GENESYS

Workforce Management Server

8.5.003.28

12/16/2025

8.5.003.28

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/25/16	Hot Fix					X

Contents

What's New

This release contains the following new features and enhancements:

- A new WFM Server Application option, found in the **[ForecastService]** configuration section, enables a volume-splitting algorithm that determines agent availability for activities, based on the **Master Schedule**.
  When the SplitBySchedule **configuration option is set to** on **(enabled), the volume-splitting algorithm considers the existing Master Schedule to establish when, and on what activities agents are available. On days when there is no Master Schedule, the splitting algorithm considers agent availability for activities in the usual way. (WFM-25527)**

- This release of Workforce Management provides new warning messages in the following instances:

  - WFM Web for Supervisors presents a warning message when part-day **Exceptions** are inserted via the **Insert Multiple Wizard** in the **Schedule** view, if the **Exception** partly overlaps the shift. You can choose to ignore the warning and insert the truncated **Exception**. (WFM-25526)

  - WFM Web for Supervisors presents a warning message when part-day **Exceptions** are inserted in the **Calendar** view that interfere with a rotating schedule for that day. You can choose to ignore the warning and insert the **Exception** or cancel it. (WFM-25525)

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

Resolved Issues

This release contains the following resolved issues:

Granted full-day **Time-Off** items in the WFM Web for Supervisors **Calendar** view are now correctly inserted into published schedules when the **Insert Granted Calendar Items** option is checked. Previously, granted full-day **Time-Off** items with specified start and end times were not inserted into published schedules or were incorrectly inserted as part-day **Time-Off** items. (WFM-25530)

Schedule scenarios that are based on the **Master Schedule** are now always created successfully. Previously, creating schedule scenarios failed if the newly created scenario did not contain all activities that had scheduled work on them in the **Master Schedule** on which the schedule scenario was based. (WFM-25505)

In the WFM Web for Supervisors **Performance** > **Intra-Day** view, **Actual Performance** statistics now display much faster when there are large activity groups or multi-site activities containing more

than 1000 activities. (WFM-25462)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.28.