



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Web

8.5.219.49

12/17/2025

8.5.219.49

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/16/22	Update			X			X

Contents

- [1 8.5.219.49](#)
 - [1.1 Helpful Links](#)
 - [1.2 What's New](#)
 - [1.3 Resolved Issues](#)
 - [1.4 Upgrade Notes](#)

What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 8. 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-34724)
- A new option, AgentSessionInactiveTimeout, is introduced to specify the inactivity interval (in minutes) for WFM agents before sessions time out. (WFM-36042)
- When a user selects a business unit for deletion, WFM Web now requires the user to also enter the name of the business unit on the confirmation form. This extra step is added to protect against the accidental deletion of business units. (WFM-35938)

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](#)

Resolved Issues

This release contains the following resolved issues:

WFM Web now removes any characters from text fields that are not valid for use in XML. Previously, users could enter invalid characters in certain text fields, which prevented the text from being saved correctly. (WFM-36036)

WFM Web no longer saves auto-generated blank reports to a specified report folder. Previously, WFM Web generated empty report files with no data and these files could not be removed from the **Generated Reports** list. (WFM-36148)

WFM Web now uses the default time format if the local time format is not supported by the time editing component. Previously, an error displayed if the time editing component was not compatible with the local format. (WFM-36144)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.49.
