GENESYS™

Workforce Management Database Utility

8.5.218.01

12/17/2025

8.5.218.01

Workforce Management Database Utility Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/20/20	General					X

Contents

What's New

This release contains the following new features and enhancements:

- WFM Database Utility is updated to support the role privileges feature in WFM Web 8.5.218.03.

See Upgrade Notes below. (WFM-33436)

Resolved Issues

This release contains no resolved issues.

Helpful Links

Releases Info

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

Product Documentation

Workforce Managment

Genesys Products

List of Release Notes

Upgrade Notes

WFM Web 8.5.218.03 or later and WFM Server 8.5.218.00 or later releases are required to support this feature.