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Workforce Management Server

8.5.212.01

12/16/2025

8.5.212.01

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/02/18	Update					X

Contents

- **1 8.5.212.01**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes
 - 1.5 Supported Languages

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 Server now respects the value 0 for the **[CalendarService]** BatchRequest configuration option when the schedule is updated because a Time-Off Calendar item is granted. Previously in this scenario, WFM Server ignored this setting. (WFM-30459)

Error messages no longer display when Supervisors select historical Time-Off rules in WFM Web for Supervisors that have assigned Time-Off types that are no longer associated with an agent's site. Previously in this scenario, Supervisors would see the error message *An unexpected issue occurred while processing this request* in the **Agent >Time Off** tab. (WFM-27251)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.01.

Supported Languages

See [Release 8.5.x Translation Support](#).