



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Builder

8.5.211.00

12/19/2025

8.5.211.00

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/25/18	Update					X

Contents

- **1 8.5.211.00**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM improves staffing, by decreasing overstaffing of primary activities in Activity Sets. (WFM-28870)

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 8.5.211.00.