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Workforce Management Server

8.5.003.30

12/16/2025

8.5.003.30

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/14/16	Hot Fix					X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

An improved algorithm for staffing calculations now enables WFM to successfully save schedules after building them. Previously, WFM sometimes got stuck when saving schedules, due to an endless loop condition within the backlog staffing calculation algorithm. (WFM-25837)

WFM Server memory management is improved when the **[ScheduleService] EnableCoverageCache** configuration option value is set to 1. Previously, setting this option value to 1 caused excessive memory use over time. (WFM-25822)

In the Web for Supervisors **Forecast** module, site activity split values are now correctly calculated when, schedule-based multi-site to single-site activity splitting is enabled for the Interaction Volume and the activity site time zone is later than the multi-site activity time zone. (Resolves known issue [WFM-25548](#)). (WFM-25709)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.30.