Workforce Management Builder

8.5.003.32

5/9/2025

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Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/30/16	Hot Fix					X

Contents

What's New

This release contains the following new features and enhancements:

- A new feature enables scheduling of Task Sequences and Activity Sets to be included in the same Schedule Scenario build at the same site. Previously, you could build Schedule Scenarios for a site in either Task Sequence or Activity Set mode, not both. **The scheduling mode can now be specified for each day and any agent.**

  - If there are no Task Sequences at the site, scheduling runs in Activity Set mode.

  - If there is at least one Task Sequence at the site, scheduling runs in Task Sequence mode.

  - If there is at least one Task Sequence and a Contract has the **force activity sets** setting enabled, scheduling runs in Activity Set mode for that Contract.

  To enable this feature, set the ForceHS **configuration option to** true **in the WFM Builder Application under the [Options] section and change the icon in the Web for Supervisors Policies > Contracts view to one of the last four contract icons in the drop-down list (the upper half of the icon is colored) for those Contracts that will use Activity Sets only. (WFM-26278)**

Helpful Links

Releases Info

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

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Resolved Issues

This release contains the following resolved issues:

WFM Builder's speed is improved when building Schedule Scenarios that include Task Sequences and a large number of agents (for example, more than 3000). (WFM-26100)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.32.