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Workforce Management Web

8.5.101.14

12/16/2025

8.5.101.14

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/20/15	Hot Fix		X	X	X	X

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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:

WFM Web now preserves the selected **Planning Period** in the Web for Supervisors > Schedule Agent-Extended view when switching between views, and preserves the selected date in the Web for Supervisors > Schedule State Group Totals view. Previously, WFM Web was not preserving these settings in these views. (WFM-25024)

WFM Web now successfully runs the **Agent Properties** report, even if it contains agents that do not have skills for any existing activity. Previously if these types of agents were included in the **Agent Properties** report, WFM Web stopped generating it and an error appeared. (WFM-25022)

Changing agents skills from primary to secondary in WFM Web for Supervisors no longer causes errors. Previously, changing the priority of agents skills prompted the following error message to appear: An unexpected issue occurred while processing this request. (WFM-25021)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.14.