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Workforce Management Web

8.5.217.16

12/16/2025

8.5.217.16

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/14/20	Update			X		X

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What's New

This release includes only resolved issues.

- Administrators can now separately assign the **Edit** and **Add/Delete** role privileges for the **Organization**. The **Add/Edit/Delete** privilege is split, enabling WFM to provide improved security by allowing specific users to edit the organization while preventing them from (accidentally or intentionally) deleting the entire organization. See also, [Upgrade Notes](#).
To support backward compatibility, user roles that previously had the Add/Edit/Delete privilege, now have Add/Delete and Edit privileges. (WFM-33256)

Helpful Links

Releases Info

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

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Resolved Issues

This release contains the following resolved issues:

Users that do not have role privileges to the **Organization > Time Zones** view can now copy and save business units, successfully. Previously, when these users tried to copy and save a business unit, WFM displayed an unexpected error. (WFM-33340)

The following Warning message that appears in the Web for Supervisors (Classic) **Organization > Sites** view, was corrected and no longer contains a typo: WFM cannot identify the time zone. Please select a time zone from the list. (WFM-33329)

To provide clarity, WFM now displays the following updated message in the **Master Forecast** view when users select a date range that is too long: Specified date range is too long. Previously in this scenario, WFM displayed the following message: A WFM Web internal error occurred. Please login again or call your system administrator for help. (WFM-33323)

When the **Select agents to view their Intra-Day schedule** dialog opens in the WFM Web for Supervisors Classic **Schedule > State Group Totals** view, WFM now correctly uses the same Name order (first/last name) for agents as the one displayed in the **Objects** pane. (WFM-33305)

Upgrade Notes

Implementation of the new feature requires WFM Server 8.5.217.01 or later and WFM Database Utility 8.5.217.04 or later releases.