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Workforce Management Server

8.5.215.09

12/17/2025

8.5.215.09

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/07/19	General					X

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What's New

This release contains the following new features and enhancements:

- WFM supports integration with Genesys Cloud API for Forecasting using the Genesys Cloud upload service, which supports payloads greater than 3 MB. (WFM-32622)
- WFM Server now performs validation on the length of Overtime Offers, and no longer saves offers that exceed 6 weeks. Existing offers (created before updating to this WFM Server release) that exceed 6 weeks are not processed with other, valid offers. If an Overtime Offer fails, the automatic process does not stop, but continues to process all other, valid offers. (WFM-32682)
- Now, when WFM agents are deleted in Genesys Administrator and then added again with the same employee ID, they are restored in the WFM Database and are associated with the previously deleted agent/employee ID. The following new configuration option in the WFM Server Application's **[ConfigService]** section supports this feature:

Helpful Links

Releases Info

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Product Documentation

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RestoreTerminatedAgents

Section: ConfigService

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

Introduced: 8.5.215.09

Modified: 8.5.219.11

Important

This option was changed to use a default value of “true” starting with WFM Server 8.5.219.11.

Specifies whether WFM prevents creating duplicate agents when they are deleted and then recreated in Genesys Administrator.

If this option value is set to `true`, WFM does not create duplicate agents in the WFM Database, but recreates these agents by associating them with their previously deleted employee ID.

This option value is set to `true`, by default.

Tip

As a result of this feature implementation, WFM Server's response to **WFMLocatorService800::LocateServerLogin > siteID** for Supervisor logins has changed from 0 to -1.

WFM Database Utility release 8.5.215.03 is required to implement this feature. (WFM-25653)

Resolved Issues

This release contains the following resolved issues:

To improve security, WFM Server no longer logs database connection strings. (WFM-32744)

Agents can now log in to WFM successfully when the **[auth]** provider configuration option is enabled. Previously, when this option was enabled, agent logins failed and WFM displayed the following error message: An unexpected issue occurred while processing this request. (WFM-32734)

WFM Server now consistently saves agent information that has been modified. Previously, WFM Server intermittently failed to save modified information if the agent's skill was previously deleted in Genesys Configuration Server. (WFM-32706)

WFM Server no longer terminates intermittently when the **[auth]** provider configuration option is enabled. (WFM-32683)

WFM now processes all Time-Off bidding periods, regardless of the site with which they are associated. Previously, WFM sometimes failed to process some bidding periods if there were multiple periods associated with different sites. (WFM-32681)

This release fixes minor issues that sometimes caused WFM Forecast coverage to be less than expected when the UME algorithm was used and the forecast included historical events. (WFM-32599)

Upgrade Notes

WFM Database Utility release 8.5.215.03 is required to implement the feature described in (WFM-25653).