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# Workforce Management Builder

8.5.206.02

12/15/2025

# 8.5.206.02

## Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General					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:

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WFM Builder now correctly schedules the exact number of monthly work hours specified for each agent. Previously, in configurations containing multiple shifts with non-overlapping paid durations (for example, when one shift had a paid duration of 7:00-8:00, and the other a paid duration of 8:05-9:00), WFM Builder sometimes failed to schedule agents for the expected number of hours in a monthly period. (WFM-27132)

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WFM Builder now reoptimizes Intra-Day schedules containing shifts that are not assigned to any scheduled agent's contract. Previously in this scenario, WFM Builder would sometimes fail to reoptimize Intra-Day schedules, which generated an internal error Error[1066]. (WFM-26969)

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### Product Documentation

#### [Workforce Management](#)

#### Genesys Products

#### [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.206.02.

## Supported Languages

See [Release 8.5.x Translation Support](#).