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Workforce Management Web

8.5.210.04

12/16/2025

8.5.210.04

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/09/18	Hot Fix			X	X	X

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What's New

This release contains the following new feature and enhancement:

- Support for Microsoft Hyper-V virtual platform. See the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Guide*.
- Now, when users enable the WFM Web **[Options]** **CustomActivities** configuration option and the **[Options]** **ShowAllActivities** option value is set to false, the text "Custom activities" displays beside work items in the new WFM Agent interface.
If these options are not set as described, WFM displays a list of activities next to work items, and sometimes the list can be long. If these options are set as described, the text "Custom activities" replaces the list of activities in all views where it was previously displayed.
- The **Weekly Schedule Coverage Report** wizard now has a **Use Multi-Site Activities** check box that enables selection of the branch used to request data. Select the check box to request the data for Multi-Site Activities. Uncheck (or clear) the check box to request accumulated data for all activities related to Multi-Site Activities.

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

WFM Web for Supervisors' Agent Properties report can now be generated successfully and the Skills section does not appear in the report if there is no agent skills data. Previously if there was no skills data, an application error message sometimes appeared and the report could not be generated. (WFM-29071)

While retrieving data in **Forecast > Historical** views WFM Web now passes the correct value for the **overwrite** parameter in **Monthly**, **Yearly**, and **Weekly** views. (WFM-28980)

WFM Web for Supervisors now accepts negative values less than 1 hour for time-off bonuses in the **Configuration > Agents > Time-Off Bonus Properties** view. (WFM-28968)

The WFM Web for Supervisors Agent Properties report is updated and now displays large lists of

activities according to the agent's skills. (WFM-28386)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.04.