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Workforce Management Server

8.5.219.12

12/16/2025

8.5.219.12

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/07/22	Update						X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Server load-balancing is now working correctly. In the previous version, the WFM Server load-balancing functionality was unintentionally broken, causing all incoming requests to be processed by the same server. (WFM-35563)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.12.