GENESYS™

Workforce Management Server

8.5.212.24

12/16/2025

8.5.212.24

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/19	Update					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM has improved verification of time-off constraints, significantly reducing the time it takes to insert or modify time-off states in the schedule. (WFM-32298)

WFM now autogrants full-day time-off requests when the following conditions are met:

- The paid hours in the time-off rule is `0:00`.
- The minimum requested time-off in the the time-off rule is greater than `0`.
- The WFM Server configuration option **[CalendarService]** DetermineFullDayTimeOffStartEndPaidHours is set to `true`.

Previously in this scenario, WFM failed to autogrant full-day time-off requests, even if these conditions were met. (WFM-32207)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.24.

Supported Languages

See Release 8.5.x Translation Support.

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