GENESYS™

Workforce Management Server

8.5.205.08

12/17/2025

8.5.205.08

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/16	General					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Importing Forecast IV and AHT data now works correctly. Previously, importing Deferred activities for certain IV or AHT data would sometimes fail. (WFM-26697)

WFM Server now calculates the Full-Day Time Off duration properly for Time-Off Rule validation when the **[CalendarService]** DetermineFullDayTimeOffStartEndPaidHours configuration option is set to true. Previously, Time-Off Rule validation sometimes failed when the Full-Day Time Off duration was calculated using this configuration. As a result, requests that should have been placed in Wait Lists were not queued and the time-off item would incorrectly be scheduled, even if limitations were exceeded. (WFM-26642)

WFM now adds all Time-Off requests to a wait list when Multi-Site Activities (MSA) have limit values that are met or exceeded. Previously in this scenario, some Time-Off requests were not wait-listed.

Time-off requests submitted before this fix is applied will not be automatically approved (autogranted). After this fix is applied, a supervisor must manually approve these requests. (WFM-26600)

Schedule notifications that were not acknowledged by the WFM API client immediately are now preserved. Previously, these notifications were displaced. (WFM-26556)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.08.

Supported Languages

See Release 8.5.x Translation Support.