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# Workforce Management Server

8.5.219.17

12/19/2025

8.5.219.17

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/03/22	Update						X

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## What's New

This release contains the following new features and enhancements:

- A new WFM Server application option, OvertimeMode, provides the ability to accommodate added overtime for a scheduled shift substitution by preserving the paid hours of the original shift plus any added overtime. (WFM-35786)

## Resolved Issues

This release contains the following resolved issues:

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WFM no longer displays an internal server error message when an agent is moved to a different site. (WFM-35706)

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Users are now able to build schedules if the scenario includes a site with no agents by excluding this site from the build operation (a message is displayed notifying users to check the schedule scenario and adjust it as needed). Previously, an internal error message was displayed. (WFM-35735)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.17.

## 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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