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Workforce Management Server

8.5.216.08

12/16/2025

8.5.216.08

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/12/20	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 now shows the overstaffing and understaffing data for Calculated and Required staffing, even when the **Use Multi-Site Activities** option is selected in the **Schedule Coverage** view. The overstaffing/understaffing data is calculated based on the schedule coverage of multi-site activities, which is calculated by summing up of the coverage of all child single-site activities. (WFM-32662)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.08.