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# Workforce Management Server

8.5.202.06

12/18/2025

8.5.202.06

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/16	General					X

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## What's New

This release contains the following new features and enhancements:

- The WFM Server Application configuration option **[CalendarService] MealsDuringTimeOff** enables configuration of the Calendar in WFM Web. Setting this option value to 1 prevents granted part-day time-off from being automatically declined when the time-off item interferes with meals in available shifts. By default, this option is set to 0 and WFM Server automatically declines granted part-day time-off under these same conditions. (WFM-25577)
- WFM Web now displays a warning messages when:
  - Part-day Exceptions that interfere with a rotating schedule for that day are inserted in the **Calendar** view. Either ignore the warning and insert the Exception, or cancel it. (WFM-25592)
  - Part-day Exceptions are inserted via the Insert Multiple Wizard in the **Schedule** view, if the Exception partly overlaps the Shift. Either ignore the warning and insert the truncated Exception, or discard it. (WFM-25575)
- WFM Server has improved response time when inserting Time-Off items. (WFM-25381)
- WFM now supports ESXi 5.5 virtual platform.

## 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:

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Now, supervisors with full access rights to objects and modules can remove object access rights to certain Teams from a user's access rights. Previously, in specific configurations, supervisors were unable to remove access rights to Team objects and the user's access rights remained unchanged. In these cases, WFM displayed a Warning message. (WFM-25688)

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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-25576)

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Schedule scenarios that are based on the Master Schedule are now created successfully. Previously, creating Schedule scenarios failed if the newly created scenario did not contain all Activities that had

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scheduled work on them in the Master Schedule on which the Schedule scenario was based. (WFM-25573)

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In WFM Web for Supervisors **Performance > Intra-Day** view, Actual Performance statistics now display much faster when large Activity Groups or Multi-Site Activities contain more than 1000 Activities. (WFM-25572)

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In the Web for Supervisors **Calendar** view, WFM now presents the warning message indicating that an Exception might be incompatible with Rotating Patterns. Previously, the warning message did not appear in the following circumstances:

1. If the previous day did not have any Rotating Patterns (or had any Shift that dictated the start and end times).
2. If the current day (when the Exception was granted) had a granted Rotating Pattern.
3. If the Exception ended before the Rotating Pattern (for the current day) started.

In these circumstances the warning did not appear, even if the Exception's end time was after 12 PM (which meant it could not fit the potential overnight Shift from the previous day). (WFM-25552)

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Schedules that are published with the **Insert Granted Calendar Items** option checked now include granted full-day Time-Off Calendar items. Previously, these full-day Time-Off items with specified start and end times were not included or were incorrectly included as part-day items. (WFM-25550)

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User and Agent objects with empty first or last names can now be imported into the WFM database. Previously, attempts to import User or Agent objects with empty first or last names into the database failed and an error message appeared. (WFM-25250)

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WFM Server now transfers all ETL data for all dates. Previously, an intermittent issue would sometimes prevent the transfer of some ETL data for some dates. (WFM-25498)

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WFM now correctly processes granted part-day Exceptions. Previously, if agents have granted non-overnight shifts for the previous day, these Exceptions were auto-declined. (WFM-25375)

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Paid Time Off is correctly deducted only once from the Time-Off balance and shows correctly in the Time Off Management Report in the following scenarios:

- In the **[CalendarService]** configuration section, the CalendarOverScheduleData option value is not set to 0.
- There is no schedule on the date of the time-off.
- This Time-Off item is scheduled on an overnight shift from the previous day.

(WFM-25281)

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Multi-Site Activity (MSA) time-off limits are now resolved correctly for time-off requests from agents in time zones different from the Business Unit (BU) time zone. Previously, time-off could be granted and scheduled even if the MSA time-off limits were violated when:

- The shift in the agent's time zone was overnight and the requested time-off started after midnight.
- The same shift was not overnight in the BU's time zone.
- The MSA time-off limits reached their maximums for the requested time-off period.

(WFM-25245)

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WFM Server now checks **Granted Time-Off** types in the calendar to determine if they are already scheduled in a previous day's overnight shift. Previously, these **Time-Off** types were incorrectly deducted twice from the **Time-Off** balance. (WFM-25280)

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When fast switching from Web for Supervisors **Schedule > Intra-Day** view to other views, WFM Server no longer produces the error message Invalid (already closed or expired) Snapshot ID specified. Try to refresh the view - it might have expired because of inactivity. In this particular situation, this error caused no adverse effect on WFM Server's functionality and could have been safely ignored. (WFM-25237)

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**Multi-Site Activity** (MSA) staffing is now correctly retrieved from the assigned **Forecast Scenario** when building **Schedule Scenarios**. Previously, MSA staffing was retrieved from the **Master Forecast** when building schedules for MSA, resulting in incorrect schedules for the **Schedule Scenarios** with assigned **Forecast Scenarios**. (WFM-25217)

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The **[ConfigService]** AcceptZeroSkillLevel configuration option in the WFM Server Application is renamed **[ConfigService]** SynchronizationAllowZeroSkillLevel with no change to it's functionality. This option's default value is true. (WFM-23767)

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The **Shift** name and **Exception** description now appear correctly in the Calendar Audit Report after the type is edited and saved to the WFM database. Previously in this scenario, a different **Shift** (or **Exception** type) description appeared in the report, instead of the correct description.

When supervisors or agents make type changes and save them, using a previous WFM Server release, they will still appear as recorded. (WFM-23576) (WFM-23576)

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WFM Server now successfully imports the **Forecast** if more than one type of statistics (for example, IV and AHT) is selected and the date range is not aligned with the **Day** start time (for example, 0:00). Previously in this scenario, WFM Server would display an error message when the **Forecast** was imported. (WFM-23570)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.06.

## Supported Languages

See [Release 8.5.x Translation Support](#).