GENESYS

Workforce Management Web

8.5.218.39

12/14/2025

8.5.218.39

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/15/21	Update			X			X

Contents

What's New

This release includes the following new features and enhancements:

- Support for Microsoft Windows Server 2019. See the Workforce Management page in the *Genesys Supported Operating Environment Reference Manual* for more detailed information and a list of all supported operating systems. (WFM-33682)

- A new configuration option in the WFM Web Application enables you to set the inactivity interval for WFM Web for Supervisors before sessions time out. See the following option details:

> ### SupervisorSessionInactiveTimeout
>
> **Section:** Options
> **Default Value:** 15
> **Valid Values:** Any positive integer
> **Changes Take Effect:** At next login
> **Dependencies:** Server/SessionTimeout, auth/provider
>
> Specifies the inactivity interval for WFM Web for Supervisors before sessions time out.
>
> When this option value is set to 0, WFM keeps the session active indefinitely. When this option is set to a positive integer greater than 0, the session expires after that duration of inactivity.
>
> When this option is not set, the session expires after the 15 minutes of inactivity.
>
> more...

(WFM-33761)

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

When WFM Web receives the location header from WFM Server, WFM Web now sends it to the client without changes. Previously, WFM Web modified the location header (by applying HTML escaping) before sending it to the client. (WFM-34220)

Users can now make changes in WFM Web for Supervisors **Configuration** > **Agents** > **Time-Off Bonus Properties** view when only the **Configuration** > **Agents** > **Edit Time-Off Bonuses**

privilege is enabled. Previously, users could apply changes to this role only if the **Configuration** > **Organization** > **Edit** privilege was also enabled. (WFM-33965)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.39.