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Workforce Management Server

8.5.003.19

12/22/2025

8.5.003.19

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/02/15	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 performs **Staffing Forecast Split** at a rate closer to that of previous WFM Server versions (earlier than 8.5). Previously, when WFM Server 8.5 performed the staffing split, **Forecast** factors such as **Service Level** and **ASA** were loaded unnecessarily, causing the **Staffing Forecast Split** to be unacceptably slow. (WFM-23910)

WFM Server now loads **Shift** item sequences (**Breaks/Meals**) correctly. Previously, **Shift** items did not load correctly if multiple sequence items contained different minimum paid hours. (WFM-23905)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.19.