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Workforce Management Server

8.5.211.02

12/19/2025

8.5.211.02

Workforce Management Server Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/02/18 | 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's improved handling of notifications now prevents database deadlocks. Previously, deadlocks could occur in high-concurrency environments when schedule change notifications were being polled by multiple clients. (WFM-30082)

WFM now calculates Time-Off balances correctly when agents have several Time-Off types assigned to the same Time-Off rule. Previously in this scenario, WFM sometimes calculated Time-Off balances incorrectly. (WFM-30036)

WFM now correctly processes all Time-Off Bidding requests. Previously, WFM missed some requests while processing Time-Off bids if the **[CalendarService]** BatchRequest option was set to false. (WFM-28498)

Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.02.