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Workforce Management Daemon

8.5.218.01

12/15/2025

8.5.218.01

Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/04/21	Update						X

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What's New

This release contains the following new features and enhancements:

- As of 01/04/22, Workforce Management 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-35011)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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Product Documentation

[Workforce Management](#)

Genesys Products

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Important

This feature requires WFM Server 8.5.219.01

Resolved Issues

This release contains the following resolved issues:

The Apache library is now updated to address security vulnerabilities. (WFM-34240)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.01.