Workforce Management Server

8.5.220.32

12/15/2025

8.5.220.32

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/04/24	Update						X

Contents

What's New

This release contains the following new features and enhancements:

- All schedule-trading-related messages are now shown in the language locale of the current user. Previously, some messages were shown in the locale of the user that executed the action responsible for the message, like publishing the schedule. (WFM-37540)

- The audit report database queries are now executed with the *nolock* hint in SQL Server, which allows the database maintenance jobs, like reindexing, to run in the background unimpeded. (WFM-37555)

Resolved Issues

This release contains the following resolved issues:

Published schedules are now correctly synchronized across multiple servers and presented to the end user consistently. Previously, the published schedules could sometimes fail to synchronize across multiple servers and show up inconsistently depending on the server serving the user's session. (WFM-37624)

The Activity/Multi-Site Activity assignments of the Time-off Bidding Periods and Overtime Offers do not spontaneously disappear anymore. This happened previously if more than one WFM Server was running in the environment. (WFM-37564)

The WFM now always displays a correct time off balance for the agents. Previously, if the agent had time off on the date of time off carry-over, then time-off hours used by the agent on that date could have been incorrectly deducted twice depending on the bonus rules used with the time off rule. (WFM-37525)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.32.