



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

8.5.210.03

5/9/2025

8.5.210.03

Workforce Management Builder Release Notes

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

Contents

- **1 8.5.210.03**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

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.