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Workforce Management Server

8.5.203.21

12/17/2025

8.5.203.21

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/16	General					X

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What's New

This release contains the following new features and enhancements:

- Support for the new implementation and enhancements to Time-Off Bidding.

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 no longer allows agents to request time off for multiple days if there is insufficient time-off balance and WFM Server Application's **[CalendarService]** AutoPublishTimeOffToSchedule option value is set to 1. Previously in this scenario, WFM Server allowed agents to request time off for multiple days and scheduled it immediately, causing a negative time-off balance. (WFM-26082)

WFM Server now supports synchronization with a multi-language Configuration Server. It also resolves synchronization issues with the Configuration Server version 8.5.1 or later. Previously, WFM Server would not correctly synchronize names containing international characters if connected to the Configuration Server version 8.5.1 or later. (WFM-25980)

The schedule state information returned by the API along with the schedules now always contains a correct color information. Previously, the color information of some activity states was intermittently returned empty. (WFM-25931)

In the Web for Supervisors Forecast module, when schedule-based multi-site to single-site activity splitting is enabled for the Interaction Volume and the activity site time zone is later than the multi-site activity time zone, then the site activity split will always be zero on the day after the last day of the published schedule for the site. (WFM-25548)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.21.

Supported Languages

See [Release 8.5.x Translation Support](#).