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Workforce Management Web

8.5.215.03

12/14/2025

8.5.215.03

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/15/19	General			X		X

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What's New

This release includes the following new features and enhancements:

- A time-scale bar with 1-hour segments (above the **Time-Off Limits** bar) is now available to agents when adding and editing time-off requests in the WFM Agent **Time-Off > Calendar** view. Agents can also click anywhere in the Time-Off Limits bar to see the **Period**, **Time-Off Limit** and **Wait-List** details for that interval. (WFM-32568, WFM-32567)
- Agents now see the start and end times for calendar or scheduled items by using the new **Show start/end times** setting in the WFM Agent **Preferences > Calendar** view and **Schedule > Other Schedules** view. Agents can optionally change the settings to see the name of calendar or scheduled items (such as, Availability, Vacation, etc.) by clearing the **Show start/end times** check box in the **Settings** dialog. (WFM-32464, WFM-32462)
- The Agent UI enables agents to see schedule items details displayed in a new tool tip by hovering the cursor over truncated schedule items in the **Schedule > Other Schedules** view. (WFM-32463)
- The WFM Web for Agents (Classic) UI is deprecated and will be unavailable in future releases. Genesys recommends that you change the configuration to display the current Agent UI instead of the Agent (Classic) UI.

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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Resolved Issues

This release contains the following resolved issues:

Supervisors attempting to access the WFM subsystem, are now redirected to the Login page if they do not have access permission. Previously, supervisors without access permission could access the WFM subsystem by changing the URL in the browser. (WFM-32561)

As of April 15, 2020, the fix description for this issue was removed from this Release Note as it is an internal issue that is not relevant for customers. (WFM-32490)

WFM Web now redirects users to the correct URL when multiple WFM Web Applications are deployed on the same Tomcat server and/or they are renamed to something, other than the default /wfm—for example, in multilingual installations that require several instances of WFM Web running in a single instance of Tomcat. (WFM-32475)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.03.