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Workforce Management Web

8.5.000.09

12/19/2025

8.5.000.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/14	General		X	X	X	X

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What's New

This release contains the following new features and enhancements:

- **Multi-Channel Adherence**—Multiple media channels in **Schedule State Groups** track agent real-time states in the Web for Supervisors **Adherence** module; WFM **Agent Adherence** and **Agent State** reports now include historical multi-channel adherence percentages and non-adherence events for each channel separately.
- **Sorting in Adherence Module**—Ability to sort the **Schedule State Groups** column in the Web for Supervisors **Adherence > Details** view.
- **Time-Off Bidding**—**Time-off** requests are processed within a configured bidding period for selected date ranges. When this feature is enabled, WFM delays granting agent **Time-Off** requests (that fall within the bidding period) until the processing date for that bidding period. On that date WFM grants **Time-Off** requests, based on configurable criteria. Then, if there are available slots in **Time-Off Limits**, WFM processes any **Time-Off** requests that were not granted, based on their submission order.
- **Single Sign-On**—WFM Web supports single sign-on (SSO) functionality in conjunction with Genesys Hub.
- **Autocomplete Disabled in Browsers**—Ability to enable/disable the **Autocomplete** function for the password field in all WFM Web supported browsers. By default, it is disabled.
- Support for Microsoft Windows Server 2012, native 64-bit.
- Support for Microsoft Internet Explorer, version 11.

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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Resolved Issues

This release contains the following resolved issues:

The workflow in the agent's **Availability Patterns** view was updated to make editing easier and more intuitive. (WFM-21709)

WFM Web for Agents now correctly displays the trade proposal dialog after the agents clicks the You have unanswered proposals message. Previously, when the agent clicked this message, an empty dialog would sometimes display, rather than the existing trade proposal. (WFM-21691)

The WFM Web **Schedule Summary** report now correctly displays a value of 0.0. Previously, the report sometimes incorrectly displayed a value of -0.0. (WFM-21677)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.09.