# Component: Web Services and Applications

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| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1  03/04/16  General |  | 8.5.202.23  02/23/18  General | 16 | 8.5.202.23  02/23/18  General | 16 |

## **Release 8.5.201.09 (03/04/16)-General**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.09 | 03/04/16 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **Web Services now correctly identifies monitoring modes with a new attribute on the Call resource called supervisorMonitoringState. Previously, Web Services didn't always correctly identify monitoring modes, particularly for Coach and Barge In. (HTCC-17837)**
* **Web Services now correctly identifies monitoring modes with a new attribute on the Call resource called supervisorMonitoringState. Previously, Web Services didn't always correctly identify monitoring modes, particularly for Coach and Barge In. (HTCC-17837)**

## **Release 8.5.201.18 (03/25/16)-General**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.18 | 03/25/16 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **In the My Agents tab for Team Leads or Supervisors, the In Call
  and After Call Work filters are now shown only for the Voice channel.
  Previously, these filters were shown for the Chat and Email channels without
  an effect on usage. (HTCC-19547)**
* **If an agent sets his or her status on the Chat or Email channels to Do
  Not Disturb from Not Ready, and then a Team Lead or Supervisor,
  using the My Agents tab, sets the agent's status to Ready,
  and the channel status is displayed as Do Not Disturb. Previously
  in this scenario, the agent saw the channel as Ready even though
  it was in the Do Not Disturb state on the system. (HTCC-19405)**
* **The Platform Configuration API is now able to create and update objects of DN Group type. Previously, these types of objects could only be retrieved or deleted because POST and PUT incorrectly returned unsupported object type. (HTCC-20500)**
* **Web Services now uses the value specified in the defaultBinding option defined as part of samlSettings. Previously, Web Services ignored this option and used the first applicable binding mentioned in the identityProviderMetadata option. (HTCC-20193)**
* **You can now include a header in the main log file for Web Services by setting the enableLogHeader option to true. This header contains key information about the Web Services installation, including the version, start time, libraries, and any applicable settings from the applications.yaml file.**
* **You can now include the maxAuthenticationAge option in the SAML configuration section. This option specifies the maximum-allowed time between user authentication and the processing of an authentication statement. (HTCC-20141)**
* **A blank agent state will no longer be shown when the agent is moved to Not Ready - Expired after not responding a chat invitation. (HTCC-20325)**
* **Calls that arrive immediately after the adapter window is popped out in Salesforce will now be correctly displayed. (HTCC-19812)**
* **Workspace Web Edition deployed as an embedded Agent Desktop in Salesforce Sales
  or Service Console.**
* **In the My Agents tab for Team Leads or Supervisors, the In Call
  and After Call Work filters are now shown only for the Voice channel.
  Previously, these filters were shown for the Chat and Email channels without
  an effect on usage. (HTCC-19547)**
* **If an agent sets his or her status on the Chat or Email channels to Do
  Not Disturb from Not Ready, and then a Team Lead or Supervisor,
  using the My Agents tab, sets the agent's status to Ready,
  and the channel status is displayed as Do Not Disturb. Previously
  in this scenario, the agent saw the channel as Ready even though
  it was in the Do Not Disturb state on the system. (HTCC-19405)**
* **The Platform Configuration API is now able to create and update objects of DN Group type. Previously, these types of objects could only be retrieved or deleted because POST and PUT incorrectly returned unsupported object type. (HTCC-20500)**
* **Web Services now uses the value specified in the defaultBinding option defined as part of samlSettings. Previously, Web Services ignored this option and used the first applicable binding mentioned in the identityProviderMetadata option. (HTCC-20193)**
* **You can now include a header in the main log file for Web Services by setting the enableLogHeader option to true. This header contains key information about the Web Services installation, including the version, start time, libraries, and any applicable settings from the applications.yaml file.**
* **You can now include the maxAuthenticationAge option in the SAML configuration section. This option specifies the maximum-allowed time between user authentication and the processing of an authentication statement. (HTCC-20141)**
* **A blank agent state will no longer be shown when the agent is moved to Not Ready - Expired after not responding a chat invitation. (HTCC-20325)**
* **Calls that arrive immediately after the adapter window is popped out in Salesforce will now be correctly displayed. (HTCC-19812)**
* **Workspace Web Edition deployed as an embedded Agent Desktop in Salesforce Sales
  or Service Console.**

## **Release 8.5.201.29 (06/10/16)-General**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.29 | 06/10/16 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **When a supervisor switches from monitoring or coaching to barge-in, both the Note and Disposition tabs are now displayed and currently fully accessible. Previously, when the supervisor selected the Note tab, it was no longer possible to show the Disposition tab. (HTCC-21984)**
* **The My Team Workbin now shows all supervised agents with their associated workbins. Previously, the list of agents could be empty and was limited to 10 agents only. (HTCC-21688)**
* **The Team Communicator now finds all agents correctly. Previously, if an agent who was part of the search results was using the Facebook channel, Team Communicator did not display any results. (HTCC-21226)**
* **The folders in the list of Standard Responses in the Responses tab are now displayed correctly. Previously, the same folders were displayed multiple times in the list. (HTCC-21195)**
* **When the Contact Directory is displayed in List mode, email addresses in the drop-down list are no longer truncated on the right side by the Details pane. (HTCC-21183)**
* **Workspace now keeps an agent logged in if the agent restarts his or her browser after logging in. Previously, restarting the browser caused an agent to be logged out. (HTCC-21140)**
* **When Workspace is pinned to the Windows taskbar, it no longer becomes disconnected when an Interaction notification or Outbound campaign notification is displayed. (HTCC-21124)**
* **When an Agent selects a Voice interaction in the My History view, the title "Workspace" is no longer corrupted in the Workspace application bar. Previously, some information from the the selected interaction was displayed next to the company logo instead of the application name. (HTCC-20956)**
* **If Voice channel login fails but other media channel logins succeed, the session is now correctly cleaned up and the agent's Place is now freed to be used by other agents. (HTCC-20618)**
* **In the My Agents tab of Team Leads/Supervisors, the In Call and After Call Work filters are now shown only for the Voice channel. Previously, these filters were shown for the Chat and Email channels but did not apply to those channels. (HTCC-19547)**
* **The list of standard responses in the Responses view is no longer empty or incomplete after server startup. (HTCC-11109)**
* **For requests that support pagination, the maximum number of returned items is now 100. Previously, the maximum allowed value for the limit query parameter was 500. If the limit parameter is not specified, the query uses 10 as the default limit.(HTCC-21211)**
* **You can now use the offset and limit request parameters when paginating the Statistics API query results. (HTCC-21212)**
* **If an agent chooses a top-level disposition code for a voice call in the Adapter, the disposition is now displayed in the interaction history in Workspace Web Edition.(HTCC-21588)**
* **When a supervisor monitors a call, an activity is no longer created in Salesforce.(HTCC-21233)**
* **Workspace Web Edition deployed as an embedded Agent Desktop in Salesforce Console:**
* **When a supervisor switches from monitoring or coaching to barge-in, both the Note and Disposition tabs are now displayed and currently fully accessible. Previously, when the supervisor selected the Note tab, it was no longer possible to show the Disposition tab. (HTCC-21984)**
* **The My Team Workbin now shows all supervised agents with their associated workbins. Previously, the list of agents could be empty and was limited to 10 agents only. (HTCC-21688)**
* **The Team Communicator now finds all agents correctly. Previously, if an agent who was part of the search results was using the Facebook channel, Team Communicator did not display any results. (HTCC-21226)**
* **The folders in the list of Standard Responses in the Responses tab are now displayed correctly. Previously, the same folders were displayed multiple times in the list. (HTCC-21195)**
* **When the Contact Directory is displayed in List mode, email addresses in the drop-down list are no longer truncated on the right side by the Details pane. (HTCC-21183)**
* **Workspace now keeps an agent logged in if the agent restarts his or her browser after logging in. Previously, restarting the browser caused an agent to be logged out. (HTCC-21140)**
* **When Workspace is pinned to the Windows taskbar, it no longer becomes disconnected when an Interaction notification or Outbound campaign notification is displayed. (HTCC-21124)**
* **When an Agent selects a Voice interaction in the My History view, the title "Workspace" is no longer corrupted in the Workspace application bar. Previously, some information from the the selected interaction was displayed next to the company logo instead of the application name. (HTCC-20956)**
* **If Voice channel login fails but other media channel logins succeed, the session is now correctly cleaned up and the agent's Place is now freed to be used by other agents. (HTCC-20618)**
* **In the My Agents tab of Team Leads/Supervisors, the In Call and After Call Work filters are now shown only for the Voice channel. Previously, these filters were shown for the Chat and Email channels but did not apply to those channels. (HTCC-19547)**
* **The list of standard responses in the Responses view is no longer empty or incomplete after server startup. (HTCC-11109)**
* **For requests that support pagination, the maximum number of returned items is now 100. Previously, the maximum allowed value for the limit query parameter was 500. If the limit parameter is not specified, the query uses 10 as the default limit.(HTCC-21211)**
* **You can now use the offset and limit request parameters when paginating the Statistics API query results. (HTCC-21212)**
* **If an agent chooses a top-level disposition code for a voice call in the Adapter, the disposition is now displayed in the interaction history in Workspace Web Edition.(HTCC-21588)**
* **When a supervisor monitors a call, an activity is no longer created in Salesforce.(HTCC-21233)**
* **Workspace Web Edition deployed as an embedded Agent Desktop in Salesforce Console:**

## **Release 8.5.201.41 (09/30/16)-General**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.41 | 09/30/16 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **In environments that use SAML, during login, if an agent makes a mistake while entering his or her Place during login, Workspace now correctly displays an error message requesting the agent to enter the correct Place. Previously, the agent was redirected to a dead-end page. (HTCC-23207)**
* **Statistics of type Float are now rounded to two decimal places. (HTCC-23147)**
* **When an horizontal scrollbar is displayed in either My Statistics or Contact Center Statistics views, the horizontal scrollbar now correctly scrolls the table contents and column headers. Previously, the scrollbar only scrolled the table content, not the column headers. (HTCC-23096)**
* **Contact Center Statistics are now correctly displayed if the name of the statistic object contains an '&'. Previously, the use of special characters in the name of statistic objects prevented statistics from being displayed. (HTCC-22908)**
* **When the administrator set a single queue for the list on login, this queue is now applied automatically. Previously, the queue wasn't taken into account and it was not possible for the agent to fill it in manually. (HTCC-22907)**
* **In Team Communicator, there are no longer action items that allow supervisors and agents to call, IM, or monitor themselves. (HTCC-22820)**
* **In the My Agents view, the supervisor no longer sees all agents when he or she isn't configured as the supervisor for any Agent Group. (HTCC-22761)**
* **If a network disconnection of only a few seconds occurs, agents are no longer required to login again when the connection is restored. (HTCC-22451)**
* **Case Data can now be removed from a Chat interaction after the Chat has been released and a Disposition has been applied. (HTCC-22266)**
* **For a chat interaction, if interaction.disposition.is-mandatory is set to true, agents were able to mark the interaction done without selecting a disposition. This no longer occurs. (HTCC-23498)**
* **Previously, when the interaction.case-data.enable-advanced-view option was set to true and the interaction.disposition.cache-timeout-delay option was set to -1, if an agent received a call and marked it done, upon receiving a second call, the Voice channel went blank. This no longer occurs. (HTCC-23002)**
* **If a failure occurred in the embedded Salesforce console, agents were unable to mark done their interactions. This no longer occurs. (HTCC-21987)**
* **Workspace Web Edition deployed as an embedded agent desktop in Salesforce console:**
* **In environments that use SAML, during login, if an agent makes a mistake while entering his or her Place during login, Workspace now correctly displays an error message requesting the agent to enter the correct Place. Previously, the agent was redirected to a dead-end page. (HTCC-23207)**
* **Statistics of type Float are now rounded to two decimal places. (HTCC-23147)**
* **When an horizontal scrollbar is displayed in either My Statistics or Contact Center Statistics views, the horizontal scrollbar now correctly scrolls the table contents and column headers. Previously, the scrollbar only scrolled the table content, not the column headers. (HTCC-23096)**
* **Contact Center Statistics are now correctly displayed if the name of the statistic object contains an '&'. Previously, the use of special characters in the name of statistic objects prevented statistics from being displayed. (HTCC-22908)**
* **When the administrator set a single queue for the list on login, this queue is now applied automatically. Previously, the queue wasn't taken into account and it was not possible for the agent to fill it in manually. (HTCC-22907)**
* **In Team Communicator, there are no longer action items that allow supervisors and agents to call, IM, or monitor themselves. (HTCC-22820)**
* **In the My Agents view, the supervisor no longer sees all agents when he or she isn't configured as the supervisor for any Agent Group. (HTCC-22761)**
* **If a network disconnection of only a few seconds occurs, agents are no longer required to login again when the connection is restored. (HTCC-22451)**
* **Case Data can now be removed from a Chat interaction after the Chat has been released and a Disposition has been applied. (HTCC-22266)**
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* **If a failure occurred in the embedded Salesforce console, agents were unable to mark done their interactions. This no longer occurs. (HTCC-21987)**
* **Workspace Web Edition deployed as an embedded agent desktop in Salesforce console:**

## **Release 8.5.201.46 (10/14/16)-Hot Fix**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.46 | 10/14/16 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.5.201.50 (11/04/16)-General**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.50 | 11/04/16 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **The Call Monitoring icon is now correctly displayed when a call is being both monitored and recorded. Previously, the Call Monitoring icon was not displayed to an agent while the call was being recorded, only before or after recording. (HTCC-24511)**
* **During a consultation call, the active consultation is now displayed in Team Communicator when an agent attempts to complete a transfer of the call to the consultation target. Previously, in some environments, when a consulting agent tried to transfer the call to a consultation target, the active consultation was not displayed in Team Communicator. (HTCC-24467)**
* **There is no longer a delay in the My Agents view when the user navigates to another page. (HTCC-24043)**
* **Workspace now supports WebRTC for Chrome browser 52.0.2743.116 or higher. Previously in this scenario, agents could not hear the caller and the caller could not hear the agent. (HTCC-24020)**
* **Previously, the Chat Pending indicator incorrectly restarted when the contact sent a new message. Now, the Chat Pending indicator only restarts after an agent sends a new message. (HTCC-23637)**
* **If the 'accessibility.voicemail-message-change-bell' option is configured, the voicemail bell/tone now correctly plays when a new voicemail is received. (HTCC-23603)**
* **If an agent double-clicks on the dial button in Team Communicator, Workspace no longer sends a second dial operation. Previously, this action resulted in a warning message. (HTCC-23587)**
* **Workspace Web Edition deployed as an embedded agent desktop in Salesforce console:**
* **(HTCC-23174)**
* **The Call Monitoring icon is now correctly displayed when a call is being both monitored and recorded. Previously, the Call Monitoring icon was not displayed to an agent while the call was being recorded, only before or after recording. (HTCC-24511)**
* **During a consultation call, the active consultation is now displayed in Team Communicator when an agent attempts to complete a transfer of the call to the consultation target. Previously, in some environments, when a consulting agent tried to transfer the call to a consultation target, the active consultation was not displayed in Team Communicator. (HTCC-24467)**
* **There is no longer a delay in the My Agents view when the user navigates to another page. (HTCC-24043)**
* **Workspace now supports WebRTC for Chrome browser 52.0.2743.116 or higher. Previously in this scenario, agents could not hear the caller and the caller could not hear the agent. (HTCC-24020)**
* **Previously, the Chat Pending indicator incorrectly restarted when the contact sent a new message. Now, the Chat Pending indicator only restarts after an agent sends a new message. (HTCC-23637)**
* **If the 'accessibility.voicemail-message-change-bell' option is configured, the voicemail bell/tone now correctly plays when a new voicemail is received. (HTCC-23603)**
* **If an agent double-clicks on the dial button in Team Communicator, Workspace no longer sends a second dial operation. Previously, this action resulted in a warning message. (HTCC-23587)**
* **Workspace Web Edition deployed as an embedded agent desktop in Salesforce console:**
* **(HTCC-23174)**

## **Release 8.5.201.61 (01/27/17)-General**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.61 | 01/27/17 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **Workspace now supports global and individual media state management through the My Agents tab for multimedia-only agents. (HTCC-25909)**
* **Workspace no longer plays a tone when a chat interaction is selected in the History tab. (HTCC-25771)**
* **Agents can now see the details of selected interactions in the Contact History and My History views for all pages in the search results. Previously, details were available only for results displayed on the first page of these views. (HTCC-25701)**
* **The Contact History details area is now correctly displayed by default. Previously, agents had to click the View Details button to view this area. (HTCC-25632)**
* **When marking a call or a chat done without selecting a disposition if dispositions are mandatory, the warning message displayed is now in the format: "You must select a '<Business Attribute Display Name>' before closing", where '<Business Attribute Display Name>' is the configured business attribute display name. (HTCC-25595)**
* **The Assign button is now displayed in the Contact Information tab of an interaction if an agent has the Contact Assignment privilege specified, but not the Save Contact privilege.
  (HTCC-25570)**
* **Browser zoom is now correctly supported. Previously, a warning message was displayed if the browser zoom wasn't set to 100%. Other display issues could also occur. (HTCC-25148)**
* **Agents can now launch a new session of Workspace immediately after closing the previous one. Previously in this scenario, the new session wasn't fully initialized resulting in unexpected behavior. (HTCC-24943)**
* **Workspace now supports global and individual media state management through the My Agents tab for multimedia-only agents. (HTCC-25909)**
* **Workspace no longer plays a tone when a chat interaction is selected in the History tab. (HTCC-25771)**
* **Agents can now see the details of selected interactions in the Contact History and My History views for all pages in the search results. Previously, details were available only for results displayed on the first page of these views. (HTCC-25701)**
* **The Contact History details area is now correctly displayed by default. Previously, agents had to click the View Details button to view this area. (HTCC-25632)**
* **When marking a call or a chat done without selecting a disposition if dispositions are mandatory, the warning message displayed is now in the format: "You must select a '<Business Attribute Display Name>' before closing", where '<Business Attribute Display Name>' is the configured business attribute display name. (HTCC-25595)**
* **The Assign button is now displayed in the Contact Information tab of an interaction if an agent has the Contact Assignment privilege specified, but not the Save Contact privilege.
  (HTCC-25570)**
* **Browser zoom is now correctly supported. Previously, a warning message was displayed if the browser zoom wasn't set to 100%. Other display issues could also occur. (HTCC-25148)**
* **Agents can now launch a new session of Workspace immediately after closing the previous one. Previously in this scenario, the new session wasn't fully initialized resulting in unexpected behavior. (HTCC-24943)**

## **Release 8.5.201.68 (03/24/17)-General**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.68 | 03/24/17 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **Agents can no longer log in on more than one Place at a time. An error message is now displayed if an agent attempts to log in to another Place from another browser or workstation. Previously, agents could log in simultaneously to two different Places. (HTCC-26444)**
* **The underscore character ("\_") is now recognized as a tokenizer in Team Communicator searches for agents, interaction queue, routing point and skill targets. Previously the text after this character wasn't searchable directly, and you had to set also the first part. For example, to search for the "My\_Routing" routing point, the agent had to enter "My\_" or "My\_R", if only "Rout" was used, the routing point was not found. (HTCC-11594)**
* **Agents can no longer log in on more than one Place at a time. An error message is now displayed if an agent attempts to log in to another Place from another browser or workstation. Previously, agents could log in simultaneously to two different Places. (HTCC-26444)**
* **The underscore character ("\_") is now recognized as a tokenizer in Team Communicator searches for agents, interaction queue, routing point and skill targets. Previously the text after this character wasn't searchable directly, and you had to set also the first part. For example, to search for the "My\_Routing" routing point, the agent had to enter "My\_" or "My\_R", if only "Rout" was used, the routing point was not found. (HTCC-11594)**

## **Release 8.5.201.76 (05/19/17)-General**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.76 | 05/19/17 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **Workspace now supports the creation of personal favorite category names that contain spaces. Previously, the category name was truncated at the first space character. (HTCC-27024)**
* **Personal and corporate favorites are now correctly displayed in Team Communicator. Previously, in some environments these were not displayed when the Favorites filter was selected in Team Communicator. (HTCC-27005)**
* **Facebook comments can now be placed into the draft workbin. (HTCC-26906)**
* **When an agent receives an interaction notification and a toast native to the browser is displayed on top of the Workspace notification, the agent can now close it by clicking on it. Previously, to close it, the agent had to click the x button on the top right corner of the toast, or click on Workspace to give it the focus. (HTCC-26894)**
* **Workspace now supports the creation of personal favorite category names that contain spaces. Previously, the category name was truncated at the first space character. (HTCC-27024)**
* **Personal and corporate favorites are now correctly displayed in Team Communicator. Previously, in some environments these were not displayed when the Favorites filter was selected in Team Communicator. (HTCC-27005)**
* **Facebook comments can now be placed into the draft workbin. (HTCC-26906)**
* **When an agent receives an interaction notification and a toast native to the browser is displayed on top of the Workspace notification, the agent can now close it by clicking on it. Previously, to close it, the agent had to click the x button on the top right corner of the toast, or click on Workspace to give it the focus. (HTCC-26894)**

## **Release 8.5.201.81 (06/08/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.81 | 06/08/17 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.5.201.84 (07/14/17)-General**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.84 | 07/14/17 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **For agents who have both Voice and Instant Messaging channels assigned to their DN, the label for the channel in the My Channels tab is now "voice, instant messaging" instead of "instant messaging". (HTCC-27680)**
* **The "Cancel the invitation" hyperlink is no longer displayed to the target agent during a single-step conference if this agent was previously engaged in a chat consultation. (HTCC-27637)**
* **Agent Desktop no longer allows agents to sent empty Tweets. Previously, doing so caused Agent Desktop to be stuck (HTCC-27583)**
* **In free seating environments, if an agent selects a Place that is already in use, Workspace no longer invalidates the agent session. Previously, the session was invalidated, and in some cases the session of the agent using the Place was also affected. (HTCC-27532)**
* **Workspace now correctly aligns text in columns with column heads. (HTCC-27317)**
* **Web Services now returns a 403 status code for the StartContactCenterSession operation if the application cannot read the place from Cassandra. Previously, a 500 status code was returned. (HTCC-27395)**
* **For agents who have both Voice and Instant Messaging channels assigned to their DN, the label for the channel in the My Channels tab is now "voice, instant messaging" instead of "instant messaging". (HTCC-27680)**
* **The "Cancel the invitation" hyperlink is no longer displayed to the target agent during a single-step conference if this agent was previously engaged in a chat consultation. (HTCC-27637)**
* **Agent Desktop no longer allows agents to sent empty Tweets. Previously, doing so caused Agent Desktop to be stuck (HTCC-27583)**
* **In free seating environments, if an agent selects a Place that is already in use, Workspace no longer invalidates the agent session. Previously, the session was invalidated, and in some cases the session of the agent using the Place was also affected. (HTCC-27532)**
* **Workspace now correctly aligns text in columns with column heads. (HTCC-27317)**
* **Web Services now returns a 403 status code for the StartContactCenterSession operation if the application cannot read the place from Cassandra. Previously, a 500 status code was returned. (HTCC-27395)**

## **Release 8.5.201.85 (07/20/17)-Hot Fix**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.85 | 07/20/17 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **Setting the presence.evaluate-presence option to false now correctly hides Agent and Agent Group presence in Team Communicator. Previously with this setting, Agent and Agent Group presence was not updated. (HTCC-27819)**
* **Setting the presence.evaluate-presence option to false now correctly hides Agent and Agent Group presence in Team Communicator. Previously with this setting, Agent and Agent Group presence was not updated. (HTCC-27819)**

## **Release 8.5.201.92 (09/15/17)-General**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.92 | 09/15/17 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **Agents can now change their state from either the My Channels tab or the Global State menu when there are issues in the environment. Previously, some states were missing from these areas. (HTCC-27931)**
* **Workspace Team Communicator no longer incorrectly reports missed calls in the list of Recent calls after the list of target types is updated. (HTCC-27914)**
* **Workspace now takes into account HTML standard responses in all cases. Previously, sometimes Workspace used the plain text part of the response instead of the HTML, causing the response to not display as expected. (HTCC-27743)**
* **Workspace now handles Facebook private messages. Previously, beginning with release 8.5.201.50, this functionality was not available. (HTCC-26731)**
* **Gplus Adapter for Salesforce**
* **Agents can now change their state from either the My Channels tab or the Global State menu when there are issues in the environment. Previously, some states were missing from these areas. (HTCC-27931)**
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* **Gplus Adapter for Salesforce**

## **Release 8.5.202.04 (11/30/17)-General**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.202.04 | 11/30/17 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **Service Client API subscription to events now works with integration at the interaction level in background mode. Previously in this scenario, events occurred only for the first interaction. (HTCC-28513)**
* **Workspace now correctly reconnects to Genesys Softphone if Genesys Softphone is stopped and restarted while an agent is logged in. (HTCC-28290)**
* **Genesys Softphone is now correctly unregistered in Disaster Recovery environments when an agent logs out. Previously, agents were prevented from logging in to a different Place after logging out in scenarios where both the Preferred SIP Server and Peer SIP Server were down at initial login. (HTCC-28242)**
* **You no longer have to disable loopback to use Microsoft Edge for Windows 10 with Genesys Softphone and Genesys Interaction Recording (GIR) Screen Recorder. (HTCC-28236)**
* **The interaction duration timer that is displayed in the toolbar of chat interactions now starts when the interaction is accepted by an agent. Previously, the timer started when the interaction entered the queue. (HTCC-27707)**
* **Previously GWS response contains an error/warning message that may disclose sensitive information. (HTCC-25263)**
* **Service Client API subscription to events now works with integration at the interaction level in background mode. Previously in this scenario, events occurred only for the first interaction. (HTCC-28513)**
* **Workspace now correctly reconnects to Genesys Softphone if Genesys Softphone is stopped and restarted while an agent is logged in. (HTCC-28290)**
* **Genesys Softphone is now correctly unregistered in Disaster Recovery environments when an agent logs out. Previously, agents were prevented from logging in to a different Place after logging out in scenarios where both the Preferred SIP Server and Peer SIP Server were down at initial login. (HTCC-28242)**
* **You no longer have to disable loopback to use Microsoft Edge for Windows 10 with Genesys Softphone and Genesys Interaction Recording (GIR) Screen Recorder. (HTCC-28236)**
* **The interaction duration timer that is displayed in the toolbar of chat interactions now starts when the interaction is accepted by an agent. Previously, the timer started when the interaction entered the queue. (HTCC-27707)**
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## **Release 8.5.202.19 (01/26/18)-Hot Fix**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.202.19 | 01/26/18 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **When Genesys Web Services attempts to recover Agent State after disconnecting and reconnecting with Interaction Server, it no longer assumes that interactions that are in the INVITED state have already been accepted by an agent. Minimum required version of Interaction Server is 8.5.106.05; earlier than this version, Interaction Server does not provide interaction status (INVITED, ACCEPTED) information. (HTCC-29115)**
* **When Genesys Web Services attempts to recover Agent State after disconnecting and reconnecting with Interaction Server, it no longer assumes that interactions that are in the INVITED state have already been accepted by an agent. Minimum required version of Interaction Server is 8.5.106.05; earlier than this version, Interaction Server does not provide interaction status (INVITED, ACCEPTED) information. (HTCC-29115)**

## **Release 8.5.202.23 (02/23/18)-General**

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| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.202.23 | 02/23/18 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **Service Client API now correctly supports external web pages that are running in secure mode (HTTPS). (HTCC-29108)**
* **If the value of of the email.reply-prefix option is set to empty, the subject for reply email interaction no longer starts with a blank space preceding the original subject from the inbound email. (HTCC-29087)**
* **In French language environments, information added to the Note tab of voice interactions where a conference is added to the interaction now display in French. Previously, the conference message added in the Note contained both French and English text. (HTCC-29071)**
* **If Agent State is updated by a third-party application while the Workspace network connection with Genesys Web Services is lost, Agent State is now correctly updated when the network connection is reestablished. Previously, when the network connection was reestablished, the actual Agent State and the Agent State reported in Workspace were out of sync. (HTCC-29069)**
* **The term "Données de contexte" is now used as the French translation for Case Data. Previously, the term "Données de contxt" was incorrectly used. (HTCC-28996)**
* **For Push Preview interactions, the Done button is now correctly available if an Agent started the call from the Party Action menu instead of from the Call Control toolbar. (HTCC-28875)**
* **Workspace now verifies that URLs sent to contacts using the Chat Push URL feature are validated to prevent XSS issues. (HTCC-28830)**
* **During call monitoring, if the external party releases the call first, the remaining participants (agent and supervisor) no longer see the call number displayed as "Unidentified". The phone number is now correctly displayed. (HTCC-27367)**
* **The Mark Done button is no longer disabled for the interactions created by redialing a hung up participant. (HTCC-28749)**
* **When the interaction.disposition.is-mandatory
  option is set to true, the call back feature is no longer available under the Participants section, which resolves the issue of call back interactions not getting closed. (HTCC-28632)**
* **Service Client API now correctly supports external web pages that are running in secure mode (HTTPS). (HTCC-29108)**
* **If the value of of the email.reply-prefix option is set to empty, the subject for reply email interaction no longer starts with a blank space preceding the original subject from the inbound email. (HTCC-29087)**
* **In French language environments, information added to the Note tab of voice interactions where a conference is added to the interaction now display in French. Previously, the conference message added in the Note contained both French and English text. (HTCC-29071)**
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* **During call monitoring, if the external party releases the call first, the remaining participants (agent and supervisor) no longer see the call number displayed as "Unidentified". The phone number is now correctly displayed. (HTCC-27367)**
* **You can now use the following query to find a list of Places with and without assigned devices: {{GET .../api/v2/places?subresources=\* }}. Previously GWS sometimes returned an incorrect list of devices. (HTCC-28950)**
* **Forced sync now works as expected if a Place does not have an assigned DN in Configuration Server but does have an assigned DN in Cassandra. (HTCC-28798)**
* **The Mark Done button is no longer disabled for the interactions created by redialing a hung up participant. (HTCC-28749)**
* **When the interaction.disposition.is-mandatory
  option is set to true, the call back feature is no longer available under the Participants section, which resolves the issue of call back interactions not getting closed. (HTCC-28632)**