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Workforce Management Server

8.5.217.01

12/17/2025

8.5.217.01

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/14/20	General					X

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What's New

This release contains the following new features and enhancements:

- WFM Server now supports separate assignment of the **Edit** and **Add/Delete** role privileges for the **Organization**. Splitting the **Add/Edit/Delete** privilege, enables WFM to provide improved security by allowing specific users to edit the organization while preventing them from (accidentally or intentionally) deleting the entire organization. See also, [Upgrade Notes](#).
To support backward compatibility, user roles that previously had the Add/Edit/Delete privilege, now have Add/Delete and Edit privileges. (WFM-33337)
- An enhancement to WFM Server changes behavior of the time-off transferring rule when configured as follows:
 - The rule End Date falls on the carry-over day of that ending rule
 - The balance is transferred to the next rule
 - The transferred balance (in hours) is greater than the configured maximum carry-over balance of the ending rule

Then, the transferred balance is equal to the configured maximum carry-over balance of the ending rule. (WFM-33317)

Tip

WFM applies this functionality only to new carry-over periods (not carry-over periods that have been processed).

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Workforce Managment](#)

Genesys Products

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Resolved Issues

This release contains the following resolved issues:

WFM Server now successfully connects to the WFM Builder, even if Builder is configured to use a different authentication provider than the one configured for WFM Server. (WFM-33343)

WFM Server now successfully opens a secure listening port when configured as follows:

- SSL/TLS is enabled
- The authentication provider is specified (**[auth]** provider)
- Server's Host settings contains an explicit IP address

Previously when configured as such, WFM Server failed to open a secure listening port. (WFM-33342)

WFM now schedules an appropriate shift for overtime even when the overtime is requested outside of the shift. Previously, WFM Scheduler incorrectly treated the gap between the shift and the overtime as a paid time, which sometimes prevented Scheduler from selecting an appropriate, alternate shift. (WFM-33335)

WFM Server now displays all time-off items in batch requests in warning messages. For example, if the **[CalendarService]** BatchRequest option is enabled, and some of the time-off items in the batch request are in violation of the rules, then all of the time-off items in the batch are displayed in the warning message, enabling users to check all items and resubmit the entire batch. (WFM-33325)

WFM Server now consistently updates its cache when receiving and synchronizing skills from Configuration Server. Previously, if WFM Server failed to update the cache, the synchronized skills did not appear in the GUI. (WFM-33309)

WFM now provides improved scheduling of multiple group meetings by scheduling all groups at the earliest Start Date and Time only if there are no better dates/times for the meetings, or if the configuration is not sufficiently flexible to accommodate them. Previously, WFM Server would schedule all meeting groups at the earliest configured meeting Start Date and Time without checking for better dates/times. (WFM-33308, WFM-33279)

Unpaid breaks and meals now can be moved when rescheduling the shift to accommodate overtime, unless the overtime partially overlaps the meal—in that case, WFM does not move it. Previously, unpaid meals and breaks remained fixed when scheduling overtime, which sometimes caused WFM to deny the overtime. (WFM-33300)

Schedule State Group (SSG) history overrides now affect the agent's historical adherence by correctly starting from the specified effective date of the override. Previously, SSG history overrides affected the agent's historical adherence by sometimes incorrectly starting prior to the specified effective date. (WFM-33293)

WFM now consistently displays up-to-date data in the Schedule reports and elsewhere. Previously, WFM would sometimes display stale schedule data in reports for some dates when multiple WFM Servers were deployed. (WFM-33276)

Upgrade Notes

Implementation of the new feature requires WFM Web 8.5.217.16 or later and WFM Database Utility 8.5.217.04 or later releases.