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Workforce Management Server

8.5.003.16

12/19/2025

8.5.003.16

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/17/15	Hot Fix					X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Server now responds faster when prompted to prepare data for display in the **Performance Information Graph** in some scenarios. Previously, WFM Server sometimes took an unacceptably long time to prepare **Multi-Site Activity (MSA) Performance** data for **Schedule Scenarios** that had assigned **Forecast Scenarios** containing thousands of **Activities**. (WFM-23495)

WFM Server now responds faster when prompted to save the **Intra-Day Schedule** and display the **Performance Graph**. (WFM-23449)

WFM Server now correctly resolves **Time-Off** statuses for all **Time-Off** types. Previously, the **Time-Off** status for the **Vacation Time-Off** type was incorrectly resolved when the **Time-Off** balance was calculated and an **Exception** was also present for the same date. (WFM-23376)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.16.

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

Genesys Products

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