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Workforce Management Server

8.5.003.24

12/16/2025

8.5.003.24

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/05/16	Hot Fix					X

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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 now presents Scheduled Overtime correctly when Multi-Site Activities (MSA) have assigned time zones that are different from the time zones of the Single-Site Activities (SSA) that make up the MSA, or any activity (MSA or SSA) has a selected granularity greater than 15 minutes. Previously, this data was incorrectly aggregated, which affected the presentation of the Scheduled Overtime statistic. (WFM-25238)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.24.