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Workforce Management Data Aggregator

8.5.003.03

12/17/2025

8.5.003.03

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/25/15	Hot Fix					X

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What's New

This release contains the following new features and enhancements:

- Agents now show as **Adherent** when their scheduled state belongs to a group with no association to a channel and the agent's real-time state has a channel state that adheres to the **Schedule State Group**. Previously, when an agent's schedules belonged to a non-channel group and the channel state was present in the real-time state, the agent showed as **Non-Adherent**. (WFM-23239)

Resolved Issues

This release contains the following resolved issues:

Data Aggregator now processes statistics from Stat Server in multi-site environments while agents are being added to sites. Previously in this scenario, Data Aggregator sometimes unexpectedly stopped processing statistics from Stat Server. This issue was found when Stat Server was installed on 64-bit systems and its response time was very slow (taking more than 15 seconds to open agent statistics). (WFM-23182)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Workforce Management](#)

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.03.