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Workforce Management Builder

8.5.216.12

12/21/2025

8.5.216.12

Workforce Management Builder Release Notes

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

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What's New

This release includes only resolved 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)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.12.