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Workforce Management Server

8.5.212.21

12/16/2025

8.5.212.21

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/22/19	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:

WFM Server Locator now continues to load balance new sessions on WFM Servers, even after the sessions become inactive and expire. (WFM-31756)

WFM no longer auto-grants time-off requests if an agent edits a request that has a date that falls within a Time-Off Bidding period. Previously in this scenario, WFM incorrectly auto-granted the time-off request. (WFM-31652)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.21.