# GENESYS™

# Workspace Desktop Edition

8.5.160.04

12/17/2025

# 8.5.160.04

## Workspace Desktop Edition Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 12/21/23 | General | | | | | | X |

## Contents

## What's New

This release contains the following new features and enhancements:

- In SIP Server environments, Agents or Supervisors can now suspend the customer from the outgoing active call during coaching. This allows the agent and supervisor to continue coaching as a private conversation. You can turn on this feature by enabling '*Voice - Can Suspend or Reinstate Customer Party in a Coached Call*. For more information, see documentation on Voice privileges. Previously, this capability was possible only for inbound calls. (IW-18031)

## Helpful Links

### Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

### Product Documentation

Workspace Desktop Edition

### Genesys Products

List of Release Notes

## Resolved Issues

This release contains the following resolved issues:

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In deployments where **login.prompt-place** is set to `false` and there is neither a default place nor a valid recent place, Workspace now allows an agent to log in by specifying an alternative place. Previously, in this scenario, the agent could not login because it was not possible to specify a place in the login window. (IW-18028)

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The option **callback.callback-information.frame-color** can now be overridden by a routing strategy. (IW-18014)

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When an agent attempts to close the Workspace application while an inbound email is present on the screen, Workspace now always places this inbound email into the *in-progress* workbin. Previously, the inbound email was intermittently returned to its origin queue. (IW-18013)

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The Workspace initialization time has been improved in scenarios where the statistic module initialization is delayed due to a temporary slow response time of Configuration Server or Configuration Server Proxy. (IW-18012)

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The initialization of the Standard Response view has been improved resulting in quicker display in case of a slow Universal Contact Server response during the initial loading of standard response categories. (IW-17988)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.160.04.