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Workforce Management Server

8.5.220.08

12/16/2025

8.5.220.08

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/29/23	Update						X

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What's New

This release contains the following new features and enhancements:

- Workforce Management Server now supports structured logging to the file containing one-line log records formatted in JSON format. This allows integration with the centralized log aggregation and viewing systems such as Grafana and Loki. The JSON log can optionally be enabled by setting up a new set of x-json-log configuration options in the Log section. For more details on JSON logging, see the [Log section](#) of WFM Server configuration options.
- WFM Server now supports distributed tracing of the HTTP requests using Open Telemetry protocol (OTLP). All HTTP requests now propagate the OTLP tracing headers. The corresponding request trace_id and span_id are also logged in the logs for tracking and integration purposes. All WFM backend servers can also be configured to export traces via OTLP gRPC exporter. This allows integration with the distributed tracing collection and visualization systems such as Grafana and Tempo. For more details on distributed tracing, see the [trace](#) section of WFM Server configuration options.
(WFM-35961)
- WFM introduces optional offloading of the time-off requests for later offline processing by the waitlist processing task. It allows freeing the WFM Server from the need for synchronous processing of resource-expensive time-off requests at a time when multiple agents request time-offs at the same time. Currently, even when time-off waitlisting is enabled, the WFM Server synchronously checks the validity of the time-off request (including balance and limits) before waitlisting the request, which creates an avoidable load on the server, all at the worst time. Enabling time-off offloading will waitlist eligible time-off requests instantly and perform further time-off limits and balance validation offline during waitlist processing.

The time-off offloading can be enabled or disabled by setting the new WFM Server application option, OffloadWaitlistedRequests.

This option is disabled by default to preserve existing functionality. The OffloadWaitlistedRequests option has a dependency on the existing option WaitlistTimeout, which must be enabled on at least one WFM Server.

When this option is disabled (by default), the time-off request would become waitlisted only if time-off limits were reached and would be instantly granted or declined in all other cases (for example, insufficient time-off balance). When this option is enabled, all time-off requests that can be waitlisted are instantly waitlisted. The request status is resolved offline during the waitlist processing. The time-off requests that were auto-declined during the waitlist processing are now allowed to be deleted by the agent to make it possible for the agents to resubmit another time-off request on the same date. The agents are still not allowed to delete the declined time-off request if it was declined by the supervisor.

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management Server](#)

Genesys Products

[List of Release Notes](#)

Tip

This option is not included in the template by default. You must create it yourself. For instructions about how to create new options, see [Creating New Configuration Sections and Options](#).

Resolved Issues

This release contains the following resolved issues:

The response time of some slow-performing requests has been greatly improved. Previously, the requests to load performance intra-day information executed very slowly, consuming a lot of CPU when the target time zone was unavailable or the local time zone was used. (WFM-37128)

The WFM Server running in the backup mode no longer consumes an extra CPU core when configuration synchronization is enabled. (WFM-37124)

The Meeting Scheduler now schedules meetings successfully. Previously, the Meeting Scheduler failed to schedule a meeting when the meeting's time interval was set as 00:00 to 00:00 and the selected time zone differed from the site's time zone. (WFM-37085)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.08.