



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 Database Utility

8.5.214.01

12/21/2025

8.5.214.01

Workforce Management Database Utility Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/19	General					X

Contents

- [1 8.5.214.01](#)
 - [1.1 Helpful Links](#)
 - [1.2 What's New](#)
 - [1.3 Resolved Issues](#)
 - [1.4 Upgrade Notes](#)

What's New

This release contains the following new features and enhancements:

- Support for new features introduced in [WFM Web 8.5.214.14](#).
- Purging procedures are introduced that can purge data faster than the previous procedures. The previous purging procedures are still available and can continue to be used to purge data. (WFM-29457)
For a list of procedures and other information, see [Using Stored Procedures to Purge Data in the Workforce Management Administrator's Guide](#).
- Support for Oracle 12c R2, 12c R2 RAC, 18c, 18c RAC, 19c, and 19c RAC. (WFM-32418)
See the [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Manual](#) for more detailed information and a list of all supported databases.

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.01.