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Workforce Management Server

8.5.000.12

12/16/2025

8.5.000.12

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/14	General					X

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What's New

This release includes the following new features and enhancements:

- **Multi-Channel Adherence**—Multiple media channels in **Schedule State Groups** track agent real-time states in the Web for Supervisors **Adherence** module; WFM Agent Adherence and Agent State reports now include historical multi-channel adherence percentages and non-adherence events for each channel separately.
- **Time-Off Bidding**—Time-off requests are processed within a configured bidding period for selected date ranges. When this feature is enabled (default), WFM delays granting agent time-off requests (that fall within the bidding period) until the processing date for that bidding period. On that date WFM grants time-off requests, based on configurable criteria. Then, if there are available slots in time-off limits, WFM processes any time-off requests that were not granted, based on their submission order.
- Supports Microsoft Windows Server 2012, native 64-bit.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Workforce Management](#)

Genesys Products

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Resolved Issues

This release contains the following resolved issues:

WFM Server now correctly applies Exceptions with the **Allow Breaks and Meals during exception** option checked when resolving Calendar item statuses. Previously, if multiple Exceptions were entered for the day, WFM Server incorrectly omitted the **Allow Breaks and Meals during exception** option when determining compatibility with this **Exception** and **Shift with Meal(s)**. (WFM-21730)

WFM Server now correctly calculates the **Activity Scheduled Queue** after the **Schedule Scenario** is built. Previously, WFM Server incorrectly calculated the data from the **Schedule Scenario** for each day after the first day. (WFM-21681)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.12.