Workforce Management Builder

8.5.003.10

12/17/2025

8.5.003.10

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/14/15	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Builder now builds schedules successfully for agents with the same rank and seniority. Previously, schedule building failed with an internal error if all agents had the same rank and seniority, and the `Emphasis` parameter value was set to anything but none (for example, if set to `low`, `medium`, or `strong`).

Note that this is a configuration-specific error; The `Emphasis` parameter setting is not required if all agents have the same ranking and seniority. (WFM-23524)

WFM Builder now builds schedules showing the correct number of monthly hours. Previously, monthly hours were incorrect in schedules, due to **Meals** that were conflicting with long **Meetings** and other **Meals** that did not allow for shift duration changes if the **Meal** configuration (the number of hours from shift end time) was inflexible. (WFM-23235)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.10.