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Genesys Hub Plug-in for Workspace Desktop Edition

9.1.009.04

12/17/2025

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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	Mac	Solaris	Windows
06/26/23	Update						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The plugin now allows customizing emojis rendered in transcript via a special external configuration file. For instructions on how to configure the display of emojis, see [Configuration for displaying emojis in chat transcript](#). (MSGA-3785)

The plugin now allows customizing the WhatsApp URL detection regex setting to interpret any valid URL as a hyperlink (clickable) in transcript. (MSGA-3783)

An issue that prevented agents from handling missed interactions is now fixed. (MSGA-3821)

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](#)

Upgrade Notes

No special procedure is required to upgrade to release 9.1.009.04.