GENESYS™

Workforce Management Builder

8.5.003.26

5/9/2025

8.5.003.26

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/05/16	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM now grants **Shift** preferences that do not align with the 15-minute boundary (for example, 8:12 as opposed to 8:15) when using **Task Sequences**. Previously, these types of **Shift** preferences were not granted, causing the number of **Granted** preferences to be lower than the required minimum. (WFM-25914)

WFM Builder now successfully builds schedules that include **Activity Sets** whose properties are set to **Strict**. Previously, when schedules included strict **Activity Sets** and the **Shuffle Agents** option was set in Schedule Build Wizard, WFM Builder sometimes terminated with *Internal Error: 66*. (WFM-25856)

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 8.5.003.26.