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Workspace Desktop Edition

8.5.134.06

12/19/2025

8.5.134.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/19	Update					X

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What's New

This release contains the following new features and enhancements:

- You can now configure **Genesys Cloud Hybrid Authentication** in a multi-tenant Configuration Server environment by creating the **hybrid_integration** Transaction object in each tenant. (IW-16136)
- Web Chat transcripts *party joined* and *party left* notifications now include timestamps. (IW-15940)
- Workspace now correctly displays outbound SMS (Page mode) interactions that were edited by another agent to reviewing agents. Previously in this scenario, SMS interactions were blank. (IW-15939)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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Product Documentation

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Resolved Issues

This release contains the following resolved issues:

A memory leak issue that occurred when the **Contact History** view was displayed by default with Outbound interactions has been fixed. (IW-16138)

Workspace now correctly handles the incorrect configuration of custom data types in the **Advanced Interaction Search** views. (IW-16115)

In the **Contact Directory** Grid view, you can now sort a column in descending order. Previously, only an ascending order sort was possible. (IW-16112)

The display performance of the **Contact History** view has been improved. Previously, starting from version 8.5.128.07, the slow display performance of this view could affect the overall performance of Workspace, such as the interaction screen pop or switching between different interactions in the interaction bar. (IW-16111)

Workspace now correctly displays the transcript in the interaction history of SMS Session or Web Chat if one or more of the messages contains only space characters. Previously, all subsequent messages were not displayed. (IW-16103)

The **Advanced Interaction Search** is now more robust. Previously, if an error occurred, the search result view could become unresponsive. (IW-16093)

In SIP Business Continuity environments, when the value of the `disaster-recovery.auto-restore` option is set to **true**, the preferred DN is now correctly restored as the active DN in a scenario where the connection to the preferred site is down long enough to trigger a DR switch-over and then the preferred connection is restored. (IW-16092)

In Avaya Communication Server environments, when an agent conferences an external party into an internal call that is monitored by an external voice recorder, the list of parties in the conference now displays properly in that agent's Workspace. Previously, the external party might not have been displayed. (IW-16078)

Workspace can now handle incoming interactions that contain system keys with unexpected value data types, for example when an interaction contains two keys with same name but different value types, one of which is the **KVlist** type. Previously, the interaction was not displayed. (IW-16076)

The default font is now correctly applied in all reply emails. (IW-16070)

Inbound emails with images that have a corrupted color profile are now correctly displayed. Previously, images with corrupted color profiles were not displayed. (IW-16066)

When an agent selects **reply all** to an email, Workspace no longer copies the destination email address of the inbound email to the **cc** field in scenarios where the inbound email **toAddress** property does not match the case of the address specified in the system mailbox. (IW-16050)

In a multi-site two-step transfer scenario, where the target is an agent logged into a Cisco CM switch, the consultation call is now correctly closed and replaced by the main call leg once the transfer is completed. Previously, Workspace might still display a consult leg after the transfer completion. (IW-16038)

When an agent uses the interaction bar to switch from the current interaction to a hidden chat interaction, the scroll position inside the transcript of the selected chat interaction is now preserved from the previous time this chat interaction was viewed. (IW-16029)

Ringtones now behave correctly for multi-channel agents. Previously, if different ringtones were configured for the voice channel and other channels, the ringtone would not stop playing when a non-voice interaction was distributed to an agent. (IW-16028)

When an Agent handles a call and consults a second agent using Voice and Instant Messaging (IM), this agent can now continue to the instant messaging conversation when the voice consultation leg is terminated. Previously, in this scenario, the IM consultation view became collapsed and was unusable. (IW-16021)

You can now configure the `expression.email-address` and `expression.url` options in Transaction objects

to be overridden by Routing strategies. (IW-16018)

You can now apply routing strategies to the dialing of a web callback interaction, according to values specified by the **intercommunication.*** options, before the contact is dialed. (IW-15999)

Parties are now displayed correctly in interactions created when an agent redials a call using the **Call** action from the **Party Action** menu. (IW-15966)

Workspace no longer becomes unresponsive if Universal Contact Server (UCS) is slow to respond during the handling of an email. (IW-15884)

The order of the values specified in the `teamcommunicator.list-filter-showing` option is now correctly taken into account when the values are displayed in the Team Communicator **Target Type** drop-down menu. (IW-15740)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.134.06.