



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Hub Plug-in for Workspace Desktop Edition

9.1.007.07

12/21/2025

9.1.007.07

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	Mac	Solaris	Windows
05/25/21	General	Under Shipping Control					X

What's New

This release contains the following new features and enhancements:

- The following sections are added to support DMS scalability or to use an alternative DMS name when an outbound session is created:

- applebcsession.appname**
- whatsappsession.appname**

The following sections are added to use an alternative channel name when an outbound session is created:

- applebcsession.channel**
- whatsappsession.channel**

For more information, see [DMS Scalability](#). (MSG-3131)

- The plugin now displays detailed information about errors that may occur during interactions. Error messages (localized) include error codes along with an option to expand the messages. Agents can expand an error message to view the detailed message which is non-localized. (MSG-3116, MSG-3113)
- Administrators can now control whether the chat transcript window automatically scrolls down or not whenever there is a new message. The following options are added to support this feature:

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](#)

- applebcsession.focus-on-new-messages
- whatsappsession.focus-on-new-messages

(MSGGA-3107)

- Administrators can now set a timeout to indicate whether there is a delay in receiving a message or not. The following options are added to support this feature:

- applebcsession.message-delay-timespan
- whatsappsession.message-delay-timespan

(MSGGA-3096)

- Administrators can control whether an attachment is sent after an agent selects a file or clicks **Send**. The following options are added to support this feature:

- applebcsession.two-step-attachment-upload
- whatsappsession.two-step-attachment-upload

(MSGGA-2881)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.1.007.07.

Dependencies

For DMS scalability, DMS 9.1.007.05 and Genesys Driver for use with Genesys Hub 9.1.007.06 are required.