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Workforce Management Server

8.5.218.11

12/16/2025

8.5.218.11

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/12/21	Update						X

Contents

- [1 8.5.218.11](#)
 - [1.1 Helpful Links](#)
 - [1.2 What's New](#)
 - [1.3 Resolved Issues](#)
 - [1.4 Upgrade Notes](#)

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 no longer auto-declines overnight Overtime bids with the error The overnight schedule overlaps with schedule on the following day when the following day is a scheduled day off. (WFM-33775)

WFM Server no longer terminates unexpectedly due to a buffer overrun that sometimes occurred while saving schedules that contained many Schedule States or long comments. (WFM-33713)

WFM now successfully displays the schedule coverage and saves schedules for back-logged activities. Previously, WFM would sometimes display an internal error when the published activities forecast contained incorrect parameter values. (WFM-33685)

WFM now correctly returns the time-off type description together with the agent information when requested. Previously, WFM did not return the time-off type information as expected, causing JavaScript errors in the WFM UI. (WFM-33672)

WFM Server now correctly determines the date for full-day time-off requests. Previously, WFM Server sometimes failed to determine the exact date for the request when it was on the same date as the day-off in the agent's Rotating Pattern. (WFM-33671)

Agents can no longer submit duplicate full-day time-off requests for the same day. Previously, agents were sometimes able to submit duplicate requests for the same day if they were submitted simultaneously. (WFM-33472)

Product Documentation

[Workforce Managment](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.11.