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Workforce Management Web

8.5.217.13

12/14/2025

8.5.217.13

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/10/20	Update			X		X

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What's New

This release contains the following new features and enhancements:

- Improvements made in the WFM Web for Supervisors (Classic) **Master Schedule > State Group Totals** and **Schedule > Scenario > State Group Totals** views, enable users to choose to view the state group totals aggregated by name within the business unit, and select the time zone for which the State Group Totals data is displayed. Previously, WFM displayed the data for different sites based on the user's time zone.
Find procedures and other detailed information about this feature in these [Web for Supervisors \(Classic\) Help topics Scenario State Group Totals](#) and [Master Schedule State Group Totals](#). (WFM-33180)
- WFM Web UIs (with the exception of Web for Agents (Classic) UI) now support Microsoft Edge browser version 84.0.552.40 and later. See the Supported Browsers section on the [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported browsers. (WFM-33196)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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Tip

As Microsoft Edge does not support running Java applets, Edge users must also use the WFM UI Launcher. For more information about Java support and how to use the UI Launcher, see "Java Plug-In Support in Browsers" in the [Workforce Management Web for Supervisors \(Classic\) Help](#).

Resolved Issues

This release contains the following resolved issues:

In the Web for Supervisors (Classic) **Master Schedule > Intra-Day** view, the **Filter** now resets the **Agent > Activities** tree only when the selected site or business unit is changed . Previously, WFM incorrectly reset the **Filter** when another multi-site activity was selected in the tree. (WFM-33253)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.13.