Workforce Management Daemon

8.5.210.00

12/15/2025

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Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General					X

Contents

What's New

This release contains the following new features and enhancements:

- The WFM Daemon Application has two new configuration options: **[SMTP]** timeout and **[SMTP]** connectiontimeout. Before these options were introduced, WFM Daemon waited indefinitely for SMTP server to respond which, in some environments, caused Daemon to quit sending notifications to some sites until it was restarted. Now, after settings these options, if the SMTP server does not respond in a timely manner Daemon will continue processing notifications. These new options control when the connection timeout happens.

- Support for Windows Server 2016. See the Supported Operating Environment: Workforce Management page for more detailed information and a list of all supported operating systems.

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

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.00.

Supported Languages

See Release 8.5.x Translation Support.