GENESYS™

Web Services and Applications

Release Notes 8.5.x

3/31/2024

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Web Services and Applications 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Web Services and Applications. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.203.06	02/15/24	General			X		
8.5.203.05	11/22/23	General			X		
8.5.203.03	06/30/23	General			X		
8.5.203.02	05/26/23	Hot Fix			X		
8.5.203.01	04/04/23	Hot Fix			X		
8.5.202.99	12/22/22	Hot Fix			X		
8.5.202.97	11/21/22	Hot Fix			X		
8.5.202.96	05/16/22	Update			X		
8.5.202.94	12/22/21	Hot Fix			X		
8.5.202.93	11/15/21	Hot Fix			X		
8.5.202.92	11/03/21	Hot Fix			X		
8.5.202.91	10/20/21	Hot Fix			X		
8.5.202.90	09/21/21	Hot Fix			X		
8.5.202.89	08/12/21	Hot Fix			X		
8.5.202.88	06/09/21	Hot Fix			X		
8.5.202.87	04/09/21	General			X		
8.5.202.86	03/19/21	General			X		
8.5.202.85	01/15/21	Hot Fix			X		
8.5.202.84	11/30/20	Hot Fix			X		

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.202.81	09/17/20	General			X		
8.5.202.79	06/16/20	Hot Fix			X		
8.5.202.77	04/27/20	General			X		
8.5.202.71	01/29/20	General			X		
8.5.202.69	12/18/19	General			X		
8.5.202.68	10/11/19	Hot Fix			X		
8.5.202.67	09/25/19	Hot Fix			X		
8.5.202.66	08/19/19	Hot Fix			X		
8.5.202.65	08/07/19	Hot Fix			X		
8.5.202.64	07/26/19	Hot Fix			X		
8.5.202.63	06/05/19	Hot Fix			X		
8.5.202.61	05/08/19	Hot Fix			X		
8.5.202.59	04/24/19	Hot Fix			X		
8.5.202.58	02/20/19	Hot Fix			X		
8.5.202.57	01/25/19	Hot Fix			X		
8.5.202.56	12/14/18	Hot Fix			X		
8.5.202.54	11/16/18	General			X		
8.5.202.45	07/06/18	Hot Fix			X		
8.5.202.42	06/01/18	Hot Fix			X		
8.5.202.40	05/22/18	General			X		
8.5.202.34	04/27/18	General			X		
8.5.202.27	03/21/18	Hot Fix			X		
8.5.202.24	03/06/18	Hot Fix			X		
8.5.202.23	02/23/18	General			X		
8.5.202.19	01/26/18	Hot Fix			X		
8.5.202.04	11/30/17	General			X		
8.5.201.92	09/15/17	General			X		
8.5.201.85	07/20/17	Hot Fix			X		
8.5.201.84	07/14/17	General			X		
8.5.201.81	06/08/17	Hot Fix			X		
8.5.201.76	05/19/17	General			X		
8.5.201.68	03/24/17	General			X		
8.5.201.61	01/27/17	General			X		
8.5.201.50	11/04/16	General			X		
8.5.201.46	10/14/16	Hot Fix			X		
8.5.201.41	09/30/16	General			X		
8.5.201.29	06/10/16	General	Under		X		

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
			Shipping Control				
8.5.201.18	03/25/16	General	Under Shipping Control		X		
8.5.201.09	03/04/16	General	Under Shipping Control		X		

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the Web Services and Applications page in the *Genesys Supported Operating Environment Reference Guide*.

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

Screen and Call Recording functionality is no longer part of Web Services and Applications. To use this functionality, please deploy Genesys Interaction Recording (GIR) in a separate Cassandra keyspace.

The Dashboard is no longer available in Workspace Web Edition. It was removed in 8.5.201.61.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Web Services and Applications, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about Web Services and Applications, see the following documentation:

- The documentation related to this software is available from the Web Services and Applications page.

- The *Web Services and Applications Deployment Guide* provides deployment and configuration details for Web Services, Workspace Web Edition, and Gplus Adapter for Salesforce.

- The *Web Services and Applications Configuration Guide* gives you the information that you need to configure Workspace Web Edition and Gplus Adapter for Salesforce.

- The *Web Services API Reference* covers all the resources and methods available through the Web Services API.

- The *Workspace Web Edition Help* gives you the information that you need to use the Workspace Web Edition agent desktop application.

- The *Workspace Web Edition Developer's Guide and API Reference* gives you the information that you need to customize Workspace Web Edition and work with its APIs.

- The *Gplus Adapter User Guide* gives you information that you need to use Gplus Adapter for Salesforce.

- The Web Services and Applications page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Web Services and Applications components.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Web Services and Applications

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Web Services and Applications. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

Limitation: Starting with Chrome version 64, the following HTML features won't work for the web applications integration based on IFRAME if they are in a different domain from Workspace Web Edition:

- Geolocation (getCurrentPosition and watchPosition)

- Midi (requestMIDIAccess)

- Encrypted media extensions (requestMediaKeySystemAccess)

- Microphone, Camera (getUserMedia).

If one of these features is required, use one of the following solutions:

- Use a Web Server in front of Workspace Web Edition and the web application to be exposed to the same domain.

- Use the EXTERNAL mode instead of the INTERNAL mode to display the related web application in a pop-up window.

Workspace Web Edition

Recommendation: To ensure that agent login remains secure, Genesys recommends that you disable the following browser features for Workspace users: Auto-complete (autofill) and Password Manager (remember password or remember me). For more information about this recommendation, refer to Login Security.

Limitation: Genesys Knowledge Center 9 is not supported.

Limitation: If an agent closes his or her browser or if the browser crashes with a released voice interaction still open, it will remain in the `In Progress` state. It is not yet possible to apply Done to voice interactions in the History view.

Limitation: 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 real-time disconnection of interactions (calls) and can cause notifications of incoming interactions to be delayed. If the tab does not have the focus for a long time, Workspace might consider the session to be down.

Workarounds:

- Disable the feature in Firefox using the following procedure:

  1. Enter `about:config` in the address bar and press **Enter** to launch the Firefox application preferences page.

  2. Click the `I accept the risk!` button to dismiss the warning message.

  3. Enter `dom.timeout.enable_budget_timer_throttling` in the search bar to find the timer throttling option.

  4. Double-click `true` in the **Value** column to change the preference setting to `false`.

  5. Restart your browser and log back in to Workspace.

- 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 a browser other than Firefox.

Limitation: 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 if the browser is minimized.

This feature can cause real-time disconnection of interactions (calls) and can cause notifications of incoming interactions to be delayed. If the tab does not have the focus for a long time, Workspace might consider the session to be down.

Workarounds:

- Disable the feature in Chrome by adding **--disable-background-timer-throttling** to the command line when launching Chrome: "C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" --disable-background-timer-throttling

- 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 a browser other than Chrome.

Limitation: When an agent puts an inbound email in a workbin after a pull, the event generated on

Service Client API is a Removed event with state = COMPLETED instead of SAVED_IN_WORKBIN.

Limitation: If a supervisor is monitoring an agent who is logged in on a different site and leaves a monitored call, the supervisor will be added back to the call if the monitored agent puts the call on hold and then retrieves the call.

Limitation: If you are using UCS 8.5.200.08 or lower, you might experience performance issues with Workspace. Genesys recommends that you upgrade to the latest version of UCS.

Limitation: For both new and reply outgoing email interactions, the ";" character should not be used at the end of an email address in the To, Cc, nor Bcc fields. The **To**, **Cc**, and **Bcc** buttons in the outgoing email interaction window cannot be used to add the email address of an existing contact.

From a workbin, a Twitter interaction cannot be marked as Done.

ID: **HTCC-31577**	Found In: **8.5.202.81**	Fixed In:

When a Chat API request results in one or more CometD notification(s), the HTTP response and/or the CometD notifications might not include **referenceId**. If this happens, it is impossible to link notifications with the request.

ID: **HTCC-30874**	Found In: **8.5.202.71**	Fixed In: **8.5.202.79**

The **My Agents** view is displayed in English instead of being localized when the Workspace URL contains "?lang=<selectedLanguage>".

ID: **HTCC-30653**	Found In: **8.5.202.65**	Fixed In: **8.5.202.66**

In release 8.5.202.63, the Login page and the **About Workspace** dialog box display the version 8.5.202.62 instead of 8.5.202.63.

ID: **HTCC-30603**	Found In: **8.5.202.63**	Fixed In: **8.5.202.64**

Workspace can become stuck for consulted agents if the consulting agent marks the chat as Done while the consultation chat is still active.

Workarounds:

- The consulted agent should refresh their browser to make the Mark Done button become available to close the consultation chat.

- To prevent this scenario, the consulting agent should end the consultation chat before ending the chat with the contact.

ID: **HTCC-30244**	Found In: **8.5.202.50**	Fixed In: **8.5.202.63**

It is not possible to filter a Standard Responses search based on the categories specified by the standard-responses.categories option. Workspace does not take this option into account.

ID: **HTCC-29406**	Found In: **8.5.202.23**	Fixed In:

If a supervisor who is monitoring more than one agent stops monitoring one of the agents, monitoring of all the other agents is also stopped and the supervisor stops receiving monitoring notices.

ID: **HTCC-30952**	Found In: **8.5.202.04**	Fixed In: **8.5.202.79**

The **Mark Done** button is disabled intermittently for interactions that are created by redialing the hung up participant.

Workaround: Refreshing the browser enables the **Mark Done** button and you can mark the interaction as complete.

ID: **HTCC-28749**	Found In: **8.5.202.04**	Fixed In: **8.5.202.23**

If Genesys Softphone is stopped and restarted while an agent is logged in, the agent is warned that the connection has been lost by the following message: "Connection to the Softphone lost. Trying to reconnect...". In this scenario, the connection is never reestablished; the agent must reload the browser page to reestablish the connection.

ID: **HTCC-28290**	Found In: **8.5.201.92**	Fixed In: **8.5.202.04**

In a Disaster Recovery environment, when an agent tries to log in using Genesys Softphone and both the Preferred SIP Server and Peer SIP Server are down, the login fails as expected; however, once one of the SIP Server is started and the agent is able to log in from the same session, then, at logout time, the Genesys Softphone is not unregistered. This prevents another agent or the same agent from logging in to a different Place afterwards. The login fails. Genesys Softphone should be restarted to make logins possible.

ID: **HTCC-28242**	Found In: **8.5.201.92**	Fixed In: **8.5.202.04**

To use Microsoft Edge for Windows 10 with Genesys Softphone and Genesys Interaction Recording (GIR) Screen Recorder, you must disable loopback for Edge. You can accomplish this by executing the following command to disable loopback for Edge (this requires admin rights): `CheckNetIsolation LoopbackExempt -a -n="Microsoft.MicrosoftEdge_8wekyb3d8bbwe"`

ID: **HTCC-28236**	Found In: **8.5.201.92**	Fixed In: **8.5.202.04**

The interaction duration timer that is displayed in the toolbar of chat interactions now starts when the interaction is accepted by an agent. Previously, the timer started when the interaction entered the queue.

ID: **HTCC-27707**	Found In: **8.5.201.81**	Fixed In: **8.5.202.04**

When the value of the `login.workmode` option is set to `auto-in` or `manual` and the value of the `agent-satus.ready-workmode` option is set to unknown, no workmode is applied to the agent state if the agent logs in during the agent session from the Main menu (global state) or the My Channels tab.

ID: **HTCC-27130**	Found In: **8.5.201.76**	Fixed In:

In a blended environment (eServices media (email, chat, Facebook, Twitter, workitems) plus voice), if an agent logs in while the voice T-Server is down, the voice channel might not become available for the agent when the T-Server connection is restored. If this occurs, the agent should log out and log in again to enable the voice.

ID: **HTCC-27103**	Found In: **8.5.201.76**	Fixed In:

Facebook comments cannot be placed into the draft workbin.

ID: **HTCC-26906**	Found In: **8.5.201.68**	Fixed In: **8.5.201.76**

When an agent receives an interaction notification and a toast native to the browser is displayed on top of the Workspace notification, the agent can no longer close it by clicking on it.

Workaround: To close it, the agent must click the x button on the top right corner of the toast, or click on Workspace to give it the focus.

ID: **HTCC-26894**	Found In: **8.5.201.68**	Fixed In: **8.5.201.76**

For Internet Explorer 10 and 11 with protected mode enabled, if an agent clicks an attached data hyperlink that is set up as a named target, Internet Explorer opens the target of the link in a new window or tab.

Workaround: add Web Services and Applications and the linked website to the list of trusted sites because Protected mode is disabled by default for trusted sites. This gives the same integrity level to both sites (refer to: https://msdn.microsoft.com/library/ms534659(v=vs.85).aspx).

ID: **HTCC-26857**	Found In: **8.5.201.68**	Fixed In:

In environments where agents are set up to handle only workitem interactions, agent cannot answer ringing interactions unless you enable the "api-ucs-voice" feature in the Web Services and Applications API

ID: **HTCC-26526**	Found In: **8.5.201.61**	Fixed In: **8.5.201.68**

The Service Client API does not support the EXTERNAL mode with Microsoft Internet Explorer.

ID: **HTCC-25211**	Found In: **8.5.201.61**	Fixed In:

Partial login is not supported for agents who are configured for multiple multimedia channels. For example, if an agent is set up to handle chat and email interactions, but there is no chat license

available, login will fail for both chat and email.

ID: **HTCC-25132**	Found In: **8.5.201.61**	Fixed In:

During call monitoring, if the external party releases the call first, the remaining participants (agent and supervisor) might see "Call Number Unidentified" in Workspace Web Edition instead of the phone number.

ID: **HTCC-27367**	Found In: **8.5.201.50**	Fixed In: **8.5.202.23**

Facebook private messages cannot be handled beginning with the 8.5.201.50 release of Workspace.

ID: **HTCC-26731**	Found In: **8.5.201.50**	Fixed In: **8.5.201.92**

The voicemail bell/tone does not play when a new voicemail is received.

ID: **HTCC-23603**	Found In: **8.5.201.41**	Fixed In: **8.5.201.50**

Case Data can no longer be removed from a Chat interaction after the Chat has been released and a Disposition has been applied.

ID: **HTCC-22266**	Found In: **8.5.201.29**	Fixed In: **8.5.201.41**

In Team Communicator and the **My Agents** tab, the `Not Ready` state is displayed instead of `Do Not Disturb` when a channel is set to `Do Not Disturb`.

ID: **HTCC-20908**	Found In: **8.5.201.18**	Fixed In:

During chat consultations, if the consultation is cancelled by using the hyperlink in the transcript or by time-out, the same consultation target cannot be used again during the chat session.

Workaround: The agent should refresh the browser.

ID: **HTCC-19703**	Found In: **8.5.201.09**	Fixed In: **8.5.201.18**

In the **My Agents** tab, the **In Call** status filter does not work for chat and email.

ID: **HTCC-19547**	Found In: **8.5.201.09**	Fixed In: **8.5.201.18**

If an agent sets his or her status on the chat or email channels to Do Not Disturb from Not Ready, and then a Team Lead or Supervisor, using the **My Agents** tab, sets the agent's state to Ready, the channel is displayed as Ready to the agent, even though it is still in the Do Not Disturb state on the system.

ID: **HTCC-19405**	Found In: **8.5.201.09**	Fixed In: **8.5.201.18**

If an agent sets his or her status to Do Not Disturb from Ready, a Team Lead or Supervisor using the **My Agents** tab cannot change the agent state to Ready, and does not receive a warning message to describe why the agent state remains as Not Ready.

ID: **HTCC-19402**	Found In: **8.5.201.09**	Fixed In:

When a Team Lead or Supervisor uses the **My Agents** tab to end an Agent session, unsaved information on the Agent side is lost.

ID: **HTCC-19394**	Found In: **8.5.201.09**	Fixed In:

If the value of the `intercommunication.voice.consultation-enabled` option is set to empty, the `Consultation` button is incorrectly not displayed, even if the Instant Messaging feature is enabled.

ID: **HTCC-17634**	Found In: **8.5.201.09**	Fixed In:

The 'interaction.setUserData' method from the Service Client API rejects the full operation when a key that does not match the constraints of the 'service-client-api.user-data.write-allowed' option is encountered. The error message reflects only the first mismatch; no other mismatches are checked.

ID: **HTCC-16114**	Found In: **8.5.201.09**	Fixed In:

Workspace Web Edition limits interaction queue supervision to email media; supervisors can't perform actions on chat interactions.

ID: **HTCC-14719**	Found In: **8.5.201.09**	Fixed In:

On search, Team Communicator shows non-agent users and disabled users as agents and doesn't take disabled flags from Configuration Server into account.

ID: **HTCC-14166**	Found In: **8.5.201.09**	Fixed In:

The underscore character ("_") is not recognized as a tokenizer in Team Communicator searches for agents, interaction queue, routing point and skill targets. The text after this character isn't searchable directly, you need to set also the first part. For example, to search for the "My_Routing" routing point, the agent must enter "My_" or "My_R", if only "Rout" is used, the routing point will not be found.

ID: **HTCC-11594**	Found In: **8.5.201.09**	Fixed In: **8.5.201.68**

Sometimes, the list of Responses may be empty or incomplete, the agent has to re-try the access late. This issue can occur after the server startup.

ID: **HTCC-11109**	Found In: **8.5.201.09**	Fixed In: **8.5.201.29**

The `<$ Agent.Signature $>` field code is not supported for Standard Responses. If it is present in a Standard Response, it will be just replaced by the full name of the agent on insert.

ID: **HTCC-10728**	Found In: **8.5.201.09**	Fixed In:

Workspace Web Edition does not support (it will not use or show) the display name of Interaction Queue objects.

ID: **HTCC-9514**	Found In: **8.5.201.09**	Fixed In:

An agent cannot edit place at login if the Genesys Web Services API was used to provision users or a default place was set for agents.

ID: **HTCC-6252**	Found In: **8.5.201.09**	Fixed In:

When a call is conferenced to an agent, the phone number of the customer is not displayed in the interaction bar of the agent who accepts the conference; instead, the phone number of the agent who initiated the conference call is displayed.

ID: **HTCC-4484**	Found In: **8.5.201.09**	Fixed In:

Web Services API

Limitation: In some environments, interactions with media type **Facebook** might not be delivered to agents. When the issue occurs, the status of the agent for the Facebook media channel is forcefully changed from **Ready** to **Expired** as the agent hasn't responded to the invite to the interaction. To resolve this issue, contact Genesys Customer Care for a workaround.

ID: **HTCC-31822**	Found In: **8.5.202.91**	Fixed In:

Limitation: The moving of objects between folders in Configuration Server is not supported.

Workaround: If an object must be in a different folder, delete the object and recreate it in the correct folder.

Genesys Web Services and Applications must be restarted if the SIP Server/T-Server listening port was changed in Configuration Server.

ID: **HTCC-31221**	Found In: **8.5.202.77**	Fixed In:

In release 8.5.202.63, the logs display the version 8.5.202.62 instead of 8.5.202.63.

ID: **HTCC-30306**	Found In: **8.5.202.63**	Fixed In: **8.5.202.64**

During cross-site coaching, the supervisor party is not included after a coaching call is transferred.

ID: **HTCC-29009**	Found In: **8.5.202.59**	Fixed In:

If a supervisor is coaching an agent who is logged in on a different site and handles a call, the Interaction Notification on the supervisor's desktop is displayed as an inbound call instead of a coaching call.

ID: **HTCC-29025**	Found In: **8.5.202.23**	Fixed In:

If the number of requested objects is large, GWS might not return objectPath information, even if the **object_path** parameter was provided in the API request.

ID: **HTCC-29257**	Found In: **8.5.201.68**	Fixed In: **8.5.202.24**

The Contact Search API supports the underscore ("_") character as a tokenizer for firstname and lastname, but not for username.

ID: **HTCC-26694**	Found In: **8.5.201.68**	Fixed In:

When the agent monitoring API is called for an agent who is logged in to the chat, smssession, or facebooksession medias, the supervisor monitors all three media, and will join all interactions for three media.

ID: **HTCC-24880**	Found In: **8.5.201.46**	Fixed In:

In Avaya environments, participants can be duplicated in the call party list of Outbound calls.

ID: **HTCC-27425**	Found In: **8.5.201.18**	Fixed In: **8.5.202.34**

The `Interaction.DateCreated` field code is not rendered when a standard response is inserted. Use `Interaction.StartDate` instead.

ID: **HTCC-23872**	Found In: **8.5.201.09**	Fixed In:

If an agent is in the middle of handling an interaction and another separate process updates that same interaction in Universal Contact Server, any information the process adds (such as attached data or notes) is overwritten by information the agent adds.

ID: **HTCC-15296**	Found In: **8.5.201.09**	Fixed In:

A single agent in a contact center is unable to log in to a backup Interaction Server that is running in primary mode if a network connection to the primary Interaction Server is unavailable.

ID: **HTCC-8911**	Found In: **8.5.201.09**	Fixed In:

CRM Gplus Adapters

While the Adapter is open in multiple tabs in Salesforce Classic mode, dialing the hung up participant using the call back feature displays an error.

ID: **HTCC-28682**	Found In: **8.5.202.04**	Fixed In:

Screenpop as a result of a chat transfer or consultation can sometime hide the Workspace Web Edition deployed as an embedded agent desktop in Salesforce Lightning Experience mode.

Workaround: Click the **Workspace** button to display the Workspace Web Edition again.

ID: **HTCC-28681**	Found In: **8.5.202.04**	Fixed In:

If browser with the Adapter and active screen recording session is closed longer than SRS session timeout, and the Adapter is still logged on when reopened, screen recording no longer works. To restore screen recording functionality, log out, refresh browser and log back in to the Adapter.

Workaround: To restore screen recording functionality, log out, refresh your browser and log back in to the Adapter.

ID: **HTCC-27356**	Found In: **8.5.201.76**	Fixed In: **8.5.202.04**

When a user navigates to the Adapter login screen, the Adapter might continually load and the loading spinner might not disappear.

Workaround: Refresh the browser to correctly display the login screen.

ID: **HTCC-23474**	Found In: **8.5.201.41**	Fixed In: **8.5.201.92**

In scenarios where the agent's phone rings while establishing outbound SIP calls, the origin text displayed in the adapter may incorrectly show the agent's number as the destination instead of the customer.

ID: **HTCC-18409**	Found In: **8.5.201.09**	Fixed In: **8.5.201.18**

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Web Services and Applications unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 8.5.2

Web Services and Applications Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Web Services and Applications, if available, in the tree menu on the left or in the list of Available Releases.

8.5.203.05

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/22/23	General			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

When an agent opens an inline forward email that was stored in the draft Workbin, the email along with its content is now displayed in Agent Desktop. Previously, when such emails were opened, the content was not displayed in Agent Desktop. (HTCC-32040)

The Voice channel of the agent is now correctly logged in, if the Voice server associated with that Voice channel is started. Previously, in some scenarios, the Voice channel appeared as **Out Of Service** after logging in and the agent could not change the state of the channel. (HTCC-32020)

For a voice interaction, the Disposition Code might be lost if the agent selects the disposition after the voice interaction is released, and after the Agent Desktop browser page is refreshed while handling the voice interaction. To avoid this problematic situation, set the **interaction.disposition.check-if-voice-interaction-idle** option to `true`. (HTCC-32019)

If the agent, after handling a push-preview interaction with a customer, re-dials the customer using the **Party** menu, the agent can now mark the interaction as **Done** once the call is completed. Previously, in such scenario, **Mark Done** was failed and the interaction remained open in Agent

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Desktop. (HTCC-32014)

When an agent sets the Voice channel as **Ready** immediately after marking an Outbound Campaign call as **Done**, the selected disposition for that record was lost. To resolve this issue, set a time delay in milliseconds in the new option outbound.delay-voice-state-change.timeout. The duration set in the option delays the request to change the state of the agent to **Ready** thereby allows the completion of any operation on the Outbound record before changing the state. (HTCC-32002)

Facebook interactions now display images attached to both Facebook Post and Comment. (HTCC-31960)

Web Services API

Genesys Web Services (GWS) is now compatible with browsers that support Cookies Having Independent Partitioned State (CHIPS). To enable opt-in to use CHIPS (adding Partitioned cookie attribute), add the following configuration in the **application.yaml** file. (HTCC-32061)

```
jetty:
 cookies:
   partitioned: true
```

> ### Important
>
> This configuration is mandatory for browsers where third-party cookies are disabled but they should be shared across domains. For more details, see How We're Protecting Your Online Privacy - The Privacy Sandbox.

GWS installation package now performs the correct post-installation procedure. Previously, if GWS was installed on Red Hat Enterprise Linux 8 (RHEL) in a non-default location, the post-installation script incorrectly configured the service that prevented starting the service in SystemD service manager. (HTCC-32041)

GWS now uses the blocking strategy for all internal caches to reduce the load on Cassandra nodes and CPU utilization on GWS API nodes if there are multiple concurrent API requests. To enable the blocking strategy, add the following configuration in the **application.yaml** file. (HTCC-32036)

```
serverSettings:
  cachingSettings:
    enableSystemWideBlockingStrategy: true
```

Multiple security upgrades (including SpringBoot, SpringFramework, SpringWeb, Jetty, Netty, FasterXML (Jackson), etc.) were done to remediate existing vulnerabilities. (HTCC-31997)

CRM Gplus Adapters

Workspace Web Edition deployed as an embedded application in Salesforce Lightning Experience

- The Adapter now sends **DNIS** in the Salesforce Screenpop's search query. To use this feature, enable the screenpop.include-dnis-in-search option in the **crm-adapter** section. (HTCC-31987)

Upgrade Notes

If you have used SSL (HTTPS) for Web Services API with a previous version of Web Services and Applications, extend the existing configuration in the **application.yaml** file by providing the `certificate key alias` name and an explicit configuration for `TrustStore` (previously it was optional). For more details, refer the following configuration:

```
jetty:
  ssl:
    certAlias: < key alias for certificate in JKS >
    trustStorePath: < path to JKS, can be the same as keyStorePath >
    trustStorePassword: < password for JKS >
```

8.5.203.03

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/30/23	General			X			

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- Genesys Web Services (GWS) 8.5 now supports Red Hat Enterprise Linux version 8 (RHEL 8). Compatibility with RHEL 7 is also maintained. (HTCC-31901)

Web Services API

- Updated 3rd party library dependency as an ongoing best practice to resolve identified critical security vulnerabilities. (HTCC-31971)

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Resolved Issues

This release contains the following resolved issues:

Web Services API

Agents are now able to log in to Workspace Web Edition (WWE) when HTTP traffic logger is enabled for POST/PUT API requests. Previously, in this scenario, Agents received an error message **please contact administrator** when logging in to WWE. (HTCC-31959)

The following options are now made customizable to configure connection timeouts to Chat Server by adding them in the **serverSettings** section in the **application.yaml** file.

- **chatServerConnectionTimeout** - specifies the timeout duration, after which the connection attempt fails.
- **chatServerReconnectTimeout** - specifies the delay between reconnect attempts.
    Example configuration:

```
serverSettings:
    chatServerConnectionTimeout: 7000
    chatServerReconnectTimeout: 10000
```

(HTCC-31948)

When there is a ChatServer failover, multiple join attempts might be needed to restore the chat sessions. You can configure the number of join attempts and the delay between each attempt by adding the following options in the **serverSettings** section in the **application.yaml** file. Previously, these options were not customizable.

- **chatServerRejoinAttempts** - specifies the number of join attempts to a chat session. By default, this value is set to 5.
- **chatServerRejoinDelay** - specifies the delay in milliseconds between join attempts to a chat session. By default, this value is set to 10000 milliseconds.
    Example configuration:

```
serverSettings:
    chatServerRejoinAttempts: 5
    chatServerRejoinDelay: 10000
```

(HTCC-31942)

While establishing a session with Configuration Server, GWS SyncNode now connects with all channels (voice, chat, and so on) configured in the CloudCluster application despite any possible network issue. Previously, GWS couldn't connect with those channel(s) if they were unavailable due to a network issue. (HTCC-31923)

In some configurations with a large number of **CorporateFavorites** and **LogHeader** functionality enabled, GWS could send thousands of read requests to Cassandra at once that might impact Cassandra performance. In such scenarios, to optimize performance, reading application setting for the LogHeader functionality can be disabled by using the **excludeAppSettings** option in the **serverSettings** section in the **application.yaml** file:

```
serverSettings:
    logHeaderSettings:
    excludeAppSettings: true
```

(HTCC-31921)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.03.

8.5.203.02

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/26/23	Hot Fix			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

The **Do Not Call** checkbox is now correctly hidden for Outbound Campaign interactions when the option
privilege.outbound.can-mark-do-not-call is set to `false`.
Previously, the checkbox was always visible, even when this option was set to `false`. (HTCC-31932)

For both new and reply outbound email interactions, the spaces before and after the paragraph are now correctly preserved when inserting a Standard Response with HTML paragraph content. (HTCC-31924)

Web applications integration defined at interaction level is no longer duplicated on Agent Desktop for voice and chat conferences when the **interaction.web-content** option is overridden differently by the strategy mechanism for involved agents. Previously, the agent applying the conference was faced with duplicate Web applications, ordered differently. (HTCC-31922)

Agent Desktop now allows to sort columns in Contact Center Statistics view. To enable this feature, set the option **statistics-values.columns.enable-sorting** to `true`. (HTCC-31917)

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Web Services API

Intermittent connectivity issues between GWS and Interaction Server / Interaction Server Proxy are now resolved. (HTCC-31350)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.02.

8.5.203.01

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/04/23	Hot Fix			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Agents using Agent Desktop with Genesys Softphone no longer have their voice channel moved to **Out of Service**. Previously, when the **Agent Desktop** tab was minimized or hidden for some time, the voice channel of the agent was moved to **Out of Service** after a few minutes. (HTCC-31896)

Agents can now control if a positive feedback is voted when the agent clicks on the **Copy Content** button for a document from the **Knowledge** tab. This feature can be configured by using the new **knowledge-center.can-upvote-on-copycontent** option. When this option is set to `false`, the positive feedback is not voted. Previously, the positive feedback was always voted when the user clicked on the **Copy Content** button after filtering the documents from the **Knowledge** tab. (HTCC-31894)

Agent's browser console no longer displays any error messages. Previously, in some situations, the browser console displayed the error message: **ERROR in toJSON() Why optionLayer.toJSON is undefined????**. (HTCC-31891)

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The **Outbound Preview** record no longer disappears from the view if the agent refreshes the browser. (HTCC-31879)

The CallManagementService logs have been improved with additional log details that can be used for troubleshooting purposes. (HTCC-31878)

Agents can now successfully mark interactions as done with media types **Facebook** and **Twitter**. (HTCC-31871)

Agents can now open documents from the **Trending documents** or **Knowledge Base** view. (HTCC-31759)

Outbound emails are no longer sent without the reply text. (HTCC-31851)

Web Services API

LogHeader is now added into the log files automatically and contains the attributes such as **Genesys Web Services (GWS) version, start time, libraries,** and **all applicable settings** from the **applications.yaml** file. To roll back to the previous functionality, set the following option:

```
logHeaderSettings:
    enableLogHeader: false
```

(HTCC-31900)

GWS now supports the dedicated **Hystrix pool** for the login operations. Corresponding **Hystrix threadpool** settings can be used to apply rate limiting only for the login operations without affecting other API requests from already logged-in agents. By default, the **Hystrix threadpool** has the same recommended size as **ApiOperationPool (200)**. If you have configured Hystrix already (**hystrix.properties**), make sure you check the configuration and set **LoginOperationPool** accordingly.

```
hystrix.threadpool.LoginOperationPool.coreSize = 200
```

(HTCC-31893)

GWS now provides additional trace log records when data in cache is accessed or populated. You can enable this feature by using the following option in **logback.xml**.

```
<logger name="com.genesyslab.cloud.v2.caching" level="TRACE" />
```

(HTCC-31892)

Web Services API now awaits the response from the Universal Contact Server (UCS) before sending the API response on the **UpdateUserData** and **ManageUserData** operations. This prevents the race between concurrent updates of the interaction content in UCS from the same client when UCS proxy cluster is used. This race could cause overwriting of the reply text of emails. (HTCC-31851)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.01.

8.5.202.99

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/22/22	Hot Fix			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Inbound email no longer displays an empty email body content in Agent Desktop. Previously, in a scenario where, if an agent forwarded an inbound email from a customer to an external resource, and if the customer replied to that forwarded email, this reply received by the agent displayed an empty email body content. (HTCC-31840)

The attachment area for email interactions in Agent Desktop now contains a specific maximum height, beyond which, the attachment area will be scrollable if there are too many attachments. Previously, the attachment area automatically expanded if there were too many attachments. This reduced the size of the email body editor making it too small to work with. (HTCC-31838)

Agent no longer receives a warning message stating that a reply for the inbound email is already in progress, when replying to an inbound email, after having forwarded this inbound email to an external resource. (HTCC-31837)

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Web Services API

Previously, when Cassandra performance logger was enabled, GWS wrote down the incorrect value of execution time. Now, it's fixed and represents the actual time. (HTCC-31854)

Previously, while using the cache for ContactCenter settings, GWS might send multiple concurrent read requests to Cassandra for the same data evaluation. Such readings lead to unnecessary increased load on database. Now, GWS can be configured to use BlockingCache which prevents simultaneous data evaluation and concurrent read requests to Cassandra. To enable this new functionality, the following option should be set:

```
serverSettings:
  cachingSettings:
    enableBlockingStrategyForContactCenterSettingsCache: true
```

(HTCC-31853)

Previously, if BlockingCache for BusinessUnits was configured (enableBlockingStrategyForBusinessUnitsWithSubresourcesCache: true), GWS might get into a deadlock state while reading data from Cassandra for cache population. In this case, clients receive a "503 Service Unavailable" error for some API requests that obtain data from the cache which is not populated any more. This defect only affects agents with supervisor role and causes prolonged login time or inability for supervisors to view their agents' states on supervisor's dashboard. Now, a possibility of a deadlock was remediated and the cache will be populated with next API request. (HTCC-31836)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.99.

8.5.202.97

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/21/22	Hot Fix			X			

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- The jQuery library has been upgraded to v3.5.1 for enhanced security. (HTCC-31573)

Web Services API

- Web Services API now supports specific features in Asynchronous (Async) Chat. The supported features are:

    - Placing a chat interaction on hold by putting it in a Workbin, and

    - Continuing the same chat after retrieving it from the Workbin.

        This feature is enabled by using the following option in the **application.yaml** file:

        ```
        serverSettings:
            ...
            enablePutOnHoldInWorkbin: true
        ```

    (HTCC-31780)

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Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

An agent is no longer prevented from getting an outbound record from the **Campaign** view if the campaign is running in the **Outbound Preview** mode and Universal Contact Server is down. (HTCC-31794)

In the **Advanced Search** views for contacts or interactions, if the agent opens the **Calendar** to select a date for a search criteria (for example, **StartDate** or **EndDate**), the **Calendar** is now correctly closed even if the agent clicks anywhere on the Agent Desktop page.

Previously, the **Calendar** was closed only if a date was selected. (HTCC-31789)

The **Advanced Search** capability from **Interaction Search** now supports the **Before** and **On or Before** criteria. Additionally, the `contact.date-search-types` option now supports the **OnOrBefore** entry. Previously, the **Before** criteria supported **On or Before** as well.(HTCC-31786)

Agent Desktop now applies the query only to the selected Knowledge Base. Previously, if no result was obtained from the selected Knowledge Base, the query was extended to other Knowledge Bases. (HTCC-31775)

When an agent has the ability to forward (`privilege.email.can-forward`) and inline-forward (`privilege.email.can-inline-forward`) an email, the **Forward** drop-down menu displayed to the agent is now closed automatically when the agent clicks on another button on the toolbar or anywhere on the Agent Desktop page.

Previously, the **Forward** drop-down menu was closed only if the agent selected an option from the menu. (HTCC-31773)

Agents can now open documents from the **Trending documents** or **Knowledge Base** view. (HTCC-31759)

Messages published during the period when the agent is joining a chat are now available in the live transcript. Previously, these messages were missing in certain cases.

To ensure the correct display of chat messages to the agent, enable the **enableChatSynchronization** Web Services option. (HTCC-31754)

When a supervisor wants to monitor an agent's chat session and invites the agent to the **Consultation** or **Conference** mode using the **Queue** option, the supervisor can now correctly join the chat session in silent monitoring mode. Previously, the supervisor joined the chat session in the **Conference** or **Consultation** mode instead of joining in the monitoring mode. (HTCC-31708)

Facebook interactions having both Facebook Post and Comment now show the correct author name in Post. Previously, the author name displayed in Post was the author of the Comment. (HTCC-31707)

Web Services API

Web Services now forcefully sends an unsolicited notification only after fully processing the initial join notification. This process avoids missing messages to the client applications. This feature is enabled by using the following option in the **application.yaml** file:

```
serverSettings:
    ...
    enableChatSynchronization: true
```

(HTCC-31754)

Web Services can now enable the status and the list of capabilities for offline chat interactions after the interactions are restored for an agent on a different node. This feature is enabled by using the following option in the **application.yaml** file:

```
serverSettings:
    ...
    enableStatusForOfflineChatOnRecovery: true
```

After enabling the above setting, the interaction's status is set to **LeftChat**, with the expected capabilities for this status available.

To ensure that interactions are recovered along with their status set, Genesys recommends to additionally enable the following option in the **application.yaml** file:

```
serverSettings:
    ...
    enableSyncConnectionToIxnServer: true
```

(HTCC-31171)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.97.

8.5.202.94

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/22/21	Hot Fix			X			

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- **Media Type** is now supported as a column in the **Contact History** views. To enable this feature, add the value **MediaType** to one or more of the following configuration options:

  - contact.myhistory-displayed-columns

  - contact.history-displayed-columns

  - contact.all-interactions-displayed-columns

    (HTCC-31590)

- The Push URL feature is no longer supported for chat consultations as a pushed URL cannot be displayed to the agent or the consulted party. (HTCC-31597)

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Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

A supervisor who is monitoring a chat is no longer saved as the last called agent for the contact. Previously, when a supervisor accepted a chat monitoring request, he or she was associated with the handling the interaction and assigned as the last agent in the contact record.. (HTCC-31589)

For Avaya switch environments, Agent Desktop now enables agents to complete a call transfer to a consultation target while the consultation call is on hold. Previously, agents could only complete a call transfer to the consultation target while on the consultation call. (HTCC-31547)

Web Services API

For Avaya switch environments, Web Services now enables agents to complete a call transfer to a consultation target while the consultation call is on hold. Previously, agents could only complete a call transfer to the consultation target while on the consultation call. This feature is enabled by using the following option in the **application.yaml** file:

```
serverSettings:
  ...
  enableSpecificTwoStepTransferForAvayaSwitch: true
```

(HTCC-31547)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.94.

8.5.202.93

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/15/21	Hot Fix			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

The Twitter interaction view now correctly closes when the interaction is placed in a workbin. Previously, the interaction view remained open and active. (HTCC-31394)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.93.

8.5.202.92

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/03/21	Hot Fix			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Web Services API

Web Services now provides the correct agent settings that are assigned through VirtualAgentGroups. Previously, agents could experience intermittent issues when settings from VirtualAgentGroups weren't applied correctly while using Workspace Web Edition. (HTCC-31571)

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Upgrade Notes

Refer to Upgrading Web Services and Applications in the *Web Services and Applications Migration Guide* for the procedure to upgrade to release 8.5.202.92.

8.5.202.91

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/20/21	Hot Fix			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Agents can now reschedule Predictive and Progressive Outbound campaign calls. Previously, in some scenarios, such as when OCS was delivering the call as a two-step transfer, the Reschedule call view did not display when an agent clicked **Reschedule**. (HTCC-31560)

Web Services API

To see the original message type of a chat message in the notifications sent on transcript updates, set the value of the **includeMessageType** option in the **serverSettings** of the **applications.yaml** file to t rue. The message type is sent as a **messageType** property of the **message** object in the **MessageLogUpdated** notification. The pre-existing **type** property, which has the **Text** value, is not changed by this update. (HTCC-31531)

The XStream library has been updated to version 1.4.18. (HTCC-31538)

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Upgrade Notes

Refer to Upgrading Web Services and Applications in the *Web Services and Applications Migration Guide* for the procedure to upgrade to release 8.5.202.91.

8.5.202.90

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/21/21	Hot Fix			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Workspace now correctly completes transfers and conferences to consulted external targets. Previously, in the following scenario, Workspace did not display the active consultation party for transfers and conferences:

1. Team Communicator is configured to show **CustomContact** only.
2. The agent is enabled to use favorites.
3. Consultation is performed using Team Communicator Favorites or Recents.

(HTCC-31548)

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Upgrade Notes

Refer to Upgrading Web Services and Applications in the *Web Services and Applications Migration Guide* for the procedure to upgrade to release 8.5.202.90.

8.5.202.89

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/12/21	Hot Fix			X			

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- You can now configure Workspace to create an interaction record in the contact database even if Contact ID is not provided. Use the contact.ucs-interaction.voice.enable-create-without-contact option to enable this feature. For more information about configuring this feature, refer to How do I work with an interaction with an unknown contact?. (HTCC-31506)

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

In WebRTC environments, in the event of a very short network disconnection, the agent's WebRTC session is now correctly re-established. (HTCC-31529)

Web Services API

You can specify whether Web Services uses the interaction properties from Interaction Server to render the standard responses instead of using interaction attributes from the Universal Contact Server by setting the value of the **enableInteractionPropertiesForStandardResponse** option to **true** in the **serverSettings** section of the `application.yaml` file. The default value is **false**.

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(HTCC-31493)

You can configure Web Services to send the current State after Chat Server failover. Set the value of the **enableChatServerContextRecreatedFlag** option to **true** in the **serverSettings** section of the `application.yaml` file. The default value is **false**. (HTCC-31343)

Upgrade Notes

Refer to Upgrading Web Services and Applications in the *Web Services and Applications Migration Guide* for the procedure to upgrade to release 8.5.202.89.

8.5.202.88

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/09/21	Hot Fix			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The **My Agents** view is now correctly displayed in Workspace Web Edition irrespective of the form of the URL. Previously, if the URL used to load Workspace did not follow the example below, the **My Agents** view did not display.

The expected URL format was: ttps://<gws_host>:<gws_port>/ui/ad/v1/index.html</nowiki>

The previously unsupported URL format was: https://<gws_host>:<gws_port>/WWE/ui/ad/v1/index.html

(HTCC-31451)

When voice.mark-done-on-release is set to **true** on an Agent object, voice interactions are now correctly auto-marked Done when a call is released. Previously, the auto-mark Done of voice interactions did not work as expected after an agent had handled a push preview outbound record. (HTCC-31442)

Workspace now correctly displays user skills that are accessible by Workspace. Previously, Workspace only displayed the user skills it was able to read before the first skill for which Workspace had no permissions; after that, all the following user skills were ignored, even if they were accessible by Workspace. (HTCC-31421)

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The current agent status is now displayed in bold text in the **Global Status** menu and the **Channel Status** menu in the **My Channels** view. In these menus, the status with the focus is now displayed with a new background color and shade to distinguish it from other possible selections when the mouse pointer passes over them. (HTCC-31419)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.88.

8.5.202.87

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/09/21	General			X			

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- You can now specify that a Corporate Favorite is available in the Team Communicator only for consultation calls. You can also specify whether the consultation-only Corporate Favorite is enabled to complete the consultation as a transfer or a conference. The **capabilities** option in the section for a given Corporate Favorite is expanded to enable you to specify whether the agent can use the Corporate Favorite to complete a consultation call as a two-step transfer or a two-step conference.

- You can now hide the **Transfer** and **Conference** buttons in the Voice interaction toolbar when the agent is engaged in an active consultation and the Complete Transfer and Complete Conference operations are not possible for the active consultation. The following options are introduced to support this feature:

  - teamcommunicator.one-step-conference-with-consultation.enabled

  - teamcommunicator.one-step-transfer-with-consultation.enabled

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Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

The channel names in the **My Channels** view are now localized using the language selected by the agent during the login. Previously, the channel names always displayed in English. (HTCC-31420)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.87.

8.5.202.86

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/19/21	General			X			

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- You can specify different Corporate Favorites to be displayed in Team Communicator for the following call actions by using the capabilities option in the section for a given Corporate Favorite: Main Window Team Communicator, Transfer, and Conference.

Resolved Issues

This release contains the following resolved issues:

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Workspace Web Edition

The Internet Explorer browser no longer freezes when two outbound calls, using service client API, are created at the same time and the Agent account is configured to use **callerIds** for outbound calls. (HTCC-31409)

Agents can now log in to both regions when Genesys Softphone is configured in dual registration mode. Previously, the login to the secondary region failed if the DN of the agent was configured with a password in its Annex. (HTCC-31360)

You can now configure Workbin options for workitems in the Agent Annex and the Agent Group Annex. Previously, Workbin options could only be configured at the Application level. (HTCC-31353)

The **Copy** button in the Knowledge tab in Workspace Web Edition now functions as expected. Previously, if an agent used the Copy feature in the **Knowledge** tab, Workspace exhibited unexpected behavior. An agent experiencing this behavior had to log out and log back in for the Copy feature to function correctly. (HTCC-31331)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.86.

8.5.202.85

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/15/21	Hot Fix			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

The Workspace Web Edition login view is now correctly displayed in the Google Chrome Browser. Previously, the login view was displayed at the bottom of the browser window instead of centered in the browser window. (HTCC-31324)

Standard Response Field Codes that use attached data from an inbound email interaction are now correctly displayed when a Standard Response is inserted into a reply email interaction. (HTCC-31091)

CRM Gplus Adapters

Workspace Web Edition deployed as an embedded application in Salesforce Lightning Experience

- The **Team Communicator** view is no longer truncated when an agent opens it to start a Consultation, Transfer, or Conference call. Previously, the first time an agent opened **Team Communicator**, it was displayed truncated and the agent had to close it and open it again for it to display correctly. (HTCC-31319)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.85.

8.5.202.84

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/30/20	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Channels are now correctly displayed in the **My Channels** tab and **Status** menu, and the agent **Global Status** tooltip is now correctly displayed after an agent logs in to Workspace.

Previously, in some specific scenarios, all channels were displayed as `Out of Service` in the **My Channels** tab and no channels or agent states were displayed in the **Global Status** tooltip in the **Navigation** bar. An example of a scenario which could cause the display issue is: an agent tries to login for the first time and the login operation fails, then the agent tries to login again and the login operation succeeds. (HTCC-31269)

Web Services API

To force GWS to send the **ParticipantsUpdated** notification first and then the **StatusChange** notification, set the value of the new **sendParticipantsUpdatedBeforeStatusChange** option to `true`. (HTCC-31267)

The new **disableCreatorAppIdUpdates** option is added to the **ServerSettings** section of the `application.yaml` file. Setting the value of this option to `true` preserves the the original **CreatorAppId** of the interaction. The default value is `false`. (HTCC-31202)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.84.

8.5.202.81

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/17/20	General			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- The cobrowse.use-slave-logging option has been renamed to cobrowse.use-replica-logging to support Genesys' commitment to diversity, equality, and inclusivity, including for terms used in our software and documentation. As such, Genesys is removing non-inclusive terms.

Web Services API

- The timeout for the **GetContent** operation was made configurable and the default value was increased from 4 seconds to 10 seconds. This GWS API request sends **RequestTakeSnapshot** to Interaction Server. In some cases, when there are many interactions in queue, this request may take significant time. To adjust the timeout, set the value of the **requestTakeSnapshotTimeout** option in the **serverSettings** section of the **application.yaml** file; the default value is 10000 milliseconds.

- The new GWS index table in Cassandra enables faster mapping from EmployeeId to GWS User ID when performing the **RequestStats** operation for a workbin with the **Agent** OwnerType. To enable this feature, set the **enableAgentWorkbinStatisticsOptimization** option to `true` in the **serverSettings** section of the **application.yaml** file. The value is `false` by default. When option is disabled, the additional table in Cassandra is not synchronized. It is necessary to perform a force synchronization of Cassandra with the Configuration Server after option was enabled. Contact Genesys Customer Care if you require assistance with the force synchronization procedure.

Resolved Issues

This release contains the following resolved issues:

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Workspace Web Edition

The Co-browse feature now functions correctly. Previously, in version 8.5.202.79, the Co-browse session was not established in Workspace when an agent attempted to join the session. (HTCC-31138)

Web Services API

To see real-time nicknames in the chat transcript, set the **enableIntermediateParticipantNicknameFix** option to `true`. The default value is `false`. (HTCC-31095)

Internal interaction Events from Interaction Server that are used for routing-based conference or consult invites, are no longer processed as **EventInvite**. Previously, the processing lead to looping of the interaction. (HTCC-31075)

While performing the **PullChat** operation, GWS sends notification if the **enableNotificationOnPullChat** option in the **serverSettings** section of the `application.yaml` file is set to `true`. Also, setting the **enableJoinOnPullChat** option to `true` leads to rejoining to the chat session of pulled chat interaction. Default values for both **enableNotificationOnPullChat** and **enableJoinOnPullChat** options are `false`. (HTCC-31057)

Upgrade Notes

Refer to Upgrading Web Services and Applications in the *Web Services and Applications Migration Guide* for the procedure to upgrade to release 8.5.202.81.

8.5.202.79

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/16/20	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

The **GSW_CALL_RESULT** key is no longer sent as part of the **RecordProcessed** event if:

- The agent does not have the privilege to set a Call Result.
- The Call Result has not been modified by the agent while handling the record.
- The selected Call Result is Unknown. (HTCC-31054)

Web Services API

Web Services can now change an agent's state when the agent does not answer an invite to Consult or Conference by a queue (routing-based). To enable this feature, set the value of the **enableNotReadyOnConferenceInviteExpiration** option to **true** in the **serverSettings** section of the **application.yaml** file. The value is **false** by default. You can configure the status which will be set using the **statusNameOnConferenceInviteExpiration** option in the same **serverSettings** section. The default value is **NotReady**. (HTCC-31023)

When replying all to an email interaction, the sender's address is removed from recipients lists ("To", "Cc", "Bcc"). To enforce the case-insensitive comparison of email addresses, set the value of the

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enableEmailCaseInsensitive option to **true** in the **serverSettings** section of the **application.yaml** file. The default value is **false**. (HTCC-31007)

Web Services can now get the current interaction from Interaction Server if an agent is disconnected from one Web Services node and reconnected to another. To enable this feature, set the value of the **enableInteractionRequestPull** option to **true**. This feature is only applicable if the agent reconnects using the same Workspace Web Edition instance. It does not apply to any supervisors associated with the interaction or any active consultations. Previously, it was possible to have more than one agent in the same chat session due to the way Web Services handled interactions when an agent switched connections to a new node while handling an interaction. (HTCC-30978)

If a supervisor who is monitoring more than one agent stops monitoring one of the agents, monitoring of all the other agents is no longer stopped and the supervisor continues to receive monitoring notices for the remaining agents. (HTCC-30952)

The Chat API now includes **referenceId** in all chat-related HTTP responses that will be followed by CometD notification(s). It is possible to link a request and notifications sent as a result of the request. (HTCC-30874, HTCC-30875)

CRM Gplus Adapters

Workspace Web Edition deployed as an embedded application in Salesforce Lightning Experience

All Team Communicator search results items can now be accessed. Previously, the last item and information on the number of matching items in the search results list were not accessible. (HTCC-31052)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.79.

8.5.202.77

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/27/20	General			X		

What's New

This release includes only resolved issues.

Due to stability issues with Web Services and Applications 8.5.202.71, Genesys recommends that all customers upgrade to this latest version.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Workspace 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 time out due to inactivity on the **Workspace** tab. (HTCC-30974)

If you have configured an agent email signature to have an attached data field that takes attached data from an inbound email interaction, the attached data is now correctly displayed in the signature of the outgoing reply email. Previously, an error was displayed instead of attached data. (HTCC-30973)

Web Services API

Web Services can now wait a configured amount of time for the connection to Interaction Server to open before trying to send requests. To enable this feature, set the **enableSyncConnectionToIxnServer** option to `true` in the **serverSettings** section of the **application.yaml** file. The value is `false` by default. You can adjust the time to wait using the

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syncConnectionToIxnServerTimeout option in the same **serverSettings** section. The option default value is 3000 milliseconds. (HTCC-30896)

Web Services can now look for a call in memory if it isn't found in Cassandra. Set the new **enableFindOrCreateCallSearchInMemory** option to `true` in the **serverSettings** section of the **application.yaml** file. The value is `false` by default. (HTCC-30657)

Web Services can now clean up orphan "Scrolls" from Universal Contact Server (UCS) that consume memory. When Web Services gets a list of interactions from UCS that has more than 2,000 results, it creates a "Scroll" that must be released by Web Services when it's no longer needed. You can use the new **enableUcsOrphanedScrollCleanup** option to release this "Scroll". Set the option to `true` in the **serverSettings** section of the **application.yaml** file. (HTCC-30654)

Upgrade Notes

Refer to Upgrading Web Services and Applications in the *Web Services and Applications Migration Guide* for the procedure to upgrade to release 8.5.202.77.

8.5.202.71

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/29/20	General			X		

What's New

This release contains the following new features and enhancements:

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> **Important**
>
> - The Chrome v80+ SameSite cookie attribute processing changes are now supported by Workspace Agent Desktop. **Note:** If you have a web application embedded in an iframe in Workspace, you should ensure that the web application is compatible with Chrome v80+.
>
> - This version or higher of Web Services and Applications is mandatory for Gplus Adapter in Chrome v80+. The **SameSite cookie attribute** is now both supported and configurable for every session cookie. For configuration details refer to: SameSite cookies, Jetty cookies and cometDSettings.

Web Services API

- Embedded Jetty request and response header size settings are now exposed.

Resolved Issues

This release does not contain and resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.71.

8.5.202.69

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/19	General			X		

What's New

This release contains the following new features and enhancements:

OpenJDK

- Support for OpenJDK 8 for Genesys Web Services.
  See the Web Services and Applications page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating environments.

Resolved Issues

This release contains the following resolved issues:

Web Services API

The **phoneType** field is now supported in the **UpdateRecord** operation by using `POST /api/v2/me/outbound-records/`. (HTCC-30873)

Agents with two DN configurations (ACD Position and Extension) can now change the Active device state by using `POST /me/channels/voice`. (HTCC-30739)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.69.

8.5.202.68

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/11/19	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

If agents access Workspace with the **userName**, **password**, and **Place** parameters as part of the URL, and there is an issue with the Place, such as a conflict where the Place is already in use by another agent, Workspace now displays an error message to the agent in the login view. Previously, the login process went into an infinite loop. (HTCC-30747)

Workspace no longer displays error messages to agents when they release calls. Previously, in some situations, an **Invalid Connection Id** error was displayed to the agent. (HTCC-30736)

The **My Agents** tab now displays only those agents that are supervised by the supervisor. Previously, if the browser was refreshed, all agents in the contact center were displayed. (HTCC-30726)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.68.

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8.5.202.67

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/25/19	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

The following scenario no longer causes After Call Work to be cancelled:

1. The value of the voice.cancel-after-call-work-on-done option was set to true.

2. An Outbound campaign call has a planned **Reschedule** set, but the rescheduled time is incorrect (for example, it occurs in the past).

3. An agent marks the Outbound campaign call as **Done**.

Now, After Call Work is not cancelled and the agent cannot mark the call as **Done** until the reschedule time is fixed. Previously, the After Call Work was incorrectly cancelled even if the Mark Done operation failed due to the invalid reschedule operation. (HTCC-30723)

The angle bracket characters, < and >, are now correctly sent from the **Chat** interaction view. Previously these characters were sent as their equivalent HTML characters: < and > (HTCC-30720)

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. (HTCC-30702)

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Japanese characters can now be correctly entered into fields in the **Contact Information** view. (HTCC-30693)

Web Services API

The **ConfigServer** read timeout in platform configuration API requests is now configurable through application.yaml's **platformConfigurationReadTimeout** option. (HTCC-30719)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.67.

8.5.202.66

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/19/19	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

The **My Agents** view is now correctly localized when the Workspace URL contains "?lang=<selectedLanguage>". Previously, Workspace was correctly localized except for the **My Agents** view, which was displayed in English. (HTCC-30653)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.66.

8.5.202.65

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/07/19	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

If an agent sends a chat message that includes HTML, the HTML is now escaped so that only plain text is sent to prevent the HTML from being interpreted by the browser. (HTCC-30649)

Workspace no longer displays errors to agents when they release a call. Previously, in some situations, a 'Not Found' error was displayed to the agent. (HTCC-30631, HTCC-30623)

When an agent who is part of several Outbound campaigns requests a Preview record from a Preview Campaign running in the My Campaigns view, the record that is delivered is now from the campaign selected by the agent. Previously, sometimes a record from a different campaign was delivered instead. (HTCC-30586)

CRM Gplus Adapters

The Gplus Adapter UI is now updated after it is maximized. Previously, if Gplus Adapter was minimized then maximized, the UI elements might have not been updated or displayed. (HTCC-30647)

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Gplus Adapter now can save the Activity History log and create a case in Salesforce Lightning when the Salesforce record is not displayed. (HTCC-30608)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.65.

8.5.202.64

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/26/19	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

In release 8.5.202.63, the Login page and the **About Workspace** dialog box displayed the version 8.5.202.62 instead of 8.5.202.63. (HTCC-30603)

Agents can now update the details of an existing personal favorite. Previously, an error sometimes occurred when a personal favorite was updated. (HTCC-30587)

Web Services API

In release 8.5.202.63, the logs displayed the version 8.5.202.62 instead of 8.5.202.63. (HTCC-30603)

CRM Gplus Adapters

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.64.

8.5.202.63

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/05/19	Hot Fix			X		

What's New

This release contains the following new feature and enhancement:

- Support for CentOS Linux 7. See the Web Services and Applications page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

For Callback Outbound interactions in preview mode, the **Done** button is now available as expected if an agent cancels or rejects the record. Previously, the **Done** button was missing if the agent opened the reschedule view before cancelling or rejecting the record. (HTCC-30541)

Workspace no longer becomes stuck for consulted agents if the consulting agent marks the chat as **Done** while the consultation chat is still active. (HTCC-30244)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.63.

8.5.202.61

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/19	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Web Services API

The *Specified location not found* error is no longer displayed in multi-site deployments when the phone number and location parameters are provided. (HTCC-30300)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.61.

8.5.202.59

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/24/19	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Web Services API

A third-party library issue that occurred during resource-intensive Cassandra read operations, such as Full Sync, has been resolved. (HTCC-30488)

New elements that should not be visible in Contact History will not be parsed. (HTCC-30452)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.59.

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8.5.202.58

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/20/19	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

A supervisor who is monitoring an Outbound Campaign call and barges in on the call can now select a disposition for the call. (HTCC-30397)

WebRTC calls using Chrome v71+ are now supported. (HTCC-30395)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.58.

8.5.202.57

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/25/19	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

You can now specify the type of treatment to be applied for an outbound record after it is marked as processed by using the outbound.treatment-mode option. (HTCC-30315)

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Workspace no longer freezes when a supervisor marks done or deletes a large number of interactions in the supervisor's own workbin or in the workbin of another agent. (HTCC-30077)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.57.

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8.5.202.56

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/14/18	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

Web Services API

- New parameter – **lookupQueues** (the default value is `true`) – is introduced to all digital media accept requests (ChatAccept, EmailAccept, FacebookAccept, TwitterAccept, WorkitemAccept). If set to `false`, **inQueues** will not be replaced by GWS URIs for these queues. (HTCC-30312)

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

When Web Accessibility Tools are used with Workspace Web Edition (Agent Desktop), Call Duration and Hold Duration are now correctly accessible. (HTCC-30246)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.56.

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8.5.202.54

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/16/18	General			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

In French Canadian and French locales, in the 'Mes Agents' view, the term 'No Supervised Agent' has been replaced by 'Aucun agent supervisé'. Previously, the English text was displayed. (HTCC-30278)

In French Canadian locales, in the 'Mes Agents' view, the term 'Tâche après appel' has been replaced by 'Traitement post-appel'. (HTCC-30273)

Workspace now displays Facebook messages in the correct interaction view when and agent is handling more than one Facebook message session simultaneously. Previously, messages from one contact might have been displayed in the Facebook session of another contact. (HTCC-29627)

Web Services API

SSL configuration is no longer ignored when opening an External Service Protocol (ESP) connection to Interaction Server. Previously, the SSL configuration was ignored and the connection was not opened.

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(HTCC-30190)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.54.

8.5.202.50

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/31/18	General			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- The feature to configure which agent groups are displayed in Team Communicator is improved to support virtual agent group.

- Service Client API now reports Ready with reason as READY_ACTION_CODE type. Previously, Ready with reason was incorrectly reported as READY type.

- When an agent puts an inbound email in a workbin, the event generated on Service Client API is now a Removed event with state = SAVED_IN_WORKBIN. Previously, the state was not updated and the Removed event was generated with a wrong state.

- Support for Genesys Universal Contact Server 9.1.

- Routing point monitoring is now supported for SIP Cluster environments.

- IVR monitoring is now supported *only* in SIP Cluster environments. The supervisor must be configured to monitor routing points.

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> ### Important
>
> The following Workspace features are *not* supported for SIP Cluster:
>
> - Remote agent phone number support
> - Nailed up connection establishment on first call
> - Routing Point coaching

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Agents can now one-step transfer a call to a routing point using a number containing non-numerical characters. Previously, Workspace removed the non-numerical characters, causing the operation to fail. (HTCC-30073)

During a logout operation, the following response from Interaction Server is considered as success: "Unknown client id request from proxy". Previously, the operation would fail and return an error back to the client. (HTCC-30040)

In SIP Cluster environments, After Call Work state is now correctly ended for business calls when an agent switches to After Call Work and then to either Not Ready or Ready while the call is in the Established state. Previously, this scenario was supported only for non-SIP Cluster environments. (HTCC-29983)

The password dialog box is now localized correctly. Previously, the dialog box displayed English content in a French environment. (HTCC-29934)

To improve performance, the CaseView is no longer updated each time a chat message is received from a contact. (HTCC-28958)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.50.

8.5.202.45

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/06/18	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- The web-rtc.phone-number-prefix option has been added to enable you to add a prefix to dynamically created WebRTC DNs to avoid matching dial-plans.

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Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

The call muting state display now works as expected. Previously, after an agent unmuted a call by putting it on hold, the call muting state still displayed the call as muted when it was unmuted. (HTCC-29918)

In environments using external applications in Workspace, after an agent clicks **Reply** to an inbound email, all actions that update the reply interaction no longer cause a secondary tab containing the external application to open. (HTCC-29793)

For Internet Explorer, the scrollbar in the Standard Response view no longer disappears when an

agent clicks in this area. (HTCC-29743)

Web Services API

GWS now recovers the correct agent state if it loses connection to Interaction Server or if an agent lands on a different GWS node. (HTCC-29778)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.45.

8.5.202.42

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/01/18	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

Web Services API

- The default definition of the 'Average Handling Time for Chat media' statistic in the `statistics.yaml` file has been changed to the total chat handling time divided by the total number of chat interactions.

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Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

The options that enable you to change the location of the default Workspace help now work correctly. Previously, changes to these options were not taken into account. (HTCC-29769)

If there is a short disconnection between Workspace and Genesys Softphone, when the connection is reestablished, Workspace now correctly restores the voice media state to the state prior to disconnection. Previously, if an agent was in a Not Ready state prior to disconnection, Workspace changed the state to Ready. (HTCC-29686)

Web Services API

GWS now ignores error code 8200 as a response to 'JoinSession' and treats it as success. (HTCC-29734)

CRM Gplus Adapters

Mark Done handling in Workspace has been improved to prevent requests that created duplicate activity records for calls in Salesforce. (HTCC-29657)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.42.

8.5.202.40

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/22/18	General			X		

What's New

This release contains the following new features and enhancements:

Web Services API

- EU General Data Protection Regulation (GDPR) Right to be Forgotten compliance. For more information, see the Web Services & Applications Support for GDPR section in the *Genesys Security Deployment Guide*.

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Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

The **Join Co-browse Session** button is now displayed correctly in Internet Explorer 11. (HTCC-29656)

Web Services API

The **GetAttachments** call now returns file names in quotes to allow browsers to ignore any special characters that are part of the file name. Previously, attachments with file names that included special characters could not be opened. (HTCC-29709)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.40.

8.5.202.34

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/27/18	General			X		

What's New

This release contains the following new features and enhancements:

- Support for SIP Cluster

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> **Important**
>
> The following Workspace features are *not* supported for SIP Cluster:
>
> - Remote agent phone number support
> - Nailed up connection establishment on first call
> - Routing Point monitoring and coaching

Workspace Web Edition

- Workspace now supports running within VMWare Horizon 7 Client Virtual Desktop Infrastructure (VDI). Genesys Softphone should be deployed in standalone mode locally on agent workstation.

- Route point supervision: Supervisors can now initiate voice call monitoring on a route point. This feature

enables supervisors to start call monitoring regardless of where it is routed. Supervisors no longer have to choose which agent or call to monitor. This feature requires SIP Server. Not supported for SIP Cluster environments.

- If a callerId is used for an outbound call, the selected callerId is now included in the attached data of the call.

Web Services API

- Support for monitoring of calls distributed from a route point.

- Enhancements to the Service API for retrieving the GWS Configuration and Configuration Changes.

- Agent Cleanup Timeout is now configurable.

- Requests from GWS client to `EndContactCenterSession` now execute `ForceLogout` on Interaction Server to clean up any 'stuck' agent sessions.

CRM Gplus Adapters

- The Adapter now provides Keep Alive feature, to ensure the Salesforce application timeout doesn't prevent the Adapter from processing all interactions. You can configure this feature by using the option salesforce.keep-session-alive.

- Workspace Web Edition deployed as an embedded application in Salesforce Lightning Experience supports the following:

  - Genesys Web Chat

    - Storing Chat transcripts in the Salesforce custom activity field.

  - Genesys Open Media

    - Screen pop on Invite, Accept, and Transfer of Open Media interactions.

    - Activity tracking for Open Media interactions on mark done.

- Workspace Web Edition deployed as an embedded application in Salesforce Console supports the following:

  - Including the Agent's current object on the transferred Genesys Web Chat when the option salesforce.enable-in-focus-page-transfer is set to `true`.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

The volume controls for microphone and speaker in Workspace no longer are incorrectly set to 0.

Previously, in some situations, the volume controls for microphone and speaker defaulted to 0. (HTCC-29561)

Email interactions with a specified From Address that has an associated display name are now correctly sent with the display name. Previously, the display name information was removed and only the From Address was sent. (HTCC-29552)

In Accessibility environments using Internet Explorer 11, the screen reader application no longer reads a countdown whenever an agent navigates in the (HTCC-29506)

In environments using custom desktop applications instead of Genesys Workspace Web Edition (WWE) or Workspace Desktop Edition, the WWE Service Client API now presents only one interaction instead of two in the following two-step transfer scenario:

1. Agent 1 makes an outgoing call to a contact.

2. Agent 1 consults with agent 2 on this call.

3. Agent 1 transfers the call to agent 2.

Previously, agent 2 saw one interaction for the consultation and another interaction for the main transferred call. (HTCC-29477)

Web Services API

GWS now considers supervisors who join with VIP visibility as 'consultants' and they will not be able to Force_Close chats, but can only leave chat session. (HTCC-29605)

Immediately after joining a chat session GWS now checks whether the interaction is still assigned to an agent. If it's not assigned, the agent leaves the chat session automatically. Previously, the agent was left in the chat session, but the interaction was not assigned to the agent. (HTCC-29536)

GWS now maintains contact with UCS when workbin related APIs are called. (HTCC-29502)

Authorization with an incorrect password or username now fails with the same error message: (HTCC-29395)

Supervisors can now see the correct monitoring state in cases where the target agent's Place has several DNs with same name (DR configuration, where the DNs belong to different switches in different regions). (HTCC-29387)

In Avaya environments, participants are no longer duplicated in the call party list of Outbound calls. (HTCC-27425)

Specified fields can be excluded from API platform responses. (HTCC-27306)

CRM Gplus Adapters

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.34.

8.5.202.27

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/21/18	Hot Fix			X		

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

In environments using custom desktop applications instead of Genesys Workspace Web Edition (WWE) or Workspace Desktop Edition, the WWE Service Client API now presents only one interaction instead of two in the following two-step transfer scenario:

1. Agent 1 makes an outgoing call to a contact.
2. Agent 1 consults with agent 2 on this call.
3. Agent 1 transfers the call to agent 2.

Previously, agent 2 saw one interaction for the consultation and another interaction for the main transferred call. (HTCC-29452)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.27.

8.5.202.24

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/06/18	Hot Fix			X		

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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Workspace Web Edition

The teamlead.monitoring-cross-site-based-on-activity-enabled option is now part of the Workspace Web Edition application template. Set the value of this option to true for environments where supervisors monitor agents across multiple sites. (HTCC-29403)

Web Services API

Supervisors can now see the correct monitoring state in cases where the target agent's Place has several DNs with same name (DR configuration, where the DNs belong to different switches in different regions). (HTCC-29387)

GWS now correctly returns **objectPath** information, even if the **object_path** parameter was provided in the API request, when the number of requested objects is large. (HTCC-29257)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.24.

8.5.202.23

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/23/18	General			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- Standard Response Enhancement

  - Agents can now use a free text search to find responses.

- Miscellaneous Enhancements

  - You can now configure which agent group is displayed in the Team Communicator by using the permissions.agent-group.restrict option.

  - You can now configure Workspace to allow agents to select one statistic to be visible at all times while the application is in focus.

  - Some contact centers prefer to limit agent access to the world wide web. For this purpose, Genesys is trialing an *optional* Help Widget that you can enable through configuration to open Workspace Web Edition Help in an in-application widget. The widget is under development and does not yet display context-sensitive help (this is planned for a later release). To enable agents to use the optional Help Widget, specify the value `true` for the `privilege.help-widget.can-use` option.

- Service Client API Enhancements

  - Service Client API now supports Interaction Server ID, Mark Done and prevention of Mark Done functions, answer call, place call on/off Hold, Mute microphone and speaker, and End call.

Web Services API

- GWS API now support additional Opt-In filtering options when retrieving objects to provide better results.

- GWS API allows retrieval of key system metrics for troubleshooting and diagnostics.

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CRM Gplus Adapters

- Workspace Web Edition deployed as an embedded application in Salesforce Lightning Experience supports the following:

    - Genesys Outbound Campaign

        - Screen pop for Pull Preview and Push Preview.

        - Activity tracking for Outbound calls established through both the Pull Preview and Push Preview modes.

- Workspace Web Edition deployed as an embedded application in Salesforce Console supports the following:

    - Screen pop on Event Invite for Genesys Chat and Genesys Email events.

    - The current Salesforce object attached to the voice transfer event is available on the screen pop on the receiving Agent's desktop although the screen pop for internal call is disabled.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

In environments that use Genesys Softphone, if a voice interaction that an agent transferred returns to the agent after the transfer fails, the Mute buttons are now correctly displayed. (HTCC-29259)

Service Client API now correctly supports external web pages that are running in secure mode (HTTPS). (HTCC-29108)

If the value of of the email.reply-prefix option is set to empty, the subject for reply email interaction no longer starts with a blank space preceding the original subject from the inbound email. (HTCC-29087)

In French language environments, information added to the Note tab of voice interactions where a conference is added to the interaction now display in French. Previously, the conference message added in the Note contained both French and English text. (HTCC-29071)

The term "Données de contexte" is now used as the French translation for Case Data. Previously, the term "Données de contxt" was incorrectly used. (HTCC-28996)

For Push Preview interactions, the Done button is now correctly available if an Agent started the call

from the Party Action menu instead of from the Call Control toolbar. (HTCC-28875)

Workspace now verifies that URLs sent to contacts using the Chat Push URL feature are validated to prevent XSS issues. (HTCC-28830)

During call monitoring, if the external party releases the call first, the remaining participants (agent and supervisor) no longer see the call number displayed as "Unidentified". The phone number is now correctly displayed. (HTCC-27367)

Web Services API

If Agent State is updated by a third-party application while the Workspace network connection with Genesys Web Services is lost, Agent State is now correctly updated when the network connection is reestablished. Previously, when the network connection was reestablished, the actual Agent State and the Agent State reported in Workspace were out of sync. (HTCC-29069)

If a new Place with assigned DNs is created in Configuration Server, GWS now assigns devices to the Place. You can get the list of devices by using the following command: {{GET .../api/v2/places/\{placeId}/devices}} (HTCC-28952)

You can now use the following query to find a list of Places with and without assigned devices: {{GET .../api/v2/places?subresources=* }}. Previously GWS sometimes returned an incorrect list of devices. (HTCC-28950)

Supervisors can now monitor agents who are logged in on a different site than the supervisor. Previously, in some multi-site environments, supervisors could only monitor agents who were on the same site. To support this fix, set the value of the hidden teamlead.monitoring-cross-site-based-on-activity-enabled option to `true`. (HTCC-28880)

Forced sync now works as expected if a Place does not have an assigned DN in Configuration Server but does have an assigned DN in Cassandra. (HTCC-28798)

CRM Gplus Adapters

When the option voice.mark-done-on-release is set to `true`, performing a two-step transfer no longer produces duplicate activity logs in Salesforce. (HTCC-28856)

The **Mark Done** button is no longer disabled for the interactions created by redialing a hung up participant. (HTCC-28749)

When the interaction.disposition.is-mandatory option is set to `true`, the call back feature is no longer available under the **Participants** section, which resolves the issue of call back interactions not

getting closed. (HTCC-28632)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.23.

8.5.202.19

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/26/18	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When Genesys Web Services attempts to recover Agent State after disconnecting and reconnecting with Interaction Server, it no longer assumes that interactions that are in the INVITED state have already been accepted by an agent. Minimum required version of Interaction Server is 8.5.106.05; earlier than this version, Interaction Server does not provide interaction status (INVITED, ACCEPTED) information. (HTCC-29115)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.19.

8.5.202.04

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/30/17	General			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- Email Enhancements

  - In-line email forwarding.

    - In-line forwarding from History. Agents can now forward from the History view, inbound and outgoing email interactions that are in the 'Done' state.

    - In-line email forwarding. This feature allows agents to forward an email as part of the body of an email instead of as an attachment. This enables agents to add comments and attachments before sending the forwarded email.

- Voice Enhancements

  - Remote agent phone number support: For deployments that require Configuration Server proxy, it is now possible for remote agents, such as those working from home, to enter their phone number to receive calls. This feature was previously possible only if Configuration Server proxy was not required. This feature requires SIP Server 8.1.102.93 or higher.

  - Nailed up connection establishment on first call: Nailed up connection enables remote agents to answer and hang-up each call without using a physical phone. With nailed up connection establishment on the first call after login, agents are only required to answer the first call using the physical phone. They do not need to hang-up after each call to receive the next one. To set up Nailed Up calls, refer to the SIP Server documentation .

  - Caller ID display name: When an agent selects the caller ID for outgoing calls, Workspace passes both the descriptive name and the phone number to be displayed to the call recipient.

  - You can now configure Workspace to not display the Accept button on the interaction preview pop-up. The following configuration option has been added to support this feature:

    - `privilege.voice.can-answer-call`

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- Team Communicator Enhancements

  - You can now configure which agents are displayed in Team Communicator. The following options have been added or modified to support this feature:

    - `teamcommunicator.permissions.agent.exclude-from-agent-groups`

    - `teamcommunicator.permissions.agent.restrict-to-agent-groups`

  - You can now configure which agent groups are displayed in Team Communicator. The following option has been added to support this feature:

    - `permissions.agent-group.exclude`

- Service Client API Enhancement

  - Extension is now supported.

- Miscellaneous

  - Pending Agent State: The state timer no longer starts immediately if an agent sets his or her status to Not Ready, Not Ready Reason, or any other state while he or she is still handling an interaction. The timer for that state does not start until the call is released, the chat is marked as Done, or the email is sent or put into a workbin.

-

Web Services API

- Support for accessing statistics for workbins by type and by agent.

- Support for broadcasting and receiving custom parameters when removing a participant from a conference.

- A new parameter, dynamicPhoneNumber, was added to the `StartContactCenterSession` request to specify an alternate phone number for the duration of agent login session.

- HTTP Security enhancements:

  - Transparent HTTPS Redirection

  - Support for X-Content-Type-Options and X-XSS-Protection responses

  - Support for X-Frame-Options HTTP header field

  - Support for Secure Flag for Session Cookies.

CRM Gplus Adapters

- The **Participants** menu in an active call allows the agent to redial the party that has hung up the call. This feature requires Genesys Universal Contact Server to retrieve the contact information. **Note:** Genesys Interaction Recording is currently not supported when using this feature.

- The Adapter will now send notifications to the **Statistics** icon whenever the configured statistic in Contact Center Statistic gets updated. You can configure the required statistic using the new configuration options `statistics.badge-statistics` and `statistics.badge-resource`.

- Workspace Web Edition deployed as an embedded agent desktop in Salesforce Lightning Experience supports the following:

- Single Sign On (SSO) with the configuration of SAML2 in Genesys Web Services.

- Saving the Salesforce object id, object type, and object name of the current record in Genesys user data fields for voice, email and chat interactions upon marking done on the interaction.

- Genesys Email

  - Associating Email interactions with Genesys Universal Contact Server (UCS) contacts and creating entries in the interaction history with disposition and notes.

  - Screen Pop:

    - Displaying screen pop for Email Invitation and Email Acceptance.

    - Passing data field as a search expression.

  - Activity Tracking:

    - Logging the Salesforce Activity for each email upon mark done.

    - Storing the email body as part of Activity description.

    - Specifying the format and data fields saved in the subject field of the Salesforce Activity by using custom templates.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Microsoft Internet Explorer 11 no longer becomes unresponsive while an agent is handling a voice interaction if Genesys Softphone is being used as a SIP Endpoint and Workspace Web Edition is configured to enable agents to control the speaker and microphone volumes. (HTCC-28659)

Service Client API subscription to events now works with integration at the interaction level in background mode. Previously in this scenario, events occurred only for the first interaction. (HTCC-28513)

Workspace now correctly reconnects to Genesys Softphone if Genesys Softphone is stopped and restarted while an agent is logged in. (HTCC-28290)

Genesys Softphone is now correctly unregistered in Disaster Recovery environments when an agent logs out. Previously, agents were prevented from logging in to a different Place after logging out in scenarios where both the Preferred SIP Server and Peer SIP Server were down at initial login. (HTCC-28242)

You no longer have to disable loopback to use Microsoft Edge for Windows 10 with Genesys Softphone and Genesys Interaction Recording (GIR) Screen Recorder. (HTCC-28236)

The interaction duration timer that is displayed in the toolbar of chat interactions now starts when the interaction is accepted by an agent. Previously, the timer started when the interaction entered the queue. (HTCC-27707)

Web Services API

Earlier the process for ending contact center session could call the request for agent logout on sip-server in spite of the agent already has LoggedOut state. Double logout on sip server is avoided after the fix. (HTCC-28023)

Previously GWS response contains an error/warning message that may disclose sensitive information. (HTCC-25263)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.04.

8.5.201.92

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/15/17	General			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- Outbound Campaign enhancement

  - Push Preview mode support – Unlike pull preview which requires agents to manually request for next record, push preview mode leverages a routing strategy to deliver calling records to agents. This allows agents who are part of an outbound call campaign to be fully blended along with other media channels for better agent utilization.

- Email enhancement

  - Default font type and size – You can now configure Workspace to apply default font type and size when agents initiate or reply to an email.

- Team Communicator enhancement

  - Target agent group availability – You can now configure Workspace to display the number of available agents within an agent group when an agent needs to select an agent group as the target of transfer, conference, or consultation actions. This capability is limited to voice only.

- Genesys Softphone integration enhancement

  - Support of Dual Registration with the Softphone – This capability enables Workspace to transmit addresses of SBCs to the Softphone, allowing dual registration. Requires Genesys Softphone 8.5.400.08 or higher.

  - Support for SRV-based name resolution for Genesys Softphone. Requires Genesys Softphone 8.5.400.08 or higher.

- Browser support

  - Microsoft Edge on Windows 10 operating system. **Note:** The Screen Recording with Genesys Interaction Recording and Genesys Softphone feature is not currently supported.

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CRM Gplus Adapters

- The Adapter supports Microsoft Edge on Windows 10. **Note:** Genesys Interaction Recording feature is not currently supported.

- Workspace Web Edition deployed as an embedded agent desktop in Salesforce Console supports the following:

    - Mapping Genesys case or user data to the Salesforce Activity custom fields.

    - Microsoft Edge on Windows 10. **Note:** Genesys Interaction Recording and Single Sign-On features are not currently supported.

- Workspace Web Edition deployed as an embedded agent desktop in Salesforce Lightning Experience supports the following:

    - Microsoft Edge on Windows 10.

    - Associating Voice interactions with Genesys Universal Contact Server (UCS) contacts and creating entries in the interaction history with disposition and notes.

    - Mapping Genesys case or user data to Salesforce Activity custom fields.

    - Genesys Web Chat

        - Associating Web Chat interactions with UCS where the interaction history is provided with disposition and notes.

        - Screen Pop:

            - Displaying screen pop for Chat Invitation and Chat Acceptance.

            - Passing data field as a search expression.

            - Passing transfer object key for screen pop on transfers.

        - Activity Tracking:

            - Logging the Salesforce Activity for each chat upon mark done.

            - Logging the Salesforce Activity for chat transfer, conference, and consultation activities.

            - Specifying the format and data fields saved in the subject field of the Salesforce Activity by using custom templates.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Agents, when they look at the contact history, can no longer see that a call was silently monitored by a supervisor. (HTCC-28024)

Agents can now change their state from either the My Channels tab or the Global State menu when there are issues in the environment. Previously, some states were missing from these areas. (HTCC-27931)

Workspace Team Communicator no longer incorrectly reports missed calls in the list of Recent calls after the list of target types is updated. (HTCC-27914)

Workspace now takes into account HTML standard responses in all cases. Previously, sometimes Workspace used the plain text part of the response instead of the HTML, causing the response to not display as expected. (HTCC-27743)

Workspace now handles Facebook private messages. Previously, beginning with release 8.5.201.50, this functionality was not available. (HTCC-26731)

Web Services API

The PullWorkitem and AddWorkitem operations in the Workitem API now work in environments that don't have Universal Contact Server. Previously, Web Services would return a "No ContactServers configured" error. (HTCC-27946)

CRM Gplus Adapters

Intermittent failure to load the Adapter no longer occurs after a user logged in. Previously, after a user logged in, the Adapter sometimes continually loaded and the loading spinner did not disappear. (HTCC-23474)

Gplus Adapter for Salesforce

- Adapter no longer displays the Consultation section when an agent completes consultation in a call. Previously, when `interaction.case-data.enable-advanced-view` option was set to `true`, the Consultation section with no call controls was displayed. (HTCC-28144)

- Genesys Screen Recording now correctly records the call when there is a change of agent login in the adapter regardless of the first agent's logout from Salesforce. Previously, calls were not recorded if an agent logged out only from the adapter and not from Salesforce, and another agent logged into the adapter through a different Salesforce login. (HTCC-27917)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.92.

8.5.201.85

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/20/17	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

CRM Gplus Adapters

Gplus Adapter for Salesforce

Setting the **presence.evaluate-presence** option to `false` now correctly hides Agent and Agent Group presence in Team Communicator. Previously with this setting, Agent and Agent Group presence was not updated. (HTCC-27819)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.85.

8.5.201.84

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/14/17	General			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition and Gplus Adapter for Salesforce introduce the new Genesys branding in the user interface.

Workspace Web Edition

- Use the new `voice.cancel-after-call-work-on-business-call` option to specify if the After Call Work status of the voice channel should be canceled when the agents switches from After Call Work to Ready or Not Ready during a business call. This option is specific to SIP Server environments.

- For environments that use SIP Server, use the new `voice.auto-answer.is-enabled-on-already-in-call` option to specify whether a voice call is automatically answered if there is already an active call. This option applies only when the value of the `voice.auto-answer` option is `true`. This option can be overridden by a routing strategy.

- For the Service Client API, the PARTY_CHANGED event has been added, just after the ADDED event for the targeted agent after a call transfer is completed.

- You can now configure interaction history filter to specify which media type shall be visible to the agent.

- If you have a DN configured, Workspace now passes authentication information to the Softphone so it can securely log in to SIP Server.

Web Services API

- The AfterCallWork operation has been extended with the optional WrapUpTime parameter. This parameter is passed to T-Server extensions to change or cancel agent wrap-up time.

- Web Services and Applications is publishing a formal blueprint for multi-data center deployments. New deployments across multiple data centers must follow this blueprint for best supportability, and existing deployments across multiple data centers should be reviewed to see if they are consistent with the blueprint.

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CRM Gplus Adapters

- Gplus Adapter for Salesforce

  - The Statistics button can now be configured to show in the Adapter footer. This feature allows direct access to Call Center Statistics.

  - The default view on the Adapter can now be configured to show either the phone dial pad or the Contact Center Statistics view.

  - Workspace Web Edition is deployed as an embedded agent desktop in Salesforce Lightning Experience (currently available for Voice only) and supports the following:

    - Setting up the adapter with Salesforce Lightning Experience

    - Outbound click-to-dial on any Salesforce Phone field

    - Screen Pop:

      - Screenpop for Ringing and Established Event

      - Ability to turn on/off ANI as a search key

      - Ability to pass data field as a search expression

      - Passing transfer object key for screenpop on transfers

    - Activity Tracking:

      - Logging the Salesforce Activity History for each voice call upon mark done

      - Specifying what the adapter saves in the subject field of the Salesforce activity by using custom templates

    - Free Seating:

      - Free seating when the following are configured as true: `login.prompt-place`, `login.voice.prompt-dn-less-phone-number`

      - Login with queue when `login.voice.prompt.queue` is true

      - A list of queues to choose from when `login.voice.list-available-queues` is configured

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Quote Tweets can now be sent in Agent Desktop. Previously, doing so caused Agent Desktop to be stuck (HTCC-27720)

For agents who have both Voice and Instant Messaging channels assigned to their DN, the label

for the channel in the My Channels tab is now "voice, instant messaging" instead of "instant messaging". (HTCC-27680)

The "Cancel the invitation" hyperlink is no longer displayed to the target agent during a single-step conference if this agent was previously engaged in a chat consultation. (HTCC-27637)

Agent Desktop no longer allows agents to sent empty Tweets. Previously, doing so caused Agent Desktop to be stuck (HTCC-27583)

In free seating environments, if an agent selects a Place that is already in use, Workspace no longer invalidates the agent session. Previously, the session was invalidated, and in some cases the session of the agent using the Place was also affected. (HTCC-27532)

Workspace now correctly aligns text in columns with column heads. (HTCC-27317)

Web Services API

When a chat consult between agents has finished, and the originating agent transfers to the consulting agent (or queue), Web Services now correctly sends the messageType and treatAs parameters to the client. (HTCC-27658)

Web Services now returns a 403 status code for the StartContactCenterSession operation if the application cannot read the place from Cassandra. Previously, a 500 status code was returned. (HTCC-27395)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.84.

8.5.201.81

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/08/17	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Web Services API

When a chat consult between agents has finished, and the originating agent transfers to the consulting agent, Web Services now correctly sends the messageType and treatAs parameters to the client. (HTCC-27517)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.81.

8.5.201.76

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/19/17	General			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- Email Enhancements

  - System administrators can now set the default From email address for agent initiated email responses.

  - You can now use a routing strategy to dynamically change the list of From email addresses available to agents who are replying to inbound email interactions.

- Voice Enhancement

  - Workmode is now supported for the Login and Ready operations on the Avaya switch. You can now specify whether the workmode is manual-in or auto-in when an agent logs in or goes Ready.

- Integration Framework Enhancement

  - For scenarios where an agent is managing multiple simultaneous customer interactions, using the Service Client API it is now possible to notify an external business application which interaction is in focus. This capability ensures the business application record always matches with the Genesys interaction that is in focus. The external application can also control which interaction should be in focus when an agent switches business record focus.

- Miscellaneous Enhancements

  - The title of the interaction preview toast can now include attached data information.

  - Chat notifications from the system are now included in the Chat transcript.

  - The Knowledge Center 8.5.2 tab is now WCAG 2.0 Level A accessibility compliant.

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Web Services API

- The workmode parameter has been added to the `StartContactCenterSession` and Ready Voice API operations. This optional parameter specifies which workmode is applied to the t-server `AgentLogin` and Ready requests. Valid values for workmode are `ManualIn` and `AutoIn`.

- If the customer updates their chat nickname, other chat participants will receive a notification as type `NicknameUpdated` and field **noticeText** that will contain the new nickname. Previously, the notification type was `Notice` and the new nickname was available in the **text** field.

CRM Gplus Adapters

- Gplus Adapter for Salesforce

  - When enabled, the Contact Center Statistic View in the Report menu now opens showing all statistics as a full expanded list.

  - The Adapter now uses the option privilege.active-recording.can-use in the [interaction-workspace] section. Previously, buttons used for start/stop/resume recording were only configured in the [crm-adapter] section.

  - Genesys Interaction Recording Screen Recording is now supported when agents use the voice channel.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Workspace now correctly populates the From field of reply email interactions. Previously, the From field sometimes used the default address. (HTCC-27300)

Workspace now supports the creation of personal favorite category names that contain spaces. Previously, the category name was truncated at the first space character. (HTCC-27024)

Personal and corporate favorites are now correctly displayed in Team Communicator. Previously, in some environments these were not displayed when the Favorites filter was selected in Team Communicator. (HTCC-27005)

Facebook comments can now be placed into the draft workbin. (HTCC-26906)

When an agent receives an interaction notification and a toast native to the browser is displayed on top of the Workspace notification, the agent can now close it by clicking on it. Previously, to close it, the agent had to click the x button on the top right corner of the toast, or click on Workspace to give it the focus. (HTCC-26894)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.76.

8.5.201.68

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/24/17	General			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

Genesys Softphone integration enhancement:

- Agents can now sign in to Genesys Softphone with their Workspace credentials and use it as their SIP endpoint. This feature also automatically registers the endpoint with SIP Server, thereby removing the need to manually configure the Softphone on individual agent workstations. Softphone 8.5.300.04 is required to enable the feature.

- Agents can now control their Softphone microphone and speaker mute function from Workspace. Softphone 8.5.300.04 is required to enable the feature.

Case Information enhancement:

- You can now have the application target a specific browser window when the case information contains certain URL/Hyperlink. This capability reduces the number of browser windows, which clutter the screen real-estate, that are opened in a session.

Standard Response enhancement:

- You can now insert pre-defined text into outgoing email interactions by using a Standard Response configured to contain custom field codes.

Browser support:

- Support for the following browsers. See Browser Support for: Genesys Web Services and Applications (Customer-Facing) User Interface on the Supported Operating Environment: Genesys Web Services and Applications page for more detailed information and a list of all supported browsers.

    - Google Chrome browser version 54+

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- Firefox browser version 45+

Other enhancements:

- If a business attribute value is defined in InteractionAttributes Business Attribute for a workbin column name, then the display name of this business attribute value is used. Otherwise, the workbin column name is used.

- The `voice.hold-active-call-on-make-call` option has been added to control the display of the call button in Team Communicator when an active call is put on hold on an OXE mono-line. If the value is set to false, the make call option is not available while calls are on hold.

Web Services API

- Requests for configuration objects can optionally return the path of the object, and the Database ID (DBID) of the parent folder.

- Streamlined login for an agent to a third-party switch without requiring log in from a physical phone.

- Custom properties can now be used in the Standard Response Library down to the agent level.

- The underscore character ("_") is now recognized as a tokenizer in Contacts API for agent, agent group, virtual agent group, interaction queue, routing point, and skill search.

CRM Gplus Adapters

- Browser support

  - Support for the following browsers. See Browser Support for: Genesys Web Services and Applications (Customer-Facing) User Interface on the Supported Operating Environment: Genesys Web Services and Applications page for more detailed information and a list of all supported browsers.

    - Google Chrome browser version 54+

    - Firefox browser version 45+

- Gplus Adapter for Salesforce

  - When an outbound call is being established or is queued waiting to connect, agents have access to the dialpad. Previously, the dialpad was hidden.

  - When a voice call is put on hold, the Adapter starts counting the hold duration in the timer located in upper-right corner, and resets the timer when the call is retrieved from hold. You can enable or disable this feature with the `privilege.voice.can-show-hold-duration` configuration option.

  - When selecting a voicemail in the Adapter main menu, the main menu now collapses. Previously, the main menu stayed open.

  - The Adapter now allows agents to change their password. You can enable or disable this feature with the `privilege.password.can-change` configuration option.

  - Workspace Web Edition deployed as an embedded agent desktop in Salesforce console:

    - Genesys Interaction Recording Screen Recording is now supported when agents use the embedded agent desktop voice channel.

    - When sending a new outbound email, the embedded agent desktop creates a Salesforce contact activity history after the agent clicks Send.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

In environments where agents are set up to handle only workitem interactions, agent can now answer ringing interactions. Previously, you had to enable the "api-ucs-voice" feature in the Web Services and Applications API for this capability. (HTCC-26526)

Agents can no longer log in on more than one Place at a time. An error message is now displayed if an agent attempts to log in to another Place from another browser or workstation. Previously, agents could log in simultaneously to two different Places. (HTCC-26444)

The underscore character ("_") is now recognized as a tokenizer in Team Communicator searches for agents, interaction queue, routing point and skill targets. Previously the text after this character wasn't searchable directly, and you had to set also the first part. For example, to search for the "My_Routing" routing point, the agent had to enter "My_" or "My_R", if only "Rout" was used, the routing point was not found. (HTCC-11594)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.68.

8.5.201.61

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/27/17	General			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

intelligent Workload Distribution (iWD) custom media support

- iWD 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 accept and decline

    - Transfer, save to personal workbin, and mark done

    - Workitem stored in contact's interaction history

Contact interaction history enhancements

- Agents can now 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.

- Ability for agents to mark done interactions that do not require a response.

Team Communicator enhancements

- The Corporate Favorite list can now be overridden by a routing strategy to allow greater target selection flexibility in the Team Communicator.

- Agents can now access agents and Routing Points from Team Communicator favorites, even if these phone number types and Routing Points are configured to be excluded from the permitted dialing list by the following configuration options:

    - `teamcommunicator.voice.consultation.exclude-numbers`

    - `teamcommunicator.voice.make-call.exclude-numbers`

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- `teamcommunicator.voice.single-step-conference.exclude-numbers`

- `teamcommunicator.voice.single-step-transfer.exclude-numbers`

Login enhancements

- Agents can now login to Workspace if at least one media is available. Previously, if one of the assigned media channels was not available, agents could not login.

- Workspace now remembers the most recently used Place and suggests it to the agent at the next login. Previously, agents had to fill in the Place for every session login.

- It is now possible to configure Workspace to not show English as a language choice on the login screen.

Other enhancements

- Support for Alcatel A4400/Omni PCX Enterprise in emulated mode for all standard call flows.

- Embedded web applications within Workspace Web can be configured to refresh automatically if attached data used for the screen-pop is changed.

- When a voice consultation is started from a multimedia interaction, such as chat or email, the notes recorded for the multimedia interaction are now correctly added to the notes for the voice consultation.

- To improve troubleshooting, Workspace now has better browser logs to identify dialed numbers that don't match the value specified by the `expression.team-communicator-phone-number` option.

- Workspace now displays an improved error message if a default place is set for an agent, but the agent specifies a different place during login in environments where agents cannot change their place.

- When the list of statistics is refreshed in Contact Center Statistics, Workspace now correctly scrolls the list to display the objects that were being displayed before the refresh. Previously, when the list of statistics was refreshed, Workspace scrolled to the top of the list

Web Services API

- The Web Services and Applications installation package is now provided as an RPM. Previously, the installation package was a tarball.

- Passwords can now be encrypted in the configuration file.

- Cassandra authentication is now supported. Login credentials can be specified in configuration.

- Interaction Server UserEvents support.

- Interaction Server N+1 high availability architecture support.

CRM Gplus Adapters

- Gplus Adapter for Salesforce

  - In a Salesforce activity task, the Adapter now sets the **Call Type** field to Inbound for all completed chat interactions.

  - Workspace Web Edition deployed as an embedded agent desktop in Salesforce console:

    - In a Salesforce activity task, the embedded agent desktop now sets **Call Type** field to Inbound for incoming email interactions, and to Outbound for outgoing emails including replies.

- In a Salesforce activity task, the embedded agent desktop sets the **Call Type** field to Inbound for all completed chat interactions.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

For the Service Client API, the operationName attribute of events related to the Do Not Disturb state is now set to DoNotDistubOn instead of the previous state. (HTCC-26136)

Workspace now supports global and individual media state management through the My Agents tab for multimedia-only agents. (HTCC-25909)

Workspace no longer plays a tone when a chat interaction is selected in the History tab. (HTCC-25771)

Agents can now see the details of selected interactions in the Contact History and My History views for all pages in the search results. Previously, details were available only for results displayed on the first page of these views. (HTCC-25701)

The Contact History details area is now correctly displayed by default. Previously, agents had to click the View Details button to view this area. (HTCC-25632)

When marking a call or a chat done without selecting a disposition if dispositions are mandatory, the warning message displayed is now in the format: "You must select a '<Business Attribute Display Name>' before closing", where '<Business Attribute Display Name>' is the configured business attribute display name. (HTCC-25595)

The Assign button is now displayed in the Contact Information tab of an interaction if an agent has the Contact Assignment privilege specified, but not the Save Contact privilege. (HTCC-25570)

Browser zoom is now correctly supported. Previously, a warning message was displayed if the browser zoom wasn't set to 100%. Other display issues could also occur. (HTCC-25148)

Agents can now launch a new session of Workspace immediately after closing the previous one. Previously in this scenario, the new session wasn't fully initialized resulting in unexpected behavior. (HTCC-24943)

CRM Gplus Adapters

Gplus Adapter for Salesforce

- The Reports page is now hidden by default. However, this page can be shown by setting the Workspace Web Edition `privilege.dashboard.can-use` option to `true`. (HTCC-26105)

- Salesforce activities are now created correctly when the Adapter is open in multiple tabs. Previously, in rare circumstances, Salesforce activity creation failed if an agent had Salesforce open in multiple browser tabs. (HTCC-25179)

Upgrade Notes

This release introduces the Web Services and Applications Migration Guide. In this guide, you will find the procedures to upgrade your deployment to the latest release.

8.5.201.50

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/04/16	General			X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- Advanced interaction search - A new module allowing users to search for historical customer interactions within and outside the context of the 'My History' and 'Contact History' views. This capability allows users specify multiple search attributes and conditions when searching.

- You can now use Service Client API to invoke toasts within Workspace that have the ability to allow users to act or decline.

- The following Workspace features are Web Content Accessibility Guideline (WCAG) 2.0 level A compliant for people with disabilities:

  - Web Chat

  - Email

  - Outbound Campaign

  - Agent Workbin and Interaction Queue Management

  - Standard Response Library

  - WebRTC

- Cross site switch (SIP Server) support. For deployments where a different SIP Server is deployed for each site, agents can now target and invoke telephony operations for resources at those sites.

- Korean language support

- Citrix XenApp 7 and Citrix XenDesktop 7 support.

- Supervisors can now sort the interactions in the 'My Interactions Queues' view by clicking column headers in the interaction list table. Previously, clicking on a column header in this view did not apply sorting.

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- In multi-switch environments, Workspace no longer duplicates favorites that are related to routing points if the routing points are configured in both switches and no switch is specified in the favorite.

- Disposition Code display names are now used in the Case Data tab instead of the name of the Disposition Code Business Attribute.

Web Services API

- Support for HTTP Strict Transport Security (HSTS).

- Support for multiple SIP Server environment deployed across different sites.

- SMS Session API support.

- A cqlsh compatible schema is now available for use with Cassandra 2.2.x. You can use cqlsh (shipped with Cassandra 2.x). Previously, cassandra-cli had to be used to load the schema.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Supervisors can now access Twitter interactions when they select a filter in the 'My Interaction Queues' view. Previously, Twitter interactions were missing from this view. (HTCC-24594)

The Call Monitoring icon is now correctly displayed when a call is being both monitored and recorded. Previously, the Call Monitoring icon was not displayed to an agent while the call was being recorded, only before or after recording. (HTCC-24511)

During a consultation call, the active consultation is now displayed in Team Communicator when an agent attempts to complete a transfer of the call to the consultation target. Previously, in some environments, when a consulting agent tried to transfer the call to a consultation target, the active consultation was not displayed in Team Communicator. (HTCC-24467)

There is no longer a delay in the My Agents view when the user navigates to another page. (HTCC-24043)

Workspace now supports WebRTC for Chrome browser 52.0.2743.116 or higher. Previously in this scenario, agents could not hear the caller and the caller could not hear the agent. (HTCC-24020)

Previously, the Chat Pending indicator incorrectly restarted when the contact sent a new message. Now, the Chat Pending indicator only restarts after an agent sends a new message. (HTCC-23637)

If the 'accessibility.voicemail-message-change-bell' option is configured, the voicemail bell/tone now correctly plays when a new voicemail is received. (HTCC-23603)

If an agent double-clicks on the dial button in Team Communicator, Workspace no longer sends a second dial operation. Previously, this action resulted in a warning message. (HTCC-23587)

CRM Gplus Adapters

Previously, when the salesforce.voice.enable-object-association-tracking option was set to true, the Object Association drop-down list box was visible in the Adapter on the call details view in Salesforce classic mode. This is no longer the case. (HTCC-23861)

Workspace Web Edition deployed as an embedded agent desktop in Salesforce console:

- Previously, if the interaction.disposition.is-mandatory option was set to true, agents were still able to mark chat interactions as done without selecting a disposition. This no longer occurs.

(HTCC-23174)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.50.

8.5.201.46

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/14/16	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

If an agent double-clicks on the dial button in Team Communicator, Workspace no longer sends a second dial operation. Previously, this action resulted in a warning message. (HTCC-24297)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.46.

8.5.201.41

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/30/16	General			X		

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> **Important**
> This is a Generally Available release. This version was first released under shipping control on 9/02/16.

This release contains the following new features and enhancements:

Workspace Web Edition

- Agents using the DTMF keypad while using Browser-based calls (WebRTC) now hear tones when the keys are clicked.

- For WebRTC calls, Workspace detects when there are network issues that might impact the quality of voice calls. In the event that issues are detected, Workspace displays a message informing the agent that they might experience voice quality issues and that customers might not be hearing them well.

- The following Workspace features are Web Content Accessibility Guideline (WCAG) 2.0 level A compliance for people with disabilities:

  - Inbound voice

  - Voice recording controls

  - Voicemail

  - Team communicator

  - Contact directory

  - Contact profile and interaction history

  - My history

  - My channels

  - My messages

  - My statistics and contact center statistics

  - Note and Disposition

  - Supervisor voice monitoring, coaching, and barge-in

  - My agents

- When an agent selects a queue in the Dashboard view, the selected queue remains selected if the agent switches from the Dashboard tab to another tab, and back to the Dashboard tab. Previously, when switching back to the Dashboard tab, the selected queue was unselected, and the first queue in the list was selected.

- If the `interaction.override-option-key` option is correctly set, and if overriding attached data is added while the interaction is active, the overriding options are now correctly taken into account. Previously in this scenario, the overriding options were taken into account only if the overriding attached data was within the interaction when the interaction was received by the agent (if it was added later in the interaction life cycle, it was not taken into account).

- Previously, if an agent refreshed the web browser while handling a call, an issue occurred with the direction parameter in the Service Client API. Workspace Web Edition was not able to determine the direction of the call. Now, Workspace Web Edition identifies direction as follows:

  - If the callType is Inbound, the direction as IN.

  - If the callType is Outbound, the direction as OUT.

  However, after the call is transferred or some other operations, the direction might still be incorrect. In scenarios where the callType is Consult or Internal, Workspace Web Edition does not know the call direction; therefore, the direction is set to UNKNOWN.

Web Services API

- Cassandra 2.2 support

- The eServices API now supports cancelling a consultation chat while it is in queue

- The eServices Chat API now supports file transfers.

- Web Services no longer updates ops credentials, feature definitions, and statistics definitions globally on each start or restart. You can now configure the behavior by using the updateOnStartup setting in the start up server-settings.yaml file. Use the following configuration to automatically update all information on startup (by default, these are set to false:
    updateOnStartup:
        statistics: true

        opsCredentials: true

        features: true

- The feature-definitions.yaml file is now shipped with the product. This file can be used to define the feature set that should be available within the contact center. For more information on how to enable features, please see the Deployment Guide.

- Standard response API, based on response templates, was replaced by new API, that works directly with Universal Contact Server. Also configurable cache mechanism was implemented for storing information about obtained categories and standard responses.

- Multimedia Interactions API now has an updated set of operations required to configure the Standard Responses feature. The following operations have been removed:

    - SRResponseTemplateResource

    - SRGroupResource

    - SRGetResponseTemplateGroups

    - SRGetResponseTemplates

    - SRReportResponseTemplateReal

    - SRReportResponseTemplateUsage

    - RGetAgentsFavoriteResponseTemplate

    - SRAddResponseTemplatetoFavorites

    - SRRemoveResponseTemplate

    The following operations have been added:

    - GWS_GetStandardResponse

    - GWS_RenderStandardResponse

    - GWS_ReportStandardResponseUsage

    - GWS_GetStandardResponseFavorites

    - GWS_AddStandardResponseFavorite

    - GWS_DeleteStandardResponseFavorite

    - GWS_DeleteAllStandardResponseFavorites

    - GWS_GetDocumentStandardResponse

    The new operations are described in the *Web Services and Applications API Reference* in the following topic:

    - Standard Responses API

- The attribute contactCenterId has been added to the user resource. This attribute represents the unique identifier of the specified user's contact center.

- Agents can now search the Contact database for any interaction without knowing the name of the contact or the agent who handled it. Agents can search using contact attributes, email subject or text, and other criteria.

CRM Gplus Adapters

Gplus Adapter for Salesforce

- The Adapter now supports Workspace Web Service Client API.

- In Salesforce console mode the Adapter can be configured to provide a drop-down menu in the Interaction Details screen to link to Salesforce open tabs or sub-tabs.

- Workspace Web Edition deployed as an embedded agent desktop in Salesforce console:

  - The email body can now be saved to Salesforce activity history comment field. Use the new salesforce.email.include-body-in-desc option to configure this feature.

  - Use the new salesforce.user-data.object-type-key option to configure Email interactions to save Salesforce object name, object type, and object id to Genesys User Data.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Interactions filters that are defined using the `displayed-columns` option now display correctly. Previously, if the option contained a comma-separated list of interaction attributes, and spaces were included before or after the commas, values were not displayed in the columns. (HTCC-23213)

In environments that use SAML, during login, if an agent makes a mistake while entering his or her Place during login, Workspace now correctly displays an error message requesting the agent to enter the correct Place. Previously, the agent was redirected to a dead-end page. (HTCC-23207)

Statistics of type Float are now rounded to two decimal places. (HTCC-23147)

When an horizontal scrollbar is displayed in either My Statistics or Contact Center Statistics views, the horizontal scrollbar now correctly scrolls the table contents and column headers. Previously, the scrollbar only scrolled the table content, not the column headers. (HTCC-23096)

Contact Center Statistics are now correctly displayed if the name of the statistic object contains an

'&'. Previously, the use of special characters in the name of statistic objects prevented statistics from being displayed. (HTCC-22908)

When the administrator set a single queue for the list on login, this queue is now applied automatically. Previously, the queue wasn't taken into account and it was not possible for the agent to fill it in manually. (HTCC-22907)

In Team Communicator, there are no longer action items that allow supervisors and agents to call, IM, or monitor themselves. (HTCC-22820)

In the My Agents view, the supervisor no longer sees all agents when he or she isn't configured as the supervisor for any Agent Group. (HTCC-22761)

If a network disconnection of only a few seconds occurs, agents are no longer required to login again when the connection is restored. (HTCC-22451)

Case Data can now be removed from a Chat interaction after the Chat has been released and a Disposition has been applied. (HTCC-22266)

CRM Gplus Adapters

Gplus Adapter for Salesforce

For a chat interaction, if interaction.disposition.is-mandatory is set to true, agents were able to mark the interaction done without selecting a disposition. This no longer occurs. (HTCC-23498)

Previously, when the interaction.case-data.enable-advanced-view option was set to `true` and the `interaction.disposition.cache-timeout-delay` option was set to `-1`, if an agent received a call and marked it done, upon receiving a second call, the Voice channel went blank. This no longer occurs. (HTCC-23002)

If a failure occurred in the embedded Salesforce console, agents were unable to mark done their interactions. This no longer occurs. (HTCC-21987)

Workspace Web Edition deployed as an embedded agent desktop in Salesforce console:

- The Last Month, Last Week, and Last Day labels on the Contact Directory History tab filter control now display correctly. Previously, these labels were not displayed. (HTCC-23547)

- If `interaction.disposition.is-mandatory` is set to `true`, the Adapter now correctly allows agents to close Outbound voice interactions after selecting a disposition. Previously, a message was sometimes

displayed that asked agents to set a disposition code before closing an interaction even though a disposition was already selected. (HTCC-22582)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.41.

8.5.201.29

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/10/16	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- Interaction history enhancements

  - Display of custom interaction attribute(s) in the Interaction History. Previously, only standard interaction attributes, such as status, subject, start date, and end date could be displayed in the Interaction History table. It is now possible for system administrators to configure additional custom interaction attributes to be displayed. This capability allows agents to have more detailed information prior to selecting an interaction on which to focus, leading to improved efficiency.

  - A note is automatically created in the Interaction History when a voice call is transferred to, or conferenced with, another agent.

- Web Chat enhancement

  - Push web page URL to a contact. This feature allows agents to select and open a publicly accessible company web page on the customer's browser. This capability allows agents to transition a customer from assisted- to self-service during a chat interaction.

- Case information enhancement

  - Administrators can configure case information fields so that they are required to be filled in by the agent when the agent marks the interaction as done. This capability allows your business to capture critical business data for further analysis.

- Outbound Campaign enhancement

  - Support for Predictive and Progressive ASM (Active Switching Matrix) mode. ASM enhances the capability of Outbound Campaign Predictive and Progressive modes by reserving the agent before

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the call is connected. This mode allows the agent to be connected with the customer as soon as the customer answers the call.

- Knowledge Center 8.5.2 enhancements

  - Agents are now informed if certain knowledge articles are new or recently modified.

  - Corrected search result. Agents might incorrectly spell certain word(s) when searching for knowledge articles. When this happens, the application returns results based upon the corrected spelling of those words.

- Miscellaneous enhancements

  - User feedback. Agents now have the capability to provide feedback when they encounter a problem with the application. The application automatically submits the browser log for further processing.

  - Automated feedback. Occasionally the application might experience disconnection from the backend servers. If this occurs, a browser log is automatically collected. Agents are asked if they want to submit the collected information when application re-establishes connection.

  - Application rebranding support. You can now configure the application to display a custom company logo instead of the default Genesys branding.

Web Services API

- Web Services API Server now supports Java 8.

- Muting and unmuting a participant in a conference is now supported in the Web Services API.

- Shared Workbin support has been added to the eServices API. Agent groups and place groups can subscribe, unsubscribe, add, and remove content for shared workbins.

- Replys from email history is now supported in eServices API.

CRM Gplus Adapters

Gplus Adapter for Salesforce

- The Adapter can now be configured to associate voice interactions with Genesys Universal Contact Server (UCS) contacts and create entries in the contact history with disposition and notes.

- Users can now create a new Genesys UCS contact in the Adapter.

- In Salesforce console mode, the Adapter can be popped out to open in a separate browser window.

- In Salesforce console mode, when the Adapter window is minimized and there is a Genesys server disconnect, the Adapter attempts to reconnect within 90 seconds. If the connection is not restored, the window is maximized and a message is displayed to ask users to refresh their browser windows.

- The Adapter now shows agent name instead of extension in the call detail view.

- For chat interactions, the Salesforce object type can be saved in Genesys attached data when chat is marked as done.

- Workspace Web Edition deployed as an embedded Agent Desktop in Salesforce Console:

  - In Workspace Web Edition mode, when the Adapter window is minimized and there is a Genesys server disconnect, the Adapter attempts to reconnect within 90 seconds. If the connection is not restored, the window is maximized and a message is displayed to ask users to refresh their

browser windows.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

When a supervisor switches from monitoring to coaching of a chat interaction, the supervisor can see the chat transcript in the coaching view. Previously, this chat transcript was empty. (HTCC-22029)

When a supervisor switches from monitoring or coaching to barge-in, both the **Note** and **Disposition** tabs are now displayed and currently fully accessible. Previously, when the supervisor selected the **Note** tab, it was no longer possible to show the **Disposition** tab. (HTCC-21984)

The **My Team Workbin** now shows all supervised agents with their associated workbins. Previously, the list of agents could be empty and was limited to 10 agents only. (HTCC-21688)

The Team Communicator now finds all agents correctly. Previously, if an agent who was part of the search results was using the Facebook channel, Team Communicator did not display any results. (HTCC-21226)

The folders in the list of Standard Responses in the Responses tab are now displayed correctly. Previously, the same folders were displayed multiple times in the list. (HTCC-21195)

When the Contact Directory is displayed in List mode, email addresses in the drop-down list are no longer truncated on the right side by the Details pane. (HTCC-21183)

Workspace now keeps an agent logged in if the agent restarts his or her browser after logging in. Previously, restarting the browser caused an agent to be logged out. (HTCC-21140)

When Workspace is pinned to the Windows taskbar, it no longer becomes disconnected when an Interaction notification or Outbound campaign notification is displayed. (HTCC-21124)

When an Agent selects a Voice interaction in the **My History** view, the title "Workspace" is no longer corrupted in the Workspace application bar. Previously, some information from the the selected interaction was displayed next to the company logo instead of the application name. (HTCC-20956)

If Voice channel login fails but other media channel logins succeed, the session is now correctly cleaned up and the agent's Place is now freed to be used by other agents. (HTCC-20618)

In the **My Agents** tab of Team Leads/Supervisors, the **In Call** and **After Call Work** filters are now shown only for the Voice channel. Previously, these filters were shown for the Chat and Email channels but did not apply to those channels. (HTCC-19547)

The list of standard responses in the Responses view is no longer empty or incomplete after server startup. (HTCC-11109)

Web Services API

Previously, when users used a unique referrer for each login, they couldn't re-login to GWS for 30 minutes after an abnormal session termination. This no longer occurs. (HTCC-21924)

For requests that support pagination, the maximum number of returned items is now 100. Previously, the maximum allowed value for the `limit` query parameter was 500. If the `limit` parameter is not specified, the query uses 10 as the default limit.(HTCC-21211)

You can now use the `offset` and `limit` request parameters when paginating the Statistics API query results. (HTCC-21212)

CRM Gplus Adapters

Gplus Adapter for Salesforce

The Adapter now displays statistic names and associated values on the same line regardless of the name length.(HTCC-21202).

If an agent chooses a top-level disposition code for a voice call in the Adapter, the disposition is now displayed in the interaction history in Workspace Web Edition.(HTCC-21588)

When a supervisor monitors a call, an activity is no longer created in Salesforce.(HTCC-21233)

Workspace Web Edition deployed as an embedded Agent Desktop in Salesforce Console:

- When UCS is enabled, the Adapter will now carry over the notes to the Salesforce activity once the call is marked done. (HTCC-21945)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.29.

8.5.201.18

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/25/16	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- Chat enhancement

  - During a chat session, your customer might request to receive content by email while continuing with the chat session. This feature allows the agent to click on the provided information to start an outgoing email to the customer.

  - During a chat session, your customer might request to be called at specific number while continuing with the chat session. This feature allows the agent to click on the provided information to start an outgoing call to the customer.

- Interaction history search

  - Agents can now perform keyword searches of a customer's (contact's), and the agent's own interaction history.

  - Agents can now use Quick Search to find interactions using keywords within the details of an interaction, such as the chat transcript, email body, email subject, interaction note, and other interaction attributes.

- Team Communicator enhancement

  - Workspace Web Edition now presents actual agent states in Team Communicator instead of Available and Unavailable. Note, however, that the Do not Disturb state is displayed as Not Ready.

- Knowledge Center 8.5.2 enhancement

  Note: To see these enhancements in Workspace Web Edition, Knowledge Center 8.5.2 is

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required.

- 5-stars content rating is now available. Agents now have the option to apply a rating (range between 1 and 5 stars) to the contents that they view in Workspace.

- An agent authoring privilege configuration option has been added; it provides system administrators with the ability to configure which agents are permitted to author new drafts of content from within Workspace.

- Facebook private message

- Your customers can now communicate privately with your agents using the Facebook Private Message capability. These messages are not visible to others not involved in the conversation.

- Voice enhancement

- A conference call could involve multiple external parties during a conversation. System administrators can now configure the system to automatically disconnect all remaining external parties when the last agent departs the conference call.

Web Services API

- Interaction History API

- The new Interaction History API provides the ability to retrieve interaction history for agents or contact. For example, chat interaction history.

- Voice API

- The Voice API now includes the ClearCall operation, which provides the ability to end a conference call for all parties when one party leaves the conference.

- Embedded Jetty 9

- Genesys Web Services is now deployable as a .JAR file with Jetty 9 embedded.

CRM Gplus Adapters

Gplus Adapter for Salesforce

- You can specify what the adapter saves for the subject field in the Salesforce activity by using custom templates.

- For Salesforce account, case, or contact objects, you can now attach additional information (object type, id or name) to Genesys user data in voice interactions.

- The adapter can now be configured to automatically submit feedback logs after being disconnected.

- Workspace Web Edition deployed as an embedded Agent Desktop in Salesforce Sales or Service Console:

- You can specify what the adapter saves for the subject field in the Salesforce activity by using custom templates.

- For Salesforce account, case, or contact objects, you can now attach additional information (object type, id or name) to Genesys user data in voice interactions.

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

During chat consultations, if the consultation is cancelled by using the hyperlink in the transcript or by time-out, the same consultation target can now be used again during the chat session. (HTCC-19703)

In the **My Agents** tab for Team Leads or Supervisors, the **In Call** and **After Call Work** filters are now shown only for the Voice channel. Previously, these filters were shown for the Chat and Email channels without an effect on usage. (HTCC-19547)

If an agent sets his or her status on the Chat or Email channels to `Do Not Disturb` from `Not Ready`, and then a Team Lead or Supervisor, using the **My Agents** tab, sets the agent's status to Ready, and the channel status is displayed as `Do Not Disturb`. Previously in this scenario, the agent saw the channel as Ready even though it was in the `Do Not Disturb` state on the system. (HTCC-19405)

Web Services API

Unsolicited Facebook posts that are created by agents now appear on Facebook. (HTCC-20739)

The Platform Configuration API is now able to create and update objects of **DN Group** type. Previously, these types of objects could only be retrieved or deleted because POST and PUT incorrectly returned `unsupported object type`. (HTCC-20500)

Web Services now uses the value specified in the **defaultBinding** option defined as part of **samlSettings**. Previously, Web Services ignored this option and used the first applicable binding mentioned in the **identityProviderMetadata** option. (HTCC-20193)

You can now include a header in the main log file for Web Services by setting the **enableLogHeader** option to `true`. This header contains key information about the Web Services installation, including the version, start time, libraries, and any applicable settings from the **applications.yaml** file.

You can now include the **maxAuthenticationAge** option in the SAML configuration section. This option specifies the maximum-allowed time between user authentication and the processing of an authentication statement. (HTCC-20141)

CRM Gplus Adapters

Gplus Adapter for Salesforce

The disposition code chosen for voice calls within the adapter will now be visible in the interaction history in Workspace Web Edition. (HTCC-20459)

A blank agent state will no longer be shown when the agent is moved to **Not Ready - Expired** after not responding a chat invitation. (HTCC-20325)

Calls that arrive immediately after the adapter window is popped out in Salesforce will now be correctly displayed. (HTCC-19812)

Workspace Web Edition deployed as an embedded Agent Desktop in Salesforce Sales or Service Console.

- The results in the favorites view are no longer cleared after adding or editing a favorite. (HTCC-20052)

- Clicking on the desktop notification for new interactions will now correctly display and focus the workspace window. (HTCC-19751)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.18.

8.5.201.09

Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/04/16	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

Workspace Web Edition

- Agent state supervision

  - Supervisors in real-time can view and update the status of their agents. Supervisors can change an agent's readiness state and, if necessary, logoff 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.

- Voice supervision enhancement

  - Supervisors can begin silent monitoring or coaching of calls already in progress. This capability allows supervisors to assist agents that need immediate help with an in-progress customer interaction.

- Knowledge Center 8.5.2 enhancements

  - Federated search — An option to deliver answers from multiple knowledge bases using a single search query

  - Enable agents to add comments to content — Agents have the option to add comments to documents and FAQs. The comments may be viewed by the Knowledge Administrator.

  - Agent flagging content as favorite — Agents may tag documents and FAQs as a *favorite* for easy future retrieval

  - My Document view — A new tab to view the specific documents and FAQs that the agent authored

- Last agent routing support

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- Workspace can be configured to record the last agent who communicated with the customer. This capability ensures that future interactions can be routed to the same agent to maintain the continuity of the conversation.

- Security improvement

  - Inactivity timeout. You can now configure Workspace to automatically logout the agent after a period of inactivity.

Web Services API

- SAML authentication now supports the CfgPerson External User ID field.

- SAML requests now support a token as the RelayState instead of URLs.

- Ability to update the contact attribute with last routed agent information in Universal Contact Server (UCS).

- Support updates to contact history for Open Media and workitems.

- Chat API now supports sending and receiving custom notice types.

CRM Gplus Adapters

Gplus Adapter for Salesforce

- Voicemail support

  - The adapter now provides access to voicemail boxes - both personal and group/shared mailboxes.

  - The number of unread voicemail messages are displayed as a red number.

  - The total number of voicemail messages are displayed in parentheses.

  - Agents can call their voicemail boxes directly.

- The adapter now includes a new deployment option for embedding Workspace Web Edition in Gplus Adapter for Salesforce. The deployment option provides Salesforce integration for screen pop, click-to-dial, and activity tracking, along with support for the following Workspace Web Edition features:

  - Inbound Voice

  - Outbound Voice - Preview

  - Chat

  - Email

  - Supervisor features

  - Single Sign-On using SAML 2.0

Resolved Issues

This release contains the following resolved issues:

Workspace Web Edition

Agents are no longer able to mark as Done interactions that are in Workbins without first specifying a disposition if dispositions are configured to be mandatory. (HTCC-16891)

Web Services API

When an agent requests two chat consultations to a skill or an agent group in rapid succession, the first agent who accepts one of the consultations is not stuck in a non-routable state. (HTCC-18629)

Web Services now correctly identifies monitoring modes with a new attribute on the Call resource called **supervisorMonitoringState**. Previously, Web Services didn't always correctly identify monitoring modes, particularly for Coach and Barge In. (HTCC-17837)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.09.