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

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

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)

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)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.16.