GENESYS™

Workforce Management Builder

8.5.216.10

12/15/2025

8.5.216.10

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/23/20	Update					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, displaying no error messages. Previously, WFM Builder sometimes displayed internal errors [1066] or File not opened after building approximately 500 schedules when the **[Log]** x-ScheduleBuilderTrace configuration option was enabled. (WFM-33132)

WFM Builder now builds schedules successfully if Contracts contain monthly hours, scheduling period work hours, and shifts all with the same paid duration. Previously in this scenario, Builder sometimes got stuck (showed some progress percentage but no actual progress) while building schedules, causing it to loop endlessly, as the longest shifts prevented some shift durations from being scheduled on the subsequent day. (WFM-33121)

WFM Builder now successfully connects to WFM Server over secure SSL/TLS connections. Previously, WFM Builder failed to connect when the **[auth]** provider configuration option was configured and a self-signed certificate was used for WFM Server. (WFM-33098)

WFM Builder now builds schedules without displaying TVector errors. Previously, WFM Builder intermittently failed to build schedules with error TVector<> index out of range when two or more task sequences assigned to the shift were configured identically. (WFM-33063)

Helpful Links

Releases Info

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

Product Documentation

Workforce Management

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List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.10.