GENESYS™

Workforce Management Web

8.5.101.10

12/14/2025

8.5.101.10

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/18/15	Hot Fix		X	X	X	X

Contents

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Resolved Issues

This release contains the following resolved issues:

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

In WFM Web's **Time-Off Rules** view, supervisors can now enter up to 999 days in fields that specify the number of days in advance for which a request can be made. Previously in this view, supervisors could not add more than 365 days. (WFM-23587)

Supervisors can now open and access reports in the **Generated Reports** view. Previously in specific configurations, if the supervisor did not have rights to certain reports and another user scheduled a report for generation and added the supervisor to a list of users that could see that generated report, the supervisor would see an error while opening the **Generated Reports** view and could not access any generated reports. (WFM-23546)

Supervisors can now open and use the **Schedule** > **Overtime Requirements** view properly. Previously in specific configurations, if the supervisor did not have rights to clean up the **Master Schedule**, but did have access to the scheduling subsystem, opening the **Overtime Requirements** view produced errors and they were not able to use that view properly. (WFM-23544)

The WFM **Schedule Bidding** report no longer cuts off schedule information when it is generated using the CSV-friendly option and exported to `.csv` format.

Important

Reports that are generated in `.csv` format are intended for machine-based import and generally not viewed or read by humans. Also, the **Schedule Bidding** report is not intended to be a source of schedule information. The **Schedule Bidding** report views and imports information about agent bids from bidding scenarios. Therefore, Genesys recommends you use other formats for reports that will be viewed and read by humans, and use other, more suitable reports to obtain schedule information, such as the **Team Weekly Schedule** report or the **Individual Schedule** report.

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(WFM-23537)

Now the WFM **Agent States** and **Agent Adherence** reports no longer contain blank lines when generated in `.csv` format. Previously, when these reports were exported to `.csv` format, they contained blank lines (without data). (WFM-23521)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.10.