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Workforce Management Data Aggregator

8.5.001.04

12/20/2025

8.5.001.04

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/14	General					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:

Data Aggregator's performance is improved with decreased memory consumption in high load scenarios. Previously, when there was a large number of agents (over several thousand), a large number of **Agent Events** (over hundred thousand events per hour), and a relatively slow CPU, Data Aggregator's memory consumption would sometimes grow unabated, causing Data Aggregator to unexpectedly terminate.

This version was first released as a Hot Fix on 09/16/14. (WFM-22008)

Data Aggregator now records all collected **Agent Event** data and working agent statistics. Previously, Data Aggregator sometimes failed to record **Agent Event** data and **Working Agent** statistics when one or more **Business Units** containing **Multi-Site Activities** were configured for statistics collection and one or more child **Activity** of **Multi-Site Activities** were assigned to sites that were not tracked by the same Data Aggregator instance. (WFM-21950)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.04.