GENESYS™

Workforce Management Server

8.5.212.18

12/17/2025

8.5.212.18

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/28/18	Update					X

Contents

What's New

This release contains the following new features and enhancements:

- Improvements made to WFM's Trading subsystem decrease the use of the Oracle TEMP tablespace, thereby reducing the cost of database queries. Previously, when multiple agents made trade requests in the WFM Web for Agents application, use of the TEMP tablespace increased, as did the cost of database queries. (WFM-31470)

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

Resolved Issues

This release contains the following resolved issues:

WFM no longer adds a misleading database error message to the dedicated ETL Server's log file after restart. (WFM-31583)

Agents requesting time off when they have insufficient time-off balances now see the following error message: *The Time-Off request cannot be completed. The Time-Off balance is less than the number of hours in a Time-Off day*. Previously in this scenario, agents could request time off without receiving an error message, specifically when the **[CalendarService]** CalendarOverScheduleData configuration option value was set to 2 and the **[CalendarService]** AutoPublishTimeOffToSchedule option value was set to 0. (WFM-31461)

WFM now correctly reflects changes to the Historical Adherence in the ETL database. Previously, WFM sometimes failed to update the Adherence for the last few hours of the day if the next ETL cycle started on the following day. (WFM-31305)

The **Performance** > **Intra-Day** view now displays the Actual Headcount data for activity groups. Previously, WFM did not load the Actual Headcount data for activity groups in some time intervals if the business units time zone differed significantly from the local time zones of the activities in the group. (WFM-30961)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.18.