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# Workforce Management Web

8.5.218.20

12/14/2025

8.5.218.20

## Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/17/21	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:

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WFM now retains the time that is entered for preferences in the Web for Agents (Classic) > **Preferences** view. Previously, WFM incorrectly shifted the time entered for preferences by one hour. (WFM-33565)

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While being installed on Linux, WFM now saves the application properties Working Directory, Command Line, and Command Line Arguments with no changes. Previously, the installation script incorrectly changed these properties/fields. (WFM-33552)

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### Product Documentation

[Workforce Managment](#)

Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.20.