



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Data Aggregator

8.5.216.06

12/15/2025

8.5.216.06

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/21/20	Update					X

Contents

- [1 8.5.216.06](#)
 - [1.1 Helpful Links](#)
 - [1.2 What's New](#)
 - [1.3 Resolved Issues](#)
 - [1.4 Upgrade Notes](#)

What's New

This release includes the following new features and enhancements:

- WFM Data Aggregator now works with third-party integrations that feed WFM with actual Interaction Volume (IV) and Backlog queue data. Before this implementation, if both Data Aggregator and third-party integrations were set up to collect data for the same activity, Data Aggregator might have overwritten that data, even if it was not setup to collect it. Now, 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)

Important

This release corrects an incomplete fix of the same issue addressed in release **8.5.216.05**.

WFM Data Aggregator now loads data from WFM Server successfully. Previously, Data Aggregator sometimes terminated unexpectedly when loading data from the WFM Server. (WFM-33103)

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 8.5.216.06.