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Genesys Multicloud CX Release Notes

Agent Workspace and Gplus Adapter Release Notes

12/2/2023

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Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Related documentation:










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RSS:














- For cloud
- For private edition




Important









The Release table lists the initial availability date for each release and the deployment environments for which a release is made available. Except when otherwise stated in the description for a specific release, each release includes all of the features and resolved issues that were introduced on earlier dates, regardless of the deployment environment. The features and resolved issues that apply only to a specific deployment environment are noted as such.

Service	Available	Genesys CX on		Private edition	Highlights	Release
AWS	Azure					
Agent Workspace	October 19, 2023				Resolved issues.	100.0.009.0131
Gplus Adapter for Salesforce	October 19, 2023				Third-party dependency updates to maintain security and reliability.	100.0.009.0131
Gplus Adapter for Salesforce	September 14, 2023				Resolved issues.	100.0.008.0096

Service	Available	Genesys CX on		Private edition	Highlights	Release
Agent Workspace	September 14, 2023				Resolved issues.	100.0.008.0096
Agent Workspace	July 27, 2023				Third-party dependency updates to maintain security and reliability.	100.0.007.0046
Gplus Adapter for Salesforce	July 27, 2023				Resolved issue.	100.0.007.0046
Agent Workspace	June 14, 2023				Resolved issues.	100.0.006.0478
Gplus Adapter for Salesforce	June 14, 2023				Third-party dependency updates to maintain security and reliability.	100.0.006.0478
Gplus Adapter for Salesforce	April 27, 2023				Third-party dependency updates to maintain security and reliability.	100.0.005.0398
Agent Workspace	April 27, 2023				Ability to configure the values for the Interaction state filter drop-down and resolved issues.	100.0.005.0398

Service	Available	Genesys CX on		Private edition	Highlights	Release
Gplus Adapter for Salesforce	March 21, 2023				Third-party dependency updates to maintain security and reliability.	100.0.004.0312
Agent Workspace	March 21, 2023				Resolved issues and improvements.	100.0.004.0312
Gplus Adapter for Salesforce	February 2, 2023				Support for the Outbound and Messenger namespaces in the Genesys Service Client API .	100.0.003.0235
Agent Workspace	February 2, 2023				Support for all Call Results from Outbound Contact Server (OCS) and resolved issues.	100.0.003.0235
Agent Workspace	November 30, 2022				Resolved issues and improvements.	100.0.001.0113
Agent Workspace	November 3, 2022				Resolved issues.	100.0.000.0050
Gplus Adapter for Salesforce	November 3, 2022				Multiple instances support in Agent Workspace SCAPI and	100.0.000.0050

Service	Available	Genesys CX on	Private edition	Highlights	Release
				<p>Gplus Adapter SCAPI and few new improvements.</p> <p>Discontinued support for Internet Explorer v11.</p>	
Agent Workspace	September 27, 2022			Support for messages in the Contact History views for Chat, Facebook Messenger, and Twitter Direct Message interactions.	9.0.000.98
Agent Workspace	August 31, 2022			<p>Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).</p> <p>Resolved issue and improvements.</p>	9.0.000.97
Gplus Adapter for Salesforce	August 23, 2022			Messages regarding Screen Pop events are now	9.0.000.97

Service	Available	Genesys CX on		Private edition	Highlights	Release
					written to the browser log.	
Gplus Adapter for Salesforce	July 28, 2022				Third-party dependency updates to maintain security and reliability.	9.0.000.96
Agent Workspace	July 28, 2022				The name of the product has been changed from Agent Desktop to Agent Workspace in the Genesys Multicloud documentation.	9.0.000.96
Gplus Adapter for Salesforce	June 28, 2022				Screen pop different object types for Digital interactions.	9.0.000.95
Agent Workspace	June 28, 2022				Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes	9.0.000.95





Service	Available	Genesys CX on		Private edition	Highlights	Release
					platforms. Support for Google Agent Assist for Voice interactions.	
Gplus Adapter for Salesforce	May 24, 2022				Support for the creation of a new Salesforce record on screen pop for Digital channels.	9.0.000.94
Agent Workspace	May 23, 2022				Support of optional validation of editable fields in the interaction Case Information view.	9.0.000.94
Agent Workspace	April 7, 2022				Resolved issue and improvements.	9.0.000.93
Gplus Adapter for Salesforce	March 22, 2022				Support for the Salesforce Winter '22 release.	9.0.000.70
Agent Workspace	March 22, 2022				The Interaction notification and Team Communicator Recents list now displays the	9.0.000.91

Service	Available	Genesys CX on		Private edition	Highlights	Release
					contact name and the number of missed calls from the contact.	
Agent Workspace	March 21, 2022				Feedback submitted by agents is now published in Telemetry Service.	9.0.000.92
Agent Workspace	February 28, 2022				For environments using Advanced Email, Workspace now supports the Related tab to enable agents to see all interactions related to the current interaction, including related interactions handled by different agents.	9.0.000.90
Agent Workspace	February 1, 2022				Support for deploying all private	9.0.000.89

Service	Available	Genesys CX on		Private edition	Highlights	Release
					edition services in a single namespace.	
Agent Workspace	November 4, 2021				Create a voice interaction without a contact.	9.0.000.88
Agent Workspace	October 14, 2021				The Communication tab for Digital Channels has been enhanced to improve agent experience. For Digital Channels users, the Conversation tab has been migrated to the Agent Workspace Chat interaction view, and the new Chat interaction view has been enhanced to improve agent experience.	9.0.000.87
Agent Workspace	September 16, 2021				<ul style="list-style-type: none"> Resolved issues 	9.0.000.86


Service	Available	Genesys CX on		Private edition	Highlights	Release
					<p>and improvements.</p> <ul style="list-style-type: none"> • Private Edition: Support for the use of arbitrary, or random, user IDs (UIDs) in OpenShift. • Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE. 	
Agent Workspace	August 19, 2021				Workspace now has a defense mechanism that enables agents to review and close the recovered calls.	9.0.000.85
Gplus Adapter for Salesforce	August 19, 2021				Support for Genesys Digital Channels SMS chat interactions.	9.0.000.64

Service	Available	Genesys CX on		Private edition	Highlights	Release
Agent Workspace	July 22, 2021				Web Content Accessibility Guideline (WCAG) 2.1 level AA. compliance	9.0.000.84
Gplus Adapter for Salesforce	July 22, 2021				Gplus Adapter functionality is now supported in multiple browser tabs	9.0.000.63
Agent Workspace	May 27, 2021				<p>UPDATE: The Reply All button is now correctly displayed when an agent receives an inbound email that has several email addresses.</p> <p>Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.</p>	9.0.000.82
Agent Workspace	April 22, 2021				Agents can now dial both their	9.0.000.81

Service	Available	Genesys CX on		Private edition	Highlights	Release
					personal and group voice mailboxes.	
Gplus Adapter for Salesforce	April 22, 2021				UPDATE: Gplus Adapter support for the Salesforce Lightning Component with Service Client API for custom integrations between Salesforce and Genesys.	9.0.000.62
Agent Workspace	March 31, 2021				Support for Genesys Engage cloud on Azure	9.0.000.79
Gplus Adapter for Salesforce	March 31, 2021				Support for Genesys Engage cloud on Azure	9.0.000.60

Agent Workspace: October 19, 2023



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 - 100.0.009.0131 available October 17, 2023
- Helm charts and containers

What's New

- Agent Workspace now prevents agents from seeing chat interactions that is already been handled by another browser instance. In this scenario, when the toast is accepted on the second instance, a notification "Unable to perform this request. The interaction has already been accepted in another session." is displayed. (WWE-3714)

Resolved Issues

- Agent Workspace now allows you to select dates in Callback using the date picker. Previously, only manual editing of dates was possible. (WWE-3674)
- Agent Workspace now displays chat transcripts and allows to send messages for active chat interactions opened from history (requires permissions). Previously in such scenarios, agents were faced with chat interactions without transcription or message sending capabilities.

For Private Edition, Agent Workspace now displays the chat transcript and allows to send messages for active chat interaction opened from history (requires permissions, set the option **privilege.contact.can-open.chat.from-history** to **true**). Previously in such scenarios, agents were faced with chat interactions without transcription or message sending capabilities. (WWE-3018)

Gplus Adapter for Salesforce: October 19, 2023



- **100.0.009.0131** available October 17, 2023
- Helm charts and containers

What's New

- Third-party dependency updates to maintain security and reliability.

Gplus Adapter for Salesforce: September 14, 2023



- **100.0.008.0096** available September 15, 2023
- Helm charts and containers

Resolved Issues

- Gplus Adapter for Salesforce can now send the correct timestamps in chat transcripts to Salesforce. Previously, the date and time was same for all messages in the transcript. If you noticed this issue, please contact Genesys to enable the correction. (WWE-3606)

Agent Workspace: September 14, 2023



- 100.0.008.0096 available September 15, 2023
- Helm charts and containers

Resolved Issues

- Agent Workspace now prevents presenting the chat interaction that was already handled by another browser instance. Previously, in such situation, the agent was faced to a chat interaction without any action button. (WWE-3616)
- When enabled, **My Interaction Queues** with all related filters will be correctly displayed in the tree view on the **My Workbins** tab even if the **My Workbins** and **My Team Workbins** views are disabled. Previously, in such configuration, the **My Interaction Queues** view was not displayed in the tree view on the **My Workbins** tab.

For Private Edition. When you set the `privilege.interaction-management.can-use` option to true, **My Interaction Queues** with all related filters will be correctly displayed in the tree view on the **My Workbins** tab even if the **My Workbins** and **My Team Workbins** views are disabled by `privilege.workbins.can-use` and `privilege.my-team-workbins.can-use` options. Previously, in such configuration, the **My Interaction Queues** view was not displayed in the tree view on the **My Workbins** tab. (WWE-3394)

Agent Workspace: July 27, 2023



- 100.0.007.0046 available July 27, 2023
- Helm charts and containers

What's New

- Third-party dependency updates to maintain security and reliability.

For private edition

- The Helm Chart for Workspace Web Edition now supports Kubernetes 1.25. (WWE-3587)

Gplus Adapter for Salesforce: July 27, 2023



Resolved Issues

- Gplus Adapter for Salesforce now displays the content of the help. Previously, a blank help window was displayed. (WWE-3301)

Agent Workspace: June 14, 2023



- 100.0.006.0478 available June 16, 2023
- Helm charts and containers

Resolved Issues

- Agents can now see the ended consult calls that are not marked **Done** from a previous session or after a refresh. When this mode is configured and when the agent receives a regular call and marks it **Done**, Agent Workspace cancels the **After Call Work** state if configured too. Previously, in such configuration, calls that were not marked **Done** from a previous session or after a refresh, Agent Desktop did not display the consult calls blocking the mechanism to switch from **After Call Work** state to its former status when marked **Done** for subsequent calls.
For Private Edition, set the **voice.consultation.mark-done-on-release** option to **false** to view the ended consult calls which are not marked **Done** from a previous session or after a refresh. When the agent receives a regular call now and marks it **Done**, Agent Workspace cancels the **After Call Work** state when the **voice.cancel-after-call-work-on-done** option is set to **true**. Previously, in such configuration, calls that were not marked **Done** from a previous session or after a refresh, Agent Desktop did not display the consult calls blocking the mechanism to switch from **After Call Work** state to its former status when marked **Done** for subsequent calls. (WWE-3264)
- Phone number is now formatted to remove unsupported characters before it is matched with a Dial Plan rule. Please contact your Genesys representative to enable this behavior.
For Private Edition, use the **voice.dial-plan.format-number-before-match.enable** option to format the phone number to remove unsupported characters before it is matched with a Dial Plan rule. (WWE-3240)
- Agent Workspace can now consider the **ReplyToAddress** field from the parent inbound email to populate the **To** address field of the outbound reply email. Contact your Genesys Representative to enable this functionality.
For Private Edition, use the **email.reply.use-reply-to-address** option to enable to consider the **ReplyToAddress** field from the parent inbound email to populate the **To** address field of the outbound reply email. (WWE-3192)
- The **emergency** mode disabling Caller Id and most of all routing capabilities by the **Dial Plan of Agent Workspace** can now completely ignore all routing configurations to dial directly matching numbers. Contact your Genesys Representative to enable this behavior.
For Private Edition, use the **voice.dial-plan.emergency.ignore-routing.enable** option Dial Plan rule of Agent Workspace to completely ignore all routing configurations to dial directly matching numbers. Previously, this parameter would ignore any routing points configurations but still considered targets and actions that were configured for routing. (WWE-3024)
- The predefined sounds which can be configured in different options are now preloaded when starting the Agent Workspace. This reduces the delay when a tone is played for the first time during the agent session. (WWE-3017)
- Agent Workspace now supports uploading attachments with .msg file extension for emails. Please contact your Genesys representative to enable this feature.
For Private Edition, use the following options in the **workspace-service** section to configure the support for uploading attachments with .msg file extension for emails:
 - **file-type.extension-definition.cfb** - set the value of this option to doc,docx,ppt,pptx,xls,xlsx,msg
 - **attachment.restrict-to-file-types** - verify that msg is included in the list of allowed file extensions in this option (GAPI-37300)

Gplus Adapter for Salesforce: June 14, 2023



What's New


- Third-party dependency updates to maintain security and reliability.

Gplus Adapter for Salesforce: April 27, 2023

What's New

- Third-party dependency updates to maintain security and reliability.

Agent Workspace: April 27, 2023

-  100.0.005.0398 available April 26, 2023
- Helm charts and containers

What's New

- To reduce the latency when a large number of results have to be displayed in Team Communicator, lazy loading is now available in Team Communicator for all browsers. Previously, lazy loading was available only in Internet Explorer 11 and latency might appear when a large number of results have to be displayed in Team Communicator with other browsers. Contact your Genesys Representative to enable this functionality.
For Private Edition, use the new option, **teamcommunicator.enable-lazy-loading.enabled-browsers**, to configure the list of browsers for which lazy loading in Team Communicator is enabled.
 - **Default Value:** IE11
 - **Valid Values:** Comma-separated list of browser names from the following list: IE11, Chrome, Firefox, Edge
 - **Dependencies:** **teamcommunicator.enable-lazy-loading** (WWE-2762)
- Agent Workspace now allows users to configure the values of the **Interaction state filter** drop-down appearing in **Advanced Search** on the **My History**, **Contact History**, and **Interaction Search** pages. Contact your Genesys Representative to enable this functionality.
For Private Edition, use the following options to configure the values of the **Interaction state filter** drop-down:
 - **contact.myhistory-advanced-search-state-filter**
 - **contact.history-advanced-search-state-filter**
 - **contact.all-interactions-advanced-search-state-filter** (WWE-237)

Resolved Issues

- Improvements in the **Voice Channel status** enable Agent Workspace to perform the SmartFailover recovery in a better way. Previously, under certain circumstances, the SmartFailover recovery was performed incorrectly. (WWE-2945)

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- In Agent Workspace, the WebRTC agents can now stop the related streams when the call is ended. Previously, in some situations, the microphone could stay active. (WWE-2689)
 - The following localization specific issues are resolved now:
 - The display name of the **workitem** media is now correctly localized as other media. Previously, the **Display Name** property of the corresponding **Business Attribute** was used.
 - The display name of the **chat** media is now correctly translated in **Canadian (fr-ca)**. It is now **clavardage** instead of "clavard.". Previously, it was truncated to 8 characters.
 - The translation of **My Interaction Queues** is updated in both **French (fr-fr)** and **Canadian (fr-ca)** languages. It is now **Mes files d'attente d'interactions** instead of **Mes files d'attente interactions**. (WWE-2686)

Gplus Adapter for Salesforce: March 21, 2023


What's New

- Includes third-party dependency updates to maintain security and reliability.

Resolved Issues

- Gplus Adapter now avoids duplicated events in the Agent Workspace Service Client API (SCAPI) and Gplus Adapter SCAPI when used in different integrated iframes from Salesforce. (WWE-2627)

Agent Workspace: March 21, 2023

-  100.0.004.0312 available March 22, 2023
- Helm charts and containers

What's New

- Agent Workspace now allows you to extend the duration for which the native toasts are displayed on the Chrome and Edge browsers. This allows agents to act on the toasts when Agent Workspace was not in focus for a certain duration. Contact your Genesys Representative to enable this functionality.
For Private Edition, to enable this feature, use the following options:
 - **interaction.native-toast.extend-timeout** - to extend the timeout duration of native toasts for all media types.
 - **interaction.native-toast..extend-timeout** - to override the configuration per media. (WWE-2386)

Resolved Issues

- Agent Workspace now avoids the auto mark done for Consultation calls. Contact your Genesys Representative to enable this functionality.
For Private Edition, to enable this feature, set the value of the **voice.consultation.mark-done-on-release** option to `false`. (WWE-2665)
- Agent Workspace now avoids duplicating messages in the Genesys Digital Channels interactions. Previously, some messages could be duplicated in case of connection issues in backend. (WWE-2608)
- For the **Interaction Queue** view, a manual refresh isn't considered now if the previous refresh was done in less than 5 seconds. (WWE-2584)
- For the **Contact Center Statistics** tab, a manual refresh isn't considered now if the previous refresh was done in less than 5 seconds. (WWE-2583)
- In Agent Workspace, the WebRTC agents can now correctly retrieve a call in a ringing state. Previously, when the WebRTC agent tries to retrieve a call in a ringing state, the music in queue or ringback tone was not heard by the agent. (WWE-2395)
- The **Processed by** field is now set to **Unknown User** in **History** or **Interaction Search** when the related agent has been deleted. Previously, the **Processed by** field was empty in the same scenario. (WWE-2346)
- A Chat consultation received by an agent is now stopped if the main Chat interaction from which the consultation originated was placed in a queue or workbin. Previously, in such a situation, the Chat consultation was not stopped which affected the target agent capacity to receive a new chat. (GAPI-36932)
- Agent Workspace now performs the SmartFailover recovery when the Voice Channel connectivity is lost. Previously, under certain circumstances, the SmartFailover recovery was not performed. (GAPI-36408)

For private edition

- Agent Workspace now fixes a Cross Site Scripting (XSS) issue with the tooltip of custom entries in the **Side Bar Region**. (WWE-2599)
- Agent Workspace now prevents users configured with the PSTN device from performing **answer** or **auto-answer** call operations. To enable this feature, set the value of the **voice.answer.is-disabled-for-sip-pstn** option to `true`. (WWE-2598)
- Configuration of **Dial Plan** has been improved so that you can reject a call without generating a dial operation. The specification of the **Dial Plan** rules have been improved by supporting the **reject** parameter. (WWE-2456)

Gplus Adapter for Salesforce: February 02, 2023

What's New

- Gplus Adapter now associates a newly created Salesforce record with an existing Salesforce record. To enable this feature, configure the **Associate New Salesforce Record to Existing Record** option in Agent Setup. (WWE-35)
More info:

`#mintydocs_link` must be called from a MintyDocs-enabled page (*RN/GplusAdapter for Salesforce/100.0.003.0235*).

- Gplus Adapter now supports the Outbound and Messenger namespaces in the **Genesys Service Client API**. These namespaces are now part of the **gplus-service-client-api-universal.js** file. (WWE-282)

Agent Workspace: February 02, 2023



- 100.0.003.0235 available February 08, 2023
- Helm charts and containers

What's New

- Agent Workspace now prevents users configured with the PSTN device from performing **answer** or **auto-answer** call operations. To enable this feature, contact your Genesys Representative. Previously, if a user with the PSTN device **answered** or **auto-answered** a call from Agent Workspace, a warning message was displayed. (WWE-2126)
 - Agent Workspace now supports all **Call Results** from Outbound Contact Server (OCS). For a complete list of **Call Results**, see the https://docs.genesys.com/Documentation/OU/8.1.5/Ref/DefinedConstants#Call_Results">https://docs.genesys.com/Documentation/OU/8.1.5/Ref/DefinedConstants#Call_Results">Outbound Contact documentation.
- For **Private Edition**, use the **outbound.call-result-values** option to configure Call Results. (WWE-2018)
- Agent Workspace can now display the new Digital Channels user interface in the tooltip for the contact name part of the **Chat Interaction** toolbar. Contact your Genesys Representative to enable this feature.
- For **Private Edition**, use the **chat-nexus.interaction-bar.tooltip-enabled** option in the Agent or Agent Group Annex to enable this feature. Contact your Genesys Representative to get more details about this option. (WWE-1768)

Resolved Issues

- In Agent Workspace, WebRTC agents can now correctly retrieve a call in a ringing state. Previously, when the WebRTC agent tries to retrieve a call in a ringing state, the music in queue or ringback tone was not heard by the agent. (WWE-2395)
 - The **End call** button is now enabled when a call is placed back to the agent whose previous call wasn't marked as **Done**. Previously, in such scenarios, the **End Call** button was disabled. (WWE-2247)
 - Agent Workspace now correctly displays the segmentation color in interaction toast even if there is no specified Toast Data. You can set the color for the toast, the interaction appearing in the interaction toolbar, and in the Case information. Contact your Genesys Representative to define the segmentation color.
- For **Private Edition**, the segmentation color is now displayed correctly in the top border of toasts as specified in the **interaction.case-data.frame-color** option even if the **toast.case-data.format-business-attribute** option is targeting a non-existing business attribute object or an existing business attribute object with no values. (WWE-2214)
- For an Outbound Campaign call, the disposition is now correctly saved in the outbound record when it is dialed again using the **Party Action** menu. (WWE-2155)

Agent Workspace: November 30, 2022



- 100.0.001.0113 available November 30, 2022
- Helm charts and containers


What's New

- In SIP environments that use PSTN devices, the following options are no longer available to enforce call answering through PSTN devices instead of Agent Workspace.
 - Option for auto answer (`voice.auto-answer`)
 - Option to display the **Answer** button (`privilege.voice.can-answer-call`) (WWE-2126)

Resolved Issues

- In Agent Workspace, WebRTC agents can now correctly retrieve a call in a ringing state. Previously, when the WebRTC agent tries to retrieve a call in a ringing state, the music in queue or ringback tone was not heard by the agent. (WWE-2395)
- The **End call** button is now enabled when a call is placed back to the agent whose previous call wasn't marked as **Done**. Previously, in such scenarios, the **End Call** button was disabled. (WWE-2247)
- For an Outbound Campaign call, the disposition is now correctly saved in the outbound record when it is dialed again using the **Party Action** menu. (WWE-2155)

Agent Workspace: November 03, 2022

-  100.0.000.0050 available November 17, 2022
- Helm charts and containers

Resolved Issues

- When an outbound record is rescheduled on a new number, the callback is now correctly received on this new number. Previously, under certain conditions, the callback was received on the initial number from the outbound record. (WWE-1748)
- Agent Workspace now correctly provides the information about the **InteractionState** in **UserData** in the **Workbins** view. Previously, this information was not available. (GAPI-36077)
- With the **Push Preview** mode, Agents can now reschedule an outbound campaign callback on a new phone number. Previously, this action caused a `Reschedule on new number failed. error`. (GAPI-35804)

For private edition

- Workspace Web Edition now supports compatibility mode to read options from the Cloud cluster with the same algorithm that reads the options in Workspace Desktop Edition. (WWE-54)
- Beginning with the release 100.0.000.50, the default values for the following helm chart override parameters in the Workspace Web Edition containers are modified.
 - `wwe.image.repository = wwe`
 - `wwe.image.name = ui` (WWE-2211)**More info:**

Gplus Adapter for Salesforce: November 03, 2022

What's New


- Gplus Adapter now supports multiple instances in Agent Workspace SCAPi and Gplus Adapter SCAPi. (WWE-1563)
- Gplus Adapter can display notifications when Screen Pop events are successful or unsuccessful. This feature is enabled by configuring the **salesforce.debug-notifications** option in the **crm-adapter** section in either the **Agent Annex** or the **Agent Group Annex** in Agent Setup. (WWE-149)
More info:
- Gplus Adapter can now automatically display a Salesforce Activity Log or Task when it is created. This feature is enabled by configuring the **salesforce.activity-log.display-on-creation** option in the **crm-adapter** section in either the **Agent Annex** or the **Agent Group Annex** in Agent Setup. (WWE-37)
More info: and

Deprecations

- Internet Explorer v11 is no longer a supported browser for Gplus Adapter for Salesforce as it is officially retired on June 15 2022. Genesys recommends switching to the latest version of Google Chrome, Microsoft Edge or Mozilla Firefox. Agents using Internet Explorer v11 are alerted by a warning message that their browser is no longer supported. Depending on Gplus Adapter provisioning, agents may also be alerted during the login phase. (WWE-1115)

Agent Workspace: September 27, 2022



-  9.0.000.98 available September 29, 2022
- Helm charts and containers

What's New

- Agent Workspace can now control which attached data keys are excluded during the creation of an inline forwarded email. The default excluded attached data keys (ContactId, EmailAddress, FirstName, LastName, PhoneNumber, toAddresses) can be removed from exclusion and custom attached data keys can be added. Previously, it was not possible to change this list of excluded attached data keys. Please contact Genesys to adjust this behavior. **For Private Edition**, use the **email.inline-forward.exclude-case-data-keys** option to configure this behavior. (WWE-1715)
More info: https://docs.genesys.com/Options:Genesys_Web_Services:interaction-workspace:email-inline-forward-exclude-case-data-keys>https://docs.genesys.com/Options:Genesys_Web_Services:interaction-workspace:email-inline-forward-exclude-case-data-keys>email.inline-forward.exclude-case-data-keys
- To better handle inline images from standard responses used as a signature, Agent Workspace now embeds the images in an email interaction by default. Restrictions configured for image size and file type for attachments are also applied to images from standard responses used as a signature.
For Private Edition, the **email.signature.process-embedded-images.enable** option is no longer supported. (WWE-1549)
- For environments using Genesys Softphone, agents who are on a consultation call can now mute and unmute the consultation call when the main call is released. These operations are available from the consultation toolbar. (WWE-766)
- Support for Google Agent Assist for Chat interactions. Please contact Genesys to enable this feature. (WWE-126)
More info:
- Agent Workspace now supports rich messages in the Contact History views for Chat, Facebook Messenger, and Twitter Direct Message interactions. Please contact Genesys to enable this behavior.

For Private Edition, use the `privilege.chat-nexus.can-use-contact-history-detail` option in the Agent or Agent Group Annex to enable this feature. (WWE-56)

More info:

Resolved Issues

- Agent Workspace now correctly displays the number of pending interactions in the Workbins tree when only one workbin is configured. Previously with this configuration, the number of interactions displayed was replaced by '(-)' for **Personal Workbins** in the **My Workbins** view, and '(0)' in the **My Team Workbins** view. In some scenarios, the number of pending interactions was displayed when a filter was applied in the **Quick Search** field of the Workbins tree if the agent selected a Workbin. (WWE-1749)
- Agent Workspace now supports unlimited ringing time for ringtones for agent accounts that are configured for auto-answer after a timeout duration. Unlimited ringing time is configured by setting the value of the ringtone duration to **-1**. Previously in this scenario, when the interaction notification was displayed, the ringtone did not always play.

For Private Edition, unlimited ringing time is configured by setting the ringtone duration to -1 using `.ringing-bell` option. The auto-answer timeout duration is configured by setting the value of the `.auto-answer.timer` option. (WWE-1665)

More info: https://docs.genesys.com/Options:Genesys_Web_Services:interaction-workspace:-media-type-zringing-bell">https://docs.genesys.com/Options:Genesys_Web_Services:interaction-workspace:-media-type-zringing-bell">.ringing-bell and https://docs.genesys.com/Options:Genesys_Web_Services:interaction-workspace:-media-type-zauto-answer-timer">https://docs.genesys.com/Options:Genesys_Web_Services:interaction-workspace:-media-type-zauto-answer-timer">.auto-answer.timer

- In the **Print Preview** view, after an agent opens an email interaction from the a workbin, Agent Workspace now correctly displays the date and time that an inbound email interaction was received. Previously, the displayed date and time was related to the time the email was opened from the workbin instead of when it was received. (WWE-1612)
- If the list of Corporate Favorites is overridden by a strategy, the Corporate Favorites are now correctly displayed to the agent when the agent clicks **Consult**, **Transfer**, or **Conference**. Previously, the Corporate Favorites coming from the override list were missing if they had the same display name, type, and id (or number) combination as a Corporate Favorite coming from the default list. (WWE-1609)
- Agent Workspace can now save changes made by agents to drop-down fields in the **Case Data** view as soon as the value is changed. Previously, the change in value was saved only when the field lost focus, such as when an agent clicked elsewhere on the screen. Please contact Genesys to enable this behavior. (WWE-1602)
- In the **History** and **Interaction Search** views, Agent Workspace now correctly performs advanced searches based on a date field in the following scenario:

1. An agent performs a search with a date attribute.
2. An agent performs a second search using a different date attribute.

Previously in this scenario, the specified date was not considered in the second search. (WWE-1505)

- Agent Workspace now correctly handles attachments for completed email interactions forwarded from the **My History** or **Interactions Search** views. Previously, in this scenario, attachments were missing from the forwarded email interactions. (WWE-1503)
- Web applications associated to the interaction view in EXTERNAL, HIDDEN, or BACKGROUND mode are no longer incorrectly refreshed by unrelated attached data. Previously, in the following scenario, a web application that was configured to be updated by attached data was incorrectly updated by unrelated attached data:
 1. Agent Workspace was configured to display a web application in the interaction view.
 2. The web application is configured to use a URL based on reference attached data.
 3. The web application is configured to react in some way when the attached data was updated.
 4. The reference attached data is set or updated either by the agent or as part of the interaction with non-ASCII characters that get encoded by Agent Workspace.
 5. Non-reference attached data is updated.

For Private Edition, previously, in the following scenario, a web application that was configured to be updated by attached data was incorrectly updated by unrelated attached data:

1. Agent Workspace was configured to display a web application in the interaction view.

-
2. The web application is configured to use a URL based on reference attached data.
 3. The web application is configured to react in some way when the attached data was updated (that is, the value of the **attached-data-update-handle-mode** option is set to 1 or 2).
 4. The reference attached data is set or updated either by the agent or as part of the interaction with non-ASCII characters that get encoded by Agent Workspace.
 5. Non-reference attached data is updated. (WWE-1342)


Deprecations

- Internet Explorer v11 is no longer a supported browser for Agent Workspace as it is officially retired on June 15 2022. Genesys recommends switching to the latest version of Google Chrome, Microsoft Edge or Mozilla Firefox. Agents using Internet Explorer v11 are alerted by a warning message that their browser is no longer supported. Depending on Agent Workspace provisioning, agents may also be alerted during the login phase. (WWE-1115)

For private edition

- The following Case Data date field options now also support the same configuration values as the corresponding options in Workspace Desktop Edition:
 - **date.time-format**
 - **date.time-display-format** (WWE-1540)
More info: <https://docs.genesys.com/Documentation/HTCC/9.0.0/IWWDep/CustomerCase>"><https://docs.genesys.com/Documentation/HTCC/9.0.0/IWWDep/CustomerCase>">Customer Case

Agent Workspace: August 31, 2022

-  9.0.000.97 available August 25, 2022
- Helm charts and containers

Resolved Issues

- Agent Workspace now supports a scrollbar in the **Voicemail** area to enable agents to access all voicemail boxes. Previously, if there were a large number of voicemail boxes, some were not displayed. (WWE-1392)
- An attached data value of type ENUM is now correctly removed from the **Case Information** drop-down list in the following scenario: The value of the attached data is not configured to be in the list of selectable values, and an agent selects a value from the list other than the attached data value. Previously, the attached data value was added to the list when the agent opened the list and then the value was not removed from the list after the agent selected one of the configured values. (WWE-1333)
- In the **Contact Directory** search results, contact attribute values are no longer removed from the display when an agent selects a contact. Previously, in some environments where the search result columns displayed and contact attributes displayed had different value, search results could be removed from the **Search Results** view if an agent selected a result. (WWE-1288)

For private edition

- In the **Contact Directory** search results, contact attribute values are no longer removed from the display when an agent selects

a contact. Previously, if the values of the **contact.directory-displayed-columns** and **contact-displayed-attributes** options had different custom attributes, results were removed from the **Search Results** view if an agent selected a result. (WWE-1288)

- Agent Workspace supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3795)

Gplus Adapter for Salesforce: August 23, 2022

What's New


- For troubleshooting purposes, Gplus Adapter writes messages regarding Screen Pop events to the browser log. (WWE-148)
More info:

Gplus Adapter for Salesforce: July 28, 2022

What's New

- This release includes third-party dependency updates to maintain security and reliability.

Agent Workspace: July 28, 2022

-  9.0.000.96 available July 28, 2022
- Helm charts and containers

What's New

- The name of the product has been changed from **Agent Desktop** to **Agent Workspace** in the Genesys Multicloud documentation.
 - For all agents and supervisors, the product is now referred to as **Agent Workspace** in agent facing content, including the **Help** panel in the application.
 - For Cloud and Private Edition administrators, the product is now referred to as **Workspace Web Edition** and simplified to **Workspace** in administrator facing content.
 - Workspace Web Edition, Gplus Adapter for Salesforce, and the forthcoming App Studio are now all considered applications within the **Agent Workspace** product group.
 - The short form **WWE** is now used to represent Workspace Web Edition in some document titles to prevent long titles appearing in sidebars and tables of contents.
 - In the **Genesys Portal Hub**, the tile named **Agent Desktop** is updated to **Agent Workspace** for all customers on Azure and all new customers on AWS. (GAPI-34029)

Resolved Issues


- Agent Workspace now supports localization for Google Agent Assist for Voice interactions. The transcript and Agent Assist tab are displayed in the language of the locale of the workstation. (WWE-1119)
- The ending of chat interactions has been improved. Previously in some scenarios, error messages were displayed when a chat interaction ended. The error messages did not impact the mark as Done step. (GAPI-35323)
- In a Smart Failover scenario triggered by a Voice Channel outage, if an agent refreshes their browser before moving to the recovery site location, Agent Workspace now correctly re-initiates the Smart Failover procedure. Previously in this scenario, the Smart Failover was not re-initiated. (GAPI-35303)
- If two resources have the same name, but belong to different groups, such as different Agent Groups or different Queue Groups, the **Contact Center Statistics** tab now correctly displays separate rows for each resource and correctly displays the statistics for each resource. Previously in this scenario, the **Contact Center Statistics** tab displayed two rows, but only one of the two rows included statistics. (GAPI-35194)
- When a strategy sets the value of an attached data field in the **Case Information** area, but the attached data value is not available from the field drop-down list, if the agent attempts to edit the field, then cancels the edit, the initial attached data value can now be restored to the field. Previously in this scenario, the initial attached data value was replaced by an empty value. (GAPI-35035)
- The **Print Preview** view now supports strategy overrides of the value of the **Case Data format Business Attribute** option in Agent Setup.
For Private Edition: The **Print Preview** view now supports strategy overrides of the value of the **interaction.case-data.format-business-attribute** option. (GAPI-35015)
More info:
- For Outbound campaigns running in agent-less modes, such as Power IVR or SMS/Email campaigns, agent logout requests are no longer negotiated with the campaign. Previously, logout requests to campaigns running in Power mode failed, preventing agents from logging out of Agent Workspace. (GAPI-34928)
- The wording of dialog boxes and system notifications related to Smart Failover functionality has been improved. Agent Workspace now provides more details on what is happening and what agents should do and expect during a Smart Failover scenario. Previously, some messages did not provide enough information for agents, resulting in some agents not taking the correct actions. (GAPI-34832)
- Agents no longer have to refresh the Agent Workspace browser page to see Teams targets that they have assigned as Favorites. (GAPI-34458)

Gplus Adapter for Salesforce: June 28, 2022

What's New

- Gplus Adapter can now screen pop different object types for Digital interactions. This feature is configured by the Screen Pop object type option in Agent Setup. (GAPI-31282)
More info: and

Agent Workspace: June 28, 2022

-  9.0.000.95 available July 07, 2022
- Helm charts and containers

What's New

- Agent Workspace can now send attachments with the JPEG file extension. Please contact Genesys to enable this feature. (GAPI-34175)
- Agent Workspace now displays the transcript of Twitter public and Facebook public media types in the History views. Please contact Genesys to enable this feature. (GAPI-33886)
More info:
- Agent Workspace now supports Google Agent Assist for Voice interactions. Please contact Genesys to enable this feature. (GAPI-32940)
More info:
- Agent Workspace now supports TEAMS Integration. TEAMS integration enables the following features:
 - Azure Active Directory SSO login.
 - Search for MSFT TEAMS users by using Team Communicator leveraging Contact Directory sync.
 - View presence information for MSFT TEAMS users.
 - Transfer and conference calls to MSFT TEAMS users.
 - Make internal calls to other MSFT TEAMS users.

Please contact Genesys to enable this feature. (GAPI-29576)

More info:

Limited to: Genesys CX on Azure

- Agent Workspace now enables agents to schedule for contacts a callback with a preferred date and time. Please contact Genesys to enable this feature. (GAPI-14324)
More info:

Resolved Issues

- For environments where auto mark Done is enabled, Agent Workspace now correctly handles auto mark Done when a call is released immediately after it is answered. Previously, the related interaction remained in the In Progress state in the History. (GAPI-34843)
- When a strategy sets the value of an attached data field in the **Case Information** area, but the attached data value is not available from the field drop-down list, if the agent attempts to edit the field, then cancels the edit, the initial attached data value can now be restored to the field. Previously in this scenario, the initial attached data value was replaced by an empty value. Please contact Genesys to enable this behavior. (GAPI-34833)
- Agent Workspace now correctly handles Favorites for Agents, Agent Groups, Interaction Queues, Routing Points, and Skills. Previously in some scenarios, some Favorites with special characters in their names were not displayed. (GAPI-34826)
- To better handle inline images from standard responses used as a signature, Agent Workspace can now embed the images in an email interaction. This enables Agent Workspace to restrict image size and file type similar to how attachments are handled. Previously, images in signatures might not have been included for some email clients receiving the email. Please contact Genesys to enable this behavior.

Also, embedded images from an external resource inserted into an email from an email signature standard response are now displayed to agents. Previously, embedded images from external resources were considered untrusted and were not displayed to agents. (GAPI-34016)

Known Issues

- During conference calls, Agent Workspace does not correctly display the parties in the Agent Assist transcript. Internal and external parties are displayed on the incorrect sides of the transcript. (WWE-241)
- For a two-step transfer of a call with a contact from one agent using Agent Assist to another, the Google Agent Assist Conversation Profile is currently the same for both the transferring and receiving agents. Note, the Conversation Profile cannot be overridden. (GAPI-34785)

- Agents must refresh the Agent Workspace browser page to see Teams targets that they have assigned as Favorites. (GAPI-34458)
- Agent Workspace currently does not support localization for Google Agent Assist for Voice interactions. The transcript and **Agent Assist** tab are displayed in English only, even if the agent is using another language for Agent Workspace. (GAPI-32942)
- When a supervisor coaches a call with an agent using Google Agent Assist, the transcript currently displays the supervisor's coaching messages as if they are coming from another contact or external party. (WWE-720)
- Agent Assist stops providing the call transcript and suggested FAQs if an agent stops and then restarts call recording. (WWE-1469)

For private edition

- As of July 13, 2022, Agent Workspace is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.
- For environments where the value of the **voice.mark-done-on-release** option is set to **true**, Workspace Web Edition now correctly handles auto mark Done when a call is released immediately after it is answered. Previously, the related interaction remained in the In Progress state in the History. (GAPI-34843)
- Workspace Web Edition can now send attachments with the JPEG file extension. To configure this feature, set the value of the **file-type.extension-definition.jpg** option to **jpg,jpeg** and ensure that **jpeg** is included in the list of allowed file extensions in the **attachment.restrict-to-file-types** option, both in the **workspace-service** section. (GAPI-34175)
- To better handle inline images from standard responses used as a signature, Workspace Web Edition can now embed the images in an email interaction. This enables Agent Workspace to restrict image size and file type similar to how attachments are handled. Previously, images in signatures might not have been included for some email clients receiving the email. Use the **email.signature.process-embedded-images.enable** option to configure this behavior.

Workspace Web Edition can now include attachments from a signature. Use the **email.signature.attachments.enable** option to enable this feature. Also, embedded images from an external resource inserted into an email from an email signature standard response, defined by the **email.signature** option, are now displayed to agents. Previously, embedded images from external resources were considered untrusted and were not displayed to agents. (GAPI-34016)

- Workspace Web Edition now displays the transcript of Twitter Public and Facebook Public media types in the History views. Use the **openmedia.chat-history-channels** option in the **workspace-service** section to configure this feature. (GAPI-33886)
- Workspace Web Edition now enables agents to schedule for contacts a callback with a preferred date and time. Agents can also specify whether the callback is automated or preview. This feature can be enabled by granting the **privilege.callback.can-use** privilege. Use the following options to configure this feature:
 - **callback.callback-types-business-attribute**
 - **callback.timezone-aliases**
 - **callback.default-date-is-automatically-selected**
 - **callback.time-slot.field-type** (GAPI-14324)

Gplus Adapter for Salesforce: May 24, 2022

What's New

- Gplus Adapter can execute Salesforce Apex initiated by specific Genesys Digital Channels interaction events. Configure this feature by using the **Run Salesforce Apex on Interaction Events** option in Agent Setup. (GAPI-32799)
More info: ,
- Gplus Adapter supports environments with Reverse Proxy configuration. (GAPI-32652)
- Gplus Adapter now supports the creation of a new Salesforce record on screen pop for the Chat, Email, and Workitem (Open Media) channels. (GAPI-32285)



What's New

- Agent Workspace enables you to control the treatment applied to URLs of embedded Web Applications. The possible treatments are:
 - Encoding
 - Encoding if no encoding is detected. Workspace searches the URL for a percent ('%') character followed by hexadecimal values (for example, '%23')
 - No encoding

Agent Workspace encodes the URL using the **EncodeURI** javascript function. This function excludes specific characters from being encoded. Refer to the https://developer.mozilla.org/en-US/docs/Web/JavaScript/Reference/Global_Objects/encodeURIComponent > https://developer.mozilla.org/en-US/docs/Web/JavaScript/Reference/Global_Objects/encodeURIComponent > **EncodeURI** documentation for information. The treatment can be applied by UI level (interaction and Workspace) and by mode (INTERNAL, HIDDEN, BACKGROUND, and EXTERNAL). Please contact Genesys to enable this feature. (GAPI-34104)

- Agent Workspace now supports optional validation of editable fields in the interaction **Case Information** view. A related regular expression can be applied to handle the validation with an optional instruction message displayed to the agent. For a date and time field, the storage and display format can be specified. Please contact Genesys to enable this feature. (GAPI-33464)
- In the **Related** tab of the email interaction view for environments using Advanced Email, agents can now mark as Done all selected email interactions that have the same disposition code. (GAPI-30132)

Resolved Issues

- Agent Workspace now displays correctly when the **Statistics Gadget** is enabled for an agent, a statistic is defined for the **Statistics Gadget**, and a measurement unit is defined for the statistic. Previously in this scenario, the application was unusable. (GAPI-34408)
- The **Extend After Call Work time indefinitely** message no longer unexpectedly blinks on and off in the following scenario:
 1. The **Can Extend After Call Work** setting is granted.
 2. The **Cancel ACW on Change** and **My Channels Pending State** settings are enabled.
 3. During a call with a contact, an agent cancels the **After Call Work** state and then immediately selects the **Ready** or **Not Ready** state. (GAPI-33854)
- The **Interaction Queue** view now correctly displays the complete list of interactions when an agent performs an action such as sort, search, or refresh. Previously, if an interaction was marked as Done, deleted, or had Case Information edited, no interactions were displayed. (GAPI-33818)
- During a Smart Failover situation in which Agent Workspace switches to a different region, voice channel status is maintained on the new region in all cases. Previously in this scenario, options forcing the Ready state or the Not Ready state with reason for the login were also applied. This fix modifies the default behavior of Agent Workspace and corrects the failover behavior. (GAPI-32954)





- 9.0.000.93 available April 07, 2022
- Helm charts and containers

Resolved Issues

- Interactions that have been marked as **Done** or deleted using one of the interaction management views are no longer displayed in the interaction management view after an agent refreshes their browser. (GAPI-33818)

Gplus Adapter for Salesforce: March 22, 2022

What's New

- Gplus Adapter supports the use of SCAPI during undock and dock operations. (GAPI-32097)
- Gplus Adapter supports the Salesforce Winter '22 release. (GAPI-32056)
- Gplus Adapter can now enable and disable Salesforce click-to-dial. To configure this feature, use the **Click to Dial** option in Agent Setup. (GAPI-30469)
More info:
- A new icon and text are introduced for when the Gplus Adapter agent is in the logged out state to improve visibility of the agent status. (GAPI-29509)
More info:
- Gplus Adapter creates a Salesforce activity log on screen pop for Chat, Email, and Workitems. This feature is configured by **Activity Log on Screen Pop** in Agent Setup. (GAPI-28692)
More info:
- For troubleshooting purposes, Gplus Adapter writes the list of all agent level **crm-adapter** option settings to the browser log. (GAPI-28689)
More info:

Resolved Issues

- A caching issue preventing some agents from logging in to Gplus Adapter after upgrading to a newer version of Gplus Adapter has been fixed. (GAPI-31453)

Agent Workspace: March 22, 2022

What's New

- To be complaint with WCAG 2.1 level AA, the contrast ratio of the placeholder text in the **Search** fields is improved. (GAPI-33291)
- For environments using browser-based WebRTC, agents who are on a consultation call can now mute and unmute the consultation call when the main call is released. These operations are available from the Consultation toolbar. (GAPI-32949)

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- If the contact name is available in the SIP header and is not present in the **Contact Directory**, the Interaction notification and Team Communicator **Recents** list now displays the contact name and the number of missed calls from the contact. Please contact Genesys to enable this feature. (GAPI-32268)
 - When displaying interactions in the **Details** tab of the **History** view, Workspace now only sends requests for attachments to UCS for the Email channel. Currently, attachment display in the **Details** tab is supported only for Email interactions. (GAPI-30936)
 - **Update:** Agent Workspace now supports CX Contact labels for user-defined fields. (GAPI-31259)

Resolved Issues

- When the **Pending State** feature is configured, the After Call Work (ACW) duration displayed in the **My Channels** tab and the **Global State** tooltip now correctly starts from 00:00 when the call is released. Previously, if an agent set the Voice channel to ACW while the call was active, the ACW duration displayed when the call was released was, in some situations, reported as started when the agent made the manual state change. (GAPI-33561)
- Changing the phone type from **WebRTC** to **Generic** in Agent Setup no longer prevents agents from logging in to Agent Workspace (GAPI-33258)
- Workspace now correctly handles URLs set in an application running in an iframe in INTERNAL and BACKGROUND modes. Previously, Workspace tried to encode URLs that were already encoded.

Important

This change might break existing integrations depending on how the custom URL is currently formatted and how the Web server handles it.

UPDATE: Workspace now also encodes URLs associated with the **Customer Location** option (refer to), if Workspace determines that the URL defined by this option contains no encoded content. Workspace scans the URL to find a percent '%' character followed by hexadecimal values (for example, '%23'). If no encoded content is found, Workspace encodes the URL using the **EncodeURI** javascript function. This function excludes specific characters from encoding processing. Refer to the https://developer.mozilla.org/en-US/docs/Web/JavaScript/Reference/Global_Objects/encodeURI">https://developer.mozilla.org/en-US/docs/Web/JavaScript/Reference/Global_Objects/encodeURI">EncodeURI documentation for information.

Previously, Workspace systematically encoded URLs, even if they already contained encoded characters.

Warning

Characters not escaped by the **EncodeURI** function could corrupt the final URL requested by Workspace. The following example includes a URL containing the hash '#' character as a value of a query parameter. In this scenario, the request URL sent to the Web server is truncated. To prevent the truncation of the requested URL sent to the Web server, replace the hash character with '%23':

- Instead of this: `https://my-application.com?url=https://my-app.com/page.aspx#sessionferactionid=xxxx,`
- Use this: `https://my-application.com?url=https://my-app.com/page.aspx%23sessionferactionid=xxxx`

Previously, due to the double encoding, the case with the hash '#' character wasn't supported by Workspace. (GAPI-32533)

Agent Workspace: March 21, 2022 



- 9.0.000.92 available March 21, 2022
- Helm charts and containers

For private edition

- The **Extend After Call Work time indefinitely** message no longer unexpectedly blinks on and off in the following scenario:
 - The **privilege.voice.can-extend-after-call-work** is granted.
 - The **voice.cancel-after-call-work-on-business-call and privilege.mychannels.pending-state.can-use** options are enabled.
 - During a call with a contact, an agent cancels the **After Call Work** state and then immediately selects the **Ready** or **Not Ready** state. (GAPI-33854)
- Feedback submitted by agents is now published in Telemetry Service. Use the following options to configure this feature:
 - **system.telemetry.enable-metrics**
 - **system.telemetry.enable-traces**
 - **system.telemetry.enabled**
 - **system.telemetry.log-level**
 - **system.telemetry.monitor-interval**
 - **system.telemetry.service-url**
 - **expression.gws-url.capturing-groups-** (GAPI-32604)

Agent Workspace: February 28, 2022

What's New

- To enable agents to understand the purpose of a table in Workspace, the screen-reader announcement of table names is improved. (GAPI-32590)
- To enable agents to understand the content of a dialog box in Workspace, the screen-reader announcement of titles and the logo for the **About** dialog is improved. (GAPI-32589)
- The **Performance Tracker** now supports the apostrophe character for statistics names. (GAPI-31802)
- Workspace now supports dialing a phone number from the body of an email interaction by clicking the phone number. (GAPI-31473)
- The system inactivity timeout notification feature is improved. (GAPI-30578)
- Workspace now enables you to specify whether the email subject is mandatory or optional before an agent sends an email. Please contact Genesys to enable this feature.
For Private Edition: To enable this feature, use the **email.mandatory-subject** option. (GAPI-30465)
- For environments using Advanced Email, Workspace now supports the **Related** tab to enable agents to see all interactions related to the current interaction, including related interactions handled by different agents. The **Related** tab currently supports email interactions only. Contact Genesys to enable this feature. (GAPI-30096)


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- Workspace now supports integration of web applications within the user interface. (GAPI-27107)
 - **Updated:** Agent Workspace now supports reserving an agent for call distribution *by default*.

For Private Edition: This feature can be disabled by setting the value of the **voice.enable-agent-reservation** option to **false**. (GAPI-17825)

Resolved Issues

- When an agent's workstation recovers from sleep mode, the Workspace WebRTC module now correctly reregisters the WebRTC session, moving the session from the Out Of Service state to the In Service state, and Workspace returns to full operability. Previously in this scenario, an agent had to refresh the Workspace browser tab. Contact Genesys to enable this feature. (GAPI-32844)
- To be complaint with WCAG 2.1 level AA, the contrast ratio of the search icon and the placeholder text in the **Help** panel is improved. (GAPI-32838)
- Agents can now reply to chat messages and emails. Previously, in some circumstances, agents had to clear their browser cache and log in to Workspace again to send replies. (GAPI-32800)
- Workspace now correctly handles URLs set in an application running in an iframe in INTERNAL and BACKGROUND modes. Previously, Workspace tried to encode URLs that were already encoded or ignored parts of URLs that were not encoded. **Note:** When you specify a URL in your application which contains another URL that includes the hash '#' character, replace the hash with '%23', otherwise the generated URL is truncated. (GAPI-32533)
- Workspace now correctly handles embedded images in inbound email interactions. Previously, depending on how Workspace was configured, embedded images were sometimes not displayed. (GAPI-32457)
- Outbound Preview and Push Preview Auto-dial interactions now correctly support strategy overrides. (GAPI-32344)
- For Outbound ASM campaigns, Workspace now displays the correct list of Disposition codes. When the call is connected, Workspace correctly applies strategy overrides. Previously, Workspace displayed both the default Disposition codes and the strategy overrides. (GAPI-32054)
- **Azure only:** Workspace now correctly retrieves and handles embedded images in the body of an email, including displaying a broken image icon if the required data is unavailable. Previously, in certain scenarios, Workspace could not retrieve a valid embedded image, and when Workspace was unable to retrieve an image, the broken image icon did not display. (GAPI-31877)
- **Azure only:** Workspace no longer sends blank outgoing email interactions. Previously, in certain scenarios, Workspace sent blank email interactions after a backend failure. (GAPI-31856)
- In environments where several Corporate Favorites, each with different sets of attached data, are configured for the same object, the correct set of attached data is now used when a favorite is accessed from the **Recent** view. Previously, Workspace applied the set of attached data from the first favorite found in the recents list with the same id. (GAPI-31764)
- Advanced Search drop-down menus now include a scroll bar to handle long lists of condition filters. (GAPI-31570)
- Workspace now handles browser crashes in cases where agents had Workspace open in multiple tabs. Previously in this scenario, agents had to clear the local browser storage before initiating a new Workspace session. (GAPI-31534)
- In the **Interaction Search** view, the **Advanced Search** condition selections are now correctly applied. Previously, when **Interaction Text** was used, it changed to **First Name** instead when the search was initiated. (GAPI-31513)
- **Azure only:** Login of Workspace with WebRTC is now improved. Previously in some scenarios, the DN could appear to be logged out and Workspace was not able to re-activate the channel within a new login. (GAPI-31104)

Agent Workspace: February 01, 2022

-  9.0.000.89 available February 01, 2022
- Helm charts and containers

For private edition

- As part of Genesys , support for deploying the Workspace Web Edition service in a single namespace with other private edition services has been implemented. No configuration changes are required to enable this alternative deployment scenario. (GAPI-30852)
- As part of Genesys , to enhance container security, Workspace Web Edition container images are now built on Red Hat Universal Base Image 8 (UBI8). (GAPI-28354)

Agent Workspace: November 04, 2021


What's New

- Agent Workspace now provides the ability to create a voice interaction without a contact. To enable this feature, use the **Enable History Record Creation for voice interaction without contact** option in **Contact Center Settings > Desktop Options > Voice**. (GAPI-29531)
More info: and

Resolved Issues

- When a Chat session includes a Chat conference, Agent Workspace no longer creates duplicates of the chat transcript in the interaction history. (GAPI-31381)
- For environments that use Genesys Softphone in Connector Mode, when there is a disconnection, Agent Workspace now disables or delays the Not Ready state of the Voice channel in the event that the connection can be re-established quickly. (GAPI-31333)
- For environments using browser-based WebRTC, agents who are on a consultation call can now put the consultation call on hold when the main call is already on hold. Previously, the attempt to put the consultation call on hold failed after a timeout. (GAPI-30994)
- For environments that use Genesys Softphone in Connector Mode, Agent Workspace can now be configured to display a reason when a call is disconnected. Please contact Genesys to enable this feature. (GAPI-30945)
- Agents can now use the **Processed By** filter in the **Interaction Search** view even if the agent type is excluded from the main **Team Communicator**. Previously, matching agents were not listed in the Interaction Search results. (GAPI-30796)

Agent Workspace: October 14, 2021

-  9.0.000.87 available November 16, 2021
- Helm charts and containers

What's New

- **For AWS and Azure:** Agent Workspace now allows agents to remove attachments from an inbound email. To enable this feature, use the **Enable Delete attachment** option in **Contact Center Settings > Desktop Options > Email**. (GAPI-29530)
More info: and
- Agent Workspace now supports browser notifications for system disconnection. (GAPI-29529)

More info:

- **For AWS and Azure:** Agent Workspace now supports volume adjustment of the interaction alert ringing sound for voice, chat, and email interactions. To enable this feature, use the following options:
 - In **Contact Center Settings > Desktop Options > Voice:**
 - **Voice Ringtone Volume**
 - **Voice SIP Preview Ringtone Volume**
 - **WebRTC Ringtone Volume**
 - In **Contact Center Settings > Desktop Options > Chat:**
 - **Chat Interaction Ringtone Volume**
 - **Chat Message Sound Volume**
 - In **Contact Center Settings > Desktop Options > Email:**
 - **Email Interaction Ringtone Volume** (GAPI-29528)
More info: and and
- Agent Workspace now supports the ability to automatically set the agent status to **Ready** when the agent logs in on digital channels. To enable this feature, use the **Email Auto Ready** option in **Contact Center Settings > Desktop Options > Email**. (GAPI-29527)
More info:
- **For AWS and Azure:** The **Communication** tab for Digital Channels has been enhanced to improve agent experience. For Digital Channels users, the **Conversation** tab has been migrated to the Agent Workspace Chat interaction view, and the new Chat interaction view has been enhanced to improve agent experience. Please contact Genesys to enable this feature. (GAPI-21575)
More info:

Resolved Issues

- Agent Workspace now correctly enables supervisors to simultaneously monitor multiple agents on the Chat channel. (GAPI-30698)
- Agents can now search for specific workbins, My Team workbins, and Interaction Queues in the **My Workbins** trees. (GAPI-30677)
- The buttons in custom pop up toasts from Service Client API now display the expected tooltip text. Previously, some additional accessibility information was also displayed. (GAPI-30500)
- **For AWS and Azure:** Agents can now open documents, such as PDFs, from a webpage that is displayed in a popup opened from an iFrame in Agent Workspace. Please contact Genesys to enable this feature. (GAPI-30482)
- The **Interaction Search** view has been improved to allow the display of custom attribute values that contain the pipe character ('|'). Previously in this scenario, table cells containing these custom attribute values were empty. (GAPI-30295)
- **For AWS and Azure:** Agent Workspace now supports copy and paste from webpages displayed in an iFrame in Agent Workspace that use the Clipboard API. Please contact Genesys to enable this feature. (GAPI-30166)
- Corporate Favorites now display correctly in **Team Communicator** in all cases. Previously, some Corporate Favorites were not displayed. (GAPI-30087)
- As of this release, the **Resolved Issues** from the https://all.docs.genesys.com/ReleaseNotes/Current/GenesysEngage-cloud/Agent_Desktop#Agent_Desktop-9.0.000.86">https://all.docs.genesys.com/ReleaseNotes/Current/GenesysEngage-cloud/Agent_Desktop#Agent_Desktop-9.0.000.86">Agent Workspace September 16, 2021 release are now also available for **AWS**.

For private edition

- For web site integration, the **sandbox** option now supports the **ALLOW-POPUPS-TO-ESCAPE-SANDBOX** value, which removes sandbox constraints for popups created from an integrated web application. For example, when configured, agents can now open documents, such as PDFs, from a webpage that is displayed in a popup opened from an iFrame in Workspace Web Edition. (GAPI-30482)

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- The Workspace **allow** attribute has been updated to include two new values, CLIPBOARD-READ and CLIPBOARD-WRITE, to support iFrame embedded webpages that use the <https://developer.mozilla.org/en-US/docs/Web/API/Clipboard>"><https://developer.mozilla.org/en-US/docs/Web/API/Clipboard>">Clipboard API to read text from the clipboard, or to write text to the clipboard. (GAPI-30166)
 - Agents now have the ability to reject calls when they are a part of a Hunt Group. In a Hunt Group, rejecting a call releases the call from the desktop. The **interaction.reject-route.default-method** option is used to manage this feature. (GAPI-30109)
 - Workspace Web Edition now allows agents to remove attachments from an inbound email. This feature can be enabled by setting **privilege.email.can-delete-attachment-from-inbound** to **true**. (GAPI-29530)
 - Workspace Web Edition now supports volume adjustment of the interaction alert ringing sound for voice, chat, and email interactions by adding the **volume** parameter to the following options:
 - .ringing-bell
 - accessibility.agent-state-change-bell
 - accessibility.interaction-state-change-bell
 - accessibility.supervision-state-change-bell
 - accessibility.warning-message-bell
 - accessibility.dialog-bell
 - accessibility.dialog-error-bell
 - accessibility.outbound-campaign-state-change-bell
 - accessibility.voicemail-message-change-bell
 - outbound-callback.ringing-bell
 - chat.new-message-bell
 - chat.ringing-bell
 - email.ringing-bell
 - voice.ringing-bell
 - voice.sip-preview.ringing-bell
 - voice.dialing-bell (GAPI-29528)
 - Workspace Web Edition now supports the ability to automatically set the agent status to **Ready** when the agent logs in on digital channels. Use the following options to enable this feature:
 - login.email.is-auto-ready
 - login.chat.is-auto-ready
 - login..is-auto-ready (GAPI-29527)
 - The **Communication** tab for Digital Channels has been enhanced to improve agent experience. (GAPI-21575)
 - Workspace Web Edition now supports ACD Queue as a transfer, conference, and consultation target in Team Communicator. (GAPI-28910)
 - Team Communicator can now display presence statistics for ACD Queues. (GAPI-29626)

Agent Workspace: September 16, 2021  



- 9.0.000.86 available September 17, 2021
- Helm charts and containers

Resolved Issues

- The scroll bar in **Team Communicator** for the transfer, conference, and consultation functions no longer disappears when an agent scrolls up and down the list of suggestions. (GAPI-30312)
- Agent Workspace now correctly re-establishes connection to the softphone in the following scenario:
 1. A long network disconnection occurs.
 2. The agent keeps open a tab with Agent Workspace and the disconnection occurs during this session.
 3. The agent opens a new tab to log in to Agent Workspace while the other tab is still open. (GAPI-30278)
- If a very short network disconnection occurs, Agent Workspace no longer displays notification messages to agents. Previously, Agent Workspace displayed both connection loss and connection back in service notifications every time a micro-disconnection occurred. (GAPI-30271)
- For Internet Explorer users, the Threaded view button no longer appears to be active in the **My History** view when **Advanced Search** is selected. **Note:** For all supported browsers, the **Threaded** view is not supported for **Basic** (Quick) or **Advanced Search** in the **My History** and **Contact History** views. (GAPI-29822)
- Manual column width adjustment of the **My History**, **Interaction Search**, and **Contact History** grid views has been improved. Previously, there were issues that prevented the column width from being manually adjusted. Now, the mouse can be used as expected to adjust column widths, and when the width of one column is adjusted manually, the other columns adjust automatically to compensate so that all columns always fit 100% of the space available. (GAPI-29800)

For private edition

- Workspace Web Edition now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift.
 - The securityContext settings exposed in the default **values.yaml** file specify the user and group IDs for the genesys user (500:500:500). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs.
 - Workspace Web Edition is deployed using ServiceAccounts that use the **restricted** Security Context Constraint (SCC). In an earlier implementation, Genesys required you to deploy all private edition services using a ServiceAccount associated with the custom **genesys-restricted** SCC, to control permissions for the genesys user (500). Genesys now expects OpenShift to use arbitrary UID in your deployment, and the **genesys-restricted** SCC has been deprecated. If you previously deployed Workspace Web Edition using the **genesys-restricted** SCC, Genesys recommends that you redeploy Workspace Web Edition so that you use arbitrary UIDs. (GAPI-30120)
More info:
- As of October 29, 2021, Agent Workspace supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1948)

Agent Workspace: August 19, 2021



What's New

- **For deployments in Azure**, Agent Workspace now supports voicemail notification. (GAPI-26251)
More info:
- If an agent logs in with a high number of recovered calls attached to their place, Workspace now has a defense mechanism that enables agents to review and close the recovered calls. Previously in this scenario, Workspace sometimes failed to respond after an agent logged in. (GAPI-24105)
More info:

Resolved Issues

- The timestamps in chat message notifications are now correctly recorded when the Workspace browser window is minimized or does not have the focus. (GAPI-29964)
- To improve user experience, the Quick (basic) Search in the **My History**, **Contact History**, and **Interaction Search** views is now limited to a maximum of 10 words. (GAPI-29608)
More info:
- In environments with Screen Recording enabled, during a Smart Failover situation in which Workspace switches to a different region, agents can now correctly enter their credentials to authenticate on the new region. Previously in this scenario, another window, related to connection loss, blocked access to the authentication pane. (GAPI-29550)
More info:
- In environments using Intelligent Workload Distribution and Engage cloud Email, actions on queues in the Workbin view, including move to queue, move to workbin, open email, and complete item now work as expected. (GAPI-29517)
- In environments where the **Cancel ACW on Done** feature is enabled, the interaction **Call Result** now updates correctly when an Outbound Campaign interaction is marked **Done**. (GAPI-29467)
More info:
- The current agent status is now displayed in bold text in the **Global Status** menu and the **Channel Status** menu in the **My Channels** view. In these menus, the status with the focus is now displayed with a new background color and shade to distinguish it from other possible selections when the mouse pointer passes over them. (GAPI-28117)
More info:
- Column header names in the **My Agents** view no longer overlap one another when the text is too long for the width of the column. Column headers now have a minimum width and if the text to be displayed in the column header is too long, it is truncated with an ellipsis. (GAPI-29802)
- In the **Contact History**, **My History**, and **Interaction Search** views, a burst of requests is no longer sent if an agent holds down the **Enter** key in **Advanced Search** or if the agent simultaneously opens a large number of interactions. (GAPI-29636)

Gplus Adapter for Salesforce: August 19, 2021

What's New

- Support for Genesys Digital Channels SMS chat interactions. (GAPI-20030)
More info: ,

Agent Workspace: July 22, 2021

What's New

- **Team Communicator** now has the option to configure different list **Corporate Favorites** for **Conference** and **Transfer**. Please contact Genesys to enable this feature. (GAPI-27498)
- The secondary login view where agents enter place, queue, and language is enhanced to improve login. (GAPI-27329)
- For environments using Intelligent Workload Distribution, in the Workspace **Contact History**, **My History**, and **Interaction Search** views, agents can now open a work item or email before it is routed, while still being processed in the Universal Queue in Intelligent Workload Distribution. Agents can also now re-open a work item or email interaction that has already been completed (marked **Done**). Contact Genesys to configure this feature. (GAPI-27271)
More info:
- You can now hide the **Transfer** and **Conference** buttons in the **Voice** interaction toolbar when the agent is engaged in an active consultation and the **Complete Transfer** and **Complete Conference** operations are not possible for the active consultation. Please contact Genesys to enable this feature. (GAPI-26728)
- Agent Workspace can now be configured so that a **Corporate Favorite** is available in the **Team Communicator** only for consultation calls. Workspace can also be configured to specify whether the consultation-only **Corporate Favorite** is enabled to complete the consultation as a **Transfer** or a **Conference**. Please contact Genesys to enable this feature. (GAPI-26727)
- For Microsoft Edge (Chromium) users that implement the **Sleeping Tabs** feature, Agent Workspace now has improved the defense that maintains the session. Previously, when the tab running Agent Workspace did not have the focus for a long time, agents might have been disconnected and then have to re-authenticate. (GAPI-26488)
- Agent Workspace now has improved support for Web-RTC when multiple instances of Agent Workspace are open in multiple browser tabs. (GAPI-25508)
More info:
- Agents can now open a single Agent Workspace session in up to *five browser tabs* in Chrome, Edge Chromium, and FireFox. (GAPI-25507)
More info:
- Agent Workspace is compliant with Web Content Accessibility Guideline (WCAG) 2.1 level AA with a limit of 200% for the Zoom. For an improved integration with screen readers, please contact Genesys to enable this feature. (GAPI-16320)

Resolved Issues

- Agents can now see all standard responses when Agent Workspace is configured to display a subset of the Responses tree. Previously, when a subcategory contained categories and standard responses, standard responses were not displayed. (GAPI-29159)
- For Internet Explorer 11 users, Agent Workspace no longer displays a misleading warning message on the login view when screen recording is enabled. The message indicated that login had failed even when login succeeded. (GAPI-28682)
- The Voice channel no longer becomes stuck in the **Pending** state in the **My Channels** view and the **Global State** menu after a transferred call is release. Previously, in this scenario, agents had to refresh the browser to return to the expected state. (GAPI-28645)
- **Team Communicator** keyboard navigation for the Consultation feature has been improved. (GAPI-28535)
- For Internet Explorer 11 users, the **Performance Tracker** now works correctly. Previously, counters were not refreshed. (GAPI-28391)
- Agents can now complete chat consultations by **Conference** or **Transfer**. Previously, in some configuration environments, these functions were not always available. (GAPI-28360)
- A defense has been introduced in **Team Communicator** to avoid the component becoming stuck, displaying an infinite spinner, in certain situations while using Agent Workspace in Internet Explorer 11. (GAPI-28131)
- For Internet Explorer 11 users, the Help now works correctly. (GAPI-27994)
- The **Consultation** bar is no longer incorrectly displayed in certain scenarios involving two or more email interactions from the same case. (GAPI-27384)

Gplus Adapter for Salesforce: July 22, 2021



What's New

- Gplus Adapter functionality is now supported in multiple browser tabs. (GAPI-26297)
More info:

Agent Workspace: May 27, 2021



- 9.0.000.82 available June 30, 2021
- Helm charts and containers

Resolved Issues

- **UPDATE:** The **Reply All** button is now correctly displayed when an agent receives an inbound email that has several email addresses. For example, one From address and one Cc address. Previously, in some situations, only the **Reply** button was displayed and the **Reply All** button was missing. (GAPI-28649)
- **AWS only.** Agent can now open an Email interactions from the **Interactions Search** view while handling voice call. Previously, in some situations, the Email interaction was not opened and an error message was displayed. (GAPI-28247)
- Agents who are disconnected from a Chat session are now correctly removed from the session. Previously, Chat session ownership could bounce between two agents. (GAPI-28066)
- **Azure only.** All regions now support agents adding contacts to **My Favorites**. Previously, in some regions, adding a contact as a favorite resulted in an error. (GAPI-27712)
- Text pasted into the Chat message composition field now displays correctly. Previously, the text might have displayed partially outside the field because the field did not expand correctly. (GAPI-27454)

For private edition

- Starting with this release, Agent Desktop is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (GAPI-27395)
More info:

Agent Workspace: April 22, 2021



What's New

- **UPDATE:** Agent Workspace now shows the display name (alias) of Interaction Queue objects instead of the sometimes cryptic Queue name to make it easier for agents to find <https://all.docs.genesys.com/PEC-AD/Current/Agent/ADTeamCommunicator#InteractionQueueAlias>"><https://all.docs.genesys.com/PEC-AD/Current/Agent/ADTeamCommunicator#InteractionQueueAlias>">Interaction Queues in Team Communicator and the views. (GAPI-22125)
More info:

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- Agent Workspace sessions using WebRTC with Genesys Softphone 9.0.014.13 now transparently renew their connection when the WebRTC Gateway session has expired. Previously, after a long session, the DN changed to **Out of Service** and agents had to log out and then log in to re-establish the session. (GAPI-23678)
 - Genesys Interaction Recording Screen Recording is now supported with a custom IP address when agents use Agent Workspace in a Citrix environment. Contact Genesys to enable this feature. (GAPI-24542)
 - Agents can now dial both their personal and group voice mailboxes whether they have a message waiting or not. (GAPI-25565)
More info: <https://all.docs.genesys.com/PEC-AD/Current/Agent/ADintinter#Voicemail>"><https://all.docs.genesys.com/PEC-AD/Current/Agent/ADintinter#Voicemail>">Voicemail
 - Citrix Virtual Apps support. Agent Workspace now runs in Citrix Virtual Apps & Desktop (C-VAD 7 1912 LTSR). (GAPI-25640)

Resolved Issues

- For Chrome and Firefox users that implement the **Background Tabs Throttling** feature, Agent Workspace with WebRTC now has improved defense against calls being dropped. Previously, when the browser tab running Agent Workspace did not have the focus for a long time, calls were sometimes dropped and the Voice channel moved to the **Out of Service** state. (GAPI-24625)
- The keypad now works correctly when Agent Workspace is configured to play dialing tones when an agent clicks a key on the keypad dialer. (GAPI-27319)
- The Chat transcript now scrolls automatically when the slider is at the bottom of the scrollbar. Previously, if a panel was resized, the auto-scroll function stopped working. (GAPI-26379)
- Screen recording now works in environments that use free seating. (GAPI-27413)
- Agent Workspace now correctly displays the list of agent groups in the **My Agents** view. Previously, in some environments, when an agent group was deleted it was not removed from the **My Agents** view. (GAPI-27038)
- Agent Workspace now takes into account Smart Fail Over setup in Contact Center Settings in the event of a Smart Fail Over situation. Previously, these settings were ignored; the Application relied only on settings at the **Agent Group** and **Agent** levels. (GAPI-26423)
More info: <https://all.docs.genesys.com/PEC-AS/Current/ManageCC/Hierarchy>"><https://all.docs.genesys.com/PEC-AS/Current/ManageCC/Hierarchy>">Settings and configuration overview
- Agents can now **Mark Done** a Direct Push Preview Outbound record interaction. Previously, in some situations, the Direct Push Preview Outbound record interaction was not removed when an agent clicked **Mark Done**. (GAPI-26541)
- Agent Workspace can now complete transfers of secondary consultation calls (a consultation call on a consultation call) when the transfer of the original call to the first consultation target has been completed before the secondary transfer call is answered. Previously, when the transfer to the first consultation target was completed before the secondary transfer call was answered, it was not possible to complete the transfer of the secondary consultation call. (GAPI-25172)
- The **Shortcut** column is no longer displayed in the **Standard Responses** view if the Standard Responses Shortcut feature is not activated for the agent. (GAPI-26719)
- Agents can now complete Chat interactions that would previously become stuck following a system disconnect. Previously, in this scenario, agents could not **Mark Done** nor close the Interaction view of disconnected Chat interactions. (GAPI-24931)
- Agents can now search for interactions in the **Contact History**, **My History**, and **Interaction Search** views using the **FromAddress** as the search criterion. Previously, the **FromAddress** was not searchable when it was a configured valid search criterion. (GAPI-26466)
- Agents can now send an empty email reply. Previously, when an agent replied to an inbound email, deleted all the content in the outbound email reply, and sent the outbound email reply, the contact received the email with the content of the outbound email before the agent deleted it. (GAPI-25903)
- Agent Workspace no longer automatically answers a call twice. Previously, for Firefox users, Agent Workspace might have tried to automatically answer a call more than once. Attempting to answer the call a second time resulted in an error. (GAPI-27534)
- Hyperlinks in Case Data that already have an encoded URL are no longer double-encoded by Agent Workspace. Previously, Agent Workspace applied a second encoding to already encoded URLs, resulting in the potential for the hyperlink to not access the expected page. (GAPI-25925)
- The display of the **Interaction Search** view has been improved to avoid display issues that were occurring in certain scenarios when the **Advanced Search** was enabled. (GAPI-26025)
- Agent Workspace has been improved for the screen recording for particular situations on login or refresh. Previously, the service sometimes was not activated. (GAPI-25526)

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- Agent Workspace now loads more efficiently over slow networks. (GAPI-26253)

Gplus Adapter for Salesforce: April 22, 2021



What's New

- **UPDATE:** As of May 27, documentation is available for Gplus Adapter support for the Salesforce Lightning Component with Service Client API for custom integrations between Salesforce and Genesys. (GAPI-27607)
More info:
- Gplus Adapter for Salesforce now enables you to send a configurable list of interaction UserData key-value pairs (KVPs) when invoking Salesforce Apex. To specify the list of UserData key names, configure the option in Agent Setup. This option depends on the **Run Salesforce Apex on Interaction Events** and **Apex Class Name** options being enabled in Agent Setup. (GAPI-26632)
More info:
- Gplus Adapter supports Salesforce Shield Encryption. (GAPI-26400)
More info:

Resolved Issues

- Agents can now download attachments from Email interactions. (GAPI-26537)

Agent Workspace: March 31, 2021



What's New

- Starting with this release, Agent Desktop is available in Genesys Engage cloud on Azure.

Gplus Adapter for Salesforce: March 31, 2021



What's New

- Starting with this release, Gplus Adapter for Salesforce is available in Genesys Engage cloud on Azure.

Prior Releases

For information about prior releases of Agent Workspace (Agent Desktop), click here: [Agent Desktop \(V.9\)](#)

For information about prior releases of Gplus Adapter for Salesforce, click here: [Gplus Adapter \(V.9\) for Salesforce](#)