



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Server

8.5.003.25

12/19/2025

8.5.003.25

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/16	Hot Fix					X

Contents

- **1 8.5.003.25**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release contains the following new features and enhancements:

- A new option, configured in WFM Server Application's **[CalendarService]** section, enables configuration of the **Calendar** in WFM Web. Setting the **MealsDuringTimeOff** configuration option value to 1 prevents **Granted Part-Day Time-Off** from being automatically declined when the **Time-Off** item fully covers the period already set for meals in available shifts. By default, this option is set to 0 and WFM Server automatically declines **Part-Day Time-Off** under these same conditions. (WFM-25458)

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](#)

Resolved Issues

This release contains the following resolved issues:

In WFM Web for Supervisors **Schedule > Intra-Day** view, the issue is resolved where inserting the **Part-Day Time-Off** state over unpaid **Shift** items (such as, **Breaks**, **Meals**, and **Exceptions**) increased the total shift paid time by the duration of the unpaid **Shift** items. (WFM-25459)

The scheduled status of **Calendar Exceptions** is now always resolved correctly. Previously, the resolved status of **Calendar Exceptions** sometimes changed suddenly from **Scheduled** to **Not Scheduled** after other calendar items were published to the schedule, if the corresponding **Exception's** schedule states overlapped **Meals** or **Breaks** in the schedule (WFM-25392)

WFM Server now transfers all ETL data for all days. Previously, an intermittent issue would sometimes prevent the transfer of some ETL data for some days. (WFM-25327)

WFM Server now correctly handles adjustments to volumes in **Forecast** scenarios in the **Adjust Volumes** dialog box without generating error messages. Previously, on rare occasions, WFM Server running on x64 platforms generated the following error message when volumes were adjusted or totals were set for AHT or IV and AHT: ERR#10015, ErrorText: Unspecified error message. (WFM-25322)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.25.