

# **GENESYS**

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# Workforce Management Builder

8.5.220.10

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## Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/06/24	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 now provides better support for scheduling of the multi-site activities when the MultiSiteActivitiesEnabled option is set to true.

Previously, scheduling for the multi-site activities could have produced a subpar activity coverage when only multi-site activity staffing requirements were available. (WFM-37018)

Product Documentation

Workforce Management Builder

**Genesys Products** 

List of Release Notes

## Upgrade Notes

You must also upgrade WFM Server to 8.5.220.28 or higher for the changes implemented in this release to work properly.