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# Workforce Management Server

Release Notes 8.5.x

11/16/2025

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# Workforce Management Server 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Workforce Management Server. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

## Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

### Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
<a href="#">8.5.220.34</a>	01/17/25	Update					X
<a href="#">8.5.220.32</a>	11/04/24	Update					X
<a href="#">8.5.220.28</a>	09/06/24	Update					X
<a href="#">8.5.220.27</a>	08/13/24	Update					X
<a href="#">8.5.220.18</a>	04/19/24	Update					X
<a href="#">8.5.220.15</a>	02/09/24	Update					X
<a href="#">8.5.220.08</a>	11/29/23	Update					X
<a href="#">8.5.220.06</a>	10/23/23	Update					X
<a href="#">8.5.220.04</a>	09/07/23	General					X
<a href="#">8.5.219.45</a>	06/09/23	Update					X
<a href="#">8.5.219.43</a>	05/17/23	Update					X
<a href="#">8.5.219.42</a>	05/02/23	Update					X
<a href="#">8.5.219.38</a>	04/07/23	Update					X
<a href="#">8.5.219.36</a>	03/21/23	Update					X
<a href="#">8.5.219.33</a>	02/24/23	Update					X
<a href="#">8.5.219.27</a>	12/22/22	Update					X
<a href="#">8.5.219.26</a>	12/16/22	Update					X
<a href="#">8.5.219.24</a>	09/19/22	Update					X
<a href="#">8.5.219.22</a>	08/30/22	Update					X
<a href="#">8.5.219.20</a>	08/04/22	Update					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.219.19	07/21/22	Update					X
8.5.219.18	07/04/22	Update					X
8.5.219.17	06/03/22	Update					X
8.5.219.14	04/18/22	Update					X
8.5.219.12	04/07/22	Update					X
8.5.219.11	03/28/22	Update					X
8.5.219.09	03/18/22	Update					X
8.5.219.01	12/23/21	General					X
8.5.218.36	11/23/21	Update					X
8.5.218.33	11/09/21	Update					X
8.5.218.29	10/08/21	Update					X
8.5.218.27	09/23/21	Update					X
8.5.218.23	08/25/21	Update					X
8.5.218.19	08/11/21	Update					X
8.5.218.18	07/22/21	Update					X
8.5.218.17	07/15/21	Update					X
8.5.218.16	06/23/21	Update					X
8.5.218.15	06/14/21	Update					X
8.5.218.14	06/02/21	Update					X
8.5.218.11	05/12/21	Update					X
8.5.218.07	03/04/21	Update					X
8.5.218.06	02/25/21	Update					X
8.5.218.05	01/15/21	Update					X
8.5.218.04	12/23/20	Update					X
8.5.218.03	12/21/20	Update					X
8.5.218.02	12/11/20	General					X
8.5.218.01	12/09/20	General					X
8.5.218.00	11/20/20	General					X
8.5.217.10	01/08/21	Hot Fix					X
8.5.217.08	11/11/20	Update					X
8.5.217.01	09/14/20	General					X
8.5.216.12	08/13/20	Update					X
8.5.216.11	07/01/20	Update					X
8.5.216.08	05/12/20	Update					X
8.5.216.06	04/17/20	Update					X
8.5.216.02	02/28/20	General					X
8.5.215.09	11/07/19	General					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.214.16	09/12/19	Update					X
8.5.214.14	08/19/19	Update					X
8.5.214.10	06/27/19	Update					X
8.5.214.08	05/08/19	General					X
8.5.212.27	10/11/19	Update					X
8.5.212.26	09/05/19	Update					X
8.5.212.25	05/02/19	Update					X
8.5.212.24	03/11/19	Update					X
8.5.212.21	01/22/19	Update					X
8.5.212.18	12/28/18	Update					X
8.5.212.13	11/09/18	Update					X
8.5.212.08	09/28/18	Update					X
8.5.212.03	08/31/18	Update					X
8.5.212.01	08/02/18	Update					X
8.5.211.06	07/26/19	Update					X
8.5.211.04	06/06/19	Update					X
8.5.211.03	09/12/18	Update					X
8.5.211.02	07/02/18	Update					X
8.5.211.00	05/25/18	Update					X
8.5.210.11	05/07/18	Update					X
8.5.210.10	04/19/18	Update					X
8.5.210.08	03/16/18	Update					X
8.5.210.02	01/09/18	Hot Fix					X
8.5.210.01	12/22/17	General					X
8.5.209.08	10/30/17	General					X
8.5.208.05	09/22/17	General					X
8.5.207.09	06/27/17	General					X
8.5.206.05	04/05/17	Hot Fix					X
8.5.206.04	03/28/17	General					X
8.5.205.10	01/25/17	Hot Fix					X
8.5.205.08	12/22/16	General					X
8.5.204.07	11/10/16	Hot Fix					X
8.5.204.05	10/14/16	General					X
8.5.203.22	08/16/16	Hot Fix					X
8.5.203.21	07/29/16	General					X
8.5.202.08	07/26/16	Hot Fix					X
8.5.202.07	06/08/16	Hot Fix					X



Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.202.06	04/29/16	General					X

## Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.101.24	08/16/17	Hot Fix					X
8.5.101.23	08/02/16	Hot Fix					X
8.5.101.21	07/18/16	Hot Fix					X
8.5.101.12	04/20/16	Hot Fix					X
8.5.101.10	12/16/15	Hot Fix					X
8.5.101.09	08/28/15	Hot Fix					X
8.5.101.08	07/31/15	General					X
8.5.100.26	04/28/15	Hot Fix					X
8.5.100.24	03/16/15	General					X

## Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.003.33	11/16/16	Hot Fix					X
8.5.003.32	08/15/16	Hot Fix					X
8.5.003.30	06/14/16	Hot Fix					X
8.5.003.29	05/10/16	Hot Fix					X
8.5.003.28	03/25/16	Hot Fix					X
8.5.003.25	03/11/16	Hot Fix					X
8.5.003.24	02/05/16	Hot Fix					X
8.5.003.23	01/26/16	Hot Fix					X
8.5.003.22	12/17/15	Hot Fix					X
8.5.003.21	11/12/15	Hot Fix					X
8.5.003.19	11/02/15	Hot Fix					X
8.5.003.18	10/05/15	Hot Fix					X
8.5.003.17	07/24/15	Hot Fix					X
8.5.003.16	07/17/15	Hot Fix					X
8.5.003.15	07/02/15	Hot Fix					X
8.5.003.14	06/19/15	Hot Fix					X
8.5.003.12	04/24/15	Hot Fix					X
8.5.003.09	04/09/15	Hot Fix					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.003.08	03/24/15	Hot Fix					X
8.5.003.05	02/04/15	Hot Fix					X
8.5.003.02	12/22/14	Hot Fix					X
8.5.003.01	12/15/14	General					X
8.5.001.06	09/26/14	General					X
8.5.000.13	08/07/14	Hot Fix					X
8.5.000.12	06/27/14	General					X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Workforce Management Server, see the [8.1 Release Note](#) (Cumulative).

## Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

- Discontinued support for WFM Web server components:
  - WFM 32-bit executables
  - Windows 2008, 32-bit
  - Windows 2008, 64-bit compatibility mode
  - Windows 7
- IBM AIX platform (all versions)

<b>Discontinued as of</b>	Date: <b>04/29/16</b>	Release: <b>8.5.202.06</b>
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## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Workforce Management Server, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

## Related Resources

For additional information about Workforce Management Web, see the following documentation:

- The documentation related to this software is available from the [Workforce Management](#) product page.
- The [Workforce Management Administrator's Guide](#) introduces the product, presents its architecture, offers deployment-planning recommendations and considerations, explains how to configure and install the WFM 8.1 components, explains how to start and stop all components, explains how to use the WFM Database Utility, provides troubleshooting suggestions, and includes a list of WFM-specific terms and their definitions.
- The [Workforce Management Web for Supervisors Help](#) explains how to use the Supervisors web interface to create forecasts and schedules, make schedule and staffing changes, and to track Agent real-time adherence and contact center performance. WFM Web for Supervisors also contains the WFM reporting functions.
- The [Workforce Management Agent Help](#) explains how to use the Agents web interface to check agent schedules, request time off and working hours, adjust other preferences, and make schedule trades with other agents.
- The [Workforce Management ETL Database Reference](#) explains how to use the Extract, Transform, and Load (ETL) schema to enable Genesys Interactive Insights and other third party reporting applications to design and create custom reports, by using Genesys Workforce Management data.
- The [Workforce Management Options Reference](#) contains a complete list of WFM configuration options, descriptions, and instructions for use.
- The [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Workforce Management components.

Release Notes for other Genesys components are available [here](#).

# Translation Support

## Workforce Management Server

This page summarizes translation support for 8.5.x releases of Workforce Management Server for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 8.5.x releases, see [Available Releases](#).

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (\*) next to a release number of a Language Pack indicates that special considerations for this release are described in the [Internationalization Issues](#) section in [Known Issues and Recommendations](#).

### Release 8.5.2 Translation Support

The following table indicates translation support for particular 8.5.2 releases of Workforce Management Server.

Language	English (US) Release											
	8.5.2198.01	8.5.2188.01	8.5.2168.01	8.5.2148.01	8.5.2128.01	8.5.2108.01	8.5.2088.01	8.5.2068.01	8.5.2048.01	8.5.2028.01	8.5.2008.01	8.5.202.06
<b>Arabic (Saudi Arabia)</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.02	Not Available
<b>Chinese (Simplified)</b>	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.212.00	8.5.211.00	Not Available	Not Available	8.5.205.00	8.5.203.00	Not Available
<b>Chinese (Traditional)</b>	8.5.219.14	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00	Not Available
<b>Czech</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00	Not Available
<b>French (Canada)</b>	Not Available	8.5.218.00	8.5.216.02	8.5.214.00	Not Available	8.5.212.00	8.5.211.00	8.5.207.00	8.5.206.00	Not Available	8.5.203.00	Not Available
<b>French (France)</b>	8.5.219.14	Not Available	Not Available	8.5.214.00	8.5.212.00	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00	Not Available
<b>German (Germany)</b>	Not Available	8.5.218.00	8.5.216.02	Not Available	8.5.212.00	Not Available	Not Available	8.5.207.00	Not Available	8.5.205.01	8.5.203.02	8.5.203.01
<b>Italian</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.207.00	8.5.206.00	8.5.205.01	Not Available	8.5.203.01
<b>Japanese</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.207.00	Not Available	Not Available	8.5.203.00	Not Available

<b>Korean</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00	Not Available
<b>Portuguese (Brazilian)</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00	Not Available
<b>Russian</b>	Not Available	Not Available	8.5.216.02	Not Available	Not Available	8.5.212.00	Not Available	Not Available	Not Available	Not Available	8.5.203.00	Not Available
<b>Spanish (Latin America/Mexico)</b>	Not Available	8.5.218.19	Not Available	Not Available	Not Available	8.5.212.00	Not Available	Not Available	Not Available	Not Available	8.5.203.00	Not Available
<b>Turkish</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00	Not Available

## Release 8.5.1 Translation Support

The following table indicates translation support for particular 8.5.1 releases of Workforce Management Server.

Language	English (US) Release	
<b>8.5.100.24</b>	<b>8.5.100.00</b>	
<b>Arabic (Saudi Arabia)</b>	8.5.100.00	Not Available
<b>Chinese (Simplified)</b>	8.5.100.00	Not Available
<b>Chinese (Traditional)</b>	8.5.100.00	Not Available
<b>Czech</b>	8.5.100.00	Not Available
<b>French (Canada)</b>	8.5.100.00	Not Available
<b>French (France)</b>	8.5.100.00	Not Available
<b>German (Germany)</b>	Not Available	8.5.100.00
<b>Italian</b>	8.5.100.00	Not Available
<b>Japanese</b>	8.5.100.00	Not Available
<b>Korean</b>	8.5.100.00	Not Available
<b>Portuguese (Brazilian)</b>	8.5.100.00	Not Available
<b>Russian</b>	8.5.100.00	Not Available
<b>Spanish (Latin America/Mexico)</b>	8.5.100.01	Not Available
<b>Turkish</b>	8.5.100.00	Not Available

## Release 8.5.0 Translation Support

The following table indicates translation support for particular 8.5.0 releases of Workforce Management Server.

Language	English (US) Release	
<b>8.5.000.12 HF</b>	<b>8.5.000.12</b>	

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<b>Arabic (Saudi Arabia)</b>	Not Available	8.5.000.00
<b>Chinese (Simplified)</b>	Not Available	8.5.000.00
<b>Czech</b>	Not Available	8.5.000.00
<b>French (Canada)</b>	Not Available	8.5.000.00
<b>French (France)</b>	8.5.000.01	8.5.000.00
<b>German (Germany)</b>	Not Available	8.5.000.00
<b>Italian</b>	Not Available	8.5.000.00
<b>Korean</b>	Not Available	8.5.000.00
<b>Portuguese (Brazilian)</b>	Not Available	8.5.000.00
<b>Russian</b>	Not Available	8.5.000.00
<b>Spanish (Latin America/ Mexico)</b>	Not Available	8.5.000.00
<b>Turkish</b>	Not Available	8.5.000.00

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# Known Issues and Recommendations

## Workforce Management Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workforce Management Server. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

When sorting the Calendar table by Start Time or End Time, a two-level sorting is now applied:

1. The table is first sorted by the Date column.
2. It is then sorted by the selected Start Time or End Time within each date.

This behavior differs from the original logic, where sorting was applied only to the selected time column, regardless of the date. This change may impact some workflows that rely on single-column time-based sorting.

ID: <b>WFM-37762</b>	Found In: <b>8.5.220.15</b>	Fixed In:
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When an agent submits a community Trade proposal for a week (or a specific set of dates within that week) that crosses into two different months, it is invisible to other agents in WFM Web for Agents UI > Trading > Trades > Community. This occurs even for those agents who are fully eligible to participate in this trading.

This issue has been confirmed in WFM Server version 8.5.216.02, released on February 28, 2020, and may also affect earlier versions.

To avoid this issue, the agent should submit two separate community Trade proposals spanning the dates within the same month, instead of a single proposal with dates across the month's border. Alternatively, an agent can submit a personal Trade proposal with a set of dates that crosses into two different months.

ID: <b>WFM-37818</b>	Found In: <b>8.5.216.02</b>	Fixed In:
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In certain scenarios, when multiple overtime periods are booked simultaneously or with only a short gap between them, WFM Server may fail to schedule them correctly. Specifically, some of these overtime periods may appear in the master schedule as exceptions rather than being scheduled as work, as intended.

This issue has been confirmed in WFM Server version 8.5.216.02, released on February 28, 2020, and may also affect earlier versions.

To avoid this issue, ensure that overtime periods are scheduled sequentially with sufficient time between bookings. This allows the system to properly commit each change before the next is processed.

ID: <b>WFM-37678</b>	Found In: <b>8.5.216.02</b>	Fixed In:
----------------------	-----------------------------	-----------

When user observes the schedule history after agent's schedule update cleanup record is presented as substituted with newly added schedule.

ID: <b>WFM-37734</b>	Found In: <b>8.5.219.33</b>	Fixed In:
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The Activity/Multi-Site Activity assignments of the Time-off Bidding Periods and Overtime Offers can sometimes disappear and later reappear affecting the corresponding functionality. This only happens if more than one WFM Server is running in the environment. The issue can be triggered by the modifications to the Time-off Bidding Periods and Overtime Offers configuration objects but it does not affect data integrity in the database and it always clears after WFM Servers are restarted.

ID: <b>WFM-37564</b>	Found In: <b>8.5.220.27</b>	Fixed In: <b>8.5.220.32</b>
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There are intermittent communication issues between WFM Server and Data Aggregator.

ID: <b>WFM-36745</b>	Found In: <b>8.5.219.26</b>	Fixed In: <b>8.5.219.36</b>
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This known issue includes the following:

- Slow performance and unresponsiveness observed in WFM Server.
- The database error is displayed when **Schedule Audit Reports** are generated by keeping the **Present action's details** option cleared.
- Intermittent network connectivity issue is observed between WFM components related to the HTTP chunked-encoding.

ID: <b>WFM-36688</b>	Found In: <b>8.5.219.26</b>	Fixed In: <b>8.5.219.33</b>
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Incorrect **Time Steps** are shown in the **Performance Intra-Day** view when the **Site's/BU's** time zone and **Show Whole Day** options are selected.

ID: <b>WFM-36505</b>	Found In: <b>8.5.219.24</b>	Fixed In: <b>8.5.219.33</b>
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WFM does not support the America/Ciudad\_Juarez IANA timezone.

ID: <b>WFM-36746</b>	Found In: <b>8.5.219.22</b>	Fixed In: <b>8.5.219.38</b>
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The **Required Staffing** values are not loaded from the template which leads to blank **Req** column.



ID: **WFM-36483**Found In: **8.5.219.22**Fixed In: **8.5.219.33**

WFM Server terminates some agents unexpectedly after enabling the **RestoreTerminatedAgents** option.

ID: **WFM-36436**Found In: **8.5.219.22**Fixed In: **8.5.219.33**

The expected break at the shift start is not scheduled if overtime is scheduled before the shift start.

ID: **WFM-36188**Found In: **8.5.219.20**Fixed In: **8.5.220.04**

It is currently not possible to build schedules for multiple sites simultaneously.

**Workaround:** Build schedules for each site in the scenario one at a time.

ID: **WFM-36024**Found In: **8.5.219.18**Fixed In: **8.5.219.19**

Load-balancing is not working correctly in WFM Server version 8.5.219.11, causing all incoming requests to be processed by the same server. This issue is resolved in the next release of WFM Server.

ID: **WFM-35563**Found In: **8.5.219.11**Fixed In: **8.5.219.12**

An agent who is promoted to the Administrator role cannot see the agent bidding scenarios to which they were added as a candidate if they do not have access privileges to **Schedule > All scenarios**.

**Workaround:** Assign access privileges for **Schedule > All scenarios** to the promoted agent.

ID: **WFM-35474**Found In: **8.5.219.09**Fixed In: **8.5.219.11**

When selecting time-off types for multiple sites in the **Calendar Items** filter, types that were not selected are also displayed.

**Workaround:** Select time-off types for only one site instead of multiple sites.

ID: **WFM-35830**Found In: **8.5.218.36**Fixed In: **8.5.219.18**

Starting with release 8.5.219.11, WFM Server fails to save or delete a Multi-Site Activity or Activity Group.

ID: **WFM-35604**Found In: **8.5.218.11**Fixed In: **8.5.219.14**

In environments where a combination of 8.5.217 and 8.5.218 WFM components are deployed, in the **Users > Role Privileges** view, some users might have **Add/Edit/Delete** access rights to a certain view or module but not **Read** access, as expected.

ID: <b>WFM-33448, WFM-33447</b>	Found In: <b>8.5.218.00</b>	Fixed In:
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The Schedule Bidding Report shows incorrect bid and position column values.

ID: <b>WFM-36721</b>	Found In: <b>8.5.217.02</b>	Fixed In: <b>8.5.219.36</b>
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Warning messages do not display as expected when agents create overtime requests that violate the duration constraint of unpaid meals or breaks.

ID: <b>WFM-33373</b>	Found In: <b>8.5.217.01</b>	Fixed In: <b>8.5.219.26</b>
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Starting with WFM Server 8.5.216.02, WFM Language Packs are supported on Windows 2019.

ID: <b>WFM-33682</b>	Found In: <b>8.5.216.02</b>	Fixed In: <b>8.5.216.02</b>
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In the latest Web for Supervisors **Forecast > Scenarios** view, if the first business unit is expanded to display the sites, activities, and multi-site activities in the tree, WFM Server sometimes terminates unexpectedly.

**Workaround:** To temporarily resolve this issue, turn off SOAP trace logging.

ID: <b>WFM-33078</b>	Found In: <b>8.5.216.02</b>	Fixed In: <b>8.5.216.06</b>
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WFM miscalculates time-off balances for some part-day time-off types that are set to the same day if they are assigned to a single time-off rule.

**Note:** This issue, originally fixed in **8.5.210.10**, was accidentally reintroduced in the process of fixing issue WFM-30831.

ID: <b>WFM-30831</b>	Found In: <b>8.5.212.03</b>	Fixed In: <b>8.5.212.08</b>
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WFM now correctly translates the time-off type **Vacation** as **Vacances**. Previously, it was incorrectly translated as **Congé payé (Paid time-off)**.

ID: <b>WFM-29749</b>	Found In: <b>8.5.207.00</b>	Fixed In: <b>8.5.211.00</b>
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New Time-off Bidding Period properties are not yet reflected in the Configuration Audit Report. The report will be updated in a future release.

ID: <b>WFM-26113</b>	Found In: <b>8.5.203.21</b>	Fixed In: <b>8.5.203.22</b>
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Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

ID: <b>WFM-32749, WFM-31185, WFM-31421</b>	Found In: <b>8.5.203.00</b>	Fixed In: <b>8.5.203.00</b>
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When the **Forecast** is being imported, WFM Server returns an error if more than one type of statistics (for example, **IV** and **AHT**) is selected and the date range is not aligned with the **Day Start Time** (for example, 0:00).

ID: <b>WFM-23570</b>	Found In: <b>8.5.101.09</b>	Fixed In: <b>8.5.200.05</b>
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A known issue exists in configurations in which multiple **Time-Off** types are assigned to a single **Time-Off Rule**. The carry-over hours from a previous **Time-Off Rule** is returned and available for use by every **Time-Off** type that had hours carried over from a previous **Time-Off Rule** period. If the **Time-Off** type had no hours carried over, the hours from other **Time-Off** types (with their respective, previous **Time-Off Rule** periods) are not available for use and not displayed when that particular **Time-Off** type is selected.

This issue occurs only in WFM release 8.5.1.

ID: <b>WFM-22865</b>	Found In: <b>8.5.101.00</b>	Fixed In: <b>8.5.101.08</b>
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If the WFM Server Application configuration option `AdjustCarryOverByBonus` is set to `false` before upgrading to WFM 8.5.1, the unused balance of endless **Time-Off** bonuses can sometimes be lost. To work around this issue, re-award bonuses to agents, if applicable.

ID: <b>WFM-22977</b>	Found In: <b>8.5.100.24</b>	Fixed In: <b>8.5.100.25</b>
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In the Web for Supervisors **Calendar** view, WFM does not present the warning message indicating that an Exception can be incompatible with Rotating Patterns in the following circumstances:

1. If the previous day has no Rotation Patterns (or has a Shift that dictates the start and end times).
2. If the current day (when the Exception is granted) has a granted Rotating Pattern.
3. If the Exception ends before the Rotating Pattern (for the current day) starts.

In these circumstances the warning does not appear, even if the Exception's end time is after 12 PM (meaning it cannot fit the potential overnight Shift from the previous day).

ID: <b>WFM-25552</b>	Found In: <b>8.5.003.28</b>	Fixed In: <b>8.5.202.06</b>
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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.

ID: <b>WFM-25548</b>	Found In: <b>8.5.003.28</b>	Fixed In: <b>8.5.203.21</b>
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The **Agent Adherence** report might show an agent as not adherent when the agent is scheduled on a **Scheduled State** that is not associated with a channel and is actually not adherent to it, but there is a channel **Scheduled State** within the adherence threshold from the current time, to which the agent is adherent.

ID: <b>WFM-23295</b>	Found In: <b>8.5.003.14</b>	Fixed In: <b>8.5.101.08</b>
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When using **Report Scheduler**, multi-site activities selected in the report **Data Page** are incorrectly reset during migration to 8.0.x or later versions and must be selected again when migration is complete.

ID: <b>WFM-23005</b>	Found In: <b>8.5.003.02</b>	Fixed In:
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In the following scenarios, Paid Time Off is incorrectly deducted twice from the Time-Off balance and will be incorrect in the Time Off Management Report:

- In the **CalendarService** configuration section, the **CalendarOverScheduleData** option value is not set to **0**.
- There is no schedule on the date of the time-off.
- This Time-Off item is scheduled on an overnight shift from the previous day.

ID: <b>WFM-25281</b>	Found In: <b>8.1.300.24</b>	Fixed In: <b>8.5.202.02</b>
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WFM Server might display a split warning for **Interaction Volumes** that were not split, if any period contains a day that was changed to Daylight Saving Time (DST) and **Business Unit** timezone (from which the **Multi-Site Activity** was split) is different from any one of the **Site** time zones (to which **Activities** were split).

ID: <b>WFM-19595</b>	Found In: <b>8.1.200.15</b>	Fixed In:
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When agents can work overnight, they appear as available for both days. When **Day Off Possible** rules are applied to available agents, the algorithm looks for the possible day off on that calendar date, so it is possible that the overnight portion might produce different limit values from those for the previous day.

ID: <b>ER# 270572439</b>	Found In: <b>8.1.000.53</b>	Fixed In:
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## Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Workforce Management Server unless otherwise noted in the issue description.

This 8.5.x product release supports Language Packs. Use 8.5.x-compatible Language Packs upon their availability.

This release does not support 8.1.x Language Packs.

Language Packs allow installers to select the language, in which the user interface and online Help

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files are displayed. For details about available Language Packs, including the languages, see the [Translation Support](#) page in this release note.

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Starting with WFM Server 8.5.216.02, WFM Language Packs are supported on Windows 2019.

ID: <b>WFM-33682</b>	Found In: <b>8.5.216.02</b>	Fixed In: <b>8.5.216.02</b>
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Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

ID: <b>WFM-32749, WFM-31185, WFM-31421</b>	Found In: <b>8.5.203.00</b>	Fixed In: <b>8.5.203.00</b>
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WFM now correctly translates the time-off type **Vacation** as **Vacances**. Previously, it was incorrectly translated as **Congé payé (Paid time-off)**.

ID: <b>WFM-29749</b>	Found In: <b>8.5.207.00</b>	Fixed In: <b>8.5.211.00</b>
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# Release 8.5.2

## Workforce Management Server Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Workforce Management Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.220.34

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/17/25	Update						X

### What's New

This release includes only resolved issues.

- Workforce Management (WFM) Server now supports Single Sign-on (SSO) with any Identity Provider (IDP) supporting OpenID Connect (OIDC) protocol. Use the `idp` option in the **[auth]** section to configure the identity provider details. For more configuration details on the identity provider, see the knowledge base article [Workforce Management support for the Single Sign On SSO \(000109597\)](#).

**Note:** WFM Web 8.5.220.37 or higher is required to enable this feature. (WFM-37420)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Management Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

WFM Server now always saves the schedules received from the WFM Builder successfully. Previously, WFM Server could not save schedules if WFM Builder was configured `true` for the **MultiSiteActivitiesEnabled** option. (WFM-37664)

---

The WFM's Extract, Transform, and Load (ETL) process no longer fails if the WFM configuration contains **Sites** or **Business Units** that doesn't contain an assigned time zone. (WFM-37660)

---

The saved **Report Task properties** are now correctly synchronized across multiple servers and presented to the end user consistently. Previously, some of the **Report Task properties** failed to synchronize across multiple servers and showed up inconsistently depending on the server serving the user's session. (WFM-37659)

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The **Published Schedules** are now correctly synchronized across multiple servers and presented to the end user consistently. Previously, the **Published Schedules** could sometimes fail to synchronize across multiple servers and show up inconsistently depending on the server serving the user's session. (WFM-37654)

---

User authentication-related messages are now localized according to the browser's locale. **Note:** WFM Web 8.5.220.37 or higher is required for this fix. (WFM-36733)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.34.



8.5.220.32

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/04/24	Update						X

### What's New

This release contains the following new features and enhancements:

- All schedule-trading-related messages are now shown in the language locale of the current user. Previously, some messages were shown in the locale of the user that executed the action responsible for the message, like publishing the schedule. (WFM-37540)
- The audit report database queries are now executed with the *no lock* hint in SQL Server, which allows the database maintenance jobs, like reindexing, to run in the background unimpeded. (WFM-37555)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

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Published schedules are now correctly synchronized across multiple servers and presented to the end user consistently. Previously, the published schedules could sometimes fail to synchronize across multiple servers and show up inconsistently depending on the server serving the user's session. (WFM-37624)

---

The Activity/Multi-Site Activity assignments of the Time-off Bidding Periods and Overtime Offers do not spontaneously disappear anymore. This happened previously if more than one WFM Server was running in the environment. (WFM-37564)

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The WFM now always displays a correct time off balance for the agents. Previously, if the agent had time off on the date of time off carry-over, then time-off hours used by the agent on that date could have been incorrectly deducted twice depending on the bonus rules used with the time off rule. (WFM-37525)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.32.

8.5.220.28

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/06/24	Update						X

### What's New

This release contains the following new features and enhancements:

- WFM Server now supports automatic splitting of multi-site activity staffing requirements when saving schedules built by WFM Builder. It facilitates an improved multi-site activity schedule coverage. (WFM-37538)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Management Server](#)

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### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

You must also upgrade WFM Builder to 8.5.220.10 or higher for the changes implemented in this release to work properly.

8.5.220.27

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/13/24	Update						X

### What's New

This release contains the following new features and enhancements:

- WFM now prevents deleting Business Unit (BU) configuration objects that still have Site configuration objects linked to them. Previously, deleting BU object would also irreversibly delete all linked Site objects together with all Site linked data, like forecasts, schedules, and etc. (WFM-36844)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Management Server](#)

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[List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

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Schedule Changes Approval validation now warns if there is a conflict of the scheduled exceptions. (WFM-37514)

---

The WFM is no longer polluting the Calendar Audit log with the redundant repeating records. Previously, multiple redundant records could have been generated in the audit log by the system when processing time off waitlist. (WFM-37510)

---

The intermittent WFM Server load balancing issues were addressed and the functionality was made more robust and dependable. Previously, the WFM could sometimes direct to the stopped instances or distribute the load unevenly. (WFM-37478, WFM-37411)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.27.

8.5.220.18

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/19/24	Update						X

### 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:

---

The logging of request's Client ID (originator) is now always correct and corresponds to the logged request's IP address. (WFM-37395)

---

The planned/unplanned overhead calculations are now showing correct values. This functionality was accidentally broken in the previous version. (WFM-37400)

---

Correct message "Authentication failed" is now presented while failed login attempt to WFM Web. (WFM-36734)

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The order of the database table locking was aligned across all schedule-saving operations to prevent database deadlocks and consequentially improve performance. (WFM-37430)

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### Product Documentation

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.18.

8.5.220.15

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/09/24	Update						X

### What's New

This release contains the following new features and enhancements:

- If the agent performs a rollback of an automatically approved exception that has a payback on another day shift, the exception will now be removed along with the related payback. (WFM-37315)
- Agents are now allowed to rollback their schedule changes using the new option AgentScheduleRollback. Previously, agents submitted their overtime request bids, and when they became approved as part of their schedule, agents were able to delete the schedule changes via their agent user interface. (WFM-37182)
- Master schedule changes committed after an agent's pending changes are now merged with the agent's pending schedule, if possible. Incompatible changes will automatically decline the agent's pending schedule. Calendar time-offs previously auto-approved and published to the master schedule will no longer auto-approve existing pending schedules for the same dates. (WFM-36830)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Management Server](#)

#### Genesys Products

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### Resolved Issues

This release contains the following resolved issues:

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WFM Server is now compatible with Genesys URS skills-based routing even when RestoreTerminatedAgents option is enabled. Previously, some WFM agents were not recognized by

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Genesys URS if those agents were terminated and later restored back in WFM. (WFM-37242)

---

The negative variance values are now correctly presented in the **Performance > Intra-Day** view of the new user interface. Previously, “-” was shown instead of the negative values. (WFM-37209)

---

The comments added to the master schedule for the terminated agents are now properly kept and displayed across the corresponding master schedule modules. Previously, the schedule comments of the terminated agents disappeared in some scenarios. (WFM-37171)

---

The total hours for the paid full-day time offs and paid full-day exceptions are now calculated correctly in the **Schedule State Group Totals** view. (WFM-37169)

---

The schedules sorted by start or end times in the schedule intra-day view are now sorted correctly, even when schedules from multiple different time zones are selected. (WFM-37168)

---

The overtime added before or after the shift is now scheduled correctly. Previously, some breaks on the shift were not scheduled correctly if there was extra shrinkage scheduled. (WFM-37135)

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The race condition is discovered and addressed in WFM Server that sometimes caused the WFM Server to terminate unexpectedly while running configuration synchronization task. (WFM-37000)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.15.

8.5.220.08

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/29/23	Update						X

### What's New

This release contains the following new features and enhancements:

- Workforce Management Server now supports structured logging to the file containing one-line log records formatted in JSON format. This allows integration with the centralized log aggregation and viewing systems such as Grafana and Loki. The JSON log can optionally be enabled by setting up a new set of x-json-log configuration options in the Log section. For more details on JSON logging, see the [Log section](#) of WFM Server configuration options.
- WFM Server now supports distributed tracing of the HTTP requests using Open Telemetry protocol (OTLP). All HTTP requests now propagate the OTLP tracing headers. The corresponding request trace\_id and span\_id are also logged in the logs for tracking and integration purposes. All WFM backend servers can also be configured to export traces via OTLP gRPC exporter. This allows integration with the distributed tracing collection and visualization systems such as Grafana and Tempo. For more details on distributed tracing, see the [trace](#) section of WFM Server configuration options.  
(WFM-35961)
- WFM introduces optional offloading of the time-off requests for later offline processing by the waitlist processing task. It allows freeing the WFM Server from the need for synchronous processing of resource-expensive time-off requests at a time when multiple agents request time-offs at the same time. Currently, even when time-off waitlisting is enabled, the WFM Server synchronously checks the validity of the time-off request (including balance and limits) before waitlisting the request, which creates an avoidable load on the server, all at the worst time. Enabling time-off offloading will waitlist eligible time-off requests instantly and perform further time-off limits and balance validation offline during waitlist processing.

The time-off offloading can be enabled or disabled by setting the new WFM Server application option, OffloadWaitlistedRequests.

This option is disabled by default to preserve existing functionality. The OffloadWaitlistedRequests

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option has a dependency on the existing option `WaitlistTimeout`, which must be enabled on at least one WFM Server.

When this option is disabled (by default), the time-off request would become waitlisted only if time-off limits were reached and would be instantly granted or declined in all other cases (for example, insufficient time-off balance). When this option is enabled, all time-off requests that can be waitlisted are instantly waitlisted. The request status is resolved offline during the waitlist processing. The time-off requests that were auto-declined during the waitlist processing are now allowed to be deleted by the agent to make it possible for the agents to resubmit another time-off request on the same date. The agents are still not allowed to delete the declined time-off request if it was declined by the supervisor.

### Tip

This option is not included in the template by default. You must create it yourself. For instructions about how to create new options, see [Creating New Configuration Sections and Options](#).

## Resolved Issues

This release contains the following resolved issues:

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The response time of some slow-performing requests has been greatly improved. Previously, the requests to load performance intra-day information executed very slowly, consuming a lot of CPU when the target time zone was unavailable or the local time zone was used. (WFM-37128)

---

The WFM Server running in the backup mode no longer consumes an extra CPU core when configuration synchronization is enabled. (WFM-37124)

---

The Meeting Scheduler now schedules meetings successfully. Previously, the Meeting Scheduler failed to schedule a meeting when the meeting's time interval was set as 00:00 to 00:00 and the selected time zone differed from the site's time zone. (WFM-37085)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.08.

8.5.220.06

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/23/23	Update						X

### What's New

This release contains the following new features and enhancements:

- A new option `tz_mode` is added as a workaround for the situation when WFM Server was updated to use the latest time zone database but the WFM Web or Java on the client side was not updated to use the latest time zone information.  
When **tz\_mode** is set to `posix`, the WFM API (used by WFM Web) will not use built-in Java API for the IANA time zones, instead it will use the time zone information returned by the WFM Server to calculate DST times. (WFM-36818)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

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### Important

WFM Web 8.5.220.07 or higher is required for this functionality.

### Resolved Issues

This release contains the following resolved issues:

The WFM ETL no longer gets stuck. Previously, the ETL cycle could get stuck and never finish when

the ETL configuration had a long DaysBack/DaysAhead period and the configured DayChunk was small. (WFM-37054)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.06.

8.5.220.04

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/07/23	General						X

### What's New

This release contains the following new features and enhancements:

- Starting from version 8.5.220.04, WFM server no longer allows schedule data retrieval using API requests when an empty agent filter is specified. To improve system performance, empty agent filters will now return an empty response. For best results, include your Business Unit ID at minimum, or include the Site ID or other filters.

All Schedule-related APIs (WFMScheduleService) that take an agent filter (CfgAgentFilter) as a parameter are potentially impacted. This includes GetAgentState, GetAgentDay, GetAgentTotals, OpenAgentDaySnapshot, OpenAgentDaySnapshotAsync, GetScheduleAgent, OpenScheduleAgentSnapshot. Other services (such as WFMCalendarService, and WFMAherenceService) are not impacted. (WFM-37299, WFM-37397)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Management Server](#)

#### Genesys Products

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### Resolved Issues

This release contains the following resolved issues:

---

Time-off limits wizard was fixed to perform time zone conversion when limits are set for MSA with different from site time zone. (WFM-36941)

---

If the "First Come First Serve" time-off bidding method is used, the agent's order or priority will now be based on the timestamp of the last time-off submission within the bidding period rather than the

---

---

timestamp of the agent's "Ready" state. (WFM-36596)

---

Agents now will be able to add overtime to the beginning of their shift schedules containing part-day time-offs. (WFM-36269)

---

All expected breaks are now scheduled after overtime insertion before the shift start if possible. (WFM-36188)

---

The performance of the agents' schedule trade eligibility checking operation was improved. (WFM-36901)

---

WFM Server no longer returns HTTP code 429 (Too many requests) when a synchronous request is not complete within the timeout of 5 minutes. (WFM-36840)

---

The WFM Server is no longer leaking memory when loading time-off limits for the Site. (WFM-37003)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.04.

8.5.219.45

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/09/23	Update						X

### 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:

---

The loading of the bidding candidates list for the profile-based schedules was optimized for better performance. (WFM-36877)

---

#### Product Documentation

[Workforce Management Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.45.



8.5.219.43

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/17/23	Update						X

### 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:

---

Fixed memory leaking found in WFM Server. (WFM-35940)

---

Improves the load time of the agent's schedule-bidding view. Previously, this view was taking a long time to load when the bidding scenario contained a big number of profile agents. (WFM-36821)

---

#### Product Documentation

[Workforce Management Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.43.

8.5.219.42

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/02/23	Update						X

### What's New

As of 05/17/23, this release is no longer available due to the discovery of a critical issue. If you've already downloaded the 8.5.219.42 version of the software, do not install it.

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Management Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Important

This issue is resolved in the 8.5.219.43 release of Workforce Management Server.

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.42.

8.5.219.38

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/07/23	Update						X

### What's New

- Support for Microsoft Windows Server 2022. See the [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Manual](#) for more detailed information and a list of all supported operating systems. (WFM-36298)

### 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's built-in IANA time zone database has been updated to the latest available version, 2023.3. (WFM-36746)

---

#### Product Documentation

[Workforce Management Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.38.

8.5.219.36

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/21/23	Update						X

### 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:

---

The WFM ETL job no longer fails due to intermittent connectivity with WFM Server issues. (WFM-36747)

---

The intermittent communication issues between WFM Server and Data Aggregator identified in 8.5.219.26 release is resolved.(WFM-36745)

---

The Schedule Bidding Report now shows correct bid and position column values. Earlier this report displayed incorrect values since WFM Server 8.5.217.02 version. (WFM-36721)

---

#### Product Documentation

[Workforce Management Server](#)

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[List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.36.

8.5.219.33

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/24/23	Update						X

### What's New

This release contains the following new features and enhancements:

- This enhancement includes the following in WFM Server:
  - Performance and responsiveness is improved such that it no longer deteriorates over the time.
  - The database error is no longer displayed when **Schedule Audit Reports** are generated by keeping the **Present action's details** option cleared.
  - Addressed the intermittent network connectivity issue between WFM components related to the HTTP chunked-encoding. (WFM-36688)
- To improve overall performance, some requests from WFM Server to the Oracle WFM database, which currently use a client-side cursor when performing database queries, can be optionally set to use a server-side cursor. A new configuration option, LOBCursorLocation, is introduced to specify the type of cursor to use with database queries that read Large Object (LOB) columns. By default, a client-side cursor is used for LOB columns. The new option is specified in the [Server] section of the WFM Server application. (WFM-36603)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

The waitlisted calendar time-off items are now correctly removed from **Wait-list** when those items can no longer be auto-granted for any reasons. Additionally, the number of past days to be processed in the waitlist process can be configured by using the new WaitlistLookBackDays option.

---

(WFM-36632)

---

Correct **Time Steps** are now shown in the **Performance > Intra-Day** view (that is, starting with 12.00 AM) when the **Site's/BU's time zone** and **Show Whole Day** options are selected.

(WFM-36505)

---

The **Required Staffing** values are now loaded from the template. Previously, at the end of the template import, the **Req** column was blank. (WFM-36483)

---

WFM Server no longer terminates some agents unexpectedly after enabling the `RestoreTerminatedAgents` option. (WFM-36436)

---

Anticipated values for the actual **Abandoned Interactions %**, **Service Level %**, and **Average Speed of Answer (ASA)** statistics are now displayed in the **Performance > Intra-Day** view even if the **Coverage** column is not selected. Previously, if the **Coverage** column was not selected, anticipated values for those statistics were not displayed. (WFM-34658)

---

This release addresses an issue that was causing a memory leak when sorting names based on a locale in the background tasks. The memory leak was most pronounced when the time-off waitlist processing task was running in the background. (WFM-36623, WFM-36491)

---

An agent no longer receives a *The request cannot be completed. The selected date is in the past* error message when requesting a part-day time off on the current day. Previously, the error could occur at times, when the agent's time zone was different from the server's time zone. (WFM-36585)

---

Handling of Time Off requests by WFM Server is now enhanced for improved performance. (WFM-36524)

---

WFM Server is enhanced to offer improved performance in the **Time-Off Limits** view of the **WFM Web for Supervisors > Calendar** module, when retrieving a large amount of Time Off Limits data for monthly or yearly granularities. (WFM-36511)

---

WFM Server no longer consumes all available memory when processing WFM Daemon requests. Previously, in certain instances in larger environments, all available memory was consumed when processing WFM Daemon requests. (WFM-36466).

---

The metadata description for the **SynchronizationTimeout** WFM Server configuration option now specifies that the time period is expressed in minutes. (WFM-36400)

---

The default value of the `sub.enable` configuration option (in the [task] section) introduced in version 8.5.219.18 for limiting the number of concurrent agent requests of the same type to prevent WFM Server overload has been changed to `false` from `true` as it negatively impacted the performance in

---



---

certain scenarios. (WFM-36361).

---

Warning messages are now displayed, as expected, when agents create overtime requests that violate the duration constraint of unpaid meals or breaks. (WFM-33373)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.33.

8.5.219.27

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/22/22	Update						X

### What's New

As of 02/24/23, this release is no longer available due to the discovery of a critical issue. If you've already downloaded the 8.5.219.27 version of the software, do not install it.

### 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](#)

### Important

This issue is resolved in the 8.5.219.33 release of Workforce Management Server.

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.27.

8.5.219.26

## Workforce Management Server Release Notes

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

### What's New

As of 02/24/23, this release is no longer available due to the discovery of a critical issue. If you've already downloaded the 8.5.219.26 version of the software, do not install it.

### 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](#)

### Important

This issue is resolved in the 8.5.219.33 release of Workforce Management Server.

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.26.

8.5.219.24

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/19/22	Update						X

### What's New

This release contains the following new features and enhancements:

- WFM Server is updated to include improvements to the health check functionality.

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Management](#)

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### Resolved Issues

This release contains the following resolved issues:

WFM now inserts all valid non time-off calendar items when inserting multiple calendar items. Previously, when the time-off option BatchRequest=1 was set, no calendar items of any kind were inserted if even a single item in the batch could not be inserted. (WFM-35295)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.24.

8.5.219.22

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/30/22	Update						X

### 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's Extract, Transform, and Load (ETL) is now processing data reliably. Previously, ETL could sometimes experience processing delays that required the service to be restarted. (WFM-36064, WFM-36152)

---

The time-off balance is now correctly deducted for paid time-off items where the paid time is resolved to zero. (WFM-36159)

---

Changes to agent skill levels are now synchronized consistently. Previously, change-based synchronizations could sometimes omit certain changes and a full synchronization was necessary to correctly synchronize agent skill levels. (WFM-35373)

---

The open hours for Multi-Site Activities (MSA) are now taken into account when the Scheduled Headcount daily total values for MSA are calculated. (WFM-36089)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.22.



8.5.219.20

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/04/22	Update						X

### What's New

This release contains the following new features and enhancements:

- WFM Server now supports the building of staffing forecasts for multiple activities at the same time by using the default service level objectives settings for each activity. (WFM-35506)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Management](#)

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### Important

This feature requires the deployment of the following WFM components:

- WFM Web 8.5.219.45 (or later)
- WFM Database Utility 8.5.219.00 (or later), to update the WFM Database schema

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.20.

8.5.219.19

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/21/22	Update						X

### 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:

---

It is now possible to build schedules for several sites simultaneously. Previously, the schedule for each site in the scenario had to be built one at a time. (WFM-36024)

---

#### Product Documentation

[Workforce Management](#)

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.19.

8.5.219.18

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/04/22	Update						X

### What's New

This release contains the following new features and enhancements:

- The checking of Multi-Site Activity (MSA) time-off limits is now significantly faster when inserting a time-off item into the schedule or calendar. (WFM-35882)
- The WFM Scheduler is improved to consider the Paid Hours of a shift when the shift is selected to accommodate submitted overtime. When the **OvertimeMode** = 1 option is used, the Paid Hours are guaranteed to be preserved. (WFM-35881)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Management](#)

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[List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

The **Calendar Items** filter now correctly displays only calendar items of the selected types. Previously, the applied filter displayed extra unselected Calendar item types if multi-site time-off types were selected in the filter. (WFM-35830)

---

Supervisors can now see only Calendar items from sites they have access to. Previously, supervisors could see existing Calendar items of agents that were moved out of the site even after the supervisor's access to that site was revoked. (WFM-35773)

---

WFM now loads Calendar items in the Intra-day view of the Schedule much faster. Previously, users sometimes experienced significant delays when accessing this view. (WFM-35726)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.18.

8.5.219.17

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/03/22	Update						X

### What's New

This release contains the following new features and enhancements:

- A new WFM Server application option, OvertimeMode, provides the ability to accommodate added overtime for a scheduled shift substitution by preserving the paid hours of the original shift plus any added overtime. (WFM-35786)

### 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](#)

### Resolved Issues

This release contains the following resolved issues:

---

WFM no longer displays an internal server error message when an agent is moved to a different site. (WFM-35706)

---

Users are now able to build schedules if the scenario includes a site with no agents by excluding this site from the build operation (a message is displayed notifying users to check the schedule scenario and adjust it as needed). Previously, an internal error message was displayed. (WFM-35735)

---

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.17.

8.5.219.14

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/18/22	Update						X

### What's New

This release contains the following new features and enhancements:

- This release contains internal self-system health check enhancements for WFM Server. (WFM-35436)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Management](#)

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### Resolved Issues

This release contains the following resolved issues:

WFM no longer fails to save or delete a Multi-Site Activity or Activity Group. This issue was introduced in WFM Server 8.5.219.11 version, which unintentionally required yet unreleased WFM database scheme changes. (WFM-35604)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.14.

8.5.219.12

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/07/22	Update						X

### 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 load-balancing is now working correctly. In the previous version, the WFM Server load-balancing functionality was unintentionally broken, causing all incoming requests to be processed by the same server. (WFM-35563)

---

#### Product Documentation

[Workforce Management](#)

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[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.12.



8.5.219.11

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/28/22	Update						X

### 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:

The default value for the WFM Server `RestoreTerminatedAgents` option is now `true`. This change can have significant impact on environments where the same employee ID is reused by different agents. Please read the option description and consider explicitly setting to `false` before upgrading to this version, if you expect this change to impact your environment. (WFM-34001)

The WFM Server's backwards compatibility with the WFM API version used by Training Manager (which was broken starting with WFM Server 8.5.218.33) is now restored. (WFM-35303)

An issue that prevented WFM Server from building schedules is now fixed. In the previous version of WFM Server, the WFM Builder locator functionality was not working correctly, which prevented schedules from being built. (WFM-35502)

WFM Server now auto-restores manually terminated agents only if the **RestoreTerminatedAgents** option is set to `true` and the agents were deleted and then recreated in Configuration Server after their termination in WFM. (WFM-35230)

### Product Documentation

#### Workforce Management

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#### List of Release Notes

---

WFM no longer deletes a WFM user that has the same employee ID as a terminated WFM agent when the **RestoreTerminatedAgents** option is set to true. (WFM-35161)

---

The WFM application security issues identified during penetration testing were addressed, including the following issues:

- Supervisor User Upgrade to Administrator User
- Supervisor User Edit and Access Other Users Data and Permissions
- All Privileges and Permissions Accessible for Any User With Any Role

(WFM-35202)

---

WFM Server now calculates the carry-over balance correctly if the end date of a bonus is after the carry-over date. (WFM-35290)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.11.

8.5.219.09

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/18/22	Update						X

### What's New

As of 03/24/2022, this release is no longer available due to the discovery of a critical issue. If you've already downloaded the 8.5.219.09 version of the software, do not install it.

### 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](#)

### Important

This issue is resolved in the 8.5.219.11 release of Workforce Management Server.

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.09.

8.5.219.01

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/04/22	General						X

### What's New

This release contains the following new features and enhancements:

- Workforce Management now supports dual-role assignments (Agent and Supervisor) for a single agent account. For more information about this feature and configuration details, see [Managing Dual-Role Users](#). (WFM-34957)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Genesys Workforce Management](#)

#### Genesys Products

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### Resolved Issues

This release contains the following resolved issues:

WFM Server now calculates the State Group Daily Totals correctly. Previously, the State Group Daily Totals were counted as zero for the unpaid full-day time off items after a time off item was inserted over the existing day off item. (WFM-34891)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.01.

8.5.218.36

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/23/21	Update						X

### What's New

This release contains the following new features and enhancements:

- WFM now allows Marked Time to overlap Time Off schedule states as long as the Marked Time is not used to mark overtime. (WFM-34694)
- WFM now respects the **Minimum Distance Between Shift Items** constraint for breaks or meals that precede or follow generic Exception states that are used to fill the gap between the shift and the overtime inserted outside shift hours. (WFM-33497)

### 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](#)

### Resolved Issues

This release contains the following resolved issues:

---

In WFM Web for Supervisors, the Adherence Details view now displays agent states, as expected, when the Host object's IP address is specified in the Configuration Database. This issue, found in WFM Server 8.5.218.33, is resolved. (WFM-34890)

---

WFM no longer displays the warning message The distance between Break/Meal violates shift constraint of maximum distance between shift items, when editing scheduled shifts and that constraint is actually disabled in the **Shift** settings. (WFM-34654)

---

---

WFM Server is now more resilience and better handles multiple simultaneous login requests when Configuration Server's responsiveness starts to lag. Previously, WFM Server waited for every authentication response from Configuration Server, causing multiple pending login requests, which sometimes resulted in WFM Server becoming unresponsive. (WFM-34591)

---

The Rotating Pattern Properties Report no longer displays an error when users open the **Data** page and expand the **Site**. (WFM-34448)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.36.

8.5.218.33

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/09/21	Update						X

### 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:

---

The WFM API no longer returns the Empty or Invalid SOAP envelope passed error when the request envelope contains a SOAP header. Additionally, the WFM API WSDL files are now fully compliant with the SOAP 1.1 specification. (WFM-34653)

#### Product Documentation

[Workforce Management](#)

Genesys Products

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---

In WFM Web for Supervisors, the **Schedule State Group (SSG) History** view now displays the SSG details, as expected. Previously, WFM failed to load and display the details in this view. (WFM-34646)

---

WFM Server now reliably connects to WFM Builder. Previously, WFM Server sometimes failed to connect to WFM Builder when the Domain Name System (DNS) attempted to resolve the host name to multiple IP addresses and some addresses were not accessible. (WFM-34451, WFM-34445)

---



## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.33.

8.5.218.29

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/08/21	Update						X

### What's New

This release contains the following new features and enhancements:

- WFM introduces the following new options in ETL Server, enabling you to purge data from the WFM ETL database:

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### PurgeDaysBack

**Section:** ETL  
**Default Value:** 0  
**Valid Values:** Any positive integer  
**Changes Take Effect:** After the next ETL cycle  
**Dependencies:** The [PurgeDate](#) option overrides this option.  
**Introduced:** 8.5.218.29

Specifies the number of days from the current date to calculate a cut-back purge date. Data that is older than the calculated purge date is purged after each ETL cycle, up to the maximum number of records specified in the [MaxPurgeChunk](#) option.

If this option value is not specified or is set to 0, and the [PurgeDate](#) option value is also not specified, WFM does not purge any data.

[more...](#)

#### Product Documentation

[Workforce Management](#)

#### Genesys Products

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#### PurgeDate

**Section:** ETL  
**Default Value:** empty  
**Valid Values:** Any date (In the same format as the host settings. For example, 10/21/2021.)  
**Changes Take Effect:** After the next ETL cycle  
**Dependencies:** Overrides the [PurgeDaysBack](#) option  
**Introduced:** 8.5.218.29

Specifies the exact date to purge data that is older than the specified date.

[more...](#)

### MaxPurgeChunk

**Section:** ETL

**Default Value:** 100000

**Valid Values:** Any positive integer

**Changes Take Effect:** At the start of the Purge cycle after the next ETL cycle

**Introduced:** 8.5.218.29

Specifies the maximum number of records to be purged in one transaction.

(WFM-33400)

## Resolved Issues

This release contains the following resolved issues:

---

A memory leak (introduced in WFM Server v8.5.218.22) is fixed and no longer occurs when WFM Server schedules or reschedules shift items in the Intra-Day schedule, or schedules meetings.  
(WFM-34645)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.29.

8.5.218.27

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/23/21	Update						X

### 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:

---

The WFM Extract, Transform, and Load (ETL) process now executes jobs successfully. Previously, WFM ETL sometimes failed to execute jobs if the corresponding requests to retrieve data from WFM Server took longer than 10 minutes. (WFM-34444)

---

WFM now observes Time-Off limits when granting Time-Off bids. Previously, WFM sometimes granted Time-Off bids even when the time-off exceeded the limits. (WFM-34384)

---

WFM has improved the time it takes to insert Time-Off items into the schedule and publish Calendar items for multiple days. Previously, it took an unacceptably long time to complete these tasks, if Multi-Site Activity limits were configured for these Time-Off types. (WFM-34455, WFM-34376)

---

#### Product Documentation

[Workforce Management](#)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.27.

8.5.218.23

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/25/21	Update						X

### 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 issue:

---

WFM has improved the time it takes to insert time off into the schedule. Previously, this could take an unacceptably long time, if Multi-Site Activity limits were configured for that Time-Off type. (WFM-34410, WFM-33719)

---

#### Product Documentation

[Workforce Management](#)

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[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.23.

8.5.218.19

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/11/21	Update						X

### What's New

This release includes the following new features and enhancements:

- As of September 30, 2021, WFM Language Packs are supported on Windows Server 2019. (WFM-33682)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

WFM now correctly performs automatic carry-over for all time-off rules and time-off types assigned to agents. Previously, WFM sometimes did not perform automatic carry-over for some time-off rules when agents had multiple assigned time-off rules and time-off types. (WFM-34219)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.19.

8.5.218.18

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/22/21	Update						X

### What's New

This release includes the following new features and enhancements:

- Support for Windows Server 2019 operating system. See the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Manual* for more detailed information and a list of all supported operating systems. **See also, [Upgrade Notes](#) below. (WFM-34135, WFM-34225)**

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

---

WFM now displays Calendar items for the correct business unit (BU). Previously, WFM sometimes displayed Calendar items for the wrong BU if agents were moved to a different one, but still had Calendar items in the initial BU. (WFM-34215)

---

Recalled time-off requests are now processed correctly during the Time-Off Bidding process if they are saved after being edited. Previously, Recalled time-off requests were incorrectly granted if the dates were within the Time-Off Bidding Period. (WFM-34097)

---

Users no longer see an Unexpected Error message when they change the performance target by enabling the **Use Multi-Site Activity** setting in the **Schedule Intra-Day** view. (WFM-34052)

---



## Upgrade Notes

On August 3, 2021, a new software build 8.5.218.18 b2 was made available which includes support for Windows Server 2019. If you previously downloaded 8.5.218.18 b1 (July 22, 2021) and want Windows 2019 support, be sure to download the latest build.

8.5.218.17

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/15/21	Update						X

### What's New

This release includes the following new features and enhancements:

- Support for Microsoft Windows Server 2019. See the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Manual* for more detailed information and a list of all supported operating systems. (WFM-33682)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

---

WFM Server now enables support for logging out globally by configuring a custom logout URI for SSO. See [Upgrade Notes](#) below. (WFM-33802)

---

### Upgrade Notes

This release of WFM Server requires WFM Web releases prior to [8.5.218.35](#), or [8.5.218.39](#) or later.

8.5.218.16

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/23/21	Update						X

### 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 now displays the correct bid information for agents in the **Schedule > Scenario > Profiles/Bidding** view. Previously, WFM incorrectly displayed all zeros in the **Bid** column in the **Profiles/Bidding** view. (WFM-34059)

---

#### Product Documentation

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---

WFM now correctly auto approves overtime bids that are within set limits. Previously, WFM incorrectly auto declined overtime bids while displaying the message `Overtime slot exceeds overtime requirement`, if the overtime offer was created for an activity under a specific site and multiple additional sites were assigned to the offer. (WFM-33959)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.16.

# 8.5.218.15

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/14/21	Update						X

### 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 API clients can now log in successfully when using the correct credentials. Previously, user logins sometimes failed when using versions older than WFM API 8.x. (WFM-34030)

---

WFM no longer incorrectly auto-declines overtime bids when the requested overtime overlaps existing schedules from the previous or next day. (WFM-33960)

---

WFM now correctly calculates Schedule State Group (SSG) daily total hours. Previously, SSG daily total hours were sometimes calculated incorrectly when the time zone was changed. (WFM-33792)

---

#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.15.

8.5.218.14

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/02/21	Update						X

### What's New

This release contains the following new features and enhancements:

- WFM's Wait-Listing and Time-Off Bidding background processes are now optimized to improve performance and reduce the load on the database, and memory management of the Wait-Listing process is improved by the elimination of the source of a possible memory leak.  
**See also, [Upgrade Notes](#) below. (WFM-33912)**
- WFM has improved performance when processing queries. Now, queries always use an index, and WFM Server automatically purges notification acknowledgments to prevent tables from getting too large. (WFM-33295)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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#### Tip

Genesys recommends updating your database statistics after creating new indexes so that Oracle can use them when creating the queries execution plan. Ask your Database Administrator for assistance, or simply run the following statement on your WFM database: EXEC DBMS\_STATS.gather\_schema\_stats('<WFM\_DB>');

---

## Resolved Issues

This release contains the following resolved issues:

---

WFM now correctly displays overtime bids for agents responding to the selected Overtime Bidding Offer. Previously, WFM incorrectly displayed bids for agents who had not submitted bids for the selected offer. (WFM-33956)

---

WFM now successfully completes its automatic Overtime Bidding process. Previously, the Overtime Bidding process was sometimes paused or completely disabled, due to other slow-performing or stuck background processes. (WFM-33886)

---

WFM Server now correctly calculates available time-off slots for requests that fall on days that are designated as day off in the Rotating Pattern. Previously, WFM Server would incorrectly calculate these types of available time-off slots while processing the bids in the Schedule Bidding period. (WFM-33718)

---

The WFM Calendar Service is now updated and the Time-Off Management and Time-off Balance reports now contain the correct data for each agent when generated for multiple agents. Previously, calculations done for the first agent in the reports sometimes generated incorrect data for the other agents in the reports. (WFM-33717)

---

## Upgrade Notes

WFM Database Utility 8.5.218.06 is required to support the features in this release.

8.5.218.11

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/12/21	Update						X

### 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 no longer auto-declines overnight Overtime bids with the error The overnight schedule overlaps with schedule on the following day when the following day is a scheduled day off. (WFM-33775)

---

WFM Server no longer terminates unexpectedly due to a buffer overrun that sometimes occurred while saving schedules that contained many Schedule States or long comments. (WFM-33713)

---

WFM now successfully displays the schedule coverage and saves schedules for back-logged activities. Previously, WFM would sometimes display an internal error when the published activities forecast contained incorrect parameter values. (WFM-33685)

---

WFM now correctly returns the time-off type description together with the agent information when requested. Previously, WFM did not return the time-off type information as expected, causing JavaScript errors in the WFM UI. (WFM-33672)

---

WFM Server now correctly determines the date for full-day time-off requests. Previously, WFM Server

---

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---

sometimes failed to determine the exact date for the request when it was on the same date as the day-off in the agent's Rotating Pattern. (WFM-33671)

---

Agents can no longer submit duplicate full-day time-off requests for the same day. Previously, agents were sometimes able to submit duplicate requests for the same day if they were submitted simultaneously. (WFM-33472)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.11.

8.5.218.07

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/04/21	Update						X

### 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 processes Time Off requests applicable to bidding periods only after the bidding period processing start date. Previously, WFM Server incorrectly granted Time Off requests before the bidding period processing start date, due to incorrect internal data caching. (WFM-33486)

---

#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.07.

8.5.218.06

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/25/21	Update						X

### 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:

---

The **State Group Totals** view in WFM Web for Supervisors now correctly displays the Forecasted Staffing and Schedule Coverage data in the graphs, based on the selected time zone. Previously, the data displayed in the graphs were not based on the selected time zone. (WFM-33550)

---

WFM now correctly refreshes the **Schedule** view after profile agents are removed from Schedule Scenarios. Previously, WFM did not refresh the **Schedule** view and sometimes displayed blank schedules. (WFM-33545)

---

WFM now accounts for Overlay events when building Forecasts. Previously, WFM ignored Overlay events when users selected the AI-Powered Forecasting method. (WFM-33531)

---

#### Product Documentation

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.06.

8.5.218.05

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/15/21	Update						X

### What's New

This release contains the following new features and enhancements:

- WFM Server now support new **Configuration > Agent** role privileges that are introduced in [WFM Web 8.5.218.11](#).  
**See also, [Upgrade Notes](#) below. (WFM-33515)**

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

---

WFM now correctly shows the **Last Login Time** information even when the **[auth]** provider option is not configured. (WFM-33479)

---

### Upgrade Notes

[WFM Web 8.5.218.11](#) or later and [WFM Database Utility 8.5.218.04](#) or later are required to support this feature.

8.5.218.04

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/23/20	Update						X

### 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 now displays a complete and accurate list of scenarios in the **Schedule > Scenarios** view. Previously, when scrolling through scenarios, the list contained some empty items if the WFM authentication provider was configured (**[auth]** provider). (WFM-33494)

---

#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.04.

8.5.218.03

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/20	Update					X

### What's New

This release contains the following new features and enhancements:

- An improvement to WFM Server logging provides additional detailed information about the processing of Calendar items that are in Preferred status and flagged as wait-listed when the **[Log] x-LogCalServiceTrace** option is set to true. (WFM-33500)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Managment](#)

[Genesys Products](#)

[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.03.

8.5.218.02

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/11/20	General					X

### 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 now consistently saves changes to agent properties. Previously, WFM sometimes failed to save changes to agent properties if a time-off type assigned to the agent's time-off rule was recently deleted. (WFM-33478)

---

#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.02.



8.5.218.01

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/09/20	General					X

### 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:

---

The WFM Server no longer terminates when custom applications load schedules by using the WFMScheduleService712::GetAgentDay API. Previously, WFM Server sometimes terminated unexpectedly when a database query timeout error occurred while using the v712 API to load schedules. (WFM-33456)

---

WFM Server now counts paid hours correctly when determining time-off balances. Previously, WFM Server incorrectly counted Granted/Not Scheduled time-off items regardless of whether the **[CalendarService]** CalendarOverScheduleData configuration option value was set to 1, 2, or 3. (WFM-33435)

---

WFM now consistently displays up-to-date data in the Schedule reports and elsewhere. Previously, WFM sometimes displayed stale schedule data in reports for some dates when multiple WFM Servers were deployed and schedule auto-cleanup was enabled. (WFM-33410)

---

### Product Documentation

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.01.

8.5.218.00

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/20/20	General					X

### What's New

This release contains the following new features and enhancements:

- By assigning role privileges, WFM Administrators can now enable users to view and read information in the WFM Web UI while preventing them from making configuration changes in the following modules and views:
  - **Configuration**
  - **Configuration > Schedule State Groups**
  - **Configuration > Time Off Bidding Periods**
  - **Configuration > Activities** and **Multi-Site Activities**
  - **Policies**
  - **Policies > Meetings**
  - **Schedule > Overtime Bidding**
  - **Trading**

For more information about this feature, see [Role Privileges](#) in the *Workforce Management Web for Supervisors (Classic) Help*.

Also, see [Upgrade Notes](#) below. (WFM-33445)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Managment](#)

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## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

WFM Web 8.5.218.03 or later and WFM Database Utility 8.5.218.01 or later releases are required to support this feature.

8.5.217.10

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/08/21	Hot Fix						X

### What's New

This release contains the following new features and enhancements:

- An improvement to WFM Server logging provides additional detailed information about the processing of Calendar items that are in Preferred status and flagged as wait-listed when the **[Log] x-LogCalServiceTrace** configuration option is set true. (WFM-33518)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Managment](#)

[Genesys Products](#)

[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.10.

8.5.217.08

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/11/20	Update					X

### What's New

This release contains the following new features and enhancements:

- WFM Server now supports the improvement in [WFM Web 8.5.217.22](#) in which users can now filter agents by primary activities only. As a prerequisite for this support, the **[auth]** provider option must be configured in the WFM Web, Server, Builder, and Data Aggregator Applications. (WFM-33427)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Managment](#)

#### Genesys Products

[List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

WFM Server no longer terminates unexpectedly when a single user accesses the same session through multiple threads, simultaneously. Previously in this type of scenario, WFM Server sometimes terminated unexpectedly. (WFM-33416)

---

WFM now enables users to enter multiple, longer memos for Exception schedule states. Previously, memos were sometimes truncated if the size limitation was exceeded. Now, while memos might still be truncated, the use of compression enables preservation of user-entered memos in all but the most extreme cases. (WFM-33409)

---

WFM now consistently displays all time zones as expected. Previously, WFM sometimes failed to display time zones if WFM Server Application's **[auth]** provider option was specified but its **[Server]** tzdb option was not (was empty). (WFM-33388)

---

---

WFM now always opens schedule scenarios successfully. Previously, WFM sometimes failed to open or to build some schedule scenarios if the scenarios had an extended end date specified. (WFM-33316)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.08.

8.5.217.01

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/14/20	General					X

### What's New

This release contains the following new features and enhancements:

- WFM Server now supports separate assignment of the **Edit** and **Add/Delete** role privileges for the **Organization**. Splitting the **Add/Edit/Delete** privilege, enables WFM to provide improved security by allowing specific users to edit the organization while preventing them from (accidentally or intentionally) deleting the entire organization. See also, [Upgrade Notes](#).  
**To support backward compatibility, user roles that previously had the Add/Edit/Delete privilege, now have Add/Delete and Edit privileges. (WFM-33337)**
- An enhancement to WFM Server changes behavior of the time-off transferring rule when configured as follows:
  - The rule End Date falls on the carry-over day of that ending rule
  - The balance is transferred to the next rule
  - The transferred balance (in hours) is greater than the configured maximum carry-over balance of the ending rule

**Then, the transferred balance is equal to the configured maximum carry-over balance of the ending rule. (WFM-33317)**

#### Tip

WFM applies this functionality only to new carry-over periods (not carry-over periods that have been processed).

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Managment](#)

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---

## Resolved Issues

This release contains the following resolved issues:

---

WFM Server now successfully connects to the WFM Builder, even if Builder is configured to use a different authentication provider than the one configured for WFM Server. (WFM-33343)

---

WFM Server now successfully opens a secure listening port when configured as follows:

- SSL/TLS is enabled
- The authentication provider is specified (**[auth]** provider)
- Server's Host settings contains an explicit IP address

Previously when configured as such, WFM Server failed to open a secure listening port. (WFM-33342)

---

WFM now schedules an appropriate shift for overtime even when the overtime is requested outside of the shift. Previously, WFM Scheduler incorrectly treated the gap between the shift and the overtime as a paid time, which sometimes prevented Scheduler from selecting an appropriate, alternate shift. (WFM-33335)

---

WFM Server now displays all time-off items in batch requests in warning messages. For example, if the **[CalendarService]** BatchRequest option is enabled, and some of the time-off items in the batch request are in violation of the rules, then all of the time-off items in the batch are displayed in the warning message, enabling users to check all items and resubmit the entire batch. (WFM-33325)

---

WFM Server now consistently updates its cache when receiving and synchronizing skills from Configuration Server. Previously, if WFM Server failed to update the cache, the synchronized skills did not appear in the GUI. (WFM-33309)

---

WFM now provides improved scheduling of multiple group meetings by scheduling all groups at the earliest Start Date and Time only if there are no better dates/times for the meetings, or if the configuration is not sufficiently flexible to accommodate them. Previously, WFM Server would schedule all meeting groups at the earliest configured meeting Start Date and Time without checking for better dates/times. (WFM-33308, WFM-33279)

---

Unpaid breaks and meals now can be moved when rescheduling the shift to accommodate overtime, unless the overtime partially overlaps the meal—in that case, WFM does not move it. Previously, unpaid meals and breaks remained fixed when scheduling overtime, which sometimes caused WFM to deny the overtime. (WFM-33300)

---

---

Schedule State Group (SSG) history overrides now affect the agent's historical adherence by correctly starting from the specified effective date of the override. Previously, SSG history overrides affected the agent's historical adherence by sometimes incorrectly starting prior to the specified effective date. (WFM-33293)

---

WFM now consistently displays up-to-date data in the Schedule reports and elsewhere. Previously, WFM would sometimes display stale schedule data in reports for some dates when multiple WFM Servers were deployed. (WFM-33276)

---

## Upgrade Notes

Implementation of the new feature requires WFM Web 8.5.217.16 or later and WFM Database Utility 8.5.217.04 or later releases.

8.5.216.12

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/13/20	Update					X

### 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:

---

Users can now successfully edit and save User Profiles. Previously when users deleted a team, it made User Profiles with access to that team effectively non-editable, because saving changes to User Profiles resulted in database errors. (WFM-33274)

---

#### Product Documentation

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---

WFM no longer adds historical change records to the Schedule State Group (SSG) history log if user updates produce no material changes to the SSG. (WFM-33155)

---

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.12.

8.5.216.11

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/20	Update					X

### What's New

This release includes the following new features and enhancements:

- WFM Server is updated to support the new features in [WFM Web 8.5.217.04](#). (WFM-33224, WFM-33202)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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#### Genesys Products

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### Resolved Issues

This release contains the following resolved issues:

WFM now consistently and correctly preserves the schedule change history. Previously, WFM sometimes incorrectly preserved an empty schedule history record following schedule modification if the same schedule scenario was previously published more than once. (WFM-33234)

The **Master Schedule Change Approval** view in Web for Supervisors now correctly displays unapproved schedules of agents that were moved to a different site. Previously, the view displayed an Unspecified error if the list of schedules contained agents that were moved. (WFM-33225)

WFM now retains the <None> team folder after moving agents to/from that team. Previously, after moving agents, the <None> folder sometimes disappeared. (WFM-33221)

An issue is resolved where the WFM ETL cycle sometimes stalled and had to be restarted if a database error (like ORA-25408) occurred during a database writing transaction and was not cleared by re-running the transaction. (WFM-33218)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.11.

8.5.216.08

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/12/20	Update					X

### 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 now shows the overstaffing and understaffing data for Calculated and Required staffing, even when the **Use Multi-Site Activities** option is selected in the **Schedule Coverage** view. The overstaffing/understaffing data is calculated based on the schedule coverage of multi-site activities, which is calculated by summing up of the coverage of all child single-site activities. (WFM-32662)

#### Product Documentation

[Workforce Management](#)

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.08.

## 8.5.216.06

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/17/20	Update					X

## What's New

This release includes the following new features and enhancements:

- A cache synchronization method is introduced in WFM that is based on fast peer-to-peer data exchanges between servers over WebSockets. This optional caching method which is complementary to WFM's existing automatic synchronization reduces database round trips and improves WFM Server performance.  
To enable the use of WebSockets in WFM Server, configure the **[auth]** provider configuration option together with the following new configuration option in the WFM Server Application's **[Server]** section:

## webevents

**Section:** Server  
**Default Value:** 0  
**Valid Values:** 1, 0  
**Changes Take Effect:** After restart  
**Dependencies:** **provider** must be configured.  
**Introduced:** 8.5.216.06

Specifies whether or not WFM Server establishes and maintains WebSocket connections with all WFM Servers found in the Application's connections, including the backup WFM Server, if there is one.

Setting this option value to 1 enables WFM Server to use WebSockets for cache synchronization; changes that occur in cached content on one WFM Server is broadcast to all connected WFM Servers in both directions. WFM still uses the existing timestamp-based synchronization method but the default **CacheSlack** option value is changed from 30 seconds to 600 seconds making database timestamp checks much less frequent.

By default, this option value is set to 0 and WFM Server is not enabled to use WebSockets as this method of cache synchronization is optional.

For detailed information about how to make this optional caching method work optimally, see the [Workforce Management Administrator's Guide](#). (WFM-33124)

- WFM Server's responsiveness is improved by up to 40% in the Web for Supervisors **Schedule > Intra-**

## Helpful Links

## Releases Info

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## Product Documentation

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**Day** view. (WFM-33090)

- The efficiency of the Schedule cache is improved and the existing maximum 4GB cache size limitation is removed. The maximum cache size is now limited only by available memory. (WFM-33089)
- The WFM ETL database performance is improved when Activity Performance statistics are extracted from WFM Server. To get the full effect of this improvement, Genesys recommends you upgrade the WFM database to 8.5.216.01 or later. (WFM-33083)

## Resolved Issues

This release contains the following resolved issues:

---

Users no longer receive *Review Batch Request* messages when granting Preferred time-off requests. Previously, WFM incorrectly generated these messages when multiple requests from multiple agents on multiple days were changed, even though the **[CalendarService]** BatchRequest configuration option in the WFM Server Application was set to false. (WFM-33096)

---

A small memory leak is now fixed that occurred when a request to connect was sent to WFM Server and the WFM Server Application's **[auth]** provider configuration option value was configured. (WFM-33093)

---

SOAP API clients can now successfully connect to WFM Server even when the authentication provider is configured in WFM Server Application's **[auth]** provider configuration option. Previously, SOAP API clients sometimes failed to open a session when the authentication provider was configured for WFM Server. (WFM-33092)

---

An intermittent memory leak is now fixed that sometimes occurred when the maximum size of WFM Server's schedule cache was exceeded. (WFM-33091)

---

In the latest Web for Supervisors **Forecast > Master Forecast**, users are now prompted to log in again when a session times out. Previously, if a session timed out while in the Volumes, Staffing, or Shrinkage view, WFM displayed the message *Something went wrong. Please try again.* when WFM Server failed to return the appropriate error code. (WFM-33080)

---

WFM Server no longer terminates unexpectedly when the **[auth]** provider configuration option is set and SOAP trace logging is enabled. (WFM-33078)

---

WFM now correctly shows Preferred time-off requests as Granted in the published schedule. Previously, WFM sometimes incorrectly retained the Preferred status for these requests after the schedule was published. This issue occurred if auto publishing was enabled and the agent edited the

---



---

request, making it eligible for granting. (WFM-32986)

---

When autogranting time off, WFM now uses standard hours in Contracts to determine the paid hours in special cases when WFM is configured as follows:

- In the WFM Web for Supervisors **Policies > Time Off Rules > Rules for Requests** tab:
  - **Paid hours in full-day time off** is set to 0:00.
  - **Minimum requested time off** is set to a value greater than 0.
- In the WFM Server Application, the **[CalendarService]** DetermineFullDayTimeOffStartEndPaidHours configuration option value is set to false.

Previously, the **Minimum requested time off** constraint was violated and the time off was not autogranting. (WFM-32985)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.06.

8.5.216.02

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/20	General					X

### What's New

This release includes the following new features and enhancements:

- When processing overtime requests, WFM now uses a generic unpaid Exception instead of a generic unpaid break to cover gaps between shifts and overtime when overtime is inserted outside of the shift start/end times, thereby preventing the need to configure different shifts for every gap. (WFM-32766)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

---

WFM now correctly determines the start/end times for full-day time-off items during the Time-Off Bidding process. Previously, WFM failed to determine the start/end times in certain configurations when they were set in Rotating Patterns. (WFM-32971, WFM-32392)

---

WFM login sessions no longer fail in load-balanced environments with large loads. Previously, login sessions sometimes failed in these environments, requiring a server restart to clear the failed login message. (WFM-32941)

---

WFM Sever now successfully establishes SSL/TLS communication with the backup Configuration Server (CS) in primary mode after the CS switch-over from primary to backup. (WFM-32803)

---

---

WFM's Master Schedule Change Approval process now reliably approves selected schedule changes. Previously, WFM sometimes approved an incorrect schedule change instead of the selected one. (WFM-32768)

---

WFM Server no longer terminates intermittently when the **[auth]** provider configuration option is enabled. (WFM-32683)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.02.

8.5.215.09

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/07/19	General					X

### What's New

This release contains the following new features and enhancements:

- WFM supports integration with Genesys Cloud API for Forecasting using the Genesys Cloud upload service, which supports payloads greater than 3 MB. (WFM-32622)
- WFM Server now performs validation on the length of Overtime Offers, and no longer saves offers that exceed 6 weeks. Existing offers (created before updating to this WFM Server release) that exceed 6 weeks are not processed with other, valid offers. If an Overtime Offer fails, the automatic process does not stop, but continues to process all other, valid offers. (WFM-32682)
- Now, when WFM agents are deleted in Genesys Administrator and then added again with the same employee ID, they are restored in the WFM Database and are associated with the previously deleted agent/employee ID. The following new configuration option in the WFM Server Application's **[ConfigService]** section supports this feature:

RestoreTerminatedAgents

**Section:** ConfigService

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Dependencies:** None

**Introduced:** 8.5.215.09

**Modified:** 8.5.219.11

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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### Important

This option was changed to use a default value of “true” starting with WFM Server 8.5.219.11.

Specifies whether WFM prevents creating duplicate agents when they are deleted and then recreated in Genesys Administrator.

If this option value is set to `true`, WFM does not create duplicate agents in the WFM Database, but recreates these agents by associating them with their previously deleted employee ID.

This option value is set to `true`, by default.

### Tip

As a result of this feature implementation, WFM Server's response to **WFMLocatorService800::LocateServerLogin > siteID** for Supervisor logins has changed from 0 to -1.

WFM Database Utility release 8.5.215.03 is required to implement this feature. (WFM-25653)

## Resolved Issues

This release contains the following resolved issues:

---

To improve security, WFM Server no longer logs database connection strings. (WFM-32744)

---

Agents can now log in to WFM successfully when the **[auth]** provider configuration option is enabled. Previously, when this option was enabled, agent logins failed and WFM displayed the following error message: An unexpected issue occurred while processing this request. (WFM-32734)

---

WFM Server now consistently saves agent information that has been modified. Previously, WFM Server intermittently failed to save modified information if the agent's skill was previously deleted in Genesys Configuration Server. (WFM-32706)

---

WFM Server no longer terminates intermittently when the **[auth]** provider configuration option is

---

---

enabled. (WFM-32683)

---

WFM now processes all Time-Off bidding periods, regardless of the site with which they are associated. Previously, WFM sometimes failed to process some bidding periods if there were multiple periods associated with different sites. (WFM-32681)

---

This release fixes minor issues that sometimes caused WFM Forecast coverage to be less than expected when the UME algorithm was used and the forecast included historical events. (WFM-32599)

---

## Upgrade Notes

WFM Database Utility release 8.5.215.03 is required to implement the feature described in (WFM-25653).

8.5.214.16

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/12/19	Update					X

### 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 no longer displays unexpected errors when locales use commas (rather than decimal points) to separate decimals. (WFM-32625)

---

WFM's Wait-List processing algorithm is changed. Now, when an agent is associated with several Multi-Site Activities (MSA), WFM estimates the total number of granted agents separately for each MSA, rather than a total for all associated MSAs.

Also, WFM now processes all time-off requests. Previously, an issue occurred that sometimes affected certain time-off requests that were not granted during bid processing. If the time-off limits were changed after the initial bid processing, WFM sometimes ignored requests that could be granted under the new limits and did not process them. (WFM-32554)

---

#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.16.

8.5.214.14

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/19/19	Update					X

### What's New

This release contains 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 no longer terminates unexpectedly when the **[Server]** tzdb configuration option value is set to "1" in the WFM Server Application. (WFM-32577)

---

Saving schedule modifications in the Web for Supervisors  
**Schedule > Intra-Day** view no longer causes WFM Server to terminate unexpectedly. (WFM-32552)

---

An issue is resolved that caused WFM Server to leak memory after an update. (WFM-32465)

---

WFM Server no longer creates duplicate assigned state records for Schedule State Groups when multiple users are adding states to the same State Group. (WFM-32435)

---

#### Product Documentation

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.14.

8.5.214.10

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/19	Update					X

### 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 now correctly synchronizes agent names and skills. Previously, special characters used in agents' names and skills were sometimes corrupted after synchronizing with Configuration Server. (WFM-32509)

#### Product Documentation

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---

WFM Server now calculates schedule coverage with no generated error messages. Previously, an *Unspecified error* message sometimes displayed in the **Schedule > Intra-Day** view when displaying schedule coverage or saving schedule changes. (WFM-32466)

---

Scheduled data processing of background tasks (like wait-listing, bidding, overtime, etc.) now runs on the primary WFM Server only. The backup WFM Server will run background tasks after the switchover, but only if those tasks are enabled in the backup WFM Server's configuration. (WFM-32452)

---

In the Web for Supervisors **Policies > Time-Off Rules** view, if the **Paid hours in full-day time off** option is set to 0, paid hours for full-day time off items are not defined. Previously, if this option was set to 0, WFM processed this option as 0 paid hours. (WFM-32366)

---

---

WFM agents no longer receive spam email notifications about schedule changes. Previously, some agents were incorrectly receiving multiple no reply spam emails about schedule changes when no schedule changes were being made. (WFM-32360)

---

WFM now masks passwords when the **[auth]** provider configuration option is enabled and request/response is enabled in the log. (WFM-29445)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.10.

8.5.214.08

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/19	General					X

### What's New

This release contains the following new features and enhancements:

- Support for new features introduced in [WFM Web 8.5.214.14](#).
- TLS 1.2 is supported to provide secure network connections between WFM applications, Genesys Management Framework, and third-party software. WFM supports configurations that use only FIPS 140-2-compliant algorithms in secure network connections. For more information about securing connections, see the [Workforce Management Administrator's Guide](#). (WFM-30288)
- The WFM Server Application has a new **[auth]** configuration section and option, and the following new option in the **[Server]** configuration section:

provider

**Section:** auth  
**Default Value:** ""  
**Valid Values:** "", wfm  
**Changes Take Effect:** After restart  
**Dependencies:** [Server] tzdb. See Important note in this option  
**Introduced:** 8.5.214.08

Specifies the provider that performs WFM user authentication.

If this option value is set to:

- "" (empty string)—WFM Server SOAP API authenticates WFM users.
- wfm—WFM Server REST API (on-premises) authenticates WFM users. Such configuration influences default value of tzdb option which controls time zones usage.

[more...](#)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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tzdb

**Section:** Server  
**Default Value:** 1, 0 (see description)  
**Valid Values:** 1, 0  
**Changes Take Effect:** Immediately  
**Dependencies:** [auth] configuration  
**Introduced:** 8.5.214.08

Specifies whether or not WFM time zones are converted to standard IANA time zones.

### Important

All WFM Servers in the deployment must use the same value for this option.

The default value for this option depends on the [auth] configuration:

- If [auth] is not configured, the default value is 0.
- If [auth] is configured the default value is 1. If you want to keep using Genesys time zones in this configuration, value should be explicitly set to 0.

When this option default is 1 (enabled), WFM time zones (and time zone assignments for business units, sites, etc.), are automatically converted to **Internet Assigned Numbers Authority** (IANA) time zones, and no longer synchronize with Genesys time zones. When this option default is 0 (disabled), WFM time zones are not converted to IANA time zones.

Time zone conversion is done by using a JSON mapping file (tzmap.json) that can be modified, if necessary.

[more...](#)

(WFM-32285, WFM-25473)

## Resolved Issues

This release contains the following resolved issues:

---

WFM now adjusts the end time of Rotating Patterns that have fixed shifts only if an unpaid time-off request is in Granted status. Previously, WFM adjusted the end time also if the unpaid time-off request was in Preferred status. (WFM-32317)

---

During the wait-listing process, WFM Server now changes the status of the entire batch of Time-Off requests to either Scheduled or Not Scheduled, depending on the configured time-off limits. Previously, in certain circumstances, the status of some wait-listed time-off requests in a batch could be Scheduled, while others could be Not Scheduled. (WFM-32267)

---

WFM has improved verification of time-off constraints, significantly reducing the time it takes to insert or modify time-off states in the schedule. (WFM-32233)

---

WFM has improved staffing calculations, providing better estimations when Average Time to Abandon metrics are high, service-level objectives are low, and individual calls are successfully handled within service-level objectives

---

---

**after long wait times. Previously in this scenario, ASA and Abandonment % were underestimated when the [ForecastService] ServiceLevelMethod option value was set to 2 or 3, resulting in the number of agents for calculated staffing being lower than expected, or the Activity service being higher than expected, in respect to the number of scheduled agents. (WFM-31662)**

---

## Upgrade Notes

**No special procedure is required to upgrade to release 8.5.214.08.**

8.5.212.27

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/11/19	Update					X

### 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 issue:

---

Forecasting with the UME algorithm now gives the same results as it did in WFM Server 8.5.211.x releases. Previously, in some circumstances, forecasting with the UME algorithm in WFM Server release 8.5.212.00 and later gave slightly different results than it did in earlier releases. (WFM-32715)

---

#### Product Documentation

[Workforce Management](#)

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.27.

8.5.212.26

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/05/19	Update					X

### 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:

---

An issue that caused a memory leak in WFM Server is now resolved. (WFM-32616)

---

WFM Server now saves newly built Schedule Scenarios when overnight schedules for some agents overlap with the Master Schedule on the date immediately preceding the Scenario start date or immediately following the Scenario end date. In this case, Genesys recommends leaving the Schedule Scenario unpublished until the schedule overlap is addressed in either the Schedule Scenario or Master Schedule. (WFM-32596)

---

### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.26.



8.5.212.25

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/02/19	Update					X

### 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 has improved staffing calculations, providing better estimations when Average Time to Abandon metrics are high, service-level objectives are low, and individual calls are successfully handled within service-level objectives after long wait times. Previously in this scenario, ASA and Abandonment % were underestimated when the **[ForecastService]** ServiceLevelMethod option value was set to 2 or 3, resulting in the number of agents for calculated staffing being lower than expected, or the Activity service being higher than expected, in respect to the number of scheduled agents. (WFM-32402)

The improvement is also available in release [8.5.211.04](#).

### Product Documentation

#### [Workforce Management](#)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.25.

8.5.212.24

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/19	Update					X

### 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 has improved verification of time-off constraints, significantly reducing the time it takes to insert or modify time-off states in the schedule. (WFM-32298)

#### Product Documentation

[Workforce Management](#)

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WFM now autogrants full-day time-off requests when the following conditions are met:

- The paid hours in the time-off rule is 0:00.
- The minimum requested time-off in the the time-off rule is greater than 0.
- The WFM Server configuration option **[CalendarService]** DetermineFullDayTimeOffStartEndPaidHours is set to true.

Previously in this scenario, WFM failed to autogrant full-day time-off requests, even if these conditions were met. (WFM-32207)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.24.

## Supported Languages

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

8.5.212.21

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/22/19	Update					X

### 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 Locator now continues to load balance new sessions on WFM Servers, even after the sessions become inactive and expire. (WFM-31756)

---

WFM no longer auto-grants time-off requests if an agent edits a request that has a date that falls within a Time-Off Bidding period. Previously in this scenario, WFM incorrectly auto-granted the time-off request. (WFM-31652)

---

### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.21.

8.5.212.18

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/28/18	Update					X

### What's New

This release contains the following new features and enhancements:

- Improvements made to WFM's Trading subsystem decrease the use of the Oracle TEMP tablespace, thereby reducing the cost of database queries. Previously, when multiple agents made trade requests in the WFM Web for Agents application, use of the TEMP tablespace increased, as did the cost of database queries. (WFM-31470)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

---

WFM no longer adds a misleading database error message to the dedicated ETL Server's log file after restart. (WFM-31583)

---

Agents requesting time off when they have insufficient time-off balances now see the following error message: *The Time-Off request cannot be completed. The Time-Off balance is less than the number of hours in a Time-Off day.* Previously in this scenario, agents could request time off without receiving an error message, specifically when the **[CalendarService]** CalendarOverScheduleData configuration option value was set to 2 and the **[CalendarService]** AutoPublishTimeOffToSchedule option value was set to 0. (WFM-31461)

---

WFM now correctly reflects changes to the Historical Adherence in the ETL database. Previously, WFM

---

---

sometimes failed to update the Adherence for the last few hours of the day if the next ETL cycle started on the following day. (WFM-31305)

---

The **Performance > Intra-Day** view now displays the Actual Headcount data for activity groups. Previously, WFM did not load the Actual Headcount data for activity groups in some time intervals if the business units time zone differed significantly from the local time zones of the activities in the group. (WFM-30961)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.18.

# 8.5.212.13

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/09/18	Update					X

### 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:

---

Now, when the WFM database is hosted on Oracle platform, WFM no longer produces the error message *Could not get request result* while building Forecast Volumes. (WFM-31340)

#### Product Documentation

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---

WFM has improved performance when calculating time-off limits. (WFM-31143)

---

WFM no longer generates errors messages related to time-off balances when agents request time off for multiple days at once. Previously, WFM incorrectly generated these error messages when agents, who had assigned time-off bonuses with no expiration date, requested time off for multiple days. (WFM-30979)

---

WFM has improved the handling of worksets that overlap unpaid meals and breaks. Now, when users insert worksets that overlap unpaid meals or breaks, WFM truncates them only if they are marked as overtime or payback. (WFM-30919)

---

Calculation of the **Accrual period total** value has changed and is now the sum of:



- 
- The awarded or accrued hours from the time-off rule.
  - The carried-over hours from the previous accrual period.
  - The bonus hours assigned during the accrual period.
  - The unused hours from bonuses that have start dates earlier, and expiration dates later, than the accrual period's first day.

(WFM-30757)

---

WFM now calculates time-off balances correctly when agents have several time-off types assigned to the same time-off rule. Previously in this scenario, WFM sometimes calculated time-off balances incorrectly.

**Note:** This issue, originally fixed in [8.5.210.10](#), was accidentally reintroduced in the process of fixing issues in this release. (WFM-29046)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.13.

8.5.212.08

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/28/18	Update					X

### What's New

This release contains the following new features and enhancements:

- The new configuration option **[ScheduleService]** ProcessOvertimeTimeout in the WFM Server application supports continuous processing of overtime bids.
- WFM Server supports validation of the new Contract constraints property **Minimum consecutive working days** in WFM Web.

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

[Workforce Management](#)

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[List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

WFM Server is updated to resolve the Oracle client error *ROW-00001: Cannot allocate memory* that appeared when querying the database. (WFM-31014)

---

The validation message *Schedule violates contract min/max days off per schedule planning period* was modified to correct a typo. Previously, the word *planning* was misspelled *palnning*. (WFM-30926)

---

WFM Server 8.5.2 is now fully backward compatible with WFM Web 8.5.1 or earlier versions. Previously, incompatibility adversely affected Schedule State totals in Weekly Schedule, Activity Weekly Schedule, and Team Weekly Schedule reports, and WFM ETL database 8.5.1 or earlier versions. (WFM-30910)

---

WFM now calculates time-off balances accurately for part-day time-off types that are set to the same

---

---

day if they are assigned to a single time-off rule. Previously in this scenario, WFM miscalculated time-off balances for some part-day time-off types.

**Note:** This issue, originally fixed in 8.5.210.10, was accidentally reintroduced in the process of fixing issues in this release. (WFM-30831)

---

To improve performance on MSSQL database, the WFM Server OPTION (RECOMPILE) hint is enabled by default for all queries used to retrieve schedule or agent information. (WFM-27874)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.08.

# 8.5.212.03

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/31/18	Update					X

### 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 now calculates time-off balances correctly when agents have several time-off types assigned to the same time-off rule, and one of them is added to the schedule by a supervisor. Previously in this scenario, WFM sometimes calculated time-off balances incorrectly. (WFM-30597)

---

Scrolling in the **Schedule > Intra-Day** view is improved and no longer degrades if the page size exceeds 100 agents. (WFM-30569)

---

The Day-Off rule validation message in Web for Supervisors' **Policies > Contracts** view now correctly states *The number of Non-working Sun cannot be **less** than the number of Non-working Weekends*. Previously, the message incorrectly stated *The number of Non-working Sun cannot be **more** than the number of Non-working Weekends*. (WFM-30444)

---

WFM now retains the agent's time-off assignment if the time-off rule has at least one remaining time-off type. Previously, the agent's time-off rule was sometimes unassigned if it was associated with multiple time-off types, and one of the types was deleted. (WFM-30397)

---

### Product Documentation

#### Workforce Management

#### Genesys Products

#### List of Release Notes

---

WFM now accurately calculates service levels when the **[ForecastService]** ServiceLevelMethod configuration option value is set to 2 or 3. Previously, if the Staffing number was low and the service time of the Service Level objective was sufficiently long, the Service Level calculation result was lower than expected, and the calculated staffing numbers were higher than expected when the abandonment rate was high. (WFM-28588)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.03.

8.5.212.01

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/02/18	Update					X

### 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 respects the value 0 for the **[CalendarService]** BatchRequest configuration option when the schedule is updated because a Time-Off Calendar item is granted. Previously in this scenario, WFM Server ignored this setting. (WFM-30459)

#### Product Documentation

[Workforce Management](#)

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---

Error messages no longer display when Supervisors select historical Time-Off rules in WFM Web for Supervisors that have assigned Time-Off types that are no longer associated with an agent's site. Previously in this scenario, Supervisors would see the error message *An unexpected issue occurred while processing this request* in the **Agent >Time Off** tab. (WFM-27251)

---

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.01.

## Supported Languages

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

8.5.211.06

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/26/19	Update					X

### 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:

---

Now, when the **[ForecastService]** ServiceLevelMethod configuration option is set to 2 or 3, WFM Server's CPU load is significantly reduced while performing staffing calculations. (WFM-32592)

---

### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.06.



8.5.211.04

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/06/19	Update					X

### 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 has improved staffing calculations, providing better estimations when Average Time to Abandon metrics are high, service-level objectives are low, and individual calls are successfully handled within service-level objectives after long wait times. Previously in this scenario, ASA and Abandonment % were underestimated when the **[ForecastService]** ServiceLevelMethod option value was set to 2 or 3, resulting in the number of agents for calculated staffing being lower than expected, or the Activity service being higher than expected, respective to the number of scheduled agents. (WFM-32472)

This improvement was first released in [8.5.212.25](#).

### Product Documentation

#### [Workforce Management](#)

#### Genesys Products

#### [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.04.

8.5.211.03

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/12/18	Update					X

### 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 8.5.2 is now fully backward compatible with WFM Web 8.5.1 or earlier versions. Previously, incompatibility adversely affected Schedule State totals in Weekly Schedule, Activity Weekly Schedule, and Team Weekly Schedule reports, and WFM ETL database 8.5.1 or earlier versions. (WFM-30908)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.03.

## Supported Languages

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

8.5.211.02

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/02/18	Update					X

### 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's improved handling of notifications now prevents database deadlocks. Previously, deadlocks could occur in high-concurrency environments when schedule change notifications were being polled by multiple clients. (WFM-30082)

---

WFM now calculates Time-Off balances correctly when agents have several Time-Off types assigned to the same Time-Off rule. Previously in this scenario, WFM sometimes calculated Time-Off balances incorrectly. (WFM-30036)

---

WFM now correctly processes all Time-Off Bidding requests. Previously, WFM missed some requests while processing Time-Off bids if the **[CalendarService]** BatchRequest option was set to false. (WFM-28498)

---

### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.02.

8.5.211.00

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/25/18	Update					X

### 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 now successfully deletes Full-Day Time-Off items or Exceptions from the Master Schedule. Previously, setting WFM Server Application's **[ScheduleService]** RestoreMode configuration option value to 1 sometimes caused an internal error. (WFM-29651)

---

WFM now successfully deletes multiple Time-Off items or Exceptions from the Master Schedule without moving existing break or meals. Previously, when deleting these items from the Master Schedule, WFM sometimes moved the existing break or meals to different time slots in the schedule. (WFM-29582)

---

### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.00.

# 8.5.210.11

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/07/18	Update					X

### 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 is no longer susceptible to a security vulnerability that sometimes caused it to crash if very long passwords were used for authentication. (WFM-27903)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.11.



# 8.5.210.10

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/19/18	Update					X

### 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's improved algorithm for time-off limits now checks limits faster with decreased load on the CPU. (WFM-29117)

---

WFM now calculates time-off balances correctly when agents have several time-off types assigned to the same time-off rule. Previously in this scenario, WFM sometimes calculated time-off balances incorrectly. (WFM-29046)

---

### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.10.

8.5.210.08

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/18	Update					X

### What's New

This release contains the following new features and enhancements:

- Support for Microsoft Hyper-V virtual platform. See the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Guide*.

### 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's **[ScheduleService]** RestoreMode configuration option specifies which schedule (from the Schedule Audit log) will be restored when an existing full-day Time-Off or Exception schedule is deleted. (WFM-28232)

The API method **ApplyCalendarItemsAsync** is improved to affect only schedules that have new Calendar items applied to them. Previously, executing this API method for a specified date range sometimes triggered schedule change audit records for the entire date range, including schedules with no net change. (WFM-28199)

WFM Server now performs a Trading eligibility test when personal trade proposals are created to prevent ineligible proposals from being issued. Previously, agents could submit a personal trade proposal that was ineligible for trading and the trade was auto-declined only after the responding agent accepted the proposal. (WFM-28145)

---

The default SQL query hints for MSSQL were modified to no longer include the **NOLOCK** option when reading schedule data. Previously, when the **NOLOCK** option was included, it sometimes caused the schedule cache to be incorrectly updated in multi-server environments. (WFM-28041)

---

When setting values in **Monthly** and **Yearly** views, WFM Server now correctly distributes Historical IV and AHT only inside of the Activity open hours for all activity types with one exception: If the Activity is of type Deferred, then IV is distributed for the whole day and AHT is distributed only inside of the Activity open hours. (WFM-27986)

---

WFM Server now correctly calculates full-day Time-Off paid hours, based on the paid hours for the shift. Previously, full-day Time-Off paid hours were sometimes incorrectly calculated when the Time-Off request was granted by the scheduled shift's wait-list process. (WFM-27819)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.08.

# 8.5.210.02

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/09/18	Hot Fix					X

### 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:

---

When Multi-Site Activities are used in Time-Off Bidding periods, they no longer interfere with time-off requests from agents who are not assigned to the bidding period. (WFM-28376)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.02.

8.5.210.01

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General					X

### What's New

This release contains the following new features and enhancements:

- WFM Server now provides alarms for synchronization issues within the log files and enables users to decide if they should increase the timeout limit to ensure synchronization is completed. See also [WFM-26421](#) below.
- The **[Log]** keep-startup-file configuration option specifies whether WFM Builder keeps or deletes a startup segment of the log containing the initial configuration options when it reaches the value set in the **[Log]** expire configuration option.
- Support for Windows Server 2016. See the [Supported Operating Environment: Workforce Management](#) page for more detailed information and a list of all supported operating systems.

### 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](#)

### Resolved Issues

This release contains the following resolved issues:

---

WFM now selects the correct shift sequence when scheduling shift items for a full shift. Previously, if unpaid meals with minimum duration were specified, WFM Server would sometimes select incorrect shift sequences configured for a longer paid duration of the shift. (WFM-28246)

---

Using an improved algorithm, WFM Server now correctly handles carry-over values and time-off bonuses. Previously, while processing carry-over hours in certain conditions, WFM Server sometimes calculated bonus and carry-over values incorrectly. (WFM-27682)

---

---

WFM Server now generates alarm messages for synchronization-related critical exceptions and errors. The message 20005|STANDARD|SYNC\_ALERT|%s is found in the `wfmserver.lms` file. The message ID is 20005 and includes a short text description of the error. (WFM-26421)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.01.

8.5.209.08

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/30/17	General					X

### What's New

This release contains the following new feature and enhancement:

- Supports Overtime Bidding—WFM's automated overtime scheduling process now schedules agents' overtime slots associated with Overtime Offers.

### 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](#)

### Resolved Issues

This release contains the following resolved issue:

The WFM Time-Off report now shows the actual balance for agents with a specified termination date, even if the end date of the report is after the termination date. Previously in this scenario, the report showed zero balances for all days. Now, zero balances are shown only for all days after the termination day. (WFM-27808)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.209.08.

8.5.208.05

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/22/17	General					X

### 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 issue:

---

WFM no longer displays the validation warning Specified week start day is different from the configured global week start day and that might make it impossible to satisfy specified weekly paid hours. when attempting to save a Rotating Pattern. Previously, this warning sometimes appeared if the server locale's week start day was different from the configured week start day for the Rotating Pattern's Business Unit. (WFM-27377)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.208.05.



8.5.207.09

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/17	General					X

### What's New

This release includes the following new features and functionality:

- Supports Multi-Site Trading.
- A new WFM Server Application configuration option **[ScheduleService]** TradePreprocessingEnabled is introduced in this release.
- In Staffing Forecasts, when Average Time to Abandon (ATA) is specified and Service Level objectives allow, WFM can now show a lower number of calculated agents than there is work. To attain this result, set the WFM Server Application's **[ForecastService]** ServiceLevelMethod option value to 3.
- WFM now continuously processes wait-listed items until the Time-Off bidding period **End Date and Time** has expired, while retaining the bidding period ranking criteria.

### 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](#)

### Resolved Issues

This release contains the following resolved issues:

---

Changes in Historical Adherence are now correctly reflected in the ETL database. Previously, schedule changes were sometimes not reflected in the ETL Historical Adherence, if they were made in the overnight part of a shift. (WFM-27473)

---

The **[CalendarService]** BiddingTimeout configuration option is obsolete and was removed from the WFM Server Application. Also, the **[CalendarService]** WaitlistTimeout configuration option's default value is now 30. (WFM-27471)

---

---

WFM Server now checks additional shift item constraints when selecting a suitable shift during lateness payback scheduling. Previously, some shift item constraints, such as **max. shift item distance**, sometimes prevented shifts from being considered even if the shifts were suitable. (WFM-27311)

---

WFM automated scheduled reports now run consistently, as expected. Previously, automated scheduled reports intermittently failed to run. (WFM-27270)

---

WFM ETL now calculates daily aggregate values for the Abandoned Call Volume (not Abandoned Call Volume %) Performance statistics and inserts the correct records into the WFM\_PERF\_ITEM\_DAY table. Previously, WFM did not calculate the daily aggregate values for this statistic and incorrectly inserted null values into the table. (WFM-27197)

---

WFM now retains the unpaid shift items (breaks, meals) when work sets are inserted into the schedule over unpaid breaks or meals. Previously in this scenario, WFM incorrectly removed unpaid breaks and meals from the schedule. (WFM-26993)

---

WFM now displays a Warning message about time-off balance violations, when supervisors insert multiple full-day time-off items. Previously in this scenario, under certain circumstances, WFM failed to warn supervisors about time-off balance violations. (WFM-26867)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.207.09.

## Supported Languages

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

8.5.206.05

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/05/17	Hot Fix					X

### 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:

---

Saving changes to a user's access rights to Teams in **Role Privileges > Notifications** no longer causes unexpected results. Previously, in some configurations, when changes to role privileges were saved, the object's access list was sometimes cleared. (WFM-27161)

---

When scheduled time off is deleted, it is now replaced with appropriate shifts. Previously, incorrect shifts were sometimes scheduled in place of deleted time off. (WFM-27159)

---

### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.206.05.

8.5.206.04

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General					X

### What's New

This release contains the following new feature and enhancement:

- Support for TLS 1.2 for HTTPS.

### 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](#)

### Resolved Issues

This release contains the following resolved issues:

The size limit of the report task filter is increased to 1MB (from 31KB) to prevent errors when saving report tasks with a large number of Activities or other items selected in the filter. See [Upgrade Notes](#). (WFM-27141)

WFM provides improved performance of the Agent Adherence Report. Previously, WFM sometimes took a long time to finish generating the report if the Configuration Audit log contained millions of records. (WFM-27127)

WFM ETL performance statistics daily aggregate records are now always inserted into the WFM\_PERF\_ITEM\_DAY table even if the aggregate value is null. Previously, daily aggregate records were not inserted if the aggregated value was null, which sometimes resulted in orphaned child records of time step granularity appearing in the WFM\_PERF\_ITEM\_TIMESTEP table. (WFM-26933)

WFM now maintains data integrity when Sites that include Activities and/or other Business Unit (BU)-dependent objects are moved from one BU to another. (WFM-26919, WFM-23899)

---

The Time-Off balance is now calculated correctly if a full-day Exception is inserted into schedules over an existing full-day time-off item. Previously in this scenario, the Time-Off balance and Scheduled State total were calculated incorrectly. (WFM-26884, WFM-26862)

---

WFM now inserts extra breaks if scheduled shifts are extended when inserting work sets. Previously, when inserting work sets into schedules, WFM sometimes counted unpaid meals as paid time, causing incorrect shift item sequences to be scheduled with an insufficient number of breaks. (WFM-26882)

---

Processing of WFM Server requests to Genesys Configuration Server is improved. In environments with 10K agents or more, Genesys recommends using a dedicated WFM Server for synchronization. (WFM-26701)

---

## Upgrade Notes

Report tasks that have been created using previous versions of WFM Server and affected by issue [WFM-27141](#) are corrupted and must be recreated after installing WFM Server 8.5.206.04.

## Supported Languages

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

# 8.5.205.10

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/25/17	Hot Fix					X

### 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)

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

---

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)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.10.

8.5.205.08

## Workforce Management Server Release Notes

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

### 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:

---

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

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

---

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 (autogrant). 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



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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](#).

8.5.204.07

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/10/16	Hot Fix					X

### 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:

---

This fix resolves synchronization issues between WFM Server and single-language Genesys Configuration Server 8.5.1 or later. Previously, WFM Server did not correctly synchronize names containing international characters if connected to Configuration Server 8.5.1 or later running under a system locale different from the locale ID (lcid) assigned in its `cfgconfig.conf` file. (WFM-26574)

---

### Product Documentation

#### Workforce Management

#### Genesys Products

#### [List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.204.07.

8.5.204.05

## Workforce Management Server Release Notes

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

### 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 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)

---

#### 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.

8.5.203.22

## Workforce Management Server Release Notes

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

### 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 compares the **Meal Duration**, **Minimum Time Before the Meal**, and **Minimum Time After the Meal** settings to the **Maximum Shift Duration** setting for every meal individually. Previously, when WFM Server compared the total of these three settings to the **Maximum Shift Duration**, it sometimes prevented the legitimate shift configuration from being saved and caused this error to display: *The sum of the Meal Paid Duration, Minimum Time Before the Meal, and Minimum Time After the Meal is more than Maximum Paid Hours of the Shift.* (WFM-26117)

Time-off Bidding Period properties are now included in the Configuration Audit Report. (WFM-26113)

The **Performance > Intra-Day** view in Web for Supervisors now shows calculated Scheduled Variance statistics for Multi-Site Activities (MSA). Previously, the Scheduled Variance statistic for MSA was not calculated and displayed as all zeros. (WFM-26042)

### Product Documentation

#### Workforce Management

#### Genesys Products

#### List of Release Notes

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.22.

8.5.203.21

## Workforce Management Server Release Notes

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

### 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

#### [List of Release Notes](#)

### 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

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---

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](#).



8.5.202.08

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/26/16	Hot Fix					X

### 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 correctly synchronizes names containing non-English characters with all single-language versions of Genesys Configuration Server. Previously, non-English characters would transfer incorrectly if WFM Server was synchronizing with Configuration Server 8.5.1 or later releases. (WFM-26057)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.08.

8.5.202.07

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/08/16	Hot Fix					X

### 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 correctly sets paid hours for full-day time off as defined in the related time-off rule, when a non-default time-off type is used or more than one time-off type is assigned to the time-off rule. Previously in this scenario, WFM Server incorrectly set the **Contract Standard Paid Hours** for full-day time off, rather than those defined in the time-off rule. (WFM-25745)

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.07.

8.5.202.06

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/16	General					X

### What's New

This release contains the following new features and enhancements:

- The WFM Server Application configuration option **[CalendarService] MealsDuringTimeOff** enables configuration of the Calendar in WFM Web. Setting this option value to 1 prevents granted part-day time-off from being automatically declined when the time-off item interferes with meals in available shifts. By default, this option is set to 0 and WFM Server automatically declines granted part-day time-off under these same conditions. (WFM-25577)
- WFM Web now displays a warning messages when:
  - Part-day Exceptions that interfere with a rotating schedule for that day are inserted in the **Calendar** view. Either ignore the warning and insert the Exception, or cancel it. (WFM-25592)
  - Part-day Exceptions are inserted via the Insert Multiple Wizard in the **Schedule** view, if the Exception partly overlaps the Shift. Either ignore the warning and insert the truncated Exception, or discard it. (WFM-25575)
- WFM Server has improved response time when inserting Time-Off items. (WFM-25381)
- WFM now supports ESXi 5.5 virtual platform.

### 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

### Resolved Issues

This release contains the following resolved issues:

---

Now, supervisors with full access rights to objects and modules can remove object access rights to

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certain Teams from a user's access rights. Previously, in specific configurations, supervisors were unable to remove access rights to Team objects and the user's access rights remained unchanged. In these cases, WFM displayed a Warning message. (WFM-25688)

---

In WFM Web for Supervisors **Schedule > Intra-Day** view, the issue is resolved where inserting the part-day time-off state over unpaid shift items (such as, breaks, meals, and exceptions) increased the total shift paid time by the duration of the unpaid shift items. (WFM-25576)

---

Schedule scenarios that are based on the Master Schedule are now created successfully. Previously, creating Schedule scenarios failed if the newly created scenario did not contain all Activities that had scheduled work on them in the Master Schedule on which the Schedule scenario was based. (WFM-25573)

---

In WFM Web for Supervisors **Performance > Intra-Day** view, Actual Performance statistics now display much faster when large Activity Groups or Multi-Site Activities contain more than 1000 Activities. (WFM-25572)

---

In the Web for Supervisors **Calendar** view, WFM now presents the warning message indicating that an Exception might be incompatible with Rotating Patterns. Previously, the warning message did not appear in the following circumstances:

1. If the previous day did not have any Rotating Patterns (or had any Shift that dictated the start and end times).
2. If the current day (when the Exception was granted) had a granted Rotating Pattern.
3. If the Exception ended before the Rotating Pattern (for the current day) started.

In these circumstances the warning did not appear, even if the Exception's end time was after 12 PM (which meant it could not fit the potential overnight Shift from the previous day). (WFM-25552)

---

Schedules that are published with the **Insert Granted Calendar Items** option checked now include granted full-day Time-Off Calendar items. Previously, these full-day Time-Off items with specified start and end times were not included or were incorrectly included as part-day items. (WFM-25550)

---

User and Agent objects with empty first or last names can now be imported into the WFM database. Previously, attempts to import User or Agent objects with empty first or last names into the database failed and an error message appeared. (WFM-25250)

---

WFM Server now transfers all ETL data for all dates. Previously, an intermittent issue would sometimes prevent the transfer of some ETL data for some dates. (WFM-25498)

---

WFM now correctly processes granted part-day Exceptions. Previously, if agents have granted non-overnight shifts for the previous day, these Exceptions were auto-declined. (WFM-25375)

---

---

Paid Time Off is correctly deducted only once from the Time-Off balance and shows correctly in the Time Off Management Report in the following scenarios:

- In the **[CalendarService]** configuration section, the CalendarOverScheduleData option value is not set to 0.
- There is no schedule on the date of the time-off.
- This Time-Off item is scheduled on an overnight shift from the previous day.

(WFM-25281)

---

Multi-Site Activity (MSA) time-off limits are now resolved correctly for time-off requests from agents in time zones different from the Business Unit (BU) time zone. Previously, time-off could be granted and scheduled even if the MSA time-off limits were violated when:

- The shift in the agent's time zone was overnight and the requested time-off started after midnight.
- The same shift was not overnight in the BU's time zone.
- The MSA time-off limits reached their maximums for the requested time-off period.

(WFM-25245)

---

WFM Server now checks **Granted Time-Off** types in the calendar to determine if they are already scheduled in a previous day's overnight shift. Previously, these **Time-Off** types were incorrectly deducted twice from the **Time-Off** balance. (WFM-25280)

---

When fast switching from Web for Supervisors **Schedule > Intra-Day** view to other views, WFM Server no longer produces the error message Invalid (already closed or expired) Snapshot ID specified. Try to refresh the view - it might have expired because of inactivity. In this particular situation, this error caused no adverse effect on WFM Server's functionality and could have been safely ignored. (WFM-25237)

---

**Multi-Site Activity** (MSA) staffing is now correctly retrieved from the assigned **Forecast Scenario** when building **Schedule Scenarios**. Previously, MSA staffing was retrieved from the **Master Forecast** when building schedules for MSA, resulting in incorrect schedules for the **Schedule Scenarios** with assigned **Forecast Scenarios**. (WFM-25217)

---

The **[ConfigService]** AcceptZeroSkillLevel configuration option in the WFM Server Application is renamed **[ConfigService]** SynchronizationAllowZeroSkillLevel with no change to it's functionality. This option's default value is true. (WFM-23767)

---

The **Shift** name and **Exception** description now appear correctly in the Calendar Audit Report after the type is edited and saved to the WFM database. Previously in this scenario, a different **Shift** (or **Exception** type) description appeared in the report, instead of the correct description.

When supervisors or agents make type changes and save them, using a previous WFM Server release, they will still appear as recorded. (WFM-23576) (WFM-23576)

---

WFM Server now successfully imports the **Forecast** if more than one type of statistics (for example, IV and AHT) is selected and the date range is not aligned with the **Day** start time (for example, 0:00). Previously in this scenario, WFM Server would display an error message when the **Forecast** was imported. (WFM-23570)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.06.

## Supported Languages

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

# Release 8.5.1

## Workforce Management Server Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Workforce Management Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

# 8.5.101.24

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/16/17	Hot Fix					X

### 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:

---

Time-Off balances are now calculated correctly if full-day Exceptions are inserted into schedules over existing full-day Time-Off items. Previously in this scenario, Time-Off balances and Scheduled State totals were calculated incorrectly. (WFM-27598)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.24.



# 8.5.101.23

## Workforce Management Server Release Notes

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

### 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.

# 8.5.101.21

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/18/16	Hot Fix					X

### 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's response time is improved when saving schedules that have inserted **Time-Off** items that are associated with a **Time-Off** rule that has the **Ignore accrual settings** option checked (WFM-25919)

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

The descriptive **Schedule State** information returned by WFM API along with the schedules, now always contains the correct color information. Previously, the color information of some **Activity States** was intermittently returned empty. (WFM-25884)

WFM Server no longer allows agents to request time off for multiple days if there is an insufficient time-off balance and the `AutoPublishTimeOffToSchedule` option value is set to 1 (in the WFM Server Application's `CalendarService` configuration section). 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-25787)

WFM now sends schedule change notifications after Intra-Day reschedules or manual schedule changes, only when the start or the end of some **Schedule States** are changed, removed, or added. Previously, WFM sent schedule change notifications, even when changes made to the split ratio between simultaneously scheduled **Activities** were not visible to the user. (WFM-25784)

---

Now, WFM successfully saves schedules after building them. Previously, on rare occasions, WFM got stuck when saving certain schedules after building them. (WFM-25758)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.21.

# 8.5.101.12

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/20/16	Hot Fix					X

### 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 no longer allows agents to request time off if there is insufficient Time-Off balance, the **[CalendarService]** AutoPublishTimeOffToSchedule configuration option value is set to 1, and the **[CalendarService]** CalendarOverScheduleData configuration option value is set to 0. Previously in this scenario, WFM Server allowed agents to request time off and scheduled it immediately, causing a negative Time-Off balance. (WFM-25634)

WFM Server's response time is improved when inserting Time-Off items. (WFM-25325)

### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.12.

# 8.5.101.10

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/16/15	Hot Fix					X

### 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:

The **Scheduled** status of **Calendar Exception** items is now always resolved correctly. Previously, the resolved status of **Calendar Exception** items sometimes changed suddenly from **Scheduled** to **Not Scheduled** after other **Calendar** items were published to the schedule if the corresponding **Exception** schedule states overlapped **Meals** or **Breaks** in the schedule. (WFM-25118)

### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Selected records are now correctly approved or declined in WFM Web for Supervisors **Schedule > Changes Approval** view. Previously, incorrect records were sometimes approved instead of the selected record. (WFM-25077)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.10.

8.5.101.09

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/28/15	Hot Fix					X

### 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 successfully imports **Performance** data when the data set contains only a few items. Previously in this scenario, the request status was reported as unsuccessful in the log and no data appeared in the database. (WFM-23553)

---

The **Skills** synchronization process now works correctly (as designed). Previously, the **Skills** synchronization process stopped working when the synchronization level changed from 0 to 2. (WFM-23526)

---

The **Time-Off** type description now appears correctly in the **Calendar Audit** report after it is edited and saved to the WFM database. Previously in this scenario, a different **Time-Off** type description appeared in the report, instead of the correct description.

When supervisors or agents make changes and save **Time-Off** type descriptions using a previous WFM Server release, they will now appear as recorded. (WFM-23517)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.09.

## 8.5.101.08

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/15	General					X

## What's New

This release contains the following new features and enhancements:

- WFM Server now supports time-off limits for specific **Time-Off** types by verifying two limits for each type—the existing limit for **All Time-Off** types (the default setting in the **Calendar > Time-Off Limits** view) and the new type-specific **Time-Off** limits. Previously, WFM Server supported only one limit per **Team**, **Site**, **Activity**, or **Multi-Site Activity**.

WFM currently checks all time-steps that intersect with **Time-Off** items against the following limits:

- The agent's **Site** limit
- The agent's **Team** limit (if a limit is assigned to the team)
- All limits associated with **Activities** that the agent is working on that day (skilled **Activities**, not scheduled)
- All limits on **Multi-Site Activities** to which the agent **Activities** belong (if any)

The limits listed above are currently applicable to **Time-Off** types that are configured with the **Counts towards Time-Off Limits** setting enabled.

After feature implementation, in addition to the above limits WFM will check the type-specific limits. Since each **Time-Off** item belongs to a single **Time-Off** type, for each item being processed, WFM will check the limits that apply to that **Time-Off** type only. Then, because these **Time-Off** limits can be configured for **Sites**, the agent's **Team**, **Activities**, and **Multi-Site Activities**, WFM will also check all objects (that are applicable to the agent objects described above) for type-specific limits. If the limit is reached by any of the agent's **Time-Off** items, WFM will not process the **Time-Off** request.

WFM Server applies **Time-Off** limits to all configured **Time-Off** types that contribute to the total **Time-Off** limit when:

- Agents enter **Time-Off** requests
- Supervisors grant time off
- WFM automatically processes the wait-list

WFM Server also calculates the available **Time-Off** slots based on the **Time-Off** type being requested or granted. WFM Server calculates the correct number of **Time-Off** type slots by checking two sets of

## 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](#)



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limit values—one for **All Time-Off** types and another for the specific **Time-Off** type. (WFM-23124)

- WFM Server supports new features in WFM Web that enable you to more effectively assign agents to **Rotating Patterns** and easily determine how agents are distributed among weekly rotations. WFM Server supports new sorting, distribution, and filtering of agents among weekly rotations.

Access this functionality in WFM Web for Supervisors in the **Policies > Rotating Patterns > Associated Agents** view. For more information about these new features, see the [WFM Web 8.5 Release Note](#). (WFM-23176)

## Resolved Issues

This release contains the following resolved issues:

---

WFM Server now responds faster when prompted to prepare data for display in the Performance Information Graph in some scenarios. This issue was originally fixed in [WFM-23495](#). (WFM-23509)

---

WFM Server now uses less memory when caching schedule coverage for the **Schedule Intra-Day** view. Previously, WFM Server sometimes used an excessive amount of memory when schedule coverage was displayed in the **Schedule Intra-Day** view if the coverage included hundreds of **Activities**. (WFM-23507)

---

WFM Server now correctly resolves **Time-Off** statuses for all **Time-Off** types. This issue was originally fixed in [WFM-23376](#). (WFM-23490)

---

WFM Server now responds faster when prompted to save the **Intra-Day Schedule** and display the **Performance Graph**. (WFM-23489)

---

The method that retrieves **Forecast** parameters from the WFM database has been improved and no longer produces database errors. Previously in certain Oracle Relational Database Management System (RDBMS) configurations, a database error would sometimes appear in default WFM Server configurations. (WFM-23475)

---

WFM Server performance is now improved when returning indicators that specify whether data (**IV**, **AHT**, or **Staffing**) is present for **Activities** in a **Forecast Scenario**. This issue was originally fixed in [WFM-23339](#). (WFM-23474)

---

WFM Server now schedules **Breaks** in the correct time slots when multiple **Shifts** are inserted with **Shift** items in the **Intra-Day Schedule**. Previously in this scenario, WFM Server incorrectly scheduled all **Breaks** into the same time slot. (WFM-23279)

---

---

After deployment of the WFM Language Pack (LP), all instances of the word *Vacation* are now translated into the correct language in WFM Web. Previously, after deployment of the WFM Language Pack (LP), some instances of the word *Vacation* incorrectly appeared in english, rather than the language of the LP. (WFM-23259)

---

The **Schedule State Group** (SSG) history now loads correctly. This issue was originally fixed in **WFM-23224**. (WFM-23178)

---

The **Performance Graph** in the **Schedule Intra-Day** view now displays significantly faster when the selected target is a **Business Unit** or **Multi-Site Activity**. (WFM-23149)

---

The **Schedule Totals** report now displays accurate totals for **Activities**. Previously, **Activity** totals were sometimes calculated incorrectly if some schedule states (like **Breaks**) started and ended in the middle of a 15-minute timestep. (WFM-23148)

---

WFM Server now processes unused bonus hours correctly, with no **Time-Off Balance** reporting discrepancies. Previously, there were discrepancies in used bonus hours in **Time-Off Balance** reporting if bonuses had no end time and the **Time-Off Management** report or **Time-Off Balance** report periods were longer than 6 weeks. (WFM-23123)

---

The **Overtime** column in schedules now sorts correctly, as designed. Previously, this column did not sort correctly after **Contract**-defined **Overtime** was replaced with **Marked Time**-based **Overtime**. (WFM-23101)

---

The **Forecast Scenario** can now be viewed even if all scenario **Activities** are deleted by the user. Previously, if the scenario **Activities** were deleted, the **Forecast Scenario** was no longer visible. (WFM-23096)

---

A new parameter in WFM API supports WFM Server by enabling it to calculate **Time-Off** balances while excluding carry-over hours, providing accurate data when calculating time off. Carry-over hours are now calculated using a separate algorithm. (WFM-23070)

---

WFM Server has a new configuration option in its ConfigService configuration section. The `AcceptZeroSkillLevel` option, which was previously in Data Aggregator, controls the same functionality (including default behavior), but is now performed by WFM Server. For a detailed description of this option, see the **WFM Server Options** in the *Workforce Management Administrator's Guide*. (WFM-23008)

---

WFM Server supports importing of **Forecast IV** and **AHT** from **Partial-Day** data in WFM Web's **Forecast > Import** view. Previously, WFM Server only supported import of **Full-Day** data (from all timesteps in the day). (WFM-22973)

---

Now after **Automatic Carry Over**, if an agent's **Time-Off Rule** changes, the previous

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(historical) **Time-Off Rule's** end date becomes the date that the change occurred. Previously, the **Automatic Carry-Over** process did not update inactive (historical) **Time-Off Rule** records. (WFM-22665)

---

WFM Server now moves agents between teams 50% faster than in previous versions. (WFM-21671)

---

WFM Server's algorithm used to determine **Full-Day Time-Off** paid hours has been improved, and now considers the agent's eligible **Activities** open hours. Previously, WFM Server only considered available **Contract** and **Shift** start/end times. (WFM-21216)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.08.

8.5.100.26

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/28/15	Hot Fix					X

### 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:

---

Now, when WFM Server has an enabled secure port, WFM Web saves modified schedules. This issue was originally fixed in [WFM-23071](#). (WFM-23076)

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

---

WFM Server now supports schedule-change polling over WFM API with or without the acknowledgment. This issue was originally fixed in [WFM-23053](#). (WFM-23075)

---

The WFM API function ApplyCalendarItemsAsync that is used to apply **Calendar** items to existing schedules no longer returns an error if the targeted agents had no schedules published within the specified date range. This issue was originally fixed in [WFM-22868](#). (WFM-23034)

---

WFM Server now successfully retrieves the **Schedule History** in **Schedule Intra-Day**. This issue was originally fixed in [WFM-22945](#). (WFM-23033)

---

WFM Web now correctly displays **Activity Performance** data for the Site even when there are more than a thousand **Activities** configured per **Site**. This issue was originally fixed in [WFM-22843](#). (WFM-23032)

---

---

WFM Server's performance is improved when **Schedule Scenarios** with a large number of **Agent Profiles** are opened and scrolled. This issue was originally fixed in [WFM-22851](#). (WFM-23031)

---

WFM Server performance is now improved when using an Oracle database, and agent data is loaded after an entire **Business Unit** is selected. This issue was originally fixed in [WFM-22849](#). (WFM-23030)

---

WFM Server's performance is now improved when retrieving **Multi-Site Activity** (MSA) **Performance** statistics after a large number of MSAs are configured. This issue was originally fixed in [WFM-22850](#). (WFM-23029)

---

**Rotating Pattern Activities** now display correctly in WFM Web. This issue was originally fixed in [WFM-23003](#). (WFM-23028)

---

WFM Server now correctly excludes days in the **Adherence Team Totals** report when the Exclude days without shift option is checked and no agents in a team have a shift scheduled. Previously, days without shifts were incorrectly included in the report when the Exclude days without shift option was checked, even if they did not count towards the totals. (WFM-23027)

---

WFM Server's algorithm now considers the **Time-Off Rule** on the **Time-Off** request date for the attribute that specifies the request limitation from the hiring date. Previously, the algorithm used the **Time-Off Rule** on the hiring date to determine the limitation. (WFM-23019)

---

Now, if the WFM Server Application's **[CalendarSection]** AdjustCarryOverByBonus configuration option is set to false before upgrading to WFM 8.5.1, the unused balance of endless Time-Off bonuses is retained. Previously in this scenario, the unused balance was lost. (WFM-22977)

---

**User** and **Agent** objects that have empty first or last names can now be imported into the WFM database. Previously, attempts to import these objects failed, generating a database error. (WFM-22950)

---

WFM Server now correctly calculates used **Time-Off** bonuses when different **Time-Off** types are requested on the same date, and bonuses are assigned to all associated **Time-Off** types. Previously, used **Time-Off** bonuses were incorrectly assigned to one Time-Off type, based on the request date only. (WFM-22946)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.26.

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8.5.100.24

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/15	General					X

### What's New

This release contains the following new features and enhancements:

- WFM Server now performs data synchronization between the Genesys Configuration database and the WFM database.
- New Options—The following options are new in WFM Server Application's ConfigService section:
  - SynchronizationCheckUpdatesTimeoutSec
  - SynchronizationLevel
  - SynchronizationTimeout

**For detailed descriptions of these configuration options, see [WFM Server Options](#) in the *Workforce Management Administrator's Guide*.**

- Option Moved—The LocalTimezones configuration option is now located in WFM Server Application's ConfigService section. Previously, this option was in the Configuration Utility Application.
- Option Removed—The AdjustCarryOverByBonus configuration option has been removed from WFM Server Application's CalendarService section and is no longer in use.
- Support for Oracle 12c Database Management Systems
- Support for Microsoft SQL Server (MSSQL) 2014

### 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](#)

### Resolved Issues

This release contains the following resolved issues:

---

WFM Server now correctly performs **Site** constraint validation Minimum Duration Between the Start Times of Two Consecutive Working Days against Minimum Duration Between the End of the Day and Start of Next Working Day. Previously, WFM Server incorrectly performed validation if either of these parameters was set to Unlimited and would issue an inappropriate Warning message. (WFM-22556)

---

WFM Server now disregards **Historical** data for **Events** that have an impact lower than -99 percent. (WFM-22552)

---

**Teams**, based on **Profiles** are now display in the **Agent** selection tree in the **Schedule Intra-Day** and **Weekly** views. Previously, the profile-based **Teams** sometimes did not appear in the **Agent** selection tree in these views. (WFM-22280)

---

The Team name is now always displayed in the **Schedule Scenario Intra-Day** view. Previously, the **Team Name** column would sometimes be empty if the selected **Teams** in the **Agent** tree, included some that were fully selected and others that were only partially selected. (WFM-22095)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.24.

# Release 8.5.0

## Workforce Management Server Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Workforce Management Server, if available, in the tree menu on the left or in the list of [Available Releases](#).



8.5.003.33

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/16/16	Hot Fix					X

### 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 no longer leaks memory when acting as a Locator with a secured connection enabled. Previously, the Locator server would slowly leak memory when communicating with other servers over the secured connection. (WFM-26007)

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

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. (WFM-26588)

#### Important

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

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.33.

8.5.003.32

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/15/16	Hot Fix					X

### 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:

---

The **Performance > Intra-Day** view in Web for Supervisors now shows the correct Variance statistics for Multi-Site Activities (MSA), independent of other selected statistics in the view. Previously, the Variance statistic values for MSA were inconsistent because they were dependent on other statistics that were selected in the view. (WFM-26237)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.32.

8.5.003.30

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/14/16	Hot Fix					X

### 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:

An improved algorithm for staffing calculations now enables WFM to successfully save schedules after building them. Previously, WFM sometimes got stuck when saving schedules, due to an endless loop condition within the backlog staffing calculation algorithm. (WFM-25837)

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

WFM Server memory management is improved when the **[ScheduleService] EnableCoverageCache** configuration option value is set to 1. Previously, setting this option value to 1 caused excessive memory use over time. (WFM-25822)

In the Web for Supervisors **Forecast** module, site activity split values are now correctly calculated 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. (Resolves known issue [WFM-25548](#)). (WFM-25709)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.30.

8.5.003.29

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/10/16	Hot Fix					X

### 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 now correctly approves or declines the selected records in the WFM Web for Supervisors **Schedule > Changes Approval** view. Previously, WFM sometimes incorrectly approved unselected records instead of the selected ones. (WFM-25674)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.29.

8.5.003.28

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/25/16	Hot Fix					X

### What's New

This release contains the following new features and enhancements:

- A new WFM Server Application option, found in the **[ForecastService]** configuration section, enables a volume-splitting algorithm that determines agent availability for activities, based on the **Master Schedule**.  
**When the SplitBySchedule configuration option is set to on (enabled), the volume-splitting algorithm considers the existing Master Schedule to establish when, and on what activities agents are available. On days when there is no Master Schedule, the splitting algorithm considers agent availability for activities in the usual way. (WFM-25527)**
- This release of Workforce Management provides new warning messages in the following instances:
  - WFM Web for Supervisors presents a warning message when part-day **Exceptions** are inserted via the **Insert Multiple Wizard** in the **Schedule** view, if the **Exception** partly overlaps the shift. You can choose to ignore the warning and insert the truncated **Exception**. (WFM-25526)
  - WFM Web for Supervisors presents a warning message when part-day **Exceptions** are inserted in the **Calendar** view that interfere with a rotating schedule for that day. You can choose to ignore the warning and insert the **Exception** or cancel it. (WFM-25525)

### 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](#)

### Resolved Issues

This release contains the following resolved issues:

Granted full-day **Time-Off** items in the WFM Web for Supervisors **Calendar** view are now correctly inserted into published schedules when the **Insert Granted Calendar Items** option is checked. Previously, granted full-day **Time-Off** items with specified start and end times were not inserted into

---

published schedules or were incorrectly inserted as part-day **Time-Off** items. (WFM-25530)

---

Schedule scenarios that are based on the **Master Schedule** are now always created successfully. Previously, creating schedule scenarios failed if the newly created scenario did not contain all activities that had scheduled work on them in the **Master Schedule** on which the schedule scenario was based. (WFM-25505)

---

In the WFM Web for Supervisors **Performance > Intra-Day** view, **Actual Performance** statistics now display much faster when there are large activity groups or multi-site activities containing more than 1000 activities. (WFM-25462)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.28.



8.5.003.25

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/16	Hot Fix					X

### What's New

This release contains the following new features and enhancements:

- A new option, configured in WFM Server Application's **[CalendarService]** section, enables configuration of the **Calendar** in WFM Web. Setting the **MealsDuringTimeOff** configuration option value to 1 prevents **Granted Part-Day Time-Off** from being automatically declined when the **Time-Off** item fully covers the period already set for meals in available shifts. By default, this option is set to 0 and WFM Server automatically declines **Part-Day Time-Off** under these same conditions. (WFM-25458)

### 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](#)

### Resolved Issues

This release contains the following resolved issues:

In WFM Web for Supervisors **Schedule > Intra-Day** view, the issue is resolved where inserting the **Part-Day Time-Off** state over unpaid **Shift** items (such as, **Breaks**, **Meals**, and **Exceptions**) increased the total shift paid time by the duration of the unpaid **Shift** items. (WFM-25459)

The scheduled status of **Calendar Exceptions** is now always resolved correctly. Previously, the resolved status of **Calendar Exceptions** sometimes changed suddenly from **Scheduled** to **Not Scheduled** after other calendar items were published to the schedule, if the corresponding **Exception's** schedule states overlapped **Meals** or **Breaks** in the schedule (WFM-25392)

WFM Server now transfers all ETL data for all days. Previously, an intermittent issue would sometimes

---

prevent the transfer of some ETL data for some days. (WFM-25327)

---

WFM Server now correctly handles adjustments to volumes in **Forecast** scenarios in the **Adjust Volumes** dialog box without generating error messages. Previously, on rare occasions, WFM Server running on x64 platforms generated the following error message when volumes were adjusted or totals were set for AHT or IV and AHT: ERR#10015, ErrorText: Unspecified error message. (WFM-25322)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.25.

8.5.003.24

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/05/16	Hot Fix					X

### 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 now presents Scheduled Overtime correctly when Multi-Site Activities (MSA) have assigned time zones that are different from the time zones of the Single-Site Activities (SSA) that make up the MSA, or any activity (MSA or SSA) has a selected granularity greater than 15 minutes. Previously, this data was incorrectly aggregated, which affected the presentation of the Scheduled Overtime statistic. (WFM-25238)

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#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.24.

8.5.003.23

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/26/16	Hot Fix					X

### 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:

Performance of WFM Web for Agents **Time-Off Limits** view is significantly improved, enabling a greater number of concurrent agent connections to simultaneously access the **Time-Off Limits** view. Previously, multiple agents simultaneously accessing the **Time-Off Limits** view while performing **Time-Off Bidding** tasks caused unacceptable response delays and connection time-outs. (WFM-25241)

WFM Server now loads **Forecast**, **Schedule**, and actual data for **Activity Groups** that have more than 999 activities. Previously, when WFM Server loaded **Activity Groups** with large numbers of activities such as these, some columns that normally contained data such as IV and AHT, would be empty. (WFM-25167)

### Product Documentation

#### Workforce Management

#### Genesys Products

#### List of Release Notes

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.23.

8.5.003.22

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/17/15	Hot Fix					X

### 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:

---

**Multi-Site Activity** (MSA) staffing is now correctly retrieved from the assigned **Forecast Scenario** when building a **Schedule Scenario**. Previously, MSA staffing was retrieved from the **Master Forecast** when building schedules for MSA, resulting in an incorrect schedule for the **Schedule Scenario** with an assigned **Forecast Scenario**. (WFM-25181)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.22.

8.5.003.21

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/12/15	Hot Fix					X

### What's New

This release contains 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 issue:

---

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-23950)

---

#### Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.21.

8.5.003.19

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/02/15	Hot Fix					X

### 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 performs **Staffing Forecast Split** at a rate closer to that of previous WFM Server versions (earlier than 8.5). Previously, when WFM Server 8.5 performed the staffing split, **Forecast** factors such as **Service Level** and **ASA** were loaded unnecessarily, causing the **Staffing Forecast Split** to be unacceptably slow. (WFM-23910)

WFM Server now loads **Shift** item sequences (**Breaks/Meals**) correctly. Previously, **Shift** items did not load correctly if multiple sequence items contained different minimum paid hours. (WFM-23905)

### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.19.



8.5.003.18

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/05/15	Hot Fix					X

### 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:

When splitting the **Staffing Forecast**, WFM Server now copies the Service Time and Average Time to Abandon parameters from **Multi-Site Activities** to the associated local **Activities**. This enables WFM Server to calculate the **Scheduled Service** objectives for associated local **Activities**, by using the same parameters as those used for **Multi-Site Activities**. Previously, when performing split staffing, WFM Server used a value of 0 for the Service Time and Average Time to Abandon parameters on local **Activities**, and obtained its staffing requirements from the result of the **Multi-Site Activities** staffing split. (WFM-23730)

### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.18.

8.5.003.17

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/24/15	Hot Fix					X

### 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 uses less memory when caching **Schedule Coverage** for the **Schedule Intra-Day** view. Previously, WFM Server sometimes used an excessive amount of memory when schedule coverage was displayed in the **Schedule Intra-Day** view if the coverage included hundreds of **Activities**. (WFM-23508)

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

The ServiceLevelMethod configuration option in the ForecastService section of WFM Server Application can now be used to enable alternative **Average Speed of Answer** (ASA) calculations. If the scheduled ASA is unreasonably low, set this option value to 2. If this option has previously been set up to 1, set this option value to 3. (WFM-23493)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.17.

8.5.003.16

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/17/15	Hot Fix					X

### 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:

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

WFM Server now responds faster when prompted to prepare data for display in the **Performance Information Graph** in some scenarios. Previously, WFM Server sometimes took an unacceptably long time to prepare **Multi-Site Activity (MSA) Performance** data for **Schedule Scenarios** that had assigned **Forecast Scenarios** containing thousands of **Activities**. (WFM-23495)

WFM Server now responds faster when prompted to save the **Intra-Day Schedule** and display the **Performance Graph**. (WFM-23449)

WFM Server now correctly resolves **Time-Off** statuses for all **Time-Off** types. Previously, the **Time-Off** status for the **Vacation Time-Off** type was incorrectly resolved when the **Time-Off** balance was calculated and an **Exception** was also present for the same date. (WFM-23376)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.16.

8.5.003.15

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/02/15	Hot Fix					X

### 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's performance is improved when returning indicators that specify if data (**IV**, **AHT**, or **Staffing**) is present for activities in a **Forecast Scenario**. Previously, when a **Forecast Scenario** had many **Activities**, it could take a significant amount of time to retrieve the data indicators. (WFM-23339)

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

WFM Server now optimizes **Staffing Coverage** when inserting multiple shifts with shift items in the **Schedule Intra-Day** module. Previously in this scenario, WFM Server set all breaks and/or meals to occur at the same time. (WFM-23251)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.15.

8.5.003.14

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/19/15	Hot Fix					X

### 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:

#### Product Documentation

[Workforce Management](#)

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[List of Release Notes](#)

The WFM Server API PerformanceBinaryService800::GetData method provides the ability to obtain **Forecast** information for multiple **Multi-Site Activities** in one request (compared to requesting data for each activity separately). This improves load time when the data for a large number of **Multi-Site Activities** is requested. WFM Builder uses the PerformanceBinaryService800::GetData method to load this type of data when building schedules. (WFM-23226)

The maximum size of the **Schedule State Group (SSG) History** record is increased (from 7000 bytes to 256 kilobytes) and can now store very large SSG records. Previously, the SSG history record was not stored if the SSG contained hundreds of **Activities**, which might have impacted the **Historical Adherence** report because it uses the oldest or most recent version of the SSG record. This improvement is applicable to Oracle database only. (WFM-23225)

The **Schedule State Group (SSG) History** now loads correctly. Previously, the SSG history sometimes loaded incorrectly, resulting in incorrect data in the **Agent Adherence** report. (WFM-23224)

The presentation of the **Performance Graph** in the **Schedule Intra-Day** view is now much faster when the selected target is a **Business Unit** or **Mult-Site Activity**. (WFM-23223)

---

Agents are now shown as **Adherent** when their scheduled state belongs to a group with no association to a channel and the agent's real-time state has a channel state that adheres to the **Schedule State Group**. Previously, when an agent's schedules belonged to a non-channel group and the channel state was present in the real-time state, the agent was shown as **Non-Adherent**. (WFM-23197)

---

Sorting by the **Overtime** column now works correctly in the schedule. Previously, sorting by the **Overtime** column was not working correctly after WFM replaced contract-defined **Overtime** with the **Marked Time**-based **Overtime**. (WFM-23160)

---

WFM Server now processes unused bonus hours correctly, with no time-off balance reporting discrepancies. Previously, there were discrepancies in time-off balance reporting if bonuses had no end time and the **Time-Off Management** report or **Time-Off Balance** report periods were longer than 6 weeks. (WFM-23122)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.14.

8.5.003.12

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/24/15	Hot Fix					X

### 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:

Now, when WFM Server has an enabled secure port, WFM Web saves modified schedules. Previously in this scenario, an issue with the chunked-encoding in WFM Server's HTTP/HTTPS stack sometimes prevented WFM Web from saving modified schedules. (WFM-23071)

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WFM Server now supports schedule-change polling over WFM API with or without the acknowledgment. Starting in release 8.1.3, WFM Server discontinued support for schedule-change polling without the acknowledgment. (WFM-23053)

WFM Web now correctly displays **Activity Performance** data for the **Site** even when there are more than a thousand **Activities** configured per **Site**. Previously, WFM Server failed to retrieve the **Activity Performance** data and a database error was returned under the following conditions:

- Oracle database was used
- More than one thousand **Activities** were configured under a single **Site**
- The **Schedule Scenario** was selected
- The **Schedule Scenario** was associated with a **Forecast Scenario**

(WFM-22843)



## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.12.

8.5.003.09

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/09/15	Hot Fix					X

### 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:

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WFM Server now includes all non-adherence states for overnight shifts in the **Adherence** report. Previously, when there was a full-day schedule the following day, some non-adherence states for overnight shifts were missing. (WFM-23025)

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WFM Server is now more robust. Previously, the server could sometimes silently terminate after receiving several malformed sequential requests on the same TCP/IP socket. (WFM-23024)

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WFM Server now correctly excludes days from the **Adherence Team Totals** report when the `Exclude days without shift` option is selected and no agents in a team have a shift scheduled. Previously, days without shifts were incorrectly included in the report when the option was selected, even though the days did not count towards the totals. (WFM-23023)

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**Rotating Pattern Activities** now display correctly in WFM Web. Previously, these Activities sometimes disappeared if the order of the weeks in multi-week **Rotating Patterns** was changed. (WFM-23003)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.09.

8.5.003.08

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/24/15	Hot Fix					X

### 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:

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WFM Server now successfully retrieves the **Schedule History** in **Schedule Intra-Day**. Previously, WFM Server failed to retrieve the **Schedule History** and a Internal Server Error error message was returned if the selected date was the same as the start or end date for Daylight Savings Time (DST). (WFM-22945)

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The **Schedule State Totals** report is now generated correctly. Previously, the **Schedule State Totals** report for the **Schedule Scenario** would sometimes fail to generate and the Internal Server Error error message was returned if a **Team** was selected as the target. (WFM-22942)

The WFM API function **ApplyCalendarItemsAsync** that is used to apply **Calendar** items to existing schedules no longer returns an error if the targeted agents had no schedules published within the specified date range. Previously in this scenario, the **ApplyCalendarItemsAsync** function incorrectly returned an Invalid Target Specified error. (WFM-22868)

WFM Server's performance is improved when **Schedule Scenarios** with a large number of agent profiles are opened and being scrolled. Previously, WFM Server was slow to open and scroll **Schedule Scenarios** when there were a large number of agent profiles in the database. (WFM-22851)

WFM Server's performance is now improved when retrieving **Multi-Site Activity** (MSA) performance

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statistics after a large number of MSAs are configured. Previously in this scenario, WFM Server was slow to retrieve performance data when there were hundreds of MSAs in the database. (WFM-22850)

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WFM Server performance is now improved when agent data is loaded after an entire **Business Unit** is selected. Previously in this scenario, WFM Server was slow loading agent data when Oracle database was used. (WFM-22849)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.08.

8.5.003.05

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/04/15	Hot Fix					X

### 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:

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WFM Server now inserts **Time-Off** items in the **Calendar** more quickly. Previously, this process might have taken more than one minute if the configuration audit contained a large number of records. (WFM-22606)

#### Product Documentation

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WFM Server now updates the **Actual** group of **Activity Performance** statistics in the Extract, Transform, and Load (ETL) Database for the current day. Previously, WFM Server did not update these statistics in the ETL Database if the corresponding **Activities Schedule, Forecast, or Activity Configuration** statistics did not change. (WFM-22559)

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.05.

8.5.003.02

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/14	Hot Fix					X

### 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:

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In multi-skill scenarios, WFM Server now schedules meetings that are longer than 15 minutes and have more than one agent. Previously in multi-skill scenarios, WFM Server's **Meeting Scheduler** sometimes generated an internal error. (WFM-22383)

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.02.

8.5.003.01

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/14	General					X

### What's New

This release includes only resolved issues.

### Helpful Links

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- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

### Resolved Issues

This release contains the following resolved issues:

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WFM Server now provides a method via API to set an actual headcount value for a team. The data obtained via API is used to calculate actual headcount at the **Site** and **Business Unit** levels. (WFM-22120)

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WFM Web short names are now correctly displayed in the **Master Schedule Intra-Day** view for **Full-Day Exceptions** that have specified start and end times. Previously, short names were not displayed until changes to **Full-Day Exceptions** with specified start and end times were saved. Also, the short text in the first and last step of **Schedule** items now displays correctly, if those steps do not cover the entire 15-minute timestep. (WFM-22096)

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.01.



8.5.001.06

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/14	General					X

### What's New

This release includes the following new features and enhancements:

- WFM Server now supports the Actual backlog (also known as Actual queue) statistic in the `WFMPPerformanceService810::SetPerformanceDataAsync` method. (WFM-21943)
- Now supervisors can specify an effective date for changes to **Schedule State Groups** (SSG). The **Effective Date** can be a date in the past, on which the changes are applied. If an effective date is specified for an SSG, the latest change is applied not from the midnight of the current day (according to the **Site** timezone, as is the default), but from the midnight of the specified effective date. (WFM-21905)
- Supervisors and agents can now delete individual items in a **Time-Off** request, while retaining the original submission date (of all other items in the request). This ensures the agent's request remains in the queue and is considered for processing. (WFM-21863)
- Supervisors and agents can now edit individual items in **Time-Off** requests. Previously, an error displayed if only some items in the same request were changed. (WFM-21756)

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### Resolved Issues

This release contains the following resolved issues:

**Task Sequences** properties can now be modified when they are assigned to shifts that contain multiple **Task Sequences**. Previously in this scenario, modifying **Task Sequence** properties caused an error to display. (WFM-22025)

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Agents with skills in two **Activities** are now correctly scheduled when both **Activities** require an agent. Previously, agents with skills in two **Activities** were over-scheduled. (WFM-21999)

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WFM Server now correctly displays agents in the <none> team in the **Schedule Scenario** view. Previously, if all teams under a **Site** were not selected in the **Schedule Scenario** view, agents in the <none> team did not display. (WFM-21997)

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WFM Server now displays agents in the **Schedule Scenario** view after they are moved to another **Site**. Previously, agents disappeared from this view after they were moved. (WFM-21996)

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WFM Server now correctly sorts **Teams** or **Sites** in all **Schedule** views. Previously, in the **Schedule Intra-Day** view, WFM Server did not correctly sort **Teams** or **Sites**. (WFM-21995)

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WFM Server now considers each status update when **Wait-Listed** items are processed. Previously, when one **Wait-Listed** item was processed, the status update was not considered when the next **Wait-Listed** item was processed, causing the latter item to be incorrectly granted over the set **Time-Off** limit. (WFM-21990)

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WFM Server now correctly applies **Availability Patterns** when the agent's timezone was different from the **Site** timezone in Web for Agents > **Preferences**. Previously in this scenario, WFM Server did not correctly apply **Availability Patterns**. (WFM-21864)

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WFM Server now correctly calculates agent availability at the **Multi-Site Activity** level when using the **Time-Off Limit** wizard. Previously in this scenario, WFM Server would sometimes improperly load agent-related configuration when agents from multiple sites were involved. (WFM-21745)

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WFM Server now correctly handles **Calendar** items that are granted using the **Time-Off Limit** wizard, that impact overnight agent availability. Previously, WFM Server incorrectly indicated that the overnight portion was **Available**, even though the previous day contained a non-working or working day that ended before midnight. (WFM-21694)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.06.

8.5.000.13

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/07/14	Hot Fix					X

### 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 successfully loads **Calendar** items for multiple agents from the WFM database. Previously, when agents with **Calendar** items were moved between sites, and the **Calendar** data for more than 100 agents was retrieved (**Calendar Items** view/report), the following database error would appear: multi-part identifier WA.WM\_TEAM\_ID could not be bound. (WFM-21951)

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.13.

8.5.000.12

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/14	General					X

### What's New

This release includes the following new features and enhancements:

- **Multi-Channel Adherence**—Multiple media channels in **Schedule State Groups** track agent real-time states in the Web for Supervisors **Adherence** module; WFM Agent Adherence and Agent State reports now include historical multi-channel adherence percentages and non-adherence events for each channel separately.
- **Time-Off Bidding**—Time-off requests are processed within a configured bidding period for selected date ranges. When this feature is enabled (default), WFM delays granting agent time-off requests (that fall within the bidding period) until the processing date for that bidding period. On that date WFM grants time-off requests, based on configurable criteria. Then, if there are available slots in time-off limits, WFM processes any time-off requests that were not granted, based on their submission order.
- Supports Microsoft Windows Server 2012, native 64-bit.

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### Resolved Issues

This release contains the following resolved issues:

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WFM Server now correctly applies Exceptions with the **Allow Breaks and Meals during exception** option checked when resolving Calendar item statuses. Previously, if multiple Exceptions were entered for the day, WFM Server incorrectly omitted the **Allow Breaks and Meals during exception** option when determining compatibility with this **Exception** and **Shift with Meal(s)**. (WFM-21730)

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WFM Server now correctly calculates the **Activity Scheduled Queue** after the **Schedule Scenario** is built. Previously, WFM Server incorrectly calculated the data from the **Schedule Scenario** for each day after the first day. (WFM-21681)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.12.