Workforce Management Server

8.5.003.12

12/20/2025

8.5.003.12

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/24/15	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Now, when WFM Server has an enabled secure port, WFM Web saves modified schedules. Previously in this scenario, an issue with the chunked-encoding in WFM Server's HTTP/HTTPS stack sometimes prevented WFM Web from saving modified schedules. (WFM-23071)

WFM Server now supports schedule-change polling over WFM API with or without the acknowledgment. Starting in release 8.1.3, WFM Server discontinued support for schedule-change polling without the acknowledgment. (WFM-23053)

WFM Web now correctly displays **Activity Performance** data for the **Site** even when there are more than a thousand **Activities** configured per **Site**. Previously, WFM Server failed to retrieve the **Activity Performance** data and a database error was returned under the following conditions:

- Oracle database was used
- More than one thousand **Activities** were configured under a single **Site**
- The **Schedule Scenario** was selected
- The **Schedule Scenario** was associated with a **Forecast Scenario**

(WFM-22843)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.12.