GENESYS

Workforce Management Server

8.5.211.03

12/16/2025

8.5.211.03

Workforce Management Server Release Notes

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

Contents

What's New

This release includes only resolved 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)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.03.

Supported Languages

See Release 8.5.x Translation Support.

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