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Workforce Management Server

8.5.101.08

12/18/2025

8.5.101.08

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/15	General					X

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What's New

This release contains the following new features and enhancements:

- WFM Server now supports time-off limits for specific **Time-Off** types by verifying two limits for each type—the existing limit for **All Time-Off** types (the default setting in the **Calendar > Time-Off Limits** view) and the new type-specific **Time-Off** limits. Previously, WFM Server supported only one limit per **Team**, **Site**, **Activity**, or **Multi-Site Activity**.

WFM currently checks all time-steps that intersect with **Time-Off** items against the following limits:

- The agent's **Site** limit
- The agent's **Team** limit (if a limit is assigned to the team)
- All limits associated with **Activities** that the agent is working on that day (skilled **Activities**, not scheduled)
- All limits on **Multi-Site Activities** to which the agent **Activities** belong (if any)

The limits listed above are currently applicable to **Time-Off** types that are configured with the Counts towards Time-Off Limits setting enabled.

After feature implementation, in addition to the above limits WFM will check the type-specific limits. Since each **Time-Off** item belongs to a single **Time-Off** type, for each item being processed, WFM will check the limits that apply to that **Time-Off** type only. Then, because these **Time-Off** limits can be configured for **Sites**, the agent's **Team**, **Activities**, and **Multi-Site Activities**, WFM will also check all objects (that are applicable to the agent objects described above) for type-specific limits. If the limit is reached by any of the agent's **Time-Off** items, WFM will not process the **Time-Off** request.

WFM Server applies **Time-Off** limits to all configured **Time-Off** types that contribute to the total **Time-Off** limit when:

- Agents enter **Time-Off** requests
- Supervisors grant time off
- WFM automatically processes the wait-list

WFM Server also calculates the available **Time-Off** slots based on the **Time-Off** type being requested or granted. WFM Server calculates the correct number of **Time-Off** type slots by checking two sets of limit values—one for **All Time-Off** types and another for the specific **Time-Off** type. (WFM-23124)

- WFM Server supports new features in WFM Web that enable you to more effectively assign agents to **Rotating Patterns** and easily determine how agents are distributed among weekly rotations. WFM Server supports new sorting, distribution, and filtering of agents among weekly rotations.

Access this functionality in WFM Web for Supervisors in the **Policies > Rotating Patterns > Associated Agents** view. For more information about these new features, see the [WFM Web 8.5 Release Note](#). (WFM-23176)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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Resolved Issues

This release contains the following resolved issues:

WFM Server now responds faster when prompted to prepare data for display in the Performance Information Graph in some scenarios. This issue was originally fixed in [WFM-23495](#). (WFM-23509)

WFM Server now uses less memory when caching schedule coverage for the **Schedule Intra-Day** view. Previously, WFM Server sometimes used an excessive amount of memory when schedule coverage was displayed in the **Schedule Intra-Day** view if the coverage included hundreds of **Activities**. (WFM-23507)

WFM Server now correctly resolves **Time-Off** statuses for all **Time-Off** types. This issue was originally fixed in [WFM-23376](#). (WFM-23490)

WFM Server now responds faster when prompted to save the **Intra-Day Schedule** and display the **Performance Graph**. (WFM-23489)

The method that retrieves **Forecast** parameters from the WFM database has been improved and no longer produces database errors. Previously in certain Oracle Relational Database Management System (RDBMS) configurations, a database error would sometimes appear in default WFM Server configurations. (WFM-23475)

WFM Server performance is now improved when returning indicators that specify whether data (**IV**, **AHT**, or **Staffing**) is present for **Activities** in a **Forecast Scenario**. This issue was originally fixed in [WFM-23339](#). (WFM-23474)

WFM Server now schedules **Breaks** in the correct time slots when multiple **Shifts** are inserted with **Shift** items in the **Intra-Day Schedule**. Previously in this scenario, WFM Server incorrectly scheduled all **Breaks** into the same time slot. (WFM-23279)

After deployment of the WFM Language Pack (LP), all instances of the word *Vacation* are now translated into the correct language in WFM Web. Previously, after deployment of the WFM Language Pack (LP), some instances of the word *Vacation* incorrectly appeared in english, rather than the language of the LP. (WFM-23259)

The **Schedule State Group** (SSG) history now loads correctly. This issue was originally fixed in [WFM-23224](#). (WFM-23178)

The **Performance Graph** in the **Schedule Intra-Day** view now displays significantly faster when the selected target is a **Business Unit** or **Multi-Site Activity**. (WFM-23149)

The **Schedule Totals** report now displays accurate totals for **Activities**. Previously, **Activity** totals were sometimes calculated incorrectly if some schedule states (like **Breaks**) started and ended in the middle of a 15-minute timestep. (WFM-23148)

WFM Server now processes unused bonus hours correctly, with no **Time-Off Balance** reporting discrepancies. Previously, there were discrepancies in used bonus hours in **Time-Off Balance** reporting if bonuses had no end time and the **Time-Off Management** report or **Time-Off Balance** report periods were longer than 6 weeks. (WFM-23123)

The **Overtime** column in schedules now sorts correctly, as designed. Previously, this column did not sort correctly after **Contract**-defined **Overtime** was replaced with **Marked Time**-based **Overtime**. (WFM-23101)

The **Forecast Scenario** can now be viewed even if all scenario **Activities** are deleted by the user. Previously, if the scenario **Activities** were deleted, the **Forecast Scenario** was no longer visible. (WFM-23096)

A new parameter in WFM API supports WFM Server by enabling it to calculate **Time-Off** balances while excluding carry-over hours, providing accurate data when calculating time off. Carry-over hours are now calculated using a separate algorithm. (WFM-23070)

WFM Server has a new configuration option in its ConfigService configuration section. The `AcceptZeroSkillLevel` option, which was previously in Data Aggregator, controls the same functionality (including default behavior), but is now performed by WFM Server. For a detailed description of this option, see the [WFM Server Options](#) in the *Workforce Management Administrator's Guide*. (WFM-23008)

WFM Server supports importing of **Forecast IV** and **AHT** from **Partial-Day** data in WFM Web's **Forecast > Import** view. Previously, WFM Server only supported import of **Full-Day** data (from all timesteps in the day). (WFM-22973)

Now after **Automatic Carry Over**, if an agent's **Time-Off Rule** changes, the previous (historical) **Time-Off Rule's** end date becomes the date that the change occurred. Previously, the **Automatic Carry-Over** process did not update inactive (historical) **Time-Off Rule** records. (WFM-22665)

WFM Server now moves agents between teams 50% faster than in previous versions. (WFM-21671)

WFM Server's algorithm used to determine **Full-Day Time-Off** paid hours has been improved, and now considers the agent's eligible **Activities** open hours. Previously, WFM Server only considered available **Contract** and **Shift** start/end times. (WFM-21216)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.08.