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Workforce Management Server

8.5.003.18

12/19/2025

8.5.003.18

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/05/15	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:

When splitting the **Staffing Forecast**, WFM Server now copies the Service Time and Average Time to Abandon parameters from **Multi-Site Activities** to the associated local **Activities**. This enables WFM Server to calculate the **Scheduled Service** objectives for associated local **Activities**, by using the same parameters as those used for **Multi-Site Activities**. Previously, when performing split staffing, WFM Server used a value of 0 for the Service Time and Average Time to Abandon parameters on local **Activities**, and obtained its staffing requirements from the result of the **Multi-Site Activities** staffing split. (WFM-23730)

Helpful Links

Releases Info

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

Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.18.