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Workforce Management Server

8.5.218.14

12/17/2025

8.5.218.14

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/02/21	Update						X

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What's New

This release contains the following new features and enhancements:

- WFM's Wait-Listing and Time-Off Bidding background processes are now optimized to improve performance and reduce the load on the database, and memory management of the Wait-Listing process is improved by the elimination of the source of a possible memory leak.
See also, [Upgrade Notes](#) below. (WFM-33912)
- WFM has improved performance when processing queries. Now, queries always use an index, and WFM Server automatically purges notification acknowledgments to prevent tables from getting too large. (WFM-33295)

Tip

Genesys recommends updating your database statistics after creating new indexes so that Oracle can use them when creating the queries execution plan. Ask your Database Administrator for assistance, or simply run the following statement on your WFM database: EXEC DBMS_STATS.gather_schema_stats('<WFM_DB>');

Helpful Links

Releases Info

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

Product Documentation

[Workforce Managment](#)

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Resolved Issues

This release contains the following resolved issues:

WFM now correctly displays overtime bids for agents responding to the selected Overtime Bidding Offer. Previously, WFM incorrectly displayed bids for agents who had not submitted bids for the selected offer. (WFM-33956)

WFM now successfully completes its automatic Overtime Bidding process. Previously, the Overtime Bidding process was sometimes paused or completely disabled, due to other slow-performing or stuck background processes. (WFM-33886)

WFM Server now correctly calculates available time-off slots for requests that fall on days that are

designated as day off in the Rotating Pattern. Previously, WFM Server would incorrectly calculate these types of available time-off slots while processing the bids in the Schedule Bidding period. (WFM-33718)

The WFM Calendar Service is now updated and the Time-Off Management and Time-off Balance reports now contain the correct data for each agent when generated for multiple agents. Previously, calculations done for the first agent in the reports sometimes generated incorrect data for the other agents in the reports. (WFM-33717)

Upgrade Notes

WFM Database Utility 8.5.218.06 is required to support the features in this release.