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Workforce Management Builder

8.5.205.05

12/19/2025

8.5.205.05

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/16	General					X

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What's New

This release contains the following new features and enhancements:

- Reoptimization of schedules containing task sequences is improved to provide optimal coverage in certain cases. (WFM-26631)
- The Schedule reoptimization algorithm is improved to provide better coverage when primary and secondary activities are present in the tasks being reoptimized. (WFM-26596)
- WFM Builder now supports an increased limit of 2000 shifts per schedule build, per site. (WFM-26534)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Workforce Management](#)

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Resolved Issues

This release contains the following resolved issues:

Agent schedules that contain shifts, other than Granted Calendar shifts or shifts assigned in a Rotating Pattern for that date, are now included in Intra-Day re-optimization. Previously, these 'other' shifts were excluded from Intra-Day re-optimization. (WFM-26653)

The Schedule algorithm is improved to provide better coverage when schedules contain task sequences and the tasks contain mutually-exclusive activities. (WFM-26583)

WFM now treats full day, unpaid Time-Off items like Granted unpaid days. Previously, unpaid Time-Off items were treated like Vacation days during scheduling, violating monthly hours when the exact monthly paid hours were specified in advanced contract settings. (WFM-26529)

Now, Builder reoptimizes task sequences, taking into account part of the sequence before the reoptimization start time. Previously, when reoptimizing task sequences and starting in the middle of the shift, Builder could schedule a sequence that did not conform to the configuration. (WFM-26519)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.05.

Supported Languages

See [Release 8.5.x Translation Support](#).