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Workforce Management Data Aggregator

8.5.216.05

12/19/2025

8.5.216.05

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/17/20	Update	Unavailable				X

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What's New

Helpful Links

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Product Documentation

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Important

As of April 21, 2020, this update is no longer available as it did not function as expected. Update release [8.5.216.06](#) corrects the identified issue.

- WFM Data Aggregator now works with third-party integrations that feed WFM with actual Interaction Volume (IV) and backlog queue data. If both Data Aggregator and third-party integrations are set up to collect data for the same activity, Data Aggregator overwrites that data, even if it's not setup to collect it. Also, if Data Aggregator is not configured to collect statistics, such as IV and Backlog, it does not overwrite that information. (WFM-33099)

Resolved Issues

This release contains the following resolved issues:

WFM Data Aggregator now successfully connects to WFM Server over secure SSL/TLS connections. Previously, WFM Data Aggregator failed to connect when the **[auth]** provider configuration option was configured and a self-signed certificate was used for WFM Server.

Also, WFM Data Aggregator now fully supports TLS mutual authentication. Previously, WFM Data Aggregator rejected secure SSL/TLS connections when TLS mutual authentication was enabled and

the **[auth]** provider configuration option was configured. (WFM-33126)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.05.