GENESYS™

Workforce Management Data Aggregator

8.5.215.07

12/16/2025

8.5.215.07

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/07/19	General					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Data Aggregator now writes the correct values for Average Speed of Answer (ASA) and Service Level (SL). Previously, Data Aggregator would sometimes write incorrect values into the database for these statistics when commas (rather than decimal points) were used to separate decimals in the host locale. (WFM-32754)

To improve security, WFM no longer logs database connection strings. (WFM-32747, WFM-32745)

WFM now restricts users with limited team access from seeing the real-time adherence (RTA) for all teams. (WFM-32657)

WFM now provides multi-language support for Reason Codes. (WFM-31312)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.07.