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Workforce Management Server

8.5.203.22

12/19/2025

8.5.203.22

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/16/16	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 compares the **Meal Duration**, **Minimum Time Before the Meal**, and **Minimum Time After the Meal** settings to the **Maximum Shift Duration** setting for every meal individually. Previously, when WFM Server compared the total of these three settings to the **Maximum Shift Duration**, it sometimes prevented the legitimate shift configuration from being saved and caused this error to display: *The sum of the Meal Paid Duration, Minimum Time Before the Meal, and Minimum Time After the Meal is more than Maximum Paid Hours of the Shift.* (WFM-26117)

Product Documentation

[Workforce Management](#)

Genesys Products

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Time-off Bidding Period properties are now included in the Configuration Audit Report. (WFM-26113)

The **Performance > Intra-Day** view in Web for Supervisors now shows calculated Scheduled Variance statistics for Multi-Site Activities (MSA). Previously, the Scheduled Variance statistic for MSA was not calculated and displayed as all zeros. (WFM-26042)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.22.