Workforce Management Web

8.5.218.54

12/18/2025

8.5.218.54

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/13/21	Update			X			X

Contents

What's New

This release contains the following new features and enhancements:

- As of 01/04/22, Workforce Management supports dual-role assignments (Agent and Supervisor) for a single agent account. For more information about this feature and configuration details, see Managing Dual-Role Users. (WFM-35057)

Helpful Links

Releases Info

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

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

> ### Important
> This feature requires WFM Server 8.5.219.01.

Resolved Issues

This release contains the following resolved issues:

The mechanism for transferring the **JSESSIONID** parameter from Google Web Toolkit (GWT) to the Java subsystem is updated. Previously, this parameter may have been cached by the **Supervisor.jsp** page, which resulted in the session being invalidated and the user receiving an error. (WFM-34803)

When the **Delete states** functionality is selected from the **View or Edit Intra-day schedules** dialog, WFM now only deletes states for the selected agents in that site. Previously, WFM incorrectly deleted similar states for agents in all other sites associated with the selected Business Unit. (WFM-34768)

When viewing a forecast scenario in the latest WFM Forecast interface, the **Activities** tree now displays only the activities that are selected for that forecast scenario. Previously, all available activities were displayed. (WFM-34936)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.54.