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Workforce Management Server

8.5.003.21

12/16/2025

8.5.003.21

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/12/15	Hot Fix					X

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What's New

This release contains only resolved issues.

Resolved Issues

This release contains the following resolved issue:

WFM Server now provides improved performance of **Scheduled** and **Forecast Service Level** (SL) and **Average Speed of Answer** (ASA) in certain cases where it takes more than 15 seconds to complete these calculations, and when the **Average Time to Abandon** (ATA) parameter is enabled. (WFM-23950)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.21.