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Workforce Management Administrator's Guide

[Change History](#)

12/16/2025

Change History

This topic contains a summary of the topics that are new or have changed significantly in the specified version of this Administrator's Guide.

Document version 8.5.101

- The topic "New in This Release" was removed and in the [Overview](#) topic, was replaced with a link to [Workforce Management 8.5 Release Information](#).
- The topic [Configuring Data Aggregator](#) was added to describe the configuration of reason codes, hot standby, and set parameters to enable Data Aggregator to be restarted at the business and site level.
- The LocalTimezones configuration option has been moved from the WFM Client Application to the WFM Server Application. See WFM Server Application's **[ConfigService]** configuration section.
- The sub topics "Timeout Error During Database Update" and "Unacceptably Slow Response from WFM Configuration Utility" have been removed from the topic [Troubleshooting WFM Components and Connections](#), because they are no longer applicable.
- The sub topics "WFM Configuration Utility Error Messages" has been removed from the topic [Troubleshooting Your WFM Configuration](#), because it is no longer applicable.
- The configuration option **x-LogSynchronizationTrace** has been removed from "WFM Data Aggregator Options" and added to [WFM Options Removed](#).
- The topic "List of Terms" has been removed. The terms described in this topic and throughout the document appear as links that reference a glossary containing descriptions of these terms. You can view descriptions by clicking the link (in bold red). For example, average handle time.

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- All reference, descriptive, and procedural content related to WFM Configuration Wizards have been removed. WFM Configuration Wizards are no longer supported.