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Workforce Management Builder

8.5.003.21

12/19/2025

8.5.003.21

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/19/16	Hot Fix					X

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What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

WFM Builder now reschedules Activities that are not included in Activity Sets when re-optimizing the Master Schedule using the **Reschedule activities/activity sets/task sequences** option. Previously, if the Master Schedule included agents who had shifts configured to not use Task Sequences, Activity Sets sometimes appeared in the Master Schedule incorrectly, breaking their configured **Minimum Duration** rule. (WFM-25595)

WFM Builder now successfully builds schedules with Task Sequences that have consecutive tasks with the same Activity. Previously, scheduling would sometimes fail when multiple Task Sequences of this type were present. (WFM-25558, WFM-25594)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.21.