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Workforce Management Server

8.5.217.08

12/17/2025

8.5.217.08

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/11/20	Update					X

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What's New

This release contains the following new features and enhancements:

- WFM Server now supports the improvement in [WFM Web 8.5.217.22](#) in which users can now filter agents by primary activities only. As a prerequisite for this support, the **[auth]** provider option must be configured in the WFM Web, Server, Builder, and Data Aggregator Applications. (WFM-33427)

Resolved Issues

This release contains the following resolved issues:

WFM Server no longer terminates unexpectedly when a single user accesses the same session through multiple threads, simultaneously. Previously in this type of scenario, WFM Server sometimes terminated unexpectedly. (WFM-33416)

WFM now enables users to enter multiple, longer memos for Exception schedule states. Previously, memos were sometimes truncated if the size limitation was exceeded. Now, while memos might still be truncated, the use of compression enables preservation of user-entered memos in all but the most extreme cases. (WFM-33409)

WFM now consistently displays all time zones as expected. Previously, WFM sometimes failed to display time zones if WFM Server Application's **[auth]** provider option was specified but its **[Server]** tzdb option was not (was empty). (WFM-33388)

WFM now always opens schedule scenarios successfully. Previously, WFM sometimes failed to open or to build some schedule scenarios if the scenarios had an extended end date specified. (WFM-33316)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Managment](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.08.