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Workforce Management Server

Known Issues and Recommendations

12/18/2025

Known Issues and Recommendations

Workforce Management Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workforce Management Server. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

When sorting the Calendar table by Start Time or End Time, a two-level sorting is now applied:

1. The table is first sorted by the Date column.
2. It is then sorted by the selected Start Time or End Time within each date.

This behavior differs from the original logic, where sorting was applied only to the selected time column, regardless of the date. This change may impact some workflows that rely on single-column time-based sorting.

ID: WFM-37762	Found In: 8.5.220.15	Fixed In:
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When an agent submits a community Trade proposal for a week (or a specific set of dates within that week) that crosses into two different months, it is invisible to other agents in WFM Web for Agents UI > Trading > Trades > Community. This occurs even for those agents who are fully eligible to participate in this trading.

This issue has been confirmed in WFM Server version 8.5.216.02, released on February 28, 2020, and may also affect earlier versions.

To avoid this issue, the agent should submit two separate community Trade proposals spanning the dates within the same month, instead of a single proposal with dates across the month's border. Alternatively, an agent can submit a personal Trade proposal with a set of dates that crosses into two different months.

ID: WFM-37818	Found In: 8.5.216.02	Fixed In:
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In certain scenarios, when multiple overtime periods are booked simultaneously or with only a short gap between them, WFM Server may fail to schedule them correctly. Specifically, some of these overtime periods may appear in the master schedule as exceptions rather than being scheduled as work, as intended.

This issue has been confirmed in WFM Server version 8.5.216.02, released on February 28, 2020, and may also affect earlier versions.

To avoid this issue, ensure that overtime periods are scheduled sequentially with sufficient time between bookings. This allows the system to properly commit each change before the next is processed.

ID: WFM-37678	Found In: 8.5.216.02	Fixed In:
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When user observes the schedule history after agent's schedule update cleanup record is presented as substituted with newly added schedule.

ID: WFM-37734	Found In: 8.5.219.33	Fixed In:
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The Activity/Multi-Site Activity assignments of the Time-off Bidding Periods and Overtime Offers can sometimes disappear and later reappear affecting the corresponding functionality. This only happens if more than one WFM Server is running in the environment. The issue can be triggered by the modifications to the Time-off Bidding Periods and Overtime Offers configuration objects but it does not affect data integrity in the database and it always clears after WFM Servers are restarted.

ID: WFM-37564	Found In: 8.5.220.27	Fixed In: 8.5.220.32
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There are intermittent communication issues between WFM Server and Data Aggregator.

ID: WFM-36745	Found In: 8.5.219.26	Fixed In: 8.5.219.36
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This known issue includes the following:

- Slow performance and unresponsiveness observed in WFM Server.
- The database error is displayed when **Schedule Audit Reports** are generated by keeping the **Present action's details** option cleared.
- Intermittent network connectivity issue is observed between WFM components related to the HTTP chunked-encoding.

ID: WFM-36688	Found In: 8.5.219.26	Fixed In: 8.5.219.33
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Incorrect **Time Steps** are shown in the **Performance Intra-Day** view when the **Site's/BU's** time zone and **Show Whole Day** options are selected.

ID: WFM-36505	Found In: 8.5.219.24	Fixed In: 8.5.219.33
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WFM does not support the America/Ciudad_Juarez IANA timezone.

ID: WFM-36746	Found In: 8.5.219.22	Fixed In: 8.5.219.38
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The **Required Staffing** values are not loaded from the template which leads to blank **Req** column.

ID: WFM-36483	Found In: 8.5.219.22	Fixed In: 8.5.219.33
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WFM Server terminates some agents unexpectedly after enabling the **RestoreTerminatedAgents** option.

ID: WFM-36436	Found In: 8.5.219.22	Fixed In: 8.5.219.33
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The expected break at the shift start is not scheduled if overtime is scheduled before the shift start.

ID: WFM-36188	Found In: 8.5.219.20	Fixed In: 8.5.220.04
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It is currently not possible to build schedules for multiple sites simultaneously.

Workaround: Build schedules for each site in the scenario one at a time.

ID: WFM-36024	Found In: 8.5.219.18	Fixed In: 8.5.219.19
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Load-balancing is not working correctly in WFM Server version 8.5.219.11, causing all incoming requests to be processed by the same server. This issue is resolved in the next release of WFM Server.

ID: WFM-35563	Found In: 8.5.219.11	Fixed In: 8.5.219.12
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An agent who is promoted to the Administrator role cannot see the agent bidding scenarios to which they were added as a candidate if they do not have access privileges to **Schedule > All scenarios**.

Workaround: Assign access privileges for **Schedule > All scenarios** to the promoted agent.

ID: WFM-35474	Found In: 8.5.219.09	Fixed In: 8.5.219.11
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When selecting time-off types for multiple sites in the **Calendar Items** filter, types that were not selected are also displayed.

Workaround: Select time-off types for only one site instead of multiple sites.

ID: WFM-35830	Found In: 8.5.218.36	Fixed In: 8.5.219.18
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Starting with release 8.5.219.11, WFM Server fails to save or delete a Multi-Site Activity or Activity Group.

ID: WFM-35604	Found In: 8.5.218.11	Fixed In: 8.5.219.14
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In environments where a combination of 8.5.217 and 8.5.218 WFM components are deployed, in the **Users > Role Privileges** view, some users might have **Add/Edit/Delete** access rights to a certain view or module but not **Read** access, as expected.

ID: WFM-33448, WFM-33447	Found In: 8.5.218.00	Fixed In:
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The Schedule Bidding Report shows incorrect bid and position column values.

ID: WFM-36721	Found In: 8.5.217.02	Fixed In: 8.5.219.36
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Warning messages do not display as expected when agents create overtime requests that violate the duration constraint of unpaid meals or breaks.

ID: WFM-33373	Found In: 8.5.217.01	Fixed In: 8.5.219.26
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Starting with WFM Server 8.5.216.02, WFM Language Packs are supported on Windows 2019.

ID: WFM-33682	Found In: 8.5.216.02	Fixed In: 8.5.216.02
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In the latest Web for Supervisors **Forecast > Scenarios** view, if the first business unit is expanded to display the sites, activities, and multi-site activities in the tree, WFM Server sometimes terminates unexpectedly.

Workaround: To temporarily resolve this issue, turn off SOAP trace logging.

ID: WFM-33078	Found In: 8.5.216.02	Fixed In: 8.5.216.06
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WFM miscalculates time-off balances for some part-day time-off types that are set to the same day if they are assigned to a single time-off rule.

Note: This issue, originally fixed in **8.5.210.10**, was accidentally reintroduced in the process of fixing issue WFM-30831.

ID: WFM-30831	Found In: 8.5.212.03	Fixed In: 8.5.212.08
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WFM now correctly translates the time-off type **Vacation** as **Vacances**. Previously, it was incorrectly translated as **Congé payé (Paid time-off)**.

ID: WFM-29749	Found In: 8.5.207.00	Fixed In: 8.5.211.00
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New Time-off Bidding Period properties are not yet reflected in the Configuration Audit Report. The report will be updated in a future release.

ID: WFM-26113	Found In: 8.5.203.21	Fixed In: 8.5.203.22
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Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

ID: WFM-32749, WFM-31185, WFM-31421	Found In: 8.5.203.00	Fixed In: 8.5.203.00
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When the **Forecast** is being imported, WFM Server returns an error if more than one type of statistics (for example, **IV** and **AHT**) is selected and the date range is not aligned with the **Day Start Time** (for example, 0:00).

ID: **WFM-23570**

Found In: **8.5.101.09**

Fixed In: **8.5.200.05**

A known issue exists in configurations in which multiple **Time-Off** types are assigned to a single **Time-Off Rule**. The carry-over hours from a previous **Time-Off Rule** is returned and available for use by every **Time-Off** type that had hours carried over from a previous **Time-Off Rule** period. If the **Time-Off** type had no hours carried over, the hours from other **Time-Off** types (with their respective, previous **Time-Off Rule** periods) are not available for use and not displayed when that particular **Time-Off** type is selected.

This issue occurs only in WFM release 8.5.1.

ID: **WFM-22865**

Found In: **8.5.101.00**

Fixed In: **8.5.101.08**

If the WFM Server Application configuration option AdjustCarryOverByBonus is set to false before upgrading to WFM 8.5.1, the unused balance of endless **Time-Off** bonuses can sometimes be lost. To work around this issue, re-award bonuses to agents, if applicable.

ID: **WFM-22977**

Found In: **8.5.100.24**

Fixed In: **8.5.100.25**

In the Web for Supervisors **Calendar** view, WFM does not present the warning message indicating that an Exception can be incompatible with Rotating Patterns in the following circumstances:

1. If the previous day has no Rotation Patterns (or has a Shift that dictates the start and end times).
2. If the current day (when the Exception is granted) has a granted Rotating Pattern.
3. If the Exception ends before the Rotating Pattern (for the current day) starts.

In these circumstances the warning does not appear, even if the Exception's end time is after 12 PM (meaning it cannot fit the potential overnight Shift from the previous day).

ID: **WFM-25552**

Found In: **8.5.003.28**

Fixed In: **8.5.202.06**

In the Web for Supervisors Forecast module, when schedule-based multi-site to single-site activity splitting is enabled for the Interaction Volume and the activity site time zone is later than the multi-site activity time zone, then the site activity split will always be zero on the day after the last day of the published schedule for the site.

ID: **WFM-25548**

Found In: **8.5.003.28**

Fixed In: **8.5.203.21**

The **Agent Adherence** report might show an agent as not adherent when the agent is scheduled on a **Scheduled State** that is not associated with a channel and is actually not adherent to it, but there is a channel **Scheduled State** within the adherence threshold from the current time, to which the agent is adherent.

ID: **WFM-23295**

Found In: **8.5.003.14**

Fixed In: **8.5.101.08**

When using **Report Scheduler**, multi-site activities selected in the report **Data Page** are incorrectly reset during migration to 8.0.x or later versions and must be selected again when migration is complete.

ID: WFM-23005	Found In: 8.5.003.02	Fixed In:
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In the following scenarios, Paid Time Off is incorrectly deducted twice from the Time-Off balance and will be incorrect in the Time Off Management Report:

- In the **CalendarService** configuration section, the **CalendarOverScheduleData** option value is not set to **0**.
- There is no schedule on the date of the time-off.
- This Time-Off item is scheduled on an overnight shift from the previous day.

ID: WFM-25281	Found In: 8.1.300.24	Fixed In: 8.5.202.02
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WFM Server might display a split warning for **Interaction Volumes** that were not split, if any period contains a day that was changed to Daylight Saving Time (DST) and **Business Unit** timezone (from which the **Multi-Site Activity** was split) is different from any one of the **Site** time zones (to which **Activities** were split).

ID: WFM-19595	Found In: 8.1.200.15	Fixed In:
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When agents can work overnight, they appear as available for both days. When **Day Off Possible** rules are applied to available agents, the algorithm looks for the possible day off on that calendar date, so it is possible that the overnight portion might produce different limit values from those for the previous day.

ID: ER# 270572439	Found In: 8.1.000.53	Fixed In:
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Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Workforce Management Server unless otherwise noted in the issue description.

This 8.5.x product release supports Language Packs. Use 8.5.x-compatible Language Packs upon their availability.

This release does not support 8.1.x Language Packs.

Language Packs allow installers to select the language, in which the user interface and online Help

files are displayed. For details about available Language Packs, including the languages, see the [Translation Support](#) page in this release note.

Starting with WFM Server 8.5.216.02, WFM Language Packs are supported on Windows 2019.

ID: WFM-33682	Found In: 8.5.216.02	Fixed In: 8.5.216.02
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Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

ID: WFM-32749, WFM-31185, WFM-31421	Found In: 8.5.203.00	Fixed In: 8.5.203.00
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