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Workforce Management Server

8.5.211.00

12/19/2025

8.5.211.00

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/25/18	Update					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 now successfully deletes Full-Day Time-Off items or Exceptions from the Master Schedule. Previously, setting WFM Server Application's **[ScheduleService]** RestoreMode configuration option value to 1 sometimes caused an internal error. (WFM-29651)

WFM now successfully deletes multiple Time-Off items or Exceptions from the Master Schedule without moving existing break or meals. Previously, when deleting these items from the Master Schedule, WFM sometimes moved the existing break or meals to different time slots in the schedule. (WFM-29582)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.00.