



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

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

- **1 8.5.003.19**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

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.