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Workforce Management Server

8.5.101.23

12/20/2025

8.5.101.23

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/02/16	Hot Fix					X

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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:

Supervisors with full access rights to WFM objects and modules can now remove object access rights to certain sites or teams from a user's access rights. Previously, in specific configurations, supervisors were unable to remove access rights to site or team objects and the user's access rights remained unchanged. In these cases, WFM displayed a Warning message. (WFM-26107)

In multi-site schedule scenarios, selected sites and teams now appear correctly in agent schedules, after a single site and team is selected from another site in the agents' selection tree. Previously, WFM displayed the schedules for selected teams, but not for selected sites. (WFM-26060)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.23.