



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Workforce Management Data Aggregator

8.5.001.04

12/18/2025

# 8.5.001.04

## Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/14	General					X

### Contents

- [1 8.5.001.04](#)
  - [1.1 Helpful Links](#)
  - [1.2 What's New](#)
  - [1.3 Resolved Issues](#)
  - [1.4 Upgrade Notes](#)

## 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:

---

Data Aggregator's performance is improved with decreased memory consumption in high load scenarios. Previously, when there was a large number of agents (over several thousand), a large number of **Agent Events** (over hundred thousand events per hour), and a relatively slow CPU, Data Aggregator's memory consumption would sometimes grow unabated, causing Data Aggregator to unexpectedly terminate.

This version was first released as a Hot Fix on 09/16/14. (WFM-22008)

---

Data Aggregator now records all collected **Agent Event** data and working agent statistics. Previously, Data Aggregator sometimes failed to record **Agent Event** data and **Working Agent** statistics when one or more **Business Units** containing **Multi-Site Activities** were configured for statistics collection and one or more child **Activity** of **Multi-Site Activities** were assigned to sites that were not tracked by the same Data Aggregator instance. (WFM-21950)

---

### Product Documentation

#### [Workforce Management](#)

#### Genesys Products

#### [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.04.