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# Workforce Management Data Aggregator

8.5.219.04

12/19/2025

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## Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/04/22	General						X

### Contents

- [1 8.5.219.04](#)
  - [1.1 Helpful Links](#)
  - [1.2 What's New](#)
  - [1.3 Resolved Issues](#)
  - [1.4 Upgrade Notes](#)

## What's New

This release contains the following new features and enhancements:

- Workforce Management now supports dual-role assignments (Agent and Supervisor) for a single agent account. For more information about this feature and configuration details, see [Managing Dual-Role Users](#). (WFM-34955)

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

This release requires WFM Server 8.5.219.01.

## 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](#)