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Genesys Hub Plug-in for Workspace Desktop Edition

9.1.014.03

12/18/2025

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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
12/13/23	Update						X

What's New

This release contains the following new features and enhancements:

- Support for Windows 11. See the [Messaging Apps/Social Engagement](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (MSGA-3872)
- Third-party libraries have been updated. (SMD-7382)

Resolved Issues

The plugin now contains an updated regular expression for proper detection of URLs that are present in a chat transcript.

The following option values have been updated:

- whatsappsession.url-regex
- applebcsession.url-regex

(MSGA-3861)

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 9.1.014.03.