Workforce Management Server

8.5.101.09

12/16/2025

8.5.101.09

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/28/15	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Server now successfully imports **Performance** data when the data set contains only a few items. Previously in this scenario, the request status was reported as unsuccessful in the log and no data appeared in the database. (WFM-23553)

The **Skills** synchronization process now works correctly (as designed). Previously, the **Skills** synchronization process stopped working when the synchronization level changed from 0 to 2. (WFM-23526)

The **Time-Off** type description now appears correctly in the **Calendar Audit** report after it is edited and saved to the WFM database. Previously in this scenario, a different **Time-Off** type description appeared in the report, instead of the correct description.

When supervisors or agents make changes and save **Time-Off** type descriptions using a previous WFM Server release, they will now appear as recorded. (WFM-23517)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.09.