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## Workforce Management Web

8.5.220.04

12/14/2025

8.5.220.04

## Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/08/23	General			X			X

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## What's New

This release contains the following new features and enhancements:

- WFM Web for Supervisors includes a redesigned Performance module, enabling access to existing functionality and features, but without the need to use Java. Access to this updated UI depends on the NewSupervisor option value. Web for Supervisors (Classic) Performance module is still supported and available.

## 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](#)

### Important

For this functionality to be available, WFM Server 8.5.220.04 or higher should be used.

(WFM-34722)

## Resolved Issues

This release contains the following resolved issues:

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Improved the WFM Web New UI Activity tree to correctly process MSA uncheck operation. In addition, the management of the loading state of the activity tree has been improved. Previously, the tree reported that all loading/checking processes were completed too soon. (WFM-36904)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.04.