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Workforce Management Server

8.5.209.08

12/18/2025

8.5.209.08

Workforce Management Server Release Notes

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

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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.

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)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.209.08.