GENESYS™

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

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*.

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)

Helpful Links

Releases Info

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

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.03.