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Workspace Desktop Edition

8.5.162.10

12/22/2025

8.5.162.10

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/29/24	Hot Fix						X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Desktop Edition has been improved to better handle the e-mail mark done operation. Previously, in some scenarios, the mark done operation may fail silently resulting in the Agent capacity being decreased incorrectly. (IW-18183)

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](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.162.10.