GENESYS™

Workforce Management Builder

8.5.216.12

12/15/2025

8.5.216.12

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/08/20	Update					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Builder now ignores activity groups during schedule build. Previously, if the MultiSiteActivitiesEnabled option was set to $true$, WFM Builder might erroneously treat activity groups as multi-site activities and fail to schedule agents on activities assigned to those activity groups. (WFM-33226)

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 8.5.216.12.