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Workforce Management Server

8.5.212.25

12/16/2025

8.5.212.25

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/02/19	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 has improved staffing calculations, providing better estimations when Average Time to Abandon metrics are high, service-level objectives are low, and individual calls are successfully handled within service-level objectives after long wait times. Previously in this scenario, ASA and Abandonment % were underestimated when the **[ForecastService]** ServiceLevelMethod option value was set to 2 or 3, resulting in the number of agents for calculated staffing being lower than expected, or the Activity service being higher than expected, in respect to the number of scheduled agents. (WFM-32402)

The improvement is also available in release [8.5.211.04](#).

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.25.