GENESYS™

Genesys Hub Plug-in for Workspace Desktop Edition

9.1.017.07

12/24/2025

9.1.017.07

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
10/22/24	Update						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

An issue that caused incorrect inbound message timestamps is now fixed. Agents can now see the correct timestamp for inbound messages based on the local time zone. (MSGA-5024)

The routing-based transfer feature now works properly for WhatsApp interactions. The intercommunication.whatsappsession.queue option also works as expected. (MSGA-5046)

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 9.1.017.07.