Workforce Management Server

8.5.003.19

12/16/2025

8.5.003.19

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/02/15	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Server now performs **Staffing Forecast Split** at a rate closer to that of previous WFM Server versions (earlier than 8.5). Previously, when WFM Server 8.5 performed the staffing split, **Forecast** factors such as **Service Level** and **ASA** were loaded unnecessarily, causing the **Staffing Forecast Split** to be unacceptably slow. (WFM-23910)

WFM Server now loads **Shift** item sequences (**Breaks/Meals**) correctly. Previously, **Shift** items did not load correctly if multiple sequence items contained different minimum paid hours. (WFM-23905)

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 8.5.003.19.