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Workforce Management Server

8.5.210.08

12/21/2025

8.5.210.08

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/18	Update					X

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What's New

This release contains the following new features and enhancements:

- Support for Microsoft Hyper-V virtual platform. See the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Guide*.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

WFM Server's **[ScheduleService]** RestoreMode configuration option specifies which schedule (from the Schedule Audit log) will be restored when an existing full-day Time-Off or Exception schedule is deleted. (WFM-28232)

The API method **ApplyCalendarItemsAsync** is improved to affect only schedules that have new Calendar items applied to them. Previously, executing this API method for a specified date range sometimes triggered schedule change audit records for the entire date range, including schedules with no net change. (WFM-28199)

WFM Server now performs a Trading eligibility test when personal trade proposals are created to prevent ineligible proposals from being issued. Previously, agents could submit a personal trade proposal that was ineligible for trading and the trade was auto-declined only after the responding agent accepted the proposal. (WFM-28145)

The default SQL query hints for MSSQL were modified to no longer include the **NOLOCK** option when reading schedule data. Previously, when the **NOLOCK** option was included, it sometimes caused the schedule cache to be incorrectly updated in multi-server environments. (WFM-28041)

When setting values in **Monthly** and **Yearly** views, WFM Server now correctly distributes Historical IV and AHT only inside of the Activity open hours for all activity types with one exception: If the Activity is of type Deferred, then IV is distributed for the whole day and AHT is distributed only inside of the Activity open hours. (WFM-27986)

WFM Server now correctly calculates full-day Time-Off paid hours, based on the paid hours for the

shift. Previously, full-day Time-Off paid hours were sometimes incorrectly calculated when the Time-Off request was granted by the scheduled shift's wait-list process. (WFM-27819)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.08.