GENESYS™

Workforce Management Web

8.5.218.07

12/17/2025

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Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/17/20	General			X		X

Contents

What's New

This release includes the following new features and enhancements:

- Supervisors can now edit schedule states in Intra-Day schedules by using settings in the new **View or Edit Intra-Day Schedules** dialog to invoke the new **Edit Multiple Wizard** in the following Web for Supervisor views:

  - **Schedule** > **Scenarios** > **State Group Totals**
  - **Master Schedule** > **State Group Totals**

  Or open the wizard directly by using the toolbar or Actions menu in the following views

  - **Schedule** > **Scenarios** > **Intra-Day** and > **Agent-Extended**
  - **Master Schedule** > **Intra-Day** and > **Agent-Extended**

  Supervisors can also delete multiple schedule states in Intra-Day schedules by using the View or Edit Intra-Day Schedule dialog in the following Web for Supervisor views

  - **Schedule** > **Scenarios** > **State Group Totals**
  - **Master Schedule** > **State Group Totals**

  See also, Upgrade Notes below. (WFM-33334)

Helpful Links

Releases Info

- List of 8.5.x Releases
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Resolved Issues

This release contains the following resolved issues:

Users no longer see error messages in the Web for Supervisors **Configuration** > **Colors** view after selecting **Exception Types** in the drop-down filter for one business unit (BU), and then switching to another BU and clicking **Get Data**. (WFM-33418)

The Agent Properties Report no longer includes the Time-Off Rules section if there is no rules data. Previously, the Time-Off Rules table sometimes appeared in the report even though the table contained null values. (WFM-33398)

Upgrade Notes

WFM Server 8.5.218.01 or later is required to support this feature.