GENESYS

Workforce Management Web

8.5.218.26

12/14/2025

8.5.218.26

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/26/21	Update			X			X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In Web for Agents **Schedule Bidding** scenarios, WFM now assigns the ranking values using first-in, first-out logic when users add multiple profiles to the **Desired** list. Previously, WFM did not check the selection order when assigning the ranking values when multiple profiles were added. (WFM-33449)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Workforce Managment

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.26.