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Genesys Hub Plug-in for Workspace Desktop Edition

9.1.005.08

12/23/2025

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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
05/22/20	Update					X

What's New

This release contains the following new features and enhancements:

- Agents can now send rich media notifications (also known as media message templates) during WhatsApp interactions by inserting structured messages from standard responses. Agents can also view/preview the rich media notifications in the chat transcript. For more information, see [Rich media notifications](#). (MSG-2487)
- Administrators can control whether an agent is allowed to send attachments in WhatsApp and Apple Business Chat interactions using three new permissions. For information on the newly added permissions, see [WhatsApp Guide](#) and [Apple Business Chat Guide](#). (MSG-2627)
- The audio attachment file types, M4A, MP3, OGA, and OGG, are no longer supported in WhatsApp interactions. WhatsApp deprecated support for these audio formats. (MSG-2575)

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](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.1.005.08.