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## Workforce Management Web

8.5.219.20

12/16/2025

8.5.219.20

## Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/27/22	Update			X			X

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## What's New

This release contains the following new features and enhancements:

- This release contains internal self-system health check enhancements for WFM Web. (WFM-35412)

## Resolved Issues

This release contains the following resolved issues:

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The **Edit Multiple** dialog no longer displays duplicated **Exceptions** rows for agents. Previously, in the new **Edit Multiple** dialog within a **Schedule Scenario** (for a particular team), **Exceptions** rows were incorrectly duplicated for some agents. (WFM-35304)

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## Helpful Links

### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

### Product Documentation

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.20.