



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Builder

Release Notes 8.5.x

4/24/2025

Table of Contents

Workforce Management Builder 8.5.x Release Note	5
Translation Support	9
Known Issues and Recommendations	12
Release 8.5.2	14
8.5.220.13	15
8.5.220.12	17
8.5.220.10	18
8.5.220.08	19
8.5.220.02	20
8.5.219.16	22
8.5.219.08	24
8.5.219.07	25
8.5.219.06	27
8.5.219.02	28
8.5.219.00	29
8.5.218.01	30
8.5.218.00	31
8.5.217.00	32
8.5.216.12	34
8.5.216.10	35
8.5.216.09	37
8.5.216.05	38
8.5.216.04	39
8.5.215.00	40
8.5.214.13	41
8.5.214.11	42
8.5.214.07	43
8.5.212.14	45
8.5.212.11	46
8.5.212.07	48
8.5.212.05	50
8.5.211.01	52
8.5.211.00	54
8.5.210.03	55
8.5.210.02	56

8.5.210.00	57
8.5.208.01	59
8.5.207.05	61
8.5.207.02	62
8.5.206.03	64
8.5.206.02	65
8.5.205.05	67
8.5.204.05	69
8.5.202.02	70
Release 8.5.1	72
8.5.101.06	73
8.5.101.05	74
8.5.101.02	75
8.5.101.01	76
8.5.100.09	77
Release 8.5.0	78
8.5.003.32	79
8.5.003.27	81
8.5.003.26	82
8.5.003.25	83
8.5.003.23	84
8.5.003.21	85
8.5.003.19	86
8.5.003.18	87
8.5.003.16	88
8.5.003.15	89
8.5.003.13	91
8.5.003.12	93
8.5.003.11	94
8.5.003.10	95
8.5.003.09	97
8.5.003.08	99
8.5.003.07	100
8.5.003.06	101
8.5.003.03	102
8.5.003.02	103
8.5.003.01	104

8.5.001.01

105

8.5.000.00

107

Workforce Management Builder 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Workforce Management Builder. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.220.13	01/09/25	Update	Unavailable				X
8.5.220.12	11/08/24	Update					X
8.5.220.10	09/06/24	Update					X
8.5.220.08	07/01/24	Update					X
8.5.220.02	01/04/24	Update					X
8.5.219.16	05/24/23	Update					X
8.5.219.08	01/17/23	Update					X
8.5.219.07	11/30/22	Update					X
8.5.219.06	09/19/22	Update					X
8.5.219.02	04/27/22	Update					X
8.5.219.00	12/23/21	General					X
8.5.218.01	12/02/21	Update					X
8.5.218.00	10/05/21	General					X
8.5.217.00	09/14/20	General					X
8.5.216.12	07/08/20	Update					X
8.5.216.10	04/23/20	Update					X
8.5.216.09	03/04/20	Update					X
8.5.216.05	02/28/20	General					X
8.5.216.04	12/26/19	Update					X
8.5.215.00	10/30/19	General					X
8.5.214.13	09/03/19	Update					X
8.5.214.11	07/09/19	Update					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.214.07	05/08/19	General					X
8.5.212.14	12/28/18	Update					X
8.5.212.11	12/07/18	Update					X
8.5.212.07	10/01/18	Update					X
8.5.212.05	09/28/18	Update	Unavailable				X
8.5.211.01	07/24/18	Hot Fix					X
8.5.211.00	05/25/18	Update					X
8.5.210.03	03/16/18	Update					X
8.5.210.02	02/05/18	Update					X
8.5.210.00	12/22/17	General					X
8.5.208.01	09/22/17	General					X
8.5.207.05	07/13/17	Hot Fix					X
8.5.207.02	06/27/17	General					X
8.5.206.03	04/12/17	Hot Fix					X
8.5.206.02	03/28/17	General					X
8.5.205.05	12/22/16	General					X
8.5.204.05	10/14/16	General					X
8.5.202.02	04/29/16	General					X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.101.06	08/12/16	Hot Fix					X
8.5.101.05	08/04/16	Hot Fix					X
8.5.101.02	04/18/16	Hot Fix					X
8.5.101.01	07/31/15	General					X
8.5.100.09	03/16/15	General					X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.003.32	09/30/16	Hot Fix					X
8.5.003.27	08/05/16	Hot Fix					X
8.5.003.26	07/05/16	Hot Fix					X
8.5.003.25	05/24/16	Hot Fix					X
8.5.003.23	04/28/16	Hot Fix					X
8.5.003.21	04/19/16	Hot Fix					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.003.19	03/31/16	Hot Fix					X
8.5.003.18	03/11/16	Hot Fix					X
8.5.003.16	02/03/16	Hot Fix					X
8.5.003.15	12/17/15	Hot Fix					X
8.5.003.13	11/10/15	Hot Fix					X
8.5.003.12	10/29/15	Hot Fix					X
8.5.003.11	09/22/15	Hot Fix					X
8.5.003.10	08/14/15	Hot Fix					X
8.5.003.09	07/24/15	Hot Fix					X
8.5.003.08	06/19/15	Hot Fix					X
8.5.003.07	05/14/15	Hot Fix					X
8.5.003.06	03/30/15	Hot Fix					X
8.5.003.03	03/12/15	Hot Fix					X
8.5.003.02	02/27/15	Hot Fix					X
8.5.003.01	12/15/14	General					X
8.5.001.01	09/26/14	General					X
8.5.000.00	06/27/14	General					X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Workforce Management Builder, see the [8.1 Release Note](#) (Cumulative).

Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

- Discontinued for WFM Web server components:
 - WFM 32-bit executables
 - Windows 2008, 32-bit
 - Windows 2008, 64-bit compatibility mode
 - Windows 7
- IBM AIX platform (all versions)

Discontinued as of

Date: **04/29/16**

Release: **8.5.202.02**

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Workforce Management Builder, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

Related Resources

For additional information about Workforce Management Web, see the following documentation:

- The documentation related to this software is available from the [Workforce Management](#) product page.
- The [Workforce Management Administrator's Guide](#) introduces the product, presents its architecture, offers deployment-planning recommendations and considerations, explains how to configure and install the WFM 8.1 components, explains how to start and stop all components, explains how to use the WFM Database Utility, provides troubleshooting suggestions, and includes a list of WFM-specific terms and their definitions.
- The [Workforce Management Web for Supervisors Help](#) explains how to use the Supervisors web interface to create forecasts and schedules, make schedule and staffing changes, and to track Agent real-time adherence and contact center performance. WFM Web for Supervisors also contains the WFM reporting functions.
- The [Workforce Management Agent Help](#) explains how to use the Agents web interface to check agent schedules, request time off and working hours, adjust other preferences, and make schedule trades with other agents.
- The [Workforce Management ETL Database Reference](#) explains how to use the Extract, Transform, and Load (ETL) schema to enable Genesys Interactive Insights and other third party reporting applications to design and create custom reports, by using Genesys Workforce Management data.
- The [Workforce Management Options Reference](#) contains a complete list of WFM configuration options, descriptions, and instructions for use.
- The [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Workforce Management components.

Release Notes for other Genesys components are available [here](#).

Translation Support

Workforce Management Builder

This page summarizes translation support for 8.5.x releases of Workforce Management Builder for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 8.5.x releases, see [Available Releases](#).

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (*) next to a release number of a Language Pack indicates that special considerations for this release are described in the [Internationalization Issues](#) section in [Known Issues and Recommendations](#).

Release 8.5.2 Translation Support

The following table indicates translation support for particular 8.5.2 releases of Workforce Management Builder.

Language	English (US) Release									
	8.5.219.02	8.5.217.00	8.5.216.04	8.5.214.07	8.5.212.14	8.5.211.01	8.5.207.02	8.5.206.02	8.5.205.05	8.5.202.02
Arabic (Saudi Arabia)	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.01
Chinese (Simplified)	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.211.00	Not Available	Not Available	8.5.205.00	8.5.203.00
Chinese (Traditional)	8.5.219.02	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00
Czech	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00
French (Canada)	Not Available	8.5.217.00	8.5.216.00	8.5.214.00	Not Available	8.5.211.00	8.5.207.00	8.5.206.00	Not Available	8.5.203.00
French (France)	8.5.219.02	Not Available	Not Available	8.5.214.00	8.5.212.00	8.5.212.01	Not Available	Not Available	Not Available	8.5.203.01
German (Germany)	Not Available	8.5.217.00	8.5.216.02	Not Available	8.5.212.00	Not Available	8.5.207.00	Not Available	8.5.205.00	8.5.203.00
Italian	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.207.00	8.5.206.00	8.5.205.00	8.5.203.00
Japanese	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.207.00	Not Available	Not Available	8.5.203.01

Korean	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00
Portuguese (Brazilian)	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00
Russian	Not Available	Not Available	8.5.216.02	Not Available	Not Available	8.5.211.00	Not Available	Not Available	Not Available	8.5.203.00
Spanish (Latin America/Mexico)	Not Available	8.5.217.00	Not Available	Not Available	Not Available	8.5.211.00	Not Available	Not Available	Not Available	8.5.203.01
Turkish	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00

Release 8.5.1 Translation Support

The following table indicates translation support for particular 8.5.1 releases of Workforce Management Builder.

Language	English (US) Release	
8.5.100.09	8.5.100.00	
Arabic (Saudi Arabia)	8.5.100.00	Not Available
Chinese (Simplified)	8.5.100.00	Not Available
Chinese (Traditional)	8.5.100.00	Not Available
Czech	8.5.100.00	Not Available
French (Canada)	8.5.100.00	Not Available
French (France)	8.5.100.00	Not Available
German (Germany)	Not Available	8.5.100.00
Italian	8.5.100.00	Not Available
Japanese	8.5.100.00	Not Available
Korean	8.5.100.00	Not Available
Portuguese (Brazilian)	8.5.100.00	Not Available
Russian	8.5.100.00	Not Available
Spanish (Latin America/Mexico)	8.5.100.01	Not Available
Turkish	8.5.100.00	Not Available

Release 8.5.0 Translation Support

The following table indicates translation support for particular 8.5.0 releases of Workforce Management Builder.

Language	English (US) Release
8.5.000.00	

Arabic (Saudi Arabia)	8.5.000.00
Chinese (Simplified)	8.5.000.00
Czech	8.5.000.00
French (Canada)	8.5.000.01
French (France)	8.5.000.00
German (Germany)	8.5.000.00
Italian	8.5.000.00
Korean	8.5.000.00
Portuguese (Brazilian)	8.5.000.00
Russian	8.5.000.00
Spanish (Latin America/Mexico)	8.5.000.00
Turkish	8.5.000.00

Known Issues and Recommendations

Workforce Management Builder

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workforce Management Builder. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

Building profile-based schedules fails with an internal error in specific configurations

ID: WFM-36738	Found In: 8.5.219.08	Fixed In:
----------------------	-----------------------------	-----------

WFM Builder does not respect the “Minimum duration between the start times of two consecutive working days” constraint when rebuilding only a part of the schedule scenario.

ID: WFM-36500	Found In: 8.5.219.06	Fixed In: 8.5.219.16
----------------------	-----------------------------	-----------------------------

Starting with WFM Builder 8.5.217.00, WFM Language Packs are supported on Windows 2019.

ID: WFM-33682	Found In: 8.5.217.00	Fixed In: 8.5.217.00
----------------------	-----------------------------	-----------------------------

Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

ID: WFM-32749, WFM-31421, WFM-31185	Found In: 8.5.203.00	Fixed In: 8.5.203.00
--	-----------------------------	-----------------------------

If the path for the WFM Builder **x-ScheduleLogPath** configuration option value is set to a folder that does not exist, the following internal error message appears: Error[1066] Internal error. This issue occurs only when the **x-ScheduleBuilderTrace** option value is set to true.

ID: WFM-25258	Found In: 8.5.201.11	Fixed In: 8.5.202.02
----------------------	-----------------------------	-----------------------------

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Workforce Management Builder unless otherwise noted in the issue description.

This 8.5.x product release supports Language Packs. Use 8.5.x-compatible Language Packs upon their availability.

This release does not support 8.1.x Language Packs.

Language Packs allow installers to select the language, in which the user interface and online Help files are displayed. For details about available Language Packs, including the languages, see the [Translation Support](#) page in this release note.

Starting with WFM Builder 8.5.217.00, WFM Language Packs are supported on Windows 2019.

ID: WFM-33682	Found In: 8.5.217.00	Fixed In: 8.5.217.00
----------------------	-----------------------------	-----------------------------

Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

ID: WFM-32749, WFM-31421, WFM-31185	Found In: 8.5.203.00	Fixed In: 8.5.203.00
--	-----------------------------	-----------------------------

Release 8.5.2

Workforce Management Builder Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Workforce Management Builder, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.220.13

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/09/25	Update	Unavailable					X

What's New

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management Builder](#)[Genesys Products](#)[List of Release Notes](#)

Important

As of 03/11/25, this release is no longer available due to the discovery of a critical issue. If you've already downloaded the 8.5.220.13 version of the software, do not install it.

This release contains no new features or enhancements.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.13.

8.5.220.12

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/08/24	Update						X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Rebuilding single-skill schedules now functions correctly without any issues. Previously, rebuilding single-skill schedules could sometimes fail due to an internal error. (WFM-37593)

Product Documentation

[Workforce Management Builder](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.12.

8.5.220.10

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/06/24	Update						X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now provides better support for scheduling of the multi-site activities when the MultiSiteActivitiesEnabled option is set to true.

Previously, scheduling for the multi-site activities could have produced a subpar activity coverage when only multi-site activity staffing requirements were available. (WFM-37018)

Product Documentation

[Workforce Management Builder](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

You must also upgrade WFM Server to 8.5.220.28 or higher for the changes implemented in this release to work properly.

8.5.220.08

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/01/24	Update						X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM no longer skips some agents when rescheduling activities for the existing schedules using Rebuild Intra-day functionality. (WFM-37394)

Product Documentation

[Workforce Management Builder](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.08.

8.5.220.02

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/04/24	Update						X

What's New

This release contains the following new features and enhancements.

- This enhancement includes the following new features:
 - Workforce Management Builder now supports structured logging to the file containing one-line log records formatted in JSON format. This allows integration with the centralized log aggregation and viewing systems such as Grafana and Loki. The JSON log can optionally be enabled by setting up a new set of **x-json-log** configuration options in the **Log** section. For more details on JSON logging, see the [Log section](#) of WFM Builder configuration options.
 - WFM Builder now supports distributed tracing of the HTTP requests using Open Telemetry protocol (OTLP). All HTTP requests now propagate the OTLP tracing headers. The corresponding request **trace_id** and **span_id** are also logged in the logs for tracking and integration purposes. All WFM backend servers can also be configured to export traces via **OTLP gRPC exporter**. This allows integration with the distributed tracing collection and visualization systems such as Grafana and Tempo. For more details on distributed tracing, see the [trace](#) section of WFM Builder configuration options.

(WFM-36412)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management Builder](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

The health check algorithm now detects authentication issues (for example, a valid current token

became invalid before its expiration) and shows **red** auth and overall health status in such cases. (WFM-37244)

WFM Builder now automatically obtains a new access token if the earlier issued access token used by Builder to access WFM Server was invalidated by the authentication method before its expiration. (WFM-37157)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.02.

8.5.219.16

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/24/23	Update						X

What's New

- Support for Microsoft Windows Server 2022. See the [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Manual](#) for more detailed information and a list of all supported operating systems. (WFM-36298)

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder's built-in IANA time zone database is now updated to the latest available version 2023.3. (WFM-36774)

Product Documentation

[Workforce Management Builder](#)

Genesys Products

[List of Release Notes](#)

WFM builder now correctly schedules the duration specified in the **Minimum duration between the start times of two consecutive working days** constraint. Previously, this constraint was not satisfied for some agents when rescheduling only a part of the schedule scenario. (WFM-36500)

The schedule build errors displayed now are correctly localized. Previously, these build errors were rendered using an incorrect code page. (WFM-33601)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.16.

8.5.219.08

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/17/23	Update						X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Workforce Management Builder no longer displays an internal error when rebuilding an intra-day schedule with the selected time zone that is different from the Site time zone. (WFM-36644)

Product Documentation

[Workforce Management Builder](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.08.

8.5.219.07

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/30/22	Update						X

What's New

This release contains the following new features and enhancements:

- WFM Builder now supports Intraday Reoptimization which allows the user to select multiple days (within 2 weeks date range) and rebuild schedules for the selected date(s) instead of rebuilding schedules for only one day. (WFM-32999)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management Builder](#)

[Genesys Products](#)

[List of Release Notes](#)

Important

This feature requires the deployment of the following WFM components: [WFM Web 8.5.219.58](#) (or later)

Resolved Issues

This release contains the following resolved issues:

An application error no longer occurs in WFM Builder when a schedule is rebuilt. Previously, this error

occurred in certain schedule rebuild cases when WFM Builder selects the best start and end dates for the agent shift window and yields the negative result, that is, the shift start is later than the end. (WFM-36554)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.07.

8.5.219.06

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/19/22	Update						X

What's New

This release contains the following new features and enhancements:

- WFM Builder is updated to include improvements to the health check functionality.

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](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.06.

8.5.219.02

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/27/22	Update						X

What's New

This release contains the following new features and enhancements:

- This release contains internal self-system health check enhancements for WFM Builder. (WFM-35437)

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](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.02.

8.5.219.00

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/04/22	General						X

What's New

This release contains the following new features and enhancements:

- Workforce Management now supports dual-role assignments (Agent and Supervisor) for a single agent account. For more information about this feature and configuration details, see [Managing Dual-Role Users](#). (WFM-33828, WFM-34956)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

This release requires WFM Server 8.5.219.01.

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](#)

8.5.218.01

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/02/21	Update						X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM now displays the correct username in the Schedule History and Audit reports after the Intra-Day Schedule is rebuilt. Previously, the username was incorrectly displayed as blank or as **System**. (WFM-34860)

WFM no longer auto-commits schedule changes after the Intra-Day Schedule is rebuilt if the auto-commit setting is unchecked in Web for Supervisors. Previously in this scenario, WFM incorrectly auto-committed the changes. (WFM-34859)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.01.

8.5.218.00

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/05/21	General						X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now skips schedules during the rescheduling process if they contain unknown activities or known invalid activities. Previously in this scenario, WFM Builder stopped the rescheduling process and generated the error *Incompatible timestep type*. (WFM-34456)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.00.

8.5.217.00

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/14/20	General					X

What's New

This release includes the following new features and enhancements:

- Support for Windows Server 2019 operating system. See the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Manual* for more detailed information and a list of all supported operating systems. **See also, [Upgrade Notes](#) below. (WFM-33682)**
- As of September 30, 2021, WFM Language Packs are supported on Windows Server 2019. (WFM-33682)

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](#)

Resolved Issues

This release contains the following resolved issues:

WFM Builder now successfully opens a secure listening port when configured as follows:

- SSL/TLS is enabled
- The authentication provider is specified (**[auth]** provider)
- Builder's Host settings contains an explicit IP address

Previously when configured as such, WFM Builder failed to open a secure listening port. (WFM-33360)

Upgrade Notes

On August 12, 2021, a new software build WFM Builder 8.5.217.00 b2 was made available which includes support for Windows Server 2019. If you previously downloaded 8.5.217.00 b1 (September 14, 2020) and want Windows 2019 support, be sure to download the latest build.

8.5.216.12

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/08/20	Update					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now ignores activity groups during schedule build. Previously, if the MultiSiteActivitiesEnabled option was set to true, WFM Builder might erroneously treat activity groups as multi-site activities and fail to schedule agents on activities assigned to those activity groups. (WFM-33226)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.12.

8.5.216.10

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/23/20	Update					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now builds schedules successfully, displaying no error messages. Previously, WFM Builder sometimes displayed internal errors [1066] or File not opened after building approximately 500 schedules when the **[Log]** x-ScheduleBuilderTrace configuration option was enabled. (WFM-33132)

WFM Builder now builds schedules successfully if Contracts contain monthly hours, scheduling period work hours, and shifts all with the same paid duration. Previously in this scenario, Builder sometimes got stuck (showed some progress percentage but no actual progress) while building schedules, causing it to loop endlessly, as the longest shifts prevented some shift durations from being scheduled on the subsequent day. (WFM-33121)

WFM Builder now successfully connects to WFM Server over secure SSL/TLS connections. Previously, WFM Builder failed to connect when the **[auth]** provider configuration option was configured and a self-signed certificate was used for WFM Server. (WFM-33098)

WFM Builder now builds schedules without displaying TVector errors. Previously, WFM Builder intermittently failed to build schedules with error TVector<> index out of range when two or more

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

task sequences assigned to the shift were configured identically. (WFM-33063)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.10.

8.5.216.09

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/04/20	Update					X

What's New

This release contains the following new features and enhancements:

- WFM now displays an alert message when Error 1066 occurs during schedule building. For example:
 - LMS code 20020 is generated when Error 1066 occurs during the schedule building, and when WFM Builder fails to open or create log files. WFM Builder continues to build schedules, in this case.
 - LMS code 20021 (Cancel Alert) is generated after each successful schedule build.

(WFM-32964, WFM-32965)

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](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.09.

8.5.216.05

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/20	General					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now successfully establishes SSL/TLS communication to backup Configuration Server (CS) in primary mode after CS switch-over from primary to backup. (WFM-32954)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.05.

8.5.216.04

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/26/19	Update					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now formats dates in scheduling Warning messages based on the requesting Web browser's locale. Previously, WFM Builder used the locale setting of the server on which it was running, causing a mismatch between the Warning date formats and other dates displayed in WFM Web. (WFM-32844)

Warning[50] messages now contain the actual names of agents and time-off items. Previously, Warning[50] messages incorrectly contained numeric IDs for these objects. (WFM-32730)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.04.

8.5.215.00

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/07/19	General					X

What's New

This release contains the following new features and enhancements:

- Support for new features introduced in [WFM Server 8.5.215.09](#).

Helpful Links

Releases Info

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

Resolved Issues

This release contains no resolved issues.

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.00.

8.5.214.13

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/08/19	Update					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Activities and shift start and end times in schedules are no longer changed after WFM Builder reoptimizes scheduled breaks. Previously, shift times and activities were sometimes changed during reoptimization if the schedule contained activities that were deleted at the site. (WFM-32591)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.13.

8.5.214.11

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/09/19	Update					X

What's New

This release includes new features and enhancements:

- WFM Builder is now compatible with all 8.5.2 or later versions of WFM Server. (WFM-32454)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management Builder](#)

[Genesys Products](#)

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

The presence of unused task sequences no longer prevents WFM Builder from building schedules. Previously, WFM Builder might fail to build schedules when task sequences were present at the site but were not used by any shift at the site. (WFM-32553)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.11.

8.5.214.07

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/19	General					X

What's New

This release contains the following new features and enhancements:

- Support for new features introduced in [WFM Web 8.5.214.14](#).
- TLS 1.2 is supported to provide secure network connections between WFM applications, Genesys Management Framework, and third-party software. WFM supports configurations that use only FIPS 140-2-compliant algorithms in secure network connections. For more information about securing connections, see the [Workforce Management Administrator's Guide](#). (WFM-30288)
- The WFM Builder Application has a new **[auth]** configuration section and option:

provider

Section: auth
Default Value: wfm
Valid Values: " ", wfm
Changes Take Effect: After restart
Dependencies: See Important note in this option
Introduced: 8.5.214.07

Specifies the provider that performs WFM user authentication.

If this option value is set to:

- " " (empty string)—WFM Server SOAP API authenticates WFM users.
- wfm—WFM Server REST API (on-premises) authenticates WFM users.

[more...](#)

(WFM-32285)

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](#)

Resolved Issues

This release contains the following resolved issues:

WFM now schedules fixed and overnight shifts when overnight unpaid Exceptions or Time-Off items are also included in the schedule. Previously in this scenario, WFM Builder did not build the schedule because the inclusion of the Exceptions or Time-Off items could extend the shift end time beyond the noon of the next day. (WFM-32330)

WFM Builder now allows granted shifts to be scheduled on days that have both granted shifts and granted availability. Previously in this scenario, incorrect use of the granted availability start and end times were preventing the scheduling of granted shifts and would sometimes schedule days off instead. (WFM-32138)

WFM Builder now successfully builds schedules with configurations that include Task Sequences that use strict Activity Sets that have no staffing requirements. Previously in this scenario, when WFM Builder attempted to build schedules it would sometimes fail and an internal error would occur. (WFM-31839)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.07.

Supported Languages

See **Release 8.5.x Translation Support**.

8.5.212.14

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/28/18	Update					X

What's New

This release includes the following new features and enhancements:

- Support for new features introduced in [WFM Web 8.5.212.15](#).

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](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.14.

Supported Languages

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

8.5.212.11

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/07/18	Update					X

What's New

This release contains the following new features and enhancements:

- WFM has improved reoptimization functionality and now removes shift items from manually inserted part-day Exceptions that do not allow shift item overlap. Previously, WFM did not remove shift items from these types of Exceptions during reoptimization. (WFM-31009)
- WFM Builder has new optional functionality that schedules activity coverage only for periods when an activity has a staffing forecast. To enable this functionality, in the WFM Builder application, create the configuration option **[Options] LimitOpenHoursByRequirement** and set the value to **true**.
When WFM is configured with this option, it builds schedules based on the following criteria
 - WFM adjusts open hours for each day of the schedule.
 - If multi-site activities are in use and the multi-site staffing requirement is split, WFM adjusts the coverage for open hours by the staffing requirement of multi-site activities (MSA). WFM determines staffing of single-site activities that are assigned to MSA activities by checking the MSA staffing requirements using the site timezone.
 - WFM adjusts activities open hours based on staffing requirements, using the following rules:
 - If there are no staffing requirements in a 24-hour period, WFM considers the activity closed on that day. For example, agents cannot work on that activity on that day. Adjusted open hours start on the first timestep that has staffing requirements and end after the last timestep that has requirements.
 - If activities are assigned to Activity Sets, the adjusted open hours must have (at least) the same minimum duration as the Activity Set. For example, if the minimum duration of an Activity Set is 60 minutes and only 15 minutes of staffing is available, WFM extends the open hours to 60 minutes.
 - If activities are open for 24 hours and as such are effectively 36-hour activities, WFM considers them open after 24:00, but only if staffing requirements exist at timesteps 23:45 and 0:00 on the next day.

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](#)

Limitations:

- WFM uses adjusted hours only to make configured open hours narrower or closed for a day.
- WFM cannot use adjusted hours to extend open hours or reopen activities on the day they were configured as closed.
- If WFM finds multi-site activities closed on all days, it will consider staffing local activities.

(WFM-29523, WFM-29524, WFM-29525)

- WFM Scheduler has improved the verification of scheduled Preferences, leading to more accurate generation of Warning messages. Previously, Preference Warning messages were sometimes issued incorrectly and indicated Preference violations when there were none, and Warning messages were not generated as expected when the minimum number of required Preferences was not met. (WFM-27596)

Resolved Issues

This release contains the following resolved issues:

WFM Builder now starts successfully, as expected. Previously in some environments, WFM Builder would sometimes fail to start and the following error message occurred: *Cannot open port X for listening, reason: The requested address is not valid in its context.* (WFM-31500)

WFM now retains Time-Off items after reoptimization when a part-day Time Off was inserted over a part-day Exception. Previously in this scenario, WFM sometimes removed both the Time-Off item and the Exception from shifts after reoptimization. (WFM-31314)

WFM no longer removes breaks from Exceptions that cover an entire shift during schedule reoptimization. Previously, WFM incorrectly removed breaks from Exceptions during reoptimization when the parameter **Allowed item overlap** was set and the Exception covered the entire shift. (WFM-31062)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.11.

8.5.212.07

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/01/18	Update					X

What's New

This release contains the following new features and enhancements:

- WFM Builder supports the new Contract constraint **Minimum consecutive working days**, which is set in the WFM Web for Supervisors interface. For more information about Contract constraints, see [Working Days section](#) in the *Workforce Management Web for Supervisors Help*.

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](#)

Resolved Issues

This release contains the following resolved issues:

WFM Builder now rebuilds schedules successfully. Previously, the schedule rebuild process failed to complete. (WFM-31066)

Now, WFM evenly distributes weekends off in monthly schedules when the exact number of weekends off is specified. Previously, distribution was uneven, causing the weekend of the first week of the partial month to have a disproportionate share of days off. (WFM-30980)

WFM now correctly displays the meeting name in Warning message 1033. Previously, WFM incorrectly displayed only the first character of the meeting name in the message. (WFM-30734)

WFM now rebuilds schedules successfully and without errors. Previously, WFM unexpectedly cancelled the schedule rebuild displaying Error [4], if the previous day's schedule included Activity

Sets or Task Sequences with timesteps that did not have assigned Activities. (WFM-30393)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.07.

8.5.212.05

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/28/18	Update	Unavailable				X

What's New

This release includes the following new features and enhancements:

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](#)

Important

As of October 1, 2018, this release is no longer available. A critical issue was discovered during regression testing. If you've already downloaded the software, do not install it. Instead, download and install WFM Builder 8.5.212.07, which resolves the critical issue.

- WFM Builder supports the new Contract constraint **Minimum consecutive working days**, which is set in the WFM Web for Supervisors interface. For more information about Contract constraints, see [Working Days section](#) in the [Workforce Management Web for Supervisors Help](#).

Resolved Issues

This release contains the following resolved issues:

Now, WFM evenly distributes weekends off in monthly schedules when the exact number of weekends off is specified. Previously, distribution was uneven, causing the weekend of the first week of the partial month to have a disproportionate share of days off. (WFM-30980)

WFM now correctly displays the meeting name in Warning message 1033. Previously, WFM incorrectly displayed only the first character of the meeting name in the message. (WFM-30734)

WFM now rebuilds schedules successfully and without errors. Previously, WFM unexpectedly cancelled the schedule rebuild displaying Error [4], if the previous day's schedule included Activity Sets or Task Sequences with timesteps that did not have assigned Activities. (WFM-30393)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.05.

8.5.211.01

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/24/18	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

The internal scheduling error *TVector error* no longer occurs when an overnight staffing requirement is present on the last day of the schedule.(WFM-29808)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.01.

Supported Languages

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

8.5.211.00

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/25/18	Update					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM improves staffing, by decreasing overstaffing of primary activities in Activity Sets. (WFM-28870)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.00.

8.5.210.03

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/18	Update					X

What's New

This release includes the following new features:

- Support for Microsoft Hyper-V. See the [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

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](#)

Resolved Issues

This release contains the following resolved issues:

WFM now performs reoptimization successfully without unexpected schedule cleanups. Previously, when the Intra-Day Master schedule was reoptimization for the entire site, it sometimes resulted in some agents having empty schedules on the reoptimization date and other days in the past and future. The agents whose schedules were affected had either their contracts removed or they were ineligible to work on activities. (WFM-28165)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.03.

8.5.210.02

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/05/18	Update					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder provides improved coverage in Intra-Day schedules by reducing the staffing of Secondary Activities in Activity Sets when the requirement for Secondary Activity staffing is 0. (WFM-28484)

WFM now schedules the correct number of hours per work week when Task Sequences are inflexible and shifts have a specific duration. (WFM-28420)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.02.

8.5.210.00

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General					X

What's New

This release contains the following new features and enhancements:

- The **[Log]** keep-startup-file configuration option specifies whether WFM Builder keeps or deletes a startup segment of the log containing the initial configuration options when it reaches the value set in the **[Log]** expire configuration option.
- Support for Windows Server 2016. See the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Guide*.

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](#)

Resolved Issues

This release contains the following resolved issue:

Activities with minimum staffing requirements are no longer understaffed in overstaffed schedules when the **[Options] ForceHS** configuration option in the WFM Builder Application is enabled. Previously, Activities with minimum staffing requirements that were included in Activity Sets would sometimes be ignored during scheduling and become understaffed for no apparent reason. (WFM-28099)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.00.

8.5.208.01

Workforce Management Builder Release Notes

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

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

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.

8.5.207.05

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/13/17	Hot Fix					X

What's New

This release includes the following new feature and enhancement:

- WFM Builder now schedules Secondary shifts when used in Preferences, Rotating Patterns, or when Granted in the Calendar. Previously, WFM used only Primary shifts when building schedules.

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](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.207.05.

8.5.207.02

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/17	General					X

What's New

This release contains the following new feature and enhancement:

- Support for Multi-Site Trading by providing accurate Warning messages in the Web for Supervisors **Trading > List of Trades** view.

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](#)

Resolved Issues

This release contains the following resolved issue:

WFM Builder now has updated Warning messages. (WFM-26595)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.207.02.

Supported Languages

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

8.5.206.03

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/12/17	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now successfully builds schedules with primary and secondary activities in scenarios where the number of agents is higher than the maximum number of seats configured in the call center. Previously in these scenarios, WFM Builder would sometimes hang, causing subsequent builds to become stuck in the queue until WFM Builder was restarted. (WFM-27168)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.206.03.

8.5.206.02

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now correctly schedules the exact number of monthly work hours specified for each agent. Previously, in configurations containing multiple shifts with non-overlapping paid durations (for example, when one shift had a paid duration of 7:00-8:00, and the other a paid duration of 8:05-9:00), WFM Builder sometimes failed to schedule agents for the expected number of hours in a monthly period. (WFM-27132)

WFM Builder now reoptimizes Intra-Day schedules containing shifts that are not assigned to any scheduled agent's contract. Previously in this scenario, WFM Builder would sometimes fail to reoptimize Intra-Day schedules, which generated an internal error Error[1066]. (WFM-26969)

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.206.02.

Supported Languages

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

8.5.205.05

Workforce Management Builder Release Notes

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

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](#)

[Genesys Products](#)

[List of Release Notes](#)

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](#).

8.5.204.05

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/14/16	General					X

What's New

This release contains the following new features and enhancements:

- 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)

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](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.204.05.

8.5.202.02

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/16	General					X

What's New

This release contains the following new features and enhancements:

- The EnableTOoverlap configuration option allows you to schedule breaks and meals during part-day paid time-off. To enable this functionality in the **[Options]** configuration section of the WFM Builder Application, set this option value to true. (WFM-25665)

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](#)

Resolved Issues

This release contains the following resolved issues:

WFM Builder now schedules multi-site profile optimization scenarios with multi-site activities. Previously, these scenarios sometimes caused an internal error in WFM Builder when the **[Options]** MultiSiteActivitiesEnabled configuration option value was set to true. (WFM-25578)

WFM Builder now builds schedules with Activity Sets and Secondary Activities, keeping them within the minimum duration. Previously in this scenario, some resulting Activity Sets that were scheduled during the day were split by Breaks and Exceptions into intervals shorter than the minimum configured duration. (WFM-25564)

WFM Builder no longer generates an internal error: (Error[1066] Internal error) if the path for the **[Log]** x-ScheduleLogPath configuration option value is set to a folder that does not exist. This error appeared only when the **[Log]** x-ScheduleBuilderTrace option value was set to true, but the issue is now resolved. (WFM-25258)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.02.

Supported Languages

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

Release 8.5.1

Workforce Management Builder Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Workforce Management Builder, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.101.06

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/12/16	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder has improved the distribution of workdays when the maximum number of workdays per week is equal to the maximum number of consecutive workdays. Previously in this scenario, WFM would sometimes schedule an excessive number of days off on the first day of the week. (WFM-25435)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.06.

8.5.101.05

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/04/16	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

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-26108)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.05.

8.5.101.02

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/18/16	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

When rescheduling Schedule scenarios, WFM Builder now continues the process even if conflicting requirements are present in the Calendar. Previously when rescheduling these scenarios, WFM Builder stopped scheduling if conflicting requirements outside the rescheduling date range were present (for example, mandatory rotating workdays and part-day vacation Time-Off items that were scheduled on the same day). (WFM-25596)

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.02.

8.5.101.01

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/15	General					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM now generates a **Warning** message if the **Contract** work hours cannot be validated for a schedule period. Previously, if the **Contract** work hours could not be validated due to incorrect configuration of work hours, no **Warning** message appeared. (WFM-23236)

WFM Builder now consistently issues **Warning** messages when individual **Meetings** are not scheduled for some agents. Previously in this scenario, **Warnings** were issued for some agents and not others. (WFM-22966)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.01.

8.5.100.09

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/15	General					X

What's New

This release includes the following features and enhancements:

- Supports new functionality introduced in Workforce Management 8.5.100.09.

Helpful Links

Releases Info

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

Resolved Issues

This release contains no resolved issues.

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.09.

Release 8.5.0

Workforce Management Builder Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Workforce Management Builder, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.003.32

Workforce Management Builder Release Notes

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

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](#)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

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.

8.5.003.27

Workforce Management Builder Release Notes

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

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

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.

8.5.003.26

Workforce Management Builder Release Notes

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

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

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.

8.5.003.25

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/24/16	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder no longer terminates with error 40 when building schedules that contain incorrectly configured monthly work hours, multiple meetings and preferences. (WFM-25722)

WFM Builder now correctly re-optimizes schedule scenarios when re-optimizing only activities and activity sets. Previously during re-optimization, activities included in tasks could accumulate at the beginning of the day, thus leaving higher understaffing later in the day. (WFM-25708)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.25.

8.5.003.23

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/28/16	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now keeps Activity Sets within the minimum duration when building schedules. Previously, WFM Builder sometimes split Activity Sets into shorter intervals when Task Sequences were present on a particular Site, but all agents being scheduled from that Site could not work on Task Sequences because their Contracts did not have appropriate Shifts. (WFM-25677)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.23.

8.5.003.21

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/19/16	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now reschedules Activities that are not included in Activity Sets when re-optimizing the Master Schedule using the **Reschedule activities/activity sets/task sequences** option. Previously, if the Master Schedule included agents who had shifts configured to not use Task Sequences, Activity Sets sometimes appeared in the Master Schedule incorrectly, breaking their configured **Minimum Duration** rule. (WFM-25595)

WFM Builder now successfully builds schedules with Task Sequences that have consecutive tasks with the same Activity. Previously, scheduling would sometimes fail when multiple Task Sequences of this type were present. (WFM-25558, WFM-25594)

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.21.

8.5.003.19

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/31/16	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder no longer terminates with an internal error when **Meetings** that have invalid time zone IDs are present in the database. Previously, these **Meetings** sometimes caused an internal error in WFM Builder. (WFM-25531)

WFM Builder now schedules **Multi-Site Profile Optimization** scenarios with **Multi-Site Activities**. Previously, these scenarios sometimes caused an internal error in WFM Builder when the **[Options]** MultiSiteActivitiesEnabled configuration option value was set to true. (WFM-25520)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.19.

8.5.003.18

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/16	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- A new configuration option allows you to schedule **Breaks** and **Meals** during **Part-Day Paid Time-Off**. To enable this functionality, in the WFM Builder Application's Options configuration section, set the EnableT0overlap option value to true. (WFM-25457)

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](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.18.

8.5.003.16

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/03/16	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

This fix improves upon [WFM-24013](#), where previously, WFM Builder sometimes failed to schedule the exact number of monthly work hours due to team Meetings. (WFM-25271)

Product Documentation

[\[\[Documentation/|\]\]](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.16.

8.5.003.15

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/17/15	Hot Fix					X

What's New

This release contains only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

WFM Builder now provides improved distribution of work between weeks when weekly work hours are flexible, period work hours are fixed, the schedule is extremely understaffed, and there are more than 50 agents scheduled per site. Previously, the amount of work scheduled during each week was about the same, causing a higher percentage of understaffing for weeks with higher staffing requirements. (WFM-25032)

WFM Builder now provides better scheduling performance for large schedules with multiple **Activities**, and improves on the optimization process that was introduced in WFM Builder version 8.5.003.12. (WFM-25025)

WFM Builder now provides improved scheduling of the exact monthly work hours. Previously, WFM Builder would sometimes fail to schedule the exact monthly hours when a large number of **Meetings** was present and **Shifts** had meals with relatively inflexible **Meal** configurations. (WFM-24013)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.15.

8.5.003.13

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/10/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now provides improved time to reschedule a single day rebuild of **Multi-Site Activities**, when using the following combinations of schedule items:

- Breaks only
- Breaks and Meals
- Activity, Activity Sets, Task Sequences
- Breaks, Meals, Activity, Activity Sets, Task Sequences without affecting the start/end

(WFM-23965)

WFM Builder now provides improved scheduling of individual and single **Site Meetings** that do not require 100% agent attendance when anchored **Breaks** are present. WFM Builder attempts to keep anchored **Breaks** in place, but excludes the agent from **Meetings** that have more than or equal to the minimum number of required attendees.

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Tip

If the number of scheduled agents cannot be reduced or if a single **Site** cannot be moved for some reason, anchored **Breaks** might still be affected.

WFM Builder does not apply this improvement to split or multi-site **Meetings**. (WFM-23715)

WFM Builder provides improved performance in **Schedule** builds that include **Contracts** that have the exact monthly days off specified. Previously in this scenario, these schedules took much longer to build when the **Schedule Scenario** overlapped more than one scheduling period. (WFM-23530)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.13.

8.5.003.12

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/29/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder improves work distribution, by distributing the work between weeks more evenly. Previously, WFM Builder tended to schedule more work hours at the beginning of the Scenario and fewer in the final week, when the Scenario was understaffed and the work hours for the week were flexible. (WFM-23774)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.12.

8.5.003.11

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/22/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder provides improved scheduling of long **Meetings** (up to half of a **Shift** long) that include a single agent only and that allow **Shift** items on top. Previously, when **Shift** items were synchronized, these types of **Meetings** were either not scheduled or the synchronization of the agent's **Shift** items would break. (WFM-23110)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.11.

8.5.003.10

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/14/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now builds schedules successfully for agents with the same rank and seniority. Previously, schedule building failed with an internal error if all agents had the same rank and seniority, and the Emphasis parameter value was set to anything but none (for example, if set to low, medium, or strong).

Note that this is a configuration-specific error; The Emphasis parameter setting is not required if all agents have the same ranking and seniority. (WFM-23524)

WFM Builder now builds schedules showing the correct number of monthly hours. Previously, monthly hours were incorrect in schedules, due to **Meals** that were conflicting with long **Meetings** and other **Meals** that did not allow for shift duration changes if the **Meal** configuration (the number of hours from shift end time) was inflexible. (WFM-23235)

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.10.

8.5.003.09

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/24/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM now generates a **Warning** message if the **Contract** work hours cannot be scheduled within a schedule period. Previously, if the **Contract** work hours could not be scheduled due to incorrect configuration of work hours, no **Warning** message appeared. (WFM-23486)

WFM Builder provides improved speed when scheduling in configurations that include **Meetings** and **Shifts** that have multiple (5 or more) mandatory and inflexible **Breaks**. Previously in these configurations, it sometimes took an excessive amount of time to schedule these types of **Breaks**. (WFM-23476)

WFM Builder now cancels schedule building significantly faster. Previously in some scenarios, schedule building would continue for a few hours after the **Cancel** button was clicked. (WFM-23457)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.09.

8.5.003.08

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/19/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

The speed of schedule building is improved in scenarios that have a large number of agents (several thousand) per site. (WFM-23190)

The speed of data loading is improved in large **Multi-Site Schedule Scenarios** that have a large number of **Multi-Site Activities** (more than one hundred). (WFM-23174)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

WFM Server 8.5.003.14 or later is required to implement these improvements in release 8.5.003.08.

8.5.003.07

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/14/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now successfully synchronizes **Shift** items when **Shifts** for every day of the synchronization period are covered by part-day **Exceptions**. Previously in this scenario, WFM Builder would enter into a continuous loop, causing the application to hang. (WFM-23134)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

WFM Builder now responds sooner to requests to cancel schedule building when there are more than 10 **Multi-Site Activities** (MSA) being used in the schedule. Previously, WFM Builder would respond to a cancel schedule building request only after all MSAs were loaded, taking an hour or more for schedules that contained thousands of MSAs. (WFM-23129)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.07.

8.5.003.06

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/30/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder provides improved schedule coverage when building schedules, in which the staffing requirements and number of available agents on weekends is much lower than on weekdays. Previously, WFM Builder provided less than optimal schedule coverage on weekends and an insufficient number of agents were scheduled to work. (WFM-22898)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

WFM Builder now correctly builds schedules when multiple single-agent **Meetings** are scheduled on the same days as **Breaks**, occurring at the same time everyday. Previously in this scenario, single-agent **Meetings** were scheduled with **Breaks**, causing **Breaks** unsynchronized in schedules (scheduled at different times everyday). (WFM-22733)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.06.

8.5.003.03

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/12/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now uses the correct **Multi-Site** staffing requirement, regardless of time zone being used by the WFM Server host. Previously, if the **[Options]** MultiSiteActivitiesEnabled configuration option was set to true and the WFM Server's time zone was different from the **Business Unit** and **Site** time zones in the **Schedule Scenario**, the **Multi-Site Scheduling Scenario** would sometimes schedule the staffing requirement for **Multi-Site Activities** using an incorrect time zone. (WFM-22819)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.03.

8.5.003.02

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/27/15	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now provides even distribution of coverage between days when building schedules. Previously, coverage would sometimes be unevenly distributed between days, even though there were no constraints precluding even distribution. (WFM-22639)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.02.

8.5.003.01

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/14	General					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Builder now schedules meetings that have recurrence rules and no specified end date. Previously, Builder issued a 1036 Warning and did not schedule these meetings. (WFM-22036)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.01.

8.5.001.01

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/14	General					X

What's New

This release contains the following new features and enhancements:

- Improvements to WFM Builder minimize the effects of **Breaks** and **Meals** on staffing coverage and no longer cause over and under staffing. (WFM-21001)

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](#)

Resolved Issues

This release contains the following resolved issues:

WFM Builder now processes schedule scenarios, only within **Rotating Pattern** availability and without errors. Previously, scheduling scenarios could fail if, on the day before the scenario: an agent had an overnight **Full-Day Exception** with start and end hours, the first day had a fixed-shift **Rotating Pattern** with overnight availability, and the second day had a **Granted** day off.

In this configuration, the **Shift** on the first day of the schedule would sometimes be scheduled outside of the **Rotating Pattern** availability and overlap the overnight exception, causing an Error 1068. (WFM-21908)

WFM Builder now successfully builds schedules that include agent **Contracts** with no assigned **Shifts**. Previously, Builder did not build schedules for agents that had assigned **Contracts** with no **Shifts**, even if the **Contracts** were assigned on the dates outside of the **Schedule Scenario**. (WFM-21548)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.01.

8.5.000.00

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/14	General					X

What's New

This release contains the following new features and enhancements:

- Support for Microsoft Windows Server 2012, native 64-bit. (WFM-21724)

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](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.00.