Workforce Management Server

8.5.211.06

12/16/2025

8.5.211.06

Workforce Management Server Release Notes

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

Contents

What's New

This release includes only resolved 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)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.06.