GENESYS™

Workforce Management Builder

8.5.003.27

5/9/2025

8.5.003.27

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/05/16	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Builder now successfully schedules breaks when breaks are mandatory and the number assigned to shifts is high (10 or more breaks). Previously in this scenario, WFM Builder would neither finish scheduling in a reasonable time, nor respond to attempts to cancel the build. (WFM-26010)

WFM Builder now builds schedules that have the exact period work hours, as configured. Previously, when multiple shifts with mandatory task sequences were used, WFM Builder built schedules with period work hours that were less than the configured period work hours limit. (WFM-25909)

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 8.5.003.27.