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Workforce Management Server

8.5.003.17

12/19/2025

8.5.003.17

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/24/15	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:

WFM Server uses less memory when caching **Schedule Coverage** for the **Schedule Intra-Day** view. Previously, WFM Server sometimes used an excessive amount of memory when schedule coverage was displayed in the **Schedule Intra-Day** view if the coverage included hundreds of **Activities**. (WFM-23508)

The ServiceLevelMethod configuration option in the ForecastService section of WFM Server Application can now be used to enable alternative **Average Speed of Answer** (ASA) calculations. If the scheduled ASA is unreasonably low, set this option value to 2. If this option has previously been set up to 1, set this option value to 3. (WFM-23493)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.17.