GENESYS

Workforce Management Web

8.5.214.20

12/18/2025

8.5.214.20

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/12/19	Update			X		X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Web's Java applet signing certificate signature includes a timestamp, meaning the code signature will not expire after the code signing certificate expires. Previously, there was no timestamp to indicate a certificate expiration date. Therefore, if the certificate expired, launching the Java applet resulted in error and/or warning messages. Tested and verified as of August 12, 2019. (WFM-32503)

WFM Web now calculates the duration of full-day Time-Off items and Exceptions as follows:

- The duration of paid, full-day Time-Off items and Exceptions is equal to Paid Time.
- The duration of unpaid, full-day Time-Off items and Exceptions is equal to Standard Daily Paid Hours from the agent's contract.

If **Start Time** and **End Time** values are specified for Time-Off items and Exceptions, the duration is estimated as the difference between those values.

In Genesys Administrator, if the **Reports** > **TotalsInStatesReport** property is set to `true`, WFM uses the daily totals for calculations. (WFM-32331)

The size of the **[X] Weeks** text field has been increased to 55 pixels in the **Performance Report** > **Date Range** settings. Previously, the text field was too small at 30 pixels. (WFM-32319)

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 8.5.214.20.

Supported Languages

See Release 8.5.x Translation Support.