



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Server

8.5.218.36

12/19/2025

8.5.218.36

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/23/21	Update						X

Contents

- [1 8.5.218.36](#)
 - [1.1 Helpful Links](#)
 - [1.2 What's New](#)
 - [1.3 Resolved Issues](#)
 - [1.4 Upgrade Notes](#)

What's New

This release contains the following new features and enhancements:

- WFM now allows Marked Time to overlap Time Off schedule states as long as the Marked Time is not used to mark overtime. (WFM-34694)
- WFM now respects the **Minimum Distance Between Shift Items** constraint for breaks or meals that precede or follow generic Exception states that are used to fill the gap between the shift and the overtime inserted outside shift hours. (WFM-33497)

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](#)

Resolved Issues

This release contains the following resolved issues:

In WFM Web for Supervisors, the Adherence Details view now displays agent states, as expected, when the Host object's IP address is specified in the Configuration Database. This issue, found in WFM Server 8.5.218.33, is resolved. (WFM-34890)

WFM no longer displays the warning message The distance between Break/Meal violates shift constraint of maximum distance between shift items. when editing scheduled shifts and that constraint is actually disabled in the **Shift** settings. (WFM-34654)

WFM Server is now more resilience and better handles multiple simultaneous login requests when Configuration Server's responsiveness starts to lag. Previously, WFM Server waited for every authentication response from Configuration Server, causing multiple pending login requests, which sometimes resulted in WFM Server becoming unresponsive. (WFM-34591)

The Rotating Pattern Properties Report no longer displays an error when users open the **Data** page and expand the **Site**. (WFM-34448)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.36.