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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

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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

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.26.