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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

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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:

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.