GENESYS™

Workforce Management Web

8.5.212.21

12/14/2025

8.5.212.21

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/13/19	Update			X	X	X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Schedule State Groups (SSG) in WFM Web for Supervisors Classic UI now display in the correct time zone when a child activity (within a multi-site activity) is selected in the **Forecast** > **Shrinkage** view. (WFM-31631)

WFM now trims the seconds from time-off balances before displaying them in Web for Agents. For example, 5:59:47 now displays as 5:59 in the agent's **Time-Off Balance** pane. Previously, when WFM included the seconds and rounded up, agents unknowingly requested more hours than they actually had accumulated. (WFM-31516)

The **RUN_JAVA_STANDALONE** setting in WFM Web for Supervisors **About** > **Settings** is now of type ENUM and can be set to `Off (plug-in used)` or `Java Web Start`. Previously this setting was of type BOOLEAN.

When **RUN_JAVA_STANDALONE** is set to `Off (plug-in used)` (default), the Java-based modules in WFM Web opens in a separate windows using the Java plug-in, in the browser.

When **RUN_JAVA_STANDALONE** is set to `Java Web Start`, WFM displays the following message: *The selected view will open as a separate application. If it does not open automatically, save file with the .jnlp extension and open it separately.* The `.jnlp` file is then generated automatically and the Java-based modules in WFM Web open in a separate window. (WFM-32214)

Helpful Links

Releases Info

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

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.21.

Supported Languages

See Release 8.5.x Translation Support.