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Workforce Management Server

8.5.100.26

12/19/2025

8.5.100.26

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/28/15	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:

Now, when WFM Server has an enabled secure port, WFM Web saves modified schedules. This issue was originally fixed in [WFM-23071](#). (WFM-23076)

WFM Server now supports schedule-change polling over WFM API with or without the acknowledgment. This issue was originally fixed in [WFM-23053](#). (WFM-23075)

The WFM API function `ApplyCalendarItemsAsync` that is used to apply **Calendar** items to existing schedules no longer returns an error if the targeted agents had no schedules published within the specified date range. This issue was originally fixed in [WFM-22868](#). (WFM-23034)

WFM Server now successfully retrieves the **Schedule History** in **Schedule Intra-Day**. This issue was originally fixed in [WFM-22945](#). (WFM-23033)

WFM Web now correctly displays **Activity Performance** data for the Site even when there are more than a thousand **Activities** configured per **Site**. This issue was originally fixed in [WFM-22843](#). (WFM-23032)

WFM Server's performance is improved when **Schedule Scenarios** with a large number of **Agent Profiles** are opened and scrolled. This issue was originally fixed in [WFM-22851](#). (WFM-23031)

WFM Server performance is now improved when using an Oracle database, and agent data is loaded after an entire **Business Unit** is selected. This issue was originally fixed in [WFM-22849](#). (WFM-23030)

WFM Server's performance is now improved when retrieving **Multi-Site Activity (MSA) Performance** statistics after a large number of MSAs are configured. This issue was originally fixed

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in **WFM-22850**. (WFM-23029)

Rotating Pattern Activities now display correctly in WFM Web. This issue was originally fixed in **WFM-23003**. (WFM-23028)

WFM Server now correctly excludes days in the **Adherence Team Totals** report when the **Exclude days without shift** option is checked and no agents in a team have a shift scheduled. Previously, days without shifts were incorrectly included in the report when the **Exclude days without shift** option was checked, even if they did not count towards the totals. (WFM-23027)

WFM Server's algorithm now considers the **Time-Off Rule** on the **Time-Off** request date for the attribute that specifies the request limitation from the hiring date. Previously, the algorithm used the **Time-Off Rule** on the hiring date to determine the limitation. (WFM-23019)

Now, if the WFM Server Application's **[CalendarSection]** **AdjustCarryOverByBonus** configuration option is set to **false** before upgrading to WFM 8.5.1, the unused balance of endless Time-Off bonuses is retained. Previously in this scenario, the unused balance was lost. (WFM-22977)

User and **Agent** objects that have empty first or last names can now be imported into the WFM database. Previously, attempts to import these objects failed, generating a database error. (WFM-22950)

WFM Server now correctly calculates used **Time-Off** bonuses when different **Time-Off** types are requested on the same date, and bonuses are assigned to all associated **Time-Off** types. Previously, used **Time-Off** bonuses were incorrectly assigned to one Time-Off type, based on the request date only. (WFM-22946)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.26.