GENESYS™

Workforce Management Server

8.5.218.06

12/17/2025

8.5.218.06

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/25/21	Update						X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The **State Group Totals** view in WFM Web for Supervisors now correctly displays the Forecasted Staffing and Schedule Coverage data in the graphs, based on the selected time zone. Previously, the data displayed in the graphs were not based on the selected time zone. (WFM-33550)

WFM now correctly refreshes the **Schedule** view after profile agents are removed from Schedule Scenarios. Previously, WFM did not refresh the **Schedule** view and sometimes displayed blank schedules. (WFM-33545)

WFM now accounts for Overlay events when building Forecasts. Previously, WFM ignored Overlay events when users selected the AI-Powered Forecasting method. (WFM-33531)

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 8.5.218.06.