Workforce Management Builder

8.5.003.11

12/18/2025

8.5.003.11

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/22/15	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Builder provides improved scheduling of long **Meetings** (up to half of a **Shift** long) that include a single agent only and that allow **Shift** items on top. Previously, when **Shift** items were synchronized, these types of **Meetings** were either not scheduled or the synchronization of the agent's **Shift** items would break. (WFM-23110)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.11.