GENESYS™

Workforce Management Server

8.5.101.21

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8.5.101.21

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/18/16	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Server's response time is improved when saving schedules that have inserted **Time-Off** items that are associated with a **Time-Off** rule that has the **Ignore accrual settings** option checked (WFM-25919)

The descriptive **Schedule State** information returned by WFM API along with the schedules, now always contains the correct color information. Previously, the color information of some **Activity States** was intermittently returned empty. (WFM-25884)

WFM Server no longer allows agents to request time off for multiple days if there is an insufficient time-off balance and the `AutoPublishTimeOffToSchedule` option value is set to 1 (in the WFM Server Application's `CalendarService` configuration section). Previously in this scenario, WFM Server allowed agents to request time off for multiple days and scheduled it immediately, causing a negative time-off balance. (WFM-25787)

WFM now sends schedule change notifications after Intra-Day reschedules or manual schedule changes, only when the start or the end of some **Schedule States** are changed, removed, or added. Previously, WFM sent schedule change notifications, even when changes made to the split ratio between simultaneously scheduled **Activities** were not visible to the user. (WFM-25784)

Now, WFM successfully saves schedules after building them. Previously, on rare occasions, WFM got stuck when saving certain schedules after building them. (WFM-25758)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.21.