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Workforce Management Server

8.5.003.09

12/19/2025

8.5.003.09

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/09/15	Hot Fix					X

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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:

WFM Server now includes all non-adherence states for overnight shifts in the **Adherence** report. Previously, when there was a full-day schedule the following day, some non-adherence states for overnight shifts were missing. (WFM-23025)

WFM Server is now more robust. Previously, the server could sometimes silently terminate after receiving several malformed sequential requests on the same TCP/IP socket. (WFM-23024)

WFM Server now correctly excludes days from the **Adherence Team Totals** report when the Exclude days without shift option is selected and no agents in a team have a shift scheduled. Previously, days without shifts were incorrectly included in the report when the option was selected, even though the days did not count towards the totals. (WFM-23023)

Rotating Pattern Activities now display correctly in WFM Web. Previously, these Activities sometimes disappeared if the order of the weeks in multi-week **Rotating Patterns** was changed. (WFM-23003)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.09.