GENESYS

Workforce Management Server

8.5.204.05

12/17/2025

8.5.204.05

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/14/16	General					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Server now loads Shift item sequences (Breaks/Meals) correctly. Previously, if a new Shift item sequence was inserted, Shift items were loaded incorrectly and showed empty if multiple sequence items contained different Minimum Paid Hours. (WFM-26444)

WFM now correctly calculates Schedule Coverage after changes made to the schedule are undone. Previously, WFM did not update the Schedule Coverage after changes were undone and users had to click **Refresh** to obtain accurate coverage data. (WFM-26318)

WFM Server now provides improved performance of Scheduled and Forecast Service Level (SL) and Average Speed of Answer (ASA) in certain cases where it takes more than 15 seconds to complete these calculations, and when the Average Time to Abandon (ATA) parameter is enabled. (WFM-25701)

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 8.5.204.05.