GENESYS™

Workforce Management Web

8.5.220.15

12/16/2025

8.5.220.15

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
1/22/24	Update			X			X

Contents

What's New

This release contains the following new features and enhancements:

- WFM Web is updated to support the configuration option UsePartitionedCookie. This enhancement allows to use the "partitioned" flag for the session cookie. (WFM-37075)

- WFM Web User Interface for Supervisors and Agents now has support for Windows 11. (WFM-36999)

- New WFM Web Supervisors User Interface now supports Microsoft Edge browser. (WFM-36992)

Helpful Links

Releases Info

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

Product Documentation

Workforce Management Web

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Resolved Issues

This release contains the following resolved issues:

WFM Web is updated to support the configuration option ConfigServiceClientTimeout. The configuration option provides the capability to control the timeout duration for requests made to the Configuration Server. (WFM-37068)

Application error appearing in Intra-day Schedule Rebuild Wizard when trying to rebuild with "Additionally filter agents by contracts" setting checked is now fixed. (WFM-36906)

UI Launcher is updated to use getdown library version 1.8.7 from previously using version 1.7.1 (WFM-36893)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.15.