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Workforce Management Builder

8.5.001.01

12/19/2025

8.5.001.01

Workforce Management Builder Release Notes

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

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What's New

This release contains the following new features and enhancements:

- Improvements to WFM Builder minimize the effects of **Breaks** and **Meals** on staffing coverage and no longer cause over and under staffing. (WFM-21001)

Helpful Links

Releases Info

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

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

WFM Builder now processes schedule scenarios, only within **Rotating Pattern** availability and without errors. Previously, scheduling scenarios could fail if, on the day before the scenario: an agent had an overnight **Full-Day Exception** with start and end hours, the first day had a fixed-shift **Rotating Pattern** with overnight availability, and the second day had a **Granted** day off.

In this configuration, the **Shift** on the first day of the schedule would sometimes be scheduled outside of the **Rotating Pattern** availability and overlap the overnight exception, causing an Error 1068. (WFM-21908)

WFM Builder now successfully builds schedules that include agent **Contracts** with no assigned **Shifts**. Previously, Builder did not build schedules for agents that had assigned **Contracts** with no **Shifts**, even if the **Contracts** were assigned on the dates outside of the **Schedule Scenario**. (WFM-21548)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.01.