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# Workforce Management Server

8.5.001.06

12/16/2025

8.5.001.06

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/14	General					X

### Contents

- **1 8.5.001.06**
  - 1.1 Helpful Links
  - 1.2 What's New
  - 1.3 Resolved Issues
  - 1.4 Upgrade Notes

## What's New

This release includes the following new features and enhancements:

- WFM Server now supports the Actual backlog (also known as Actual queue) statistic in the `WFMPerformanceService810::SetPerformanceDataAsync` method. (WFM-21943)
- Now supervisors can specify an effective date for changes to **Schedule State Groups** (SSG). The **Effective Date** can be a date in the past, on which the changes are applied. If an effective date is specified for an SSG, the latest change is applied not from the midnight of the current day (according to the **Site** timezone, as is the default), but from the midnight of the specified effective date. (WFM-21905)
- Supervisors and agents can now delete individual items in a **Time-Off** request, while retaining the original submission date (of all other items in the request). This ensures the agent's request remains in the queue and is considered for processing. (WFM-21863)
- Supervisors and agents can now edit individual items in **Time-Off** requests. Previously, an error displayed if only some items in the same request were changed. (WFM-21756)

## 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 the following resolved issues:

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**Task Sequences** properties can now be modified when they are assigned to shifts that contain multiple **Task Sequences**. Previously in this scenario, modifying **Task Sequence** properties caused an error to display. (WFM-22025)

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Agents with skills in two **Activities** are now correctly scheduled when both **Activities** require an agent. Previously, agents with skills in two **Activities** were over-scheduled. (WFM-21999)

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WFM Server now correctly displays agents in the <none> team in the **Schedule Scenario** view. Previously, if all teams under a **Site** were not selected in the **Schedule Scenario** view, agents in the <none> team did not display. (WFM-21997)

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WFM Server now displays agents in the **Schedule Scenario** view after they are moved to another **Site**. Previously, agents disappeared from this view after they were moved. (WFM-21996)

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WFM Server now correctly sorts **Teams** or **Sites** in all **Schedule** views. Previously, in the **Schedule Intra-Day** view, WFM Server did not correctly sort **Teams** or **Sites**. (WFM-21995)

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WFM Server now considers each status update when **Wait-Listed** items are processed. Previously, when one **Wait-Listed** item was processed, the status update was not considered when the next **Wait-Listed** item was processed, causing the latter item to be incorrectly granted over the set **Time-Off** limit. (WFM-21990)

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WFM Server now correctly applies **Availability Patterns** when the agent's timezone was different from the **Site** timezone in Web for Agents > **Preferences**. Previously in this scenario, WFM Server did not correctly apply **Availability Patterns**. (WFM-21864)

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WFM Server now correctly calculates agent availability at the **Multi-Site Activity** level when using the **Time-Off Limit** wizard. Previously in this scenario, WFM Server would sometimes improperly load agent-related configuration when agents from multiple sites were involved. (WFM-21745)

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WFM Server now correctly handles **Calendar** items that are granted using the **Time-Off Limit** wizard, that impact overnight agent availability. Previously, WFM Server incorrectly indicated that the overnight portion was **Available**, even though the previous day contained a non-working or working day that ended before midnight. (WFM-21694)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.06.