GENESYS™

Workforce Management Web

8.5.212.15

12/14/2025

8.5.212.15

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/28/18	Update			X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- Enhancements to the Payback Exceptions feature enable agents to insert Payback without adding an Exception. For example, agents can enter the Exception on the date that the lateness (or exception) occurred and enter the Payback as a separate request at a later date. Agents can use this feature on their desktop or mobile devices. (WFM-29413)

- A new configuration option **[Functionality]** InsertPayback in the WFM Web Application supports enhancements made to the Payback Exceptions feature. (WFM-31711)

- The values in the **Min. level** and **Max. level** fields in the Web for Supervisors **Activity** > **Skills** tab can now be edited at any time. Previously, these settings were editable only when skills were being added to new activities. (WFM-29705)

- Discontinued support for Java 7. For more information on discontinued support for prerequisites, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*. (WFM-30564)

Helpful Links

Releases Info

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

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Resolved Issues

This release contains the following resolved issues:

Now, when the **[AgentSchedule]** LimitScheduleDetails configuration option value is set to `true`, Exceptions and Time Off items that are ineligible for schedule trades display in their default color and do not appear as separate items in the Legend in the **Other Schedules** view. (WFM-31338)

Users can now activate the "Skip to main content" link by pressing the **Enter** key in JAWS. Users who are not using JAWS can activate this link by pressing the **Enter** key or **Space** bar. (WFM-31257)

After localization, WFM Web now displays the following message in the appropriate language if the connection to WFM Server is lost: *Could not send message*. (WFM-30999)

The list of weekday names now appear in the correct language in the **Forecast** > **Volumes** view, according to the configured locale. Previously, the list of names incorrectly appeared in English after localization, because using an incorrect sequence, WFM failed to detect the configured locale.

(WFM-30913)

WFM now restricts editing of **Agent Properties** in the Web for Supervisors UI unless users are assigned the **Add/Edit/Delete** privilege in **Configuration** > **Organization**. (WFM-30801)

WFM Web for Supervisors Java Plug-In now uses Arial Unicode MS font when translated into Chinese and running on Windows 10 version 1803 or higher. (WFM-30611)

To provide clarity in WFM Web for Agents, the word "Slots" was changed to "Bids" in the list of Overtime Offers and in the **Details** pane to the right of this view. Also, the label **Shift used for overtime** in drop-down list was changed to **Add overtime to this shift**. (WFM-30225)

WFM Web is updated to ensure error messages in Web for Agents are correctly translated into the appropriate language when WFM is localized. Previously, after WFM was localized, some error messages incorrectly displayed in English and others had incorrect translations. (WFM-30222)

WFM Web now processes updated Calendar items without errors after validation. Previously when updating Calendar items, WFM Web failed to identify the correct item, resulting in an application error. (WFM-29800)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.15.

Supported Languages

See Release 8.5.x Translation Support.