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Workforce Management Builder

8.5.214.07

12/19/2025

8.5.214.07

Workforce Management Builder Release Notes

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

Contents

- [1 8.5.214.07](#)
 - [1.1 Helpful Links](#)
 - [1.2 What's New](#)
 - [1.3 Resolved Issues](#)
 - [1.4 Upgrade Notes](#)
 - [1.5 Supported Languages](#)

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)

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)

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](#)

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](#).