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Workspace Desktop Edition

8.5.114.10

12/20/2025

8.5.114.10

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/01/16	Hot Fix					X

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What's New

This release contains the following new features and enhancements:

- Workspace now notifies an agent that an SMS Session interaction is about to be closed due to inactivity of the engaged parties.

Helpful Links

Releases Info

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

Product Documentation

[Workspace Desktop Edition](#)

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Resolved Issues

This release contains the following resolved issues:

Workspace now correctly displays HTML formatted emails that contain specific background-color styles. Previously for these types of emails, parts of the email might have displayed as black squares. (IW-13245)

Workspace no longer prevents voice calls from being delivered to agents in environments where TEvents, such as EventAgentReserved, were distributed with a reference to an AgentID that did not match the current agent. Previously in this scenario, future calls were not delivered to the agent until the agent logged off then logged on the voice channel. (IW-13242)

When the value of the voice.hold-indicator-timer option is set to true, Workspace no longer resets the hold timer to 0 when the attached data of the call are updated while it is on hold. (IW-13209)

Workspace text editor no longer indicates words containing an apostrophe as misspelled. Previously, English words, such as *couldn't*, and French words, such as *aujourd'hui*, were indicated as misspelled as soon as the user typed the apostrophe. (IW-13197)

In Contact Center Statistics view, the display name of Virtual Queues can now be customized by using the display-format.virtual-queue.name option, and then for each Virtual Queue, you can specify a display name by setting the display-name key in the annex of the object. (IW-13195)

Workspace now correctly closes the connection to Chat Server when an SMS Session interaction is ended. (IW-13092)

Workspace no longer exits unexpectedly in situations where the agent accepts a chat when at the

same time an invitation expiration is received. (IW-12919)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.114.10.