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Workforce Management Builder

8.5.219.00

12/19/2025

8.5.219.00

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/04/22	General						X

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What's New

This release contains the following new features and enhancements:

- Workforce Management now supports dual-role assignments (Agent and Supervisor) for a single agent account. For more information about this feature and configuration details, see [Managing Dual-Role Users](#). (WFM-33828, WFM-34956)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

This release requires WFM Server 8.5.219.01.

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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