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# Workforce Management Server

8.5.218.16

12/16/2025

# 8.5.218.16

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/23/21	Update						X

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## 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:

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WFM now displays the correct bid information for agents in the **Schedule > Scenario > Profiles/Bidding** view. Previously, WFM incorrectly displayed all zeros in the **Bid** column in the **Profiles/Bidding** view. (WFM-34059)

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WFM now correctly auto approves overtime bids that are within set limits. Previously, WFM incorrectly auto declined overtime bids while displaying the message `Overtime slot exceeds overtime requirement`, if the overtime offer was created for an activity under a specific site and multiple additional sites were assigned to the offer. (WFM-33959)

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### Product Documentation

[Workforce Managment](#)

Genesys Products

[List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.16.