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Workforce Management Web

8.5.211.05

12/19/2025

8.5.211.05

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/02/18	Update			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 has been updated to improve accessibility to the navigation bar menu and sub menus. JAWS 18 screen reader now correctly identifies the navigation bar menu and announces sub menus in a numbered sequence. (WFM-30359)

Product Documentation

[Workforce Management](#)

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The following issues in the WFM Web for Agents interface are updated using Adaptive technology:

- The **My Schedule** page title now contains the name of the active module.
- The table and cells in the **My Schedule** view are now labelled.
- JAWS now announces the purpose of the table and highlighted cells in the **My Schedule** view.

(WFM-30358)

A new snapshot now opens in WFM Web for Supervisors' **Master Schedule > Intra-Day** view when the **Intra-Day Rebuild** dialog and initial snapshot are closed during the rebuild process. This enables WFM to fetch information to update the table in the **Intra-Day** view. Previously in this scenario, when the initial snapshot was closed during the rebuild process, WFM was unable to fetch information to update the table. (WFM-29925)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.05.
