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Workforce Management Builder

8.5.003.06

5/9/2025

8.5.003.06

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/30/15	Hot Fix					X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Builder provides improved schedule coverage when building schedules, in which the staffing requirements and number of available agents on weekends is much lower than on weekdays. Previously, WFM Builder provided less than optimal schedule coverage on weekends and an insufficient number of agents were scheduled to work. (WFM-22898)

WFM Builder now correctly builds schedules when multiple single-agent **Meetings** are scheduled on the same days as **Breaks**, occurring at the same time everyday. Previously in this scenario, single-agent **Meetings** were scheduled with **Breaks**, causing **Breaks** unsynchronized in schedules (scheduled at different times everyday). (WFM-22733)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.06.