GENESYS

Workforce Management Server

8.5.214.08

12/19/2025

8.5.214.08

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/19	General					X

Contents

What's New

This release contains the following new features and enhancements:

- Support for new features introduced in WFM Web 8.5.214.14.

- TLS 1.2 is supported to provide secure network connections between WFM applications, Genesys Management Framework, and third-party software. WFM supports configurations that use only FIPS 140-2-compliant algorithms in secure network connections. For more information about securing connections, see the *Workforce Management Adminstrator's Guide*. (WFM-30288)

- The WFM Server Application has a new **[auth]** configuration section and option, and the following new option in the **[Server]** configuration section:

provider

Section: auth
Default Value: ""
Valid Values: "", wfm
Changes Take Effect: After restart
Dependencies: [Server] tzdb. See Important note in this option
Introduced: 8.5.214.08

Specifies the provider that performs WFM user authentication.

If this option value is set to:

- **"" (empty string)—WFM Server SOAP API authenticates WFM users.**

- **wfm—WFM Server REST API (on-premises) authenticates WFM users. Such configuration influences default value of tzdb option which controls time zones usage.**

more...

tzdb

Section: Server
Default Value: 1, 0 (see description)
Valid Values: 1, 0
Changes Take Effect: Immediately
Dependencies: [auth] configuration
Introduced: 8.5.214.08

Specifies whether or not WFM time zones are converted to standard IANA time zones.

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

> ### Important
> **All WFM Servers in the deployment must use the same value for this option.**

The default value for this option depends on the [auth] configuration:

- **If [auth] is not configured, the default value is 0.**
- **If [auth] is configured the default value is 1. If you want to keep using Genesys time zones in this configuration, value should be explicitly set to 0.**

When this option default is 1 (enabled), WFM time zones (and time zone assignments for business units, sites, etc.), are automatically converted to Internet Assigned Numbers Authority (IANA) time zones, and no longer synchronize with Genesys time zones. When this option default is 0 (disabled), WFM time zones are not converted to IANA time zones.

Time zone conversion is done by using a JSON mapping file (tzmap.json) that can be modified, if necessary.

more...

(WFM-32285, WFM-25473)

Resolved Issues

This release contains the following resolved issues:

WFM now adjusts the end time of Rotating Patterns that have fixed shifts only if an unpaid time-off request is in Granted status. Previously, WFM adjusted the end time also if the unpaid time-off request was in Preferred status. (WFM-32317)

During the wait-listing process, WFM Server now changes the status of the entire batch of Time-Off requests to either Scheduled or Not Scheduled, depending on the configured time-off limits. Previously, in certain circumstances, the status of some wait-listed time-off requests in a batch could be Scheduled, while others could be Not Scheduled. (WFM-32267)

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-32233)

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-31662)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.08.