GENESYS

Workforce Management Data Aggregator

8.5.220.10

12/16/2025

8.5.220.10

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/05/24	Update						X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The WFM Data Aggregator (DA) now correctly handles situations when some Multi-Site Activity is deleted in the WFM UI while DA is running. Previously, deleting MSA would trigger database errors in the DA log. (WFM-37498)

The backup Data Aggregator no longer has memory growth issues in scenarios when WFM database instance was temporarily blocked for writing. (WFM-37340)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.10.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Workforce Management Data Aggregator

Genesys Products

List of Release Notes