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

Contents

What's New

This release includes only resolved 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)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.24.

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