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Workforce Management Builder

8.5.214.13

5/9/2025

8.5.214.13

Workforce Management Builder Release Notes

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

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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.