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# Workforce Management Web

8.5.220.22

12/15/2025

8.5.220.22

## Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/22/24	Update			X			X

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## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

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As of September 5, 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-37560)

### Important

If you installed this version of WFM Web prior to September 5, 2024, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

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The tenant name is now displayed as an empty value if the name is empty or not specified. Previously, the empty value was shown as Environment. (WFM-37446)

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The hibernate-validator library has been updated to version 6.1.7 to eliminate security vulnerabilities. (WFM-37422)

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**Forecast Template Distribution** tab has been updated to take into account the selected time zone. Previously, as forecast templates are stored in the database with a time zone that differs from the Site/BU time zone, it could potentially lead to incorrect behavior when applying the template. (WFM-37381)

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WFM Web has been updated to allow dual-role users which are recreated agents to log in successfully. Previously, such users could not log into WFM Web. (WFM-37240)

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## Helpful Links

### Releases Info

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

### Product Documentation

[Workforce Management Web](#)

### Genesys Products

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WFM Web has been updated to display the local date and time in the **History** tab when changing a **Schedule State Group**. (WFM-37177)

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The activity tree has been improved to accurately control the work on a tree node which is not yet completed. Previously, the indication of work with MSA was removed, even if a work with child activities had not yet been completed. (WFM-37067)

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**Add Shrinkage** wizard has been updated to show the result in the **Forecast Shrinkage** module without additional refresh. Previously, after closing **Add Shrinkage** wizard, the changed data was displayed with an offset. (WFM-37046)

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The bid ranking algorithm has been updated to redistribute bids based on previous values and manually changed values. Previously, the rate which was manually changed has not been taken into account. (WFM-36988)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.22.