Genesys to have this feature enabled.

Resolved Issues

- In the **Statistics Gadget**, duration statistics are now correctly displayed in a duration format: **HH:mm:ss**. Previously, duration statistics were displayed in a numeric format. (GAPI-19651)
- If an agent switches to a different browser or a different workstation during a chat session, the agent's nickname is correctly used on the new browser. Previously, the agent nickname changed to "anonymous" on the new browser session. (GAPI-19635)
- When **Contact Directory search** is configured in **Lucene** mode in Agent Setup, Agent Desktop no longer generates two emails or calls when one is started from the **Contact Directory**. (GAPI-19258)
- If there is a failure to register with Genesys Softphone during agent login or during the switching of regions in a Smart Fail-over situation, Agent Desktop now displays an error message when redirecting agents to login again. Previously, no error message was displayed to inform agents of why they must login again. (GAPI-19073)
- Agents can now reply to inbound email interactions that contain a carriage return in the personal part of the address. Previously in this scenario, Agent Desktop could not display the inbound email and did not display a warning message to agents. (GAPI-19020)
- Agent Desktop no longer displays erroneous messages about Chat session expiration that prevented agents from interacting with contacts. This issue was caused by the allowing of initiating multiple connections for the same Chat and agent. Now only a single connection per agent per chat is permitted and chat clean up is now triggered only after the single connection is closed. (GAPI-18326)
- Agents can now log in to Chat and Email after certain service outages. (GAPI-18031)

March 26, 2020 (9.0.000.65 UPDATE)

What's New

Chrome v80+ SameSite cookie support

- The Chrome v80+ SameSite cookie attribute processing changes are now supported by Workspace Agent Desktop.

Resolved Issues

- If, during a chat session, an agent closes the browser, the chat is rerouted to another agent who can mark it as **Done**. Previously in this scenario, it was not possible to mark the chat as **Done**. (GAPI-18908, GAPI-18384)
- The comma character is now supported in the personal identification part of email addresses for Cc and Bcc; for example: "lastname, firstname" <name@domain.com>. Previously, the comma was interpreted as a separator which generated invalid email addresses. (GAPI-17973)
- Agents enabled for handling non-voice channel interactions can now login successfully. Previously, in some scenarios the persistence of an old session caused the login to fail. (GAPI-17962)
- When an agent marks a chat as **Done**, the operation is now taken into account after a smart fail over situation. Previously, in some situations, the related chat remains active in the system and was redistributed to an another agent after the first agent marks it as **Done**. (GAPI-17588)
- Creation of Personal Favorites now works correctly when a backslash character ("\") is used. Previously, it was not possible to create a Personal Favorite if the name included a backslash. (GAPI-17417)
- Supervisors can now use the current Place of the agent when they start monitoring. Previously, only monitoring of the default Place was possible. (GAPI-17367)
- Agents are no longer logged out in some circumstances after switching regions. Previously, after switching regions agents might sometimes be logged out after 30 minutes. (GAPI-16061)

February 20, 2020 (9.0.000.65)

What's New

Resolved Issues

- Agent Desktop now remembers the position of the vertical divider in the interaction view layout set by an agent for each interaction type so that when a new interaction of a given type is displayed the size of each pane is the same as the last one viewed. (GAPI-16858)
- If agents are allowed to extend their After Call Work by checking the option in the **Extend After Call Work** banner, the **Global Status** menu is now correctly displayed. Previously, the banner partially covered the **Global Status** menu. (GAPI-18841)
- For Microsoft Edge users, Agent Desktop no longer sends empty messages to contacts if an agent presses **Enter** when the message composition field is blank or contains only whitespace characters or a line terminator. (GAPI-18799)
- Chat Typing notification now correctly takes into account the time an agent pauses in entering a message but has not yet sent the message so that contacts know that the agent is still working on a message. Previously, Chat Typing notification timed out if the agent took too long between keystrokes and the notification was no longer displayed to the contact. (GAPI-18458)
- For Microsoft Internet Explorer 11 users, when the **Dispositions** view is fully expanded, the list of dispositions now fills the available space. (GAPI-18366)
- Standard Responses can now contain the text "Responses". Previously, there might have been display issues of the Responses and Contact tabs when an agent made an outgoing call by typing a number

into Team Communicator when one of the Standard Responses contained this text. (GAPI-17294)

January 23, 2020 (9.0.000.63 UPDATE)

What's New

Chat enhancement

- If a period of inactivity is detected during a Chat interaction, Agent Desktop alerts the agent in the chat transcript that the session will be closed due to inactivity.

Voice call enhancement

- Agents are now notified by a visual alert when a contact or other party disconnects from a call.
- Dial plan support for outgoing calls. Please contact your Genesys representative to enable this feature.

Email enhancement

- The Arial and Helvetica fonts are now available to select from the **Fonts** list in the HTML [email editor](#).

Contact Management enhancement

- Agent Desktop can now be configured so that the identity of the incoming voice contact remains anonymous until the contact voluntarily discloses their identity to the agent during the interaction. Contact your Genesys Representative to configure this feature.

Interaction history enhancement

- Agent Desktop enables agents to call contacts from the interaction history by clicking the phone number in the interaction details. Additionally, agents can now view the contact's information by clicking on the contact name in the interaction history.

Usability improvement

- Agents can now collapse and expand the disposition and note region for more efficient usage of screen real estate during interaction handling.

Resolved Issues

- Supervisors can now move email from one workbin to another in environments where agents have two or more channels assigned. Previously, the Move to workbin button wasn't available in the Workbin view. (GAPI-18005)
- For Internet Explorer 11 users, agents can now paste text at the position of the cursor in the Chat editor. (GAPI-17911)
- Interaction Bar tooltips have been improved to provide more details about the interaction case to aid in distinguishing them. Previously, in some cases, such as consultation, the content of tooltips could seem to be duplicates. (GAPI-17892)

- Supervisors configured to monitor both voice and chat interactions can now monitor chat-only agents. Previously, only voice and chat and voice-only agents could be monitored. (GAPI-17888)
- Agent Desktop now sends the correct **From Address** information of outgoing email interactions to Genesys Reporting. (GAPI-17875)
- The **My Agents** view no longer displays reasons that have not been configured to ensure that the reasons displayed are aligned with the state seen by agents. Previously, for example, on unanswered calls, the reason **no-answer** was displayed. (GAPI-17694)
- For Microsoft Internet Explorer users, performance has been improved when an agent clicks **Show more** in **My Team Workbins**. (GAPI-17589)
- Embedded images, which cannot be displayed at this time, are now accessible as attachments. (GAPI-17469, GAPI-17474)
- During an Outbound Campaign call, the Reschedule view now displays the default reschedule time to the current time of the contact plus 30 minutes. Previously, it was set to the current time of the agent plus 30 minutes. (GAPI-17449)
- Supervisors can now set a disposition for a call monitored in barge-in mode. (GAPI-17422)
- Columns in the Dashboard view are now resizable. (GAPI-17234)
- Disposition hierarchy tree view is now correctly supported. Previously, in some situations the display of the disposition tree view was corrupted or was not available. (GAPI-17177)
- When Focus Time is enabled, Workspace no longer displays an error message when an interaction is marked done. (GAPI-17136)
- Support of Internet Explorer 11 has been improved to avoid some page rendering issues. (GAPI-17018)

November 7, 2019 (9.0.000.55)

What's New

Resolved Issues

- The following features now support additional ASCII characters such as -, +, and @:
 - Disposition Attribute Value names
 - Voice caller ID Attribute Value names
 - Case Data Attribute Value names
 - Interaction notification Case Data Attribute Value names

Previously, only the following characters were supported: a-z, A-Z, 0-9, _, space. If characters other than these were used, the default value was applied instead. (GAPI-17095)
- Routing Points Favorites are now correctly displayed in **Team Communicator**. Previously, in some situations such as network slowdown during application initialization, some Favorites were not displayed. (GAPI-16784, GAPI-15711)
- Localization is now correctly supported in the **My Agents** tab. Previously, when agents were set up in a non-English locale, the contents of the tab displayed in English. (GAPI-16760)

- The **Transfer** button in **Team Communicator** for email and chat interactions is not available if the selected agent is logged out. (GAPI-16655)
- Agent Desktop now correctly identifies internal targets who are existing favorites during a consultation, transfer, or conference, so that agents are not asked to add these internal targets as favorites. (GAPI-16303)
- Slow networks no longer cause issues with smart fail-over to the backup site. Previously, Agent Desktop aborted the fail-over process. (GAPI-16281)
- When the **From Address** column is configured to be displayed in the **My History**, **Contact History**, and **Interaction Search** views, the email address is now displayed in the **From Address** field for related interactions as well. Previously, the related interaction fields were empty. (GAPI-16171)
- An agent can now correctly download attachments from the history views. Previously, if the agent was logged in only on the voice channel, the agent could not download attachments from the history views. (GAPI-16100)
- When an agent is on an Outbound Campaign call in "with seizing" mode, their status is now displayed as **Busy** in the **My Agents** tab and **Team Communicator** of other agents and supervisors. Previously, the agent status was **Available** or **Not Available**. (GAPI-16098)

September 26, 2019 (9.0.000.49)

What's New

Outbound campaign enhancement

- Preview mode timed dialing. You can set up Agent Desktop to **automatically dial a contact** after a specified preview interval.

WebRTC Enhancement

- Agents can now use the WebRTC capabilities of the Chrome and Firefox browsers, eliminating the need of Genesys Softphone as an endpoint.

Resolved Issues

- The specified default value of mandatory integer type Case Data is now correctly added to the interaction view **Case Information** area if the Case Data was not already part of the interaction user data. Previously, the Case Data was added without a value or with the value NaN. (GAPI-15971)
- Supervisors, using the **My Agents** view, can now log out agents from non-Voice channels who are not logged in on the Voice channel. Previously, supervisors could not log out agents from any other channels unless the agent was logged in on the Voice channel. (GAPI-15717)
- Agents can now correctly end and mark as **Done** SMS Chat interactions. Previously in some cases, Agent Desktop became stuck when an agent clicked **End**. (GAPI-15662)
- If an agent makes multiple consultation calls from a single voice interaction, the consultation calls are now correctly displayed vertically stacked. Previously, the consultation calls were displayed overlapping horizontally. (GAPI-15171)
- The Workspace Web Edition default sandbox property might prevent web applications from being

embedded within IFrame for security reasons. Contact Genesys Customer Care to handle reprovisioning to enable this integration. (GAPI-15131)

- The error message in the case of failure when an agent is trying to accept a chat has been improved. Agent Desktop now displays the following message: This chat is no longer available. Previously, Agent Desktop displayed the following message: Cannot accept this chat interaction. (GAPI-15034)
- When an agent scrolls an interaction view, the **Case Information** panel now remains in view. Previously, the **Case Information** panel scrolled out of view. (GAPI-13947)

August 29, 2019 (9.0.000.41 UPDATE)

What's New

Resolved Issues

- Agent Desktop no longer displays errors to agents when they mark done an email interaction. Previously, in some situations, an 'Unknown interaction identifier specified' error was displayed to the agent. (GAPI-14192)

August 1, 2019 (9.0.000.41)

What's New

Resolved Issues

- With Genesys Softphone running in connector mode, if the the headset is unplugged, the agent's state now switches automatically to Not Ready with a Reason if a Not Ready Reason is set up. (GAPI-14224)
- The behavior of drop-down menus and buttons in the Case Information view has been improved so that they respond correctly to user input and edited values are now automatically saved before being submitting. (GAPI-13657)

June 27, 2019 (9.0.000.39)

What's New

My Agent view filters

- The My Agent view allows supervisors to view and change the status of the agents they supervise and filter the view for all agents in a specific state on one or more channels.

Interaction queue and workbin search

- Agents can now search interaction queues and workbins.

Resolved Issues

- Agents using hot seating no longer see incorrect interactions in Agent Desktop on next login. Previously, depending on how the agent ended the Agent Desktop session, released voice interactions might have been directed to them that they did not handle. (GAPI-13972)
- During login, if an agent enters a user name that is not recognized as an agent, the **Change login account** link is now correctly displayed. Previously, only the **Try again** link was displayed and the agent was not able to enter a different user name. (GAPI-13598)
- When the agent applies a **Not Ready with a reason** state to the Voice channel during a call, this reason is no longer also associated to the **After Call Work** state when the call is ended. Previously, the voice channel was in **After Call Work** state with this reason on the Agent Desktop but not at the Reporting level. (GAPI-14123)

June 6, 2019 (9.0.000.37)

What's New

Multiple interactions

- You can now choose to have new interactions open in the background when an agent is already actively handling an interaction. For agents who have the ability to handle multiple simultaneous interactions, this new capability reduces disruptions when a new interaction is directed to them.

WebRTC Softphones

- Disaster Recovery is now supported for WebRTC Softphones. Agent Desktop now releases stuck calls during a disaster recovery scenario.

Outbound campaign

- To prevent abandoned calls, agents who are reserved to receive an outbound campaign record cannot log off until they have handled the record.

Resolved Issues

- Agent Desktop has been improved so that when it is in a tab in the background on some browsers, the Background Tabs Throttling feature does not cause background tasks such as Softphone Connector, to timeout due to inactivity on the Agent Desktop tab. (GAPI-13750)
- Agent Desktop no longer displays disconnection notices to agents when a channel briefly goes out of service and is immediately restored. Disconnection notices are now sent only when channels remain out of service after a disconnection. (GAPI-13659)
- Agent Desktop handling of voice operation failures has been improved by using the Warning level

instead of the Error level to avoid notifications being displayed to agents. (GAPI-13515)

- Agents can now delete parties from a conference when they perform a single-step conference through an IVR or other routing point. (GAPI-13424)

May 23, 2019 (9.0.000.34)

What's New

Email enhancements

- Agents may attach file(s) up to a maximum size of 8MB to an external **email interaction**.
- **Interim email** reply allows agents to reply to an inbound email multiple times. Agents can choose between Send and Interim Send when replying to an inbound email.

Outbound Campaign enhancement

- Active Switching Matrix (ASM) and Assured Connect enable agents for the Predictive and Progressive mode in your **Outbound campaign** to reserve an agent before the connection with the contact is established. This feature enables agents to connect to the contacts instantly.

Genesys Altocloud Agent UI support

- Genesys Altocloud is an AI-powered Journey Optimization solution for real-time engagements of visitors browsing websites, by triggering a WebChat widget to engage visitor at the right moment. The Genesys Altocloud Agent UI **Journey** tab enables agents to access the following Altocloud features:
 - Journey content for a specific visit session
 - Visitor details and activity status
 - Visit details
 - Real-time customer journey chart
 - Real-time view of matched segments
 - Real-time view of outcome scores

Resolved Issues

- Agent Desktop can now handle large emails (up to 2 MB) without causing the application to freeze for several seconds. (GAPI-13413)

May 13, 2019 (9.0.000.33)

What's New

Resolved Issues

- A third-party component is updated to improve security within the session-handling mechanism. (GAPI-11984)
- Agents are no longer logged out of the voice channel in some cases involving multiple browsing sessions. (GAPI-13254)

May 2, 2019 (9.0.000.32)

What's New

Resolved Issues

- Configured Bell sounds for an active chat are no longer played when a previous chat is selected in a History view. (GAPI-13032)
- For personal favorites, a scrollbar is now available for the drop-down list of categories. Previously, a long list was truncated, and the only way to see hidden items was to type characters to filter the search results. (GAPI-12948)

April 18, 2019 (9.0.000.31)

What's New

Automatic failover

- To maintain business continuity, the application now **automatically connects** to a backup environment when the connection to the primary environment is lost.

Agent state supervision

- Supervisors can **view and update the status** of their agents in real time. Supervisors can change an agent's readiness state and, if necessary, log off an agent from all media channels. These capabilities allow supervisors to prevent interactions from being routed to agents who have left the workstation without properly exiting the application or changing their readiness state.

Resolved Issues

- Agents can now search for internal targets in Team Communicator using the target's DN. (GAPI-2128)
- Agent Desktop no longer displays the content of two email interactions in the same interaction view (GAPI-12298)
- You can now search for alternate names for Corporate Favorites in Team Communicator when the alternate name is displayed in parentheses. Previously, the search worked only when there was a space between the parentheses and the alternate name. (GAPI-12423)
- If the application disconnects from the server, agents are automatically logged out after 30 minutes if the application does not reconnect. (GAPI-12720)

April 4, 2019 (9.0.000.30)

What's New

Feedback

- To help us serve you better, it is now possible for users to provide **feedback** when they observe minor issue while using the application. In the event of a major issue, such as total application or browser failure, the user is provided with the opportunity to submit feedback the next time they log in.

My Agents Workbin and Interaction Queue

- Ability to **select and perform actions on multiple items**.

SMS interactions

- Support for inbound and outgoing **SMS interactions** through **Digital Channels**.

WhatsApp

- Support for **WhatsApp interactions** including text, emoji, images, and Highly Structured Messages through **Digital Channels**.

Resolved Issues

- Spaces are now supported for the names of custom attributes based on an enum for advanced searches in the My History, Contact History, and Interaction Search views. (GAPI-12453)
- Corporate Favorites and search results in Team Communicator can now include routing points with names that contain non-numeric characters. (GAPI-12297)
- The tooltip for the 'End Coaching' button for a current call or chat has been corrected from 'End Monitoring' to 'End Coaching'. (GAPI-12319)

March 14, 2019 (9.0.000.26)

What's New

Focus-time reporting support

- For scenarios where an agent is handling several simultaneous interactions on different channels, Agent Desktop now tracks the duration for which each interaction is actively being worked on (in focus) to better support accurate reporting of the agent's time spent per interaction.

Support for Genesys Co-browse

- Agents can now assist contacts by jointly navigating web pages in a synchronized browsing session with [Genesys Co-browse](#).
- Contacts can grant agents control of the browsing session using the "write mode".
- For privacy and security, the service can be configured to mask sensitive data from the agent's view and to prevent actions on specified controls.

Resolved Issues

- Agents can now correctly reply to email interactions. Previously, the reply operation sometimes failed due to an issue between internal email system configurations and Agent Desktop. (GAPI-11878)
- Team Leads can now start Agent Desktop supervision in coaching mode in any deployment environment. Previously, in certain environments, Agent Desktop supervision started in silent monitoring mode instead. (GAPI-11871)
- Team Communicator now correctly displays the state of an agent who is in 'After Call Work' state. Previously, the agent's state was shown as 'Not Ready'. (GAPI-11820)
- Transfer of email, chat, and other eServices interactions to an Interaction Queue is now working correctly. Previously, attempting to transfer any eServices interactions to an Interaction Queue resulted in an error. (GAPI-11678)
- You can now restrict the file type of email attachments. (GAPI-10820)

February 28, 2019 (9.0.000.25)

What's New

Interaction enhancements

- [Interaction history](#), [workbin](#), and [interaction queue](#) enhancements:
 - Agents can open 'in-progress' emails and workitems. This capability allows agents to respond in real-time to queued and outstanding customer inquiries.
 - Agents can mark as Done interactions that do not require a response.

Resolved Issues

- The chat toolbar now correctly blinks when a new chat message is added to the transcript of a collapsed or non-active chat interaction. Blinking stops if the agent passes the mouse pointer over the collapsed or non-active interaction. (GAPI-10856)
- If the Voice server goes down during an agent session, the Voice channel status is, correctly, out of service, even after a refresh. Previously in this scenario, refreshing the browser displayed the voice channel in the state it was in before the server went down, even if it was still out of service. (GAPI-10812)
- Team Communicator now returns complete and consistent results when an agent searches for Agent Groups. (GAPI-3830)
- Internal contacts that are designated as Corporate Favorites now correctly display as Corporate Favorites in Team Communicator. (GAPI-3614)
- Agents can now complete voice conferences when the agent is allowed to make two-step conferences, but not one-step conferences. (GAPI-11391)
- Session authentication now provides protection against login conflicts with an additional verification to ensure users belong to the correct tenant. (GAPI-11593)

January 31, 2019 (9.0.000.23)

What's New

Chat enhancements

- Agents can now receive and send emojis by selecting from a list during chat interactions.
- **Asynchronous chat** enables agents to continue a chat session after the initial interaction is ended by using the new **Conversation** tab in the interaction window or the new **Communication** tab in the **Connect** group through **Digital Channels**.

Facebook support

- The **Facebook channel** enables agents to engage in private chat sessions with Facebook Messenger users and public sessions with Facebook users. This enables you to monitor and respond to public posts and replies to your organization's Facebook page in a timely manner through **Digital Channels**.

Twitter support

- The **Twitter channel** enables agents to engage in private chat sessions with Twitter Direct Message users and public sessions with Twitter users. This enables you to monitor and respond to public Tweets and replies to your organization's Twitter page in a timely manner through **Digital Channels**.

Resolved Issues

- Agent Desktop no longer displays a Bad Request error when agents mark voice interactions as Done. (GAPI-11090)

January 17, 2019 (9.0.000.22)

What's New

Last agent routing support

- Agent Desktop can be set up to remember the last agent who communicated with a contact. This capability ensures that future interactions can be routed to the same agent to maintain the continuity of the conversation.

December 14, 2018 (9.0.000.19)

What's New

Voice

- Support for **voice interactions**:
 - Receiving calls
 - Making calls
 - Call recording
 - Call transfer, conference, and consultation
 - Call hold
 - End call
 - Mark done
 - Call case information
 - Call disposition
 - Call notes
- Support for Genesys Softphone 9.0

Email

- Support for **email interactions**:
 - Email media state control (including ready, not ready, and logon/logoff)
 - Inbound email screen-pop
 - Auto accept and interaction preview with manual accept and reject

- Initiate new email from Team Communicator, contact directory, and interaction parties area
- Support for To, Cc, Bcc with ability to restrict Cc and Bcc
- Standard email interaction controls, including: Reply, Reply all, Save to Workbin, transfer, and Mark Done
- Auto signature insert
- Support for text and HTML format with text editor
- Ability to configure default font size and type
- Retrieve and insert attachments
- Spelling check using browser's native spelling checker
- Retrieve email from workbin
- Capacity rule support
- Email in contact's interaction history
- Email disposition and note
- Email case information
- Enables agents to forward email to one or multiple external recipients who are not using Genesys Email. Agents can add an additional comment prior to forwarding when needed.

Web Chat

- Support for **Web Chat interactions**:
 - Web chat state control (including ready, not ready, and logon/logoff)
 - Inbound web chat screen-pop
 - Auto accept and interaction preview with manual accept and decline
 - Web chat interaction control, including send, end, mark done, consultation, transfer, and conference
 - Cancel chat consultation to queue
 - Delete party from conference
 - Customer/Agent "is typing" notification
 - Agent nickname configuration
 - Notification of a pending response to a contact
 - Spelling check using browser's native spelling checker
 - Capacity rule support
 - Web chat in contact's interaction history
 - Web chat disposition and note
 - Web chat case information

Open Media Task Routing

- This generic UI framework allows **custom media types** such as faxes, scanned documents, and tasks to

be routed to agents for processing. Included capabilities are:

- Media logon/logoff and readiness state control
- Interaction preview with manual or auto accept and decline
- Transfer, save to personal workbin, and mark done
- Enter disposition and note
- Contact's interaction history tracking

Outbound Campaign

- View listing of call campaigns which are assigned to the agent
- Notification of campaign loaded, start, and stopped
- Support for Outbound Campaign pull preview mode:
 - Retrieve call record from start notification, campaign listing, and at completion of a previous call
 - Decline a preview record prior to placing the call with selection of how the record is to be treated
 - Click to dial the provided phone number, with the ability to select an alternate number (if available) during the preview phase
 - Request next record, stop, and resume retrieval of a preview record
- Support for Outbound Campaign Predictive and Progress modes
- View list record attributes prior to and during a call
- Flag a record as 'Do Not Call'
- Call result and interaction disposition
- Standard voice call control when a call is successfully made
- Outbound Campaign case information

Contact profile and interaction history

- **Contact directory** search, contact creation, contact assignment, contact profile editing, contact deletion, and contact interaction history.
- Ability for agents to mark done interactions that do not require a response.
- Open "In Progress" emails and workitems from the contact interaction history. This capability allows agents to respond in real-time to queued, outstanding customer inquiries.

Interaction history search

- Quick search
 - This new feature allows an agent to perform keyword searches of contact's and the agent's own interaction history. Quick search is a feature that appears in Contact History, Interaction Search, and My History views.
 - Agents can search for interactions using keywords within the details of an interaction, such as the chat transcript, email body, email subject, interaction note, and other interaction attributes.
- Advanced search

- A new module enabling agents to search for historical customer interactions within and outside the context of the **My History** and **Contact History** views.
- Agents can specify multiple search attributes and conditions when searching. Search attributes include:
 - System interaction attributes such as 'processed by', 'dates', 'media types', 'status', and 'email addresses'
 - Business attributes stored as attached data key-value pairs
 - Specific text within the email body, the web chat transcript, the subject, and the notepad
 - Specific date range using the 'Between' operator

My Interaction History

- A new module enabling agents to view **their historical customer interactions**.

Statistics

- Performance Tracker for agent KPIs
- Contact center statistics viewer
- You can now configure Agent Desktop to allow agents to select one statistic to be visible at all times while the application is in focus.

Standard Responses

- **Standard responses** are now supported for all media channels.

Workbins

- Agent's in-progress and draft **personal workbins** for email

Supervision

- Voice
 - Supervisors can initiate monitor with possibility to barge-in interactions between an agent and contact.
 - Supervisors can whisper coach agent during an interaction with contact.
- Web Chat
 - Supervisors can now monitor, coach, and barge-in interactions between agents and contacts.
 - Supervisors can switch between various supervision modes (monitor, coach, and barge-in).
- Email
 - To ensure outgoing emails are of consistent quality, certain emails from agents to customers are selected by the system to be reviewed by a supervisor before being released by the system. These emails can be routed to an available supervisor in real-time or to a supervisor's workbin. During the review, supervisors can approve or reject emails sent by agents to customers. Supervisor can make minor edits when approving or provide comments to the sending agent when rejecting an email.

- Agent Workbin and Interaction Queue
 - Capability for supervisors to view interactions within interaction queues and their agent's personal workbins
 - Ability to select interaction from an agent's personal workbin and move it to another agent's workbin or interaction queue
 - Ability to select interaction from an interaction queue and move it to another agent's workbin or interaction queue
 - Mark interaction as Done
 - Delete agent's draft email

Navigation

- A sidebar navigation toolbar offers quick access tools that can be used at any time, such as Team Communicator, voicemail, and messages and other notifications.
- Introduction of the top-level navigation bar to include support switching between different agent task and support views.

Customization

- It is now possible to customize the top navigation bar to include custom third-party party web content.
- It is now possible to customize the side bar to include custom icons which allow agents to view 3rd party web content.

SSO

- Support for Single Sign-on through OAuth2, and two-step sign-on process.

Security

- Allows you to control enabling/disabling usage of geolocation, midi, encrypted media extension, microphone, and camera within iframe.

Known Issues

- After an active Chat interaction becomes idle, if the agent handling the Chat clicks **Insert** from the **Standard Response** tab the display of Agent Desktop might become corrupt. To resolve the display issue, the agent must refresh their browser. (GAPI-23565)
- For Chrome and FireFox users, the tooltip feature in **Team Communicator** is not displaying content correctly; however, most of the tooltip information can be read. (GAPI-20831)
- For Internet Explorer 11 with CKEditor 4.13.1, embedded images are not always resizable. Embedded images can be resized only if they are placed on a separate line with no other content. (GAPI-19699)
- In environments using Smart Fail Over, if the primary site fails during agent log in, Agent Desktop does not connect to backup site. Administrators must provide the agent with the URL for the backup site. (GAPI-17174)

- When a call is transferred, Agent Desktop incorrectly notifies the agent that the contact has left the call. (GAPI-17799)

Limitations

- Google Chrome 57 introduced the Background Tabs Throttling feature that reduces the availability of CPU cycles to 1% for Web applications in tabs that are not currently in focus or for minimized browsers. This feature can cause an issue with incoming interactions. If the tab running Agent Desktop does not have the focus for a long time, agents might experience a delay receiving incoming interaction notifications.

Workarounds:

- Disable the feature in Chrome by adding `--disable-background-timer-throttling` to the command line when launching Chrome: "C:\Program Files\Google\Chrome\Application\chrome.exe",
- Or, agents must open Workspace in a separate browser window without any other tabs open and never minimize the window. There is no issue if this browser window is in the background;
- Or, agents should use the Microsoft Internet Explorer 11 browser.
- Mozilla Firefox 58 introduced the Background Tabs Throttling feature that reduces the availability of CPU cycles to 1% for web applications in tabs that are not currently in focus or if the browser is minimized. This feature can cause an issue with incoming interactions. If the tab running Agent Desktop does not have the focus for a long time, agents might experience a delay receiving incoming interaction notifications.

Workarounds:

- Disable the feature in Firefox using the following procedure:
 1. Enter `about:config` in the address bar and press **Enter** to open the Firefox application preferences page.
 2. Click **I accept the risk!** to dismiss the warning message.
 3. Enter `min_background_timeout_value` in the search field to find this timer throttling option.
 4. Edit the **Value** column to change the preference setting to 0.
 5. Enter `min_background_timeout_value_without_budget_throttling` in the search field to find this timer throttling option.
 6. Edit the **Value** column to change the preference setting to 0.
 7. Restart the browser and log back in to Agent Desktop.
- Or, agents must open Agent Desktop in a separate browser window without any other tabs open and never minimize the window. There is no issue if this browser window is in the background;
- Or, agents should use the Microsoft Internet Explorer 11 browser.
- Mozilla Firefox 58 introduced the Background Tabs Throttling feature that reduces the availability of CPU cycles to 1% for web applications in tabs that are not currently in focus or if the browser is minimized. This feature can cause an issue with WebRTC. If the tab running WebRTC does not have the focus for a long time, Agent Desktop might drop the call and move the agent to the out of service state.

Workarounds:

- Disable the feature in Firefox using the following procedure:
 1. Enter `about:config` in the address bar and press **Enter** to open the Firefox application preferences page.
 2. Click **I accept the risk!** to dismiss the warning message.
 3. Enter `min_background_timeout_value` in the search field to find this timer throttling option.
 4. Edit the **Value** column to change the preference setting to 0.
 5. Enter `min_background_timeout_value_without_budget_throttling` in the search field to find this timer throttling option.
 6. Edit the **Value** column to change the preference setting to 0.
 7. Restart the browser and log back in to Agent Desktop.
- Or, agents must open Agent Desktop in a separate browser window without any other tabs open and never minimize the window. There is no issue if this browser window is in the background;
- Or, agents should use the Chrome browser with the settings described above.
- Agent Desktop does not support **Incognito Mode** for Chrome version 83 and higher due to a security feature introduced by Google.
- The contact search results for a given search criterion currently differ between Team Communicator and Contact Directory.
- Workspace Agent Desktop does not support multiple simultaneous logins from the same agent account in different browsers or browser tabs in a Production context.
- Agents cannot search on email address domains in the Contact Directory. Agents can only search on whole email addresses.
- In Team Communicator, the tooltip for the Call button for internal calls displays the target agent ID rather than the target DN.
- Agents cannot place calls to other agents who are not logged in, except by directly calling the extension.