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# Workforce Management Builder

8.5.003.15

5/9/2025

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## Workforce Management Builder Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 12/17/15     | Hot Fix      |              |     |       |         | X       |

### Contents

- **1 8.5.003.15**
  - 1.1 Helpful Links
  - 1.2 What's New
  - 1.3 Resolved Issues
  - 1.4 Upgrade Notes

## What's New

This release contains only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

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WFM Builder now provides improved distribution of work between weeks when weekly work hours are flexible, period work hours are fixed, the schedule is extremely understaffed, and there are more than 50 agents scheduled per site. Previously, the amount of work scheduled during each week was about the same, causing a higher percentage of understaffing for weeks with higher staffing requirements. (WFM-25032)

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WFM Builder now provides better scheduling performance for large schedules with multiple **Activities**, and improves on the optimization process that was introduced in WFM Builder version 8.5.003.12. (WFM-25025)

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WFM Builder now provides improved scheduling of the exact monthly work hours. Previously, WFM Builder would sometimes fail to schedule the exact monthly hours when a large number of **Meetings** was present and **Shifts** had meals with relatively inflexible **Meal** configurations. (WFM-24013)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.15.

## 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](#)