GENESYS™

Workforce Management Web

8.5.219.77

12/14/2025

8.5.219.77

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/26/23	Update			X			X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

As of September 19, 2024, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on October 29, 2024. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-37581)

Important

If you installed this version of WFM Web prior to September 19, 2024, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

Adding comments to agent's schedule with different time zone from the current one now shows a warning message. (WFM-36772)

WFM no longer freezes when an agent is selected in Master Schedule > Weekly screen on the Supervisor page. (WFM-36881)

Helpful Links

Releases Info

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

Product Documentation

Workforce Management Web

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.77.