GENESYS™

Workforce Management Server

8.5.218.19

12/18/2025

8.5.218.19

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/11/21	Update						X

Contents

What's New

This release includes the following new features and enhancements:

- As of September 30, 2021, WFM Language Packs are supported on Windows Server 2019. (WFM-33682)

Resolved Issues

This release contains the following resolved issues:

WFM now correctly performs automatic carry-over for all time-off rules and time-off types assigned to agents. Previously, WFM sometimes did not perform automatic carry-over for some time-off rules when agents had multiple assigned time-off rules and time-off types. (WFM-34219)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.19.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Workforce Management

Genesys Products

List of Release Notes