GENESYS™

Workforce Management Data Aggregator

8.5.000.09

12/15/2025

8.5.000.09

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/14	General					X

Contents

What's New

This release contains the following new features and enhancements:

- Multi-Channel Adherence—Multiple media channels in **Schedule State Groups** track agent real-time states in the Web for Supervisors **Adherence** module; WFM Agent **Adherence Report** and **Agent State Report** now include historical multi-channel adherence percentages and non-adherence events for each channel separately.

- Support for Microsoft Windows Server 2012, native 64-bit. (WFM-21724)

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

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.09.