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# Workforce Management Server

8.5.003.14

12/17/2025

# 8.5.003.14

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/19/15	Hot Fix					X

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## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

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The WFM Server API `PerformanceBinaryService800::GetData` method provides the ability to obtain **Forecast** information for multiple **Multi-Site Activities** in one request (compared to requesting data for each activity separately). This improves load time when the data for a large number of **Multi-Site Activities** is requested. WFM Builder uses the `PerformanceBinaryService800::GetData` method to load this type of data when building schedules. (WFM-23226)

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The maximum size of the **Schedule State Group (SSG) History** record is increased (from 7000 bytes to 256 kilobytes) and can now store very large SSG records. Previously, the SSG history record was not stored if the SSG contained hundreds of **Activities**, which might have impacted the **Historical Adherence** report because it uses the oldest or most recent version of the SSG record. This improvement is applicable to Oracle database only. (WFM-23225)

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The **Schedule State Group (SSG) History** now loads correctly. Previously, the SSG history sometimes loaded incorrectly, resulting in incorrect data in the **Agent Adherence** report. (WFM-23224)

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The presentation of the **Performance Graph** in the **Schedule Intra-Day** view is now much faster when the selected target is a **Business Unit** or **Mult-Site Activity**. (WFM-23223)

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Agents are now shown as **Adherent** when their scheduled state belongs to a group with no association to a channel and the agent's real-time state has a channel state that adheres to the **Schedule State Group**. Previously, when an agent's schedules belonged to a non-channel group and the channel state was present in the real-time state, the agent was shown as **Non-Adherent**. (WFM-23197)

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Sorting by the **Overtime** column now works correctly in the schedule. Previously, sorting by the **Overtime** column was not working correctly after WFM replaced contract-defined **Overtime** with the **Marked Time**-based **Overtime**. (WFM-23160)

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## Helpful Links

### Releases Info

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

### Product Documentation

[Workforce Management](#)

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WFM Server now processes unused bonus hours correctly, with no time-off balance reporting discrepancies. Previously, there were discrepancies in time-off balance reporting if bonuses had no end time and the **Time-Off Management** report or **Time-Off Balance** report periods were longer than 6 weeks. (WFM-23122)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.14.