GENESYS™

Workforce Management Builder

8.5.218.00

12/15/2025

8.5.218.00

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/05/21	General						X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Builder now skips schedules during the rescheduling process if they contain unknown activities or known invalid activities. Previously in this scenario, WFM Builder stopped the rescheduling process and generated the error *Incompatible timestep type*. (WFM-34456)

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 8.5.218.00.