GENESYS™

Workforce Management Builder

8.5.220.10

5/8/2025

8.5.220.10

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/06/24	Update						X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Builder now provides better support for scheduling of the multi-site activities when the MultiSiteActivitiesEnabled option is set to true.

Previously, scheduling for the multi-site activities could have produced a subpar activity coverage when only multi-site activity staffing requirements were available. (WFM-37018)

Helpful Links

Releases Info

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

Product Documentation

Workforce Management Builder

Genesys Products

List of Release Notes

Upgrade Notes

You must also upgrade WFM Server to 8.5.220.28 or higher for the changes implemented in this release to work properly.