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Workforce Management Web

8.5.215.07

12/14/2025

8.5.215.07

Workforce Management Web Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/26/19 | General | | | 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:

After installing the French (France) Language Pack for WFM Web, the label for the **New UI** button is now translated and correctly displays in French in the UI. (WFM-32740)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

The **Performance > Intra-Day** view now displays empty cells if WFM returns non-integer values. Previously, if non-integer values were returned for **Weighted average of Scheduled Abandoned Interaction Volume** (weighted on Forecasted Interaction Volume), Exception errors occurred. (WFM-32691)

To improve security, the WFM Web Deployment Descriptor file has been updated to ensure the default error page displays with no server-side information. (WFM-32667)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.07.