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Workforce Management Server

8.5.205.10

12/18/2025

8.5.205.10

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/25/17	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:

WFM Server now handles large numbers of simultaneous agent time-off requests. Previously, after updating to 8.5.205.08, WFM Server would unexpectedly terminate when handling a large number of agent requests. (WFM-26840)

WFM's Time-Off Balance report now shows the correct time-off balances after the time-off rule Start Date when agents are moved from one site to another. Previously, when agents were moved, their time-off balances for the days after the time-off rule Start Date were incorrect in the Time-Off Balance report. (WFM-26810)

WFM now correctly calculates time-off balances and shows zero balances for days not covered by a time-off rule in the Time-Off Balance report. Previously, the Time-Off Balance report showed incorrect balances if the time-off rule for a time-off item did not cover all days (for example, when there were two consecutive time-off rules and a gap between the configured End Date for the first rule and the Start Date for the second rule). (WFM-26809)

WFM now correctly handles work sets when they are inserted into the middle of a shift that has multiple breaks. Previously, when work sets were inserted into the middle of a shift with multiple breaks, any breaks that overlapped the work set disappeared. (WFM-26776)

WFM now displays a warning when the time-off balance limitation is exceeded. Previously, WFM did not display a warning if a supervisor added a time-off item that exceeded the limitation to an existing schedule and the configuration option **[CalendarService]** CalendarOverScheduleData was set to 0. (WFM-26744)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.10.