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# Workforce Management Data Aggregator

8.5.210.02

12/18/2025

# 8.5.210.02

## Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/18	Update					X

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## What's New

## Helpful Links

### Releases Info

- [List of 8.5.x Releases](#)
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### Product Documentation

#### [Workforce Management](#)

### Genesys Products

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### Important

As of Feb 2, 2018, this update replaces hot fix [8.5.210.01](#), which has been removed and is no longer available.

This release contains the following new feature and enhancement:

- Support for Microsoft Hyper-V virtual platform. See the [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

## Resolved Issues

This release contains the following resolved issues:

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Data Aggregator now supports the AL32UTF8 character set for Oracle databases. (WFM-28519)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.02.