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Workforce Management Server

8.5.100.24

12/18/2025

8.5.100.24

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/15	General					X

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What's New

This release contains the following new features and enhancements:

- WFM Server now performs data synchronization between the Genesys Configuration database and the WFM database.
- New Options—The following options are new in WFM Server Application's ConfigService section:
 - SynchronizationCheckUpdatesTimeoutSec
 - SynchronizationLevel
 - SynchronizationTimeout

For detailed descriptions of these configuration options, see [WFM Server Options in the Workforce Management Administrator's Guide](#).

- Option Moved—The LocalTimezones configuration option is now located in WFM Server Application's ConfigService section. Previously, this option was in the Configuration Utility Application.
- Option Removed—The AdjustCarryOverByBonus configuration option has been removed from WFM Server Application's CalendarService section and is no longer in use.
- Support for Oracle 12c Database Management Systems
- Support for Microsoft SQL Server (MSSQL) 2014

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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Resolved Issues

This release contains the following resolved issues:

WFM Server now correctly performs **Site** constraint validation Minimum Duration Between the Start Times of Two Consecutive Working Days against Minimum Duration Between the End of the Day and Start of Next Working Day. Previously, WFM Server incorrectly performed validation if either of these parameters was set to Unlimited and would issue an inappropriate Warning message. (WFM-22556)

WFM Server now disregards **Historical** data for **Events** that have an impact lower than -99 percent. (WFM-22552)

Teams, based on **Profiles** are now display in the **Agent** selection tree in the **Schedule Intra-Day**

and **Weekly** views. Previously, the profile-based **Teams** sometimes did not appear in the **Agent** selection tree in these views. (WFM-22280)

The Team name is now always displayed in the **Schedule Scenario Intra-Day** view. Previously, the **Team Name** column would sometimes be empty if the selected **Teams** in the **Agent** tree, included some that were fully selected and others that were only partially selected. (WFM-22095)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.24.