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Workforce Management Server

8.5.219.33

12/17/2025

8.5.219.33

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/24/23	Update						X

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What's New

This release contains the following new features and enhancements:

- This enhancement includes the following in WFM Server:
 - Performance and responsiveness is improved such that it no longer deteriorates over the time.
 - The database error is no longer displayed when **Schedule Audit Reports** are generated by keeping the **Present action's details** option cleared.
 - Addressed the intermittent network connectivity issue between WFM components related to the HTTP chunked-encoding. (WFM-36688)
- To improve overall performance, some requests from WFM Server to the Oracle WFM database, which currently use a client-side cursor when performing database queries, can be optionally set to use a server-side cursor. A new configuration option, LOBCursorLocation, is introduced to specify the type of cursor to use with database queries that read Large Object (LOB) columns. By default, a client-side cursor is used for LOB columns. The new option is specified in the [Server] section of the WFM Server application. (WFM-36603)

Helpful Links

Releases Info

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Resolved Issues

This release contains the following resolved issues:

The waitlisted calendar time-off items are now correctly removed from **Wait-list** when those items can no longer be auto-granted for any reasons. Additionally, the number of past days to be processed in the waitlist process can be configured by using the new WaitlistLookBackDays option. (WFM-36632)

Correct **Time Steps** are now shown in the **Performance > Intra-Day** view (that is, starting with 12.00 AM) when the **Site's/BU's time zone** and **Show Whole Day** options are selected. (WFM-36505)

The **Required Staffing** values are now loaded from the template. Previously, at the end of the template import, the **Req** column was blank. (WFM-36483)

WFM Server no longer terminates some agents unexpectedly after enabling the

RestoreTerminatedAgents option. (WFM-36436)

Anticipated values for the actual **Abandoned Interactions %**, **Service Level %**, and **Average Speed of Answer (ASA)** statistics are now displayed in the **Performance > Intra-Day** view even if the **Coverage** column is not selected. Previously, if the **Coverage** column was not selected, anticipated values for those statistics were not displayed. (WFM-34658)

This release addresses an issue that was causing a memory leak when sorting names based on a locale in the background tasks. The memory leak was most pronounced when the time-off waitlist processing task was running in the background. (WFM-36623, WFM-36491)

An agent no longer receives a *The request cannot be completed. The selected date is in the past* error message when requesting a part-day time off on the current day. Previously, the error could occur at times, when the agent's time zone was different from the server's time zone. (WFM-36585)

Handling of Time Off requests by WFM Server is now enhanced for improved performance. (WFM-36524)

WFM Server is enhanced to offer improved performance in the **Time-Off Limits** view of the **WFM Web for Supervisors > Calendar** module, when retrieving a large amount of Time Off Limits data for monthly or yearly granularities. (WFM-36511)

WFM Server no longer consumes all available memory when processing WFM Daemon requests. Previously, in certain instances in larger environments, all available memory was consumed when processing WFM Daemon requests. (WFM-36466).

The metadata description for the **SynchronizationTimeout** WFM Server configuration option now specifies that the time period is expressed in minutes. (WFM-36400)

The default value of the sub.enable configuration option (in the [task] section) introduced in version 8.5.219.18 for limiting the number of concurrent agent requests of the same type to prevent WFM Server overload has been changed to false from true as it negatively impacted the performance in certain scenarios. (WFM-36361).

Warning messages are now displayed, as expected, when agents create overtime requests that violate the duration constraint of unpaid meals or breaks. (WFM-33373)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.33.