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Workforce Management Web

8.5.217.18

12/16/2025

8.5.217.18

Workforce Management Web Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 10/19/20 | Update | | | 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:

In the WFM Web for Agents **Schedule > Other Schedules, My Schedule > Create Trade Proposal, Trade > Community** views, when filtering a list of agents by selecting **My team, My site, or My business unit**, if the **Primary activity only** option is selected and WFM finds no matching primary activity, the filter results show only the logged-in agent. Previously, when using these options to filter agent lists, the filter results incorrectly showed agents who did not match the filter criteria. (WFM-33399)

In the Web for Agents **Other Schedules** view, when filtering agents' schedules with the **Primary activities only** option selected, the filter results now show only agents who have at least one matching primary activity. Previously, in special cases, the filter results incorrectly showed agents who did not have matching primary activities. (WFM-33393)

The Web for Agents **Preferences > Details** view now displays correctly after agents log in to the UI using Internet Explorer (IE). Previously, when logging in using the IE browser, the **Details** view failed to load correctly. (WFM-33386)

Product Documentation

[Workforce Managment](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.18.