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Workforce Management API

Release Notes 8.5.x

6/12/2025

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Workforce Management API 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Workforce Management API. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.2:

Release	Release Date	Release Type	Restrictions
8.5.220.02	06/12/25	Update	
8.5.220.00	04/30/25	General	
8.5.215.00	11/07/19	General	
8.5.214.01	05/08/19	General	
8.5.210.00	03/16/18	Update	
8.5.209.01	10/30/17	General	
8.5.208.02	09/22/17	General	
8.5.207.06	06/27/17	General	
8.5.206.03	03/28/17	General	
8.5.205.04	12/22/16	General	
8.5.203.04	07/29/16	General	
8.5.200.00	04/29/16	General	

Release 8.5.1:

Release	Release Date	Release Type	Restrictions
8.5.101.02	07/31/15	General	
8.5.100.05	03/16/15	General	

Release 8.5.0:

Release	Release Date	Release Type	Restrictions
8.5.003.00	12/15/14	General	
8.5.001.02	09/26/14	General	
8.5.000.04	06/27/14	General	

Workforce Management API is platform-independent software. You can deploy the installation package on any operating system that Workforce Management API supports, as listed on the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Workforce Management API, see the [8.1 Release Note](#) (Cumulative).

Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

-
- Discontinued for WFM Web server components:
 - WFM 32-bit executables
 - Windows 2008, 32-bit
 - Windows 2008, 64-bit compatibility mode
 - Windows 7
 - IBM AIX platform (all versions)

Discontinued as of

Date: 04/29/16

Release: 8.5.200.00

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Workforce Management API, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
 - [Internationalization Issues](#)
-

Related Resources

For additional information about Workforce Management Web, see the following documentation:

- The documentation related to this software is available from the [Workforce Management](#) product page.
- The [Workforce Management Administrator's Guide](#) introduces the product, presents its architecture, offers deployment-planning recommendations and considerations, explains how to configure and install the WFM 8.1 components, explains how to start and stop all components, explains how to use the WFM Database Utility, provides troubleshooting suggestions, and includes a list of WFM-specific terms and their definitions.
- The [Workforce Management Web for Supervisors Help](#) explains how to use the Supervisors web interface to create forecasts and schedules, make schedule and staffing changes, and to track Agent real-time adherence and contact center performance. WFM Web for Supervisors also contains the WFM reporting functions.
- The [Workforce Management Agent Help](#) explains how to use the Agents web interface to check agent schedules, request time off and working hours, adjust other preferences, and make schedule trades with other agents.
- The [Workforce Management ETL Database Reference](#) explains how to use the Extract, Transform, and Load (ETL) schema to enable Genesys Interactive Insights and other third party reporting applications to design and create custom reports, by using Genesys Workforce Management data.
- The [Workforce Management Options Reference](#) contains a complete list of WFM configuration options, descriptions, and instructions for use.
- The [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Workforce Management components.

Release Notes for other Genesys components are available [here](#).

Known Issues and Recommendations

Workforce Management API

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workforce Management API. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

The Data Importer command-line utility located in the `tools\DataImporter` folder might be susceptible to the CVE-2017-7525 and CVE-2017-15095 vulnerabilities of the **jackson.databind** component.

ID: WFM-28313	Found In: 8.5.209.01	Fixed In:
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Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this component.

Release 8.5.2

Workforce Management API Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Workforce Management API, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.220.00

Workforce Management API Release Notes

Release Date	Release Type	Restrictions
04/30/25	General	

What's New

This release contains the following new features and enhancements:

- WFM API has been updated to support Open JDK 17 with Jakarta EE 10. The following new libraries and tools are available for this environment:
 1. .\lib\wfm8api-jakarta.jar: WFM API library
 2. .\tools\TradeModule\trademodule-jakarta.jar: trade module
 3. .\tools\DataImporter\dataimporter-jakarta.jar: data importer (WFM-37481)

Helpful Links

Releases Info

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

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Resolved Issues

This release contains the following resolved issues:

The WFM API has been updated to use Apache Commons Lang version 2.6, replacing the previous version 2.4, in which security vulnerabilities were identified. (WFM-37511)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.00.

8.5.215.00

Workforce Management API Release Notes

Release Date	Release Type	Restrictions
11/07/19	General	

Workforce Management API is platform-independent software. You can deploy the installation package on any operating system that Workforce Management API supports.

What's New

This release contains the following new features and enhancements:

- Support for new features introduced in [WFM Server 8.5.215.09](#).

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.00.

Helpful Links

Releases Info

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

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8.5.214.01

Workforce Management API Release Notes

Release Date	Release Type	Restrictions
05/08/19	General	

Workforce Management API is platform-independent software. You can deploy the installation package on any operating system that Workforce Management API supports.

What's New

This release contains the following new features and enhancements:

- Support for new features introduced in [WFM Web 8.5.214.14](#).

Helpful Links

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

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Resolved Issues

This release contains the following resolved issues:

WFM Data Importer no longer imposes a limitation on the number of contracts that can be assigned to a single shift. Previously, Data Importer allowed no more than 10 contract assignments to a shift. (WFM-32219)

In the Data Importer tool, a new CSV template parameter **useShiftTime** can be used to set the value **Use Shift Time** in the **Availability Time** column. To set the value for **Use Shift Time**, enter 1 in the CSV template. (WFM-32068, WFM-29572)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.01.

8.5.210.00

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/18	Update		Platform Independent			

What's New

This release contains only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The WFM Data Import tool documentation (DataImporter.pdf) now includes information about importing Activities and Schedule State Groups. The documentation is included in the WFM API Installation package (IP). (WFM-27724)

Helpful Links

Releases Info

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

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.00.

8.5.209.01

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/30/17	General		Platform Independent			

What's New

This release includes the following new features and enhancements:

- Support for the Workforce Management Web release 8.5.209.05.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.209.01.

Helpful Links

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- [8.5.x Known Issues](#)

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8.5.208.02

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/22/17	General		Platform Independent			

What's New

This release includes the following new features and enhancements:

- Support for the Workforce Management Web release 8.5.208.06.

Helpful Links

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

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.208.02.

8.5.207.06

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/17	General		Platform Independent			

What's New

This release includes the following new feature and enhancement:

- WFM's Data Importer command line tool enables you to import the following data into the WFM Database:
 - Time-Off Rules
 - Exception Types
 - Time-Off Types
 - Activities
 - Schedule State Groups

(WFM-27541, WFM-26542, WFM-26543, WFM-27253, WFM-27254)

Helpful Links

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

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Tip

The bulk upload of WFM data is implemented through WFM API. Information is provided and packaged in the WFM API 8.5.207.06 Installation Package (IP).

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.207.06.

8.5.206.03

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General		Platform Independent			

What's New

This release includes only resolved issues.

Helpful Links

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

This release contains the following resolved issues:

WFM's Data Importer tool now correctly imports Rotating Pattern's properties Start Weekday and Week position in the schedule. (WFM-26982)

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WFM's Data Importer tool now correctly imports Shift start and end time properties. (WFM-26975)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.206.03.

8.5.205.04

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/16	General		Platform Independent			

What's New

This release contains the following new features and enhancements:

- An external tool that provides an implementation of additional, specific trading rules, enabling multiple days off trading. (WFM-26300)
- A bulk upload command line tool enabling importing of Contract, Shift, and Rotating Pattern data. (WFM-26296, WFM-26297)

These tools are available in the WFM API 8.5.205.04 Installation Package (IP). See also [Upgrade Notes](#).

Resolved Issues

There are no resolved issues in this release.

Upgrade Notes

Use the following procedure to start the TradeModule tool as a Windows service:

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- [8.5.x Known Issues](#)

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- Run `service.bat` with the command line parameters, as described in `Tools\TradeModule\TradeModule.pdf` in the WFM API 8.5.205.04 IP, but with the following modifications:
 1. Change `PR_JVM=auto` to full path of `jvm.dll`.
For example, set `PR_JVM=C:\Program Files\Java\jdk1.8.0_77\jre\bin\server\jvm.dll`
 2. Add line `set ARGS=before ":collectargs"` line
 3. Change `set ARGS=%ARGS% %1` to `set ARGS=%ARGS%##%1`
 4. Change `set PR_STARTPARAMS=start %ARGS%` to `set PR_STARTPARAMS=start%ARGS%` (no space between `start` and `%ARGS%`)

8.5.203.04

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/16	General		Platform Independent			

What's New

This release contains the following new features and enhancements:

- Support for the new implementation and enhancements to Time-Off Bidding.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.04.

Helpful Links

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

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8.5.200.00

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/16	General		Platform Independent			

What's New

This release contains the following new features and enhancements:

- Added support for virtual platform ESXi 5.5.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.00.

Helpful Links

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

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Release 8.5.1

Workforce Management API Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Workforce Management API, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.101.02

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/15	General		Platform Independent			

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM API now supports verification of time-off limits for specific **Time-Off** types and verifies two limits for each type—the existing limit for all **Time-Off** types (the default setting in the **Calendar > Time-Off Limits** view) and the new type-specific **Time-Off** limits. Previously, WFM API supported only one limit per **Team**, **Site**, **Activity**, or **Multi-Site Activity**.

WFM API also calculates the available **Time-Off** slots, based on the requested or granted **Time-Off** type. WFM API calculates the correct number of **Time-Off** type slots, by checking two sets of limit values—one for all **Time-Off** types and another for specific **Time-Off** types. (WFM-22941)

The [WFM Integration API Developer's Guide](#) (JavaDoc) has been updated to include new Service, Method, and Class descriptions and remove obsolete Method descriptions. (WFM-22758)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.02.

8.5.100.05

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/15	General		Platform Independent			

What's New

This release includes the following new features and enhancements:

- This release supports new functionality introduced in Workforce Management 8.5.100.05.

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.05.

Release 8.5.0

Workforce Management API Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Workforce Management API, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.003.00

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/14	General		Platform Independent			

What's New

This release includes the following new features and enhancements:

- This release supports new functionality introduced in Workforce Management 8.5.003.

Helpful Links

Releases Info

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

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.00.

8.5.001.02

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/14	General		Platform Independent			

What's New

This release includes the following new features and enhancements:

- This release supports new functionality introduced in Workforce Management 8.5.001.

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.02.

8.5.000.04

Workforce Management API Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/14	General		Platform Independent			

What's New

This release includes the following new features and enhancements:

- This release supports new functionality introduced in Workforce Management 8.5.0.

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

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.04.