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Workforce Management Server

8.5.210.10

12/17/2025

8.5.210.10

Workforce Management Server Release Notes

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

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What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM'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.