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Workforce Management Web

8.5.219.65

12/18/2025

8.5.219.65

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/27/23	Update			X			X

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What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

The Available Agents tree in the report creation wizard is updated to load agent information without errors when expanding or checking a team node. Previously, an error would occur when users tried to expand or check a team node. (WFM-36653)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.65.