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Workforce Management Builder

8.5.210.02

12/15/2025

8.5.210.02

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/05/18	Update					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 provides improved coverage in Intra-Day schedules by reducing the staffing of Secondary Activities in Activity Sets when the requirement for Secondary Activity staffing is 0. (WFM-28484)

WFM now schedules the correct number of hours per work week when Task Sequences are inflexible and shifts have a specific duration. (WFM-28420)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.02.