Workforce Management Builder

8.5.208.01

5/9/2025

8.5.208.01

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/22/17	General					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM improves Intra-Day reoptimization when breaks only or breaks and meals are selected for reoptimization. Previously, WFM Builder sometimes incorrectly treated fully staffed time slots as if they were overstaffed time slots, causing the schedule to be understaffed by one agent after reoptimization. (WFM-27668)

WFM Builder template metadata no longer contains illegal characters and now loads successfully, without errors. Previously, when loading the template metadata, an error occurred, caused by illegal characters in the metadata that were not compliant with XML specifications. (WFM-27587)

WFM improves how shift items, such as meals and breaks, are scheduled when they cannot be scheduled within valid time slots. Previously, an Exception affecting one break sometimes caused other breaks to move to different time slots, and anchored breaks sometimes moved from valid time slots, even when they were not affected by an added Exception. (WFM-26443)

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 8.5.208.01.