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Workforce Management Daemon

8.5.219.07

12/20/2025

8.5.219.07

Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/26/22	General						X

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What's New

This release contains the following new features and enhancements:

- As of 02/09/2022, WFM Daemon supports the installation of multiple language packages for a single WFM Daemon component. In previous releases of WFM Daemon, only one installed language package was supported for each WFM Daemon component.

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](#)

Important

WFM Daemon 8.5.219.xx multi-language support requires WFM Web version 8.5.219.xx.

Resolved Issues

This release contains the following resolved issues:

WFM Daemon is updated to allow supervisors to receive the necessary notifications if the status of a request changes while Time-Off requests are being processed. Previously, in some cases, supervisors were not being notified if the system updated Time-Off requests. (WFM-34814)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.07.

Supported Languages

See [Release 8.5.x Translation Support](#).

Important

For product translation, Workforce Management Daemon 8.5.219.x requires Language Packs of version 8.5.219.x. Previous versions of Language Packs (e.g. 8.5.218.x) are not supported.