GENESYS™

Workforce Management Builder

8.5.003.25

12/18/2025

8.5.003.25

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/24/16	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Builder no longer terminates with error 40 when building schedules that contain incorrectly configured monthly work hours, multiple meetings and preferences. (WFM-25722)

WFM Builder now correctly re-optimizes schedule scenarios when re-optimizing only activities and activity sets. Previously during re-optimization, activities included in tasks could accumulate at the beginning of the day, thus leaving higher understaffing later in the day. (WFM-25708)

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 8.5.003.25.