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Genesys Hub Plug-in for Workspace Desktop Edition

9.1.002.07

12/21/2025

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Genesys Hub Plug-in for Workspace Desktop Edition Release Notes

9.x Genesys Hub Plug-in for Workspace Desktop Edition is part of 9.x starting in **9.1.000.03**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/30/19	Update					X

What's New

This release contains the following new features and enhancements:

- Agents can create and send Notifications from regular WhatsApp messages if the response window (configured timeout) to send the regular messages expires. For more information, see [Automatic notification messages](#). The following configuration options have been introduced to support this feature:

- whatsappsession.enable-free-msg-timespan-monitoring
- whatsappsession.free-msg-timespan
- whatsappsession.default-notification-text
- whatsappsession.default-notification-id
- whatsappsession.default-notification-language

(MSG-2193)

- Agents can see the transcript only for the current WhatsApp or Apple Business Chat channel. To see messages coming through other WhatsApp or Apple Business Chat channels, modify the values of the following new configuration options:
 - applebcsession.show-cross-channel-messages
 - whatsappsession.show-cross-channel-messages

Helpful Links

Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

Product Documentation

- [Messaging Applications](#)

Genesys Products

- [List of Release Notes](#)

Additionally, the following configuration options have been introduced to support this feature:

- applebcsession.background-color-sessioninfo-other
- applebcsession.background-color-sessioninfo-other.high-contrast
- whatsappsession.background-color-sessioninfo-other
- whatsappsession.background-color-sessioninfo-other.high-contrast

The following configuration options now contain updated values:

- applebcsession.background-color-sessioninfo
- applebcsession.background-color-sessioninfo.high-contrast
- whatsappsession.background-color-sessioninfo
- whatsappsession.background-color-sessioninfo.high-contrast

(MSG-2234)

- Agents can now view a thumbnail that indicates the attachment type along with the attachment's file name and size for each incoming attachment in WhatsApp and Apple Business Chat interactions. (MSG-2185)
- The options, applebcsession.response-wait-time and whatsappsession.response-wait-time, have been introduced to set a waiting for response timeout from remote servers. (MSG-2332)
- Agents can now create a new session from the **Interaction Search** view. (MSG-2307)
- A new queue has been introduced for post processing of new outbound interactions. The following configuration options have been introduced to support this feature:
 - applebcsession.outbound-itx-postprocessing-queue
 - whatsappsession.outbound-itx-postprocessing-queue

(MSG-2214)

Resolved Issues

This release contains the following resolved issues:

The plugin now attaches the following Key-Value Pairs (KVPs) when transferring an interaction to the target type specified in the intercommunication.whatsappsession.routing-based-targets or intercommunication.applebcsession.routing-based-targets option:

- IW_RoutingBasedOriginalEmployeeId
- IW_RoutingBasedTargetType
- IW_RoutingBasedTargetId
- IW_RoutingBasedRequestType

(MSG-2236)

The applebcsession.url-regex and whatsappsession.url-regex options now contain the correct values in the template provided in the installation package (IP). Previously, the template had incorrect values. (MSGA-2152)

Agents can now view images (JPEG) in the correct orientation based on the EXIF data. (MSGA-2223)

Upgrade Notes

No special procedure is required to upgrade to release 9.1.002.07.