



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Server

8.5.101.12

12/19/2025

8.5.101.12

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/20/16	Hot Fix					X

Contents

- **1 8.5.101.12**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Server no longer allows agents to request time off if there is insufficient Time-Off balance, the **[CalendarService]** `AutoPublishTimeOffToSchedule` configuration option value is set to 1, and the **[CalendarService]** `CalendarOverScheduleData` configuration option value is set to 0. Previously in this scenario, WFM Server allowed agents to request time off and scheduled it immediately, causing a negative Time-Off balance. (WFM-25634)

WFM Server's response time is improved when inserting Time-Off items. (WFM-25325)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.12.