Workforce Management Server

8.5.000.13

12/24/2025

8.5.000.13

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/07/14	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Server now successfully loads **Calendar** items for multiple agents from the WFM database. Previously, when agents with **Calendar** items were moved between sites, and the **Calendar** data for more than 100 agents was retrieved (**Calendar Items** view/report), the following database error would appear: `multi-part identifier WA.WM_TEAM_ID could not be bound.` (WFM-21951)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.13.