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Workforce Management Server

8.5.211.04

12/26/2025

8.5.211.04

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/06/19	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 has improved staffing calculations, providing better estimations when Average Time to Abandon metrics are high, service-level objectives are low, and individual calls are successfully handled within service-level objectives after long wait times. Previously in this scenario, ASA and Abandonment % were underestimated when the **[ForecastService]** ServiceLevelMethod option value was set to 2 or 3, resulting in the number of agents for calculated staffing being lower than expected, or the Activity service being higher than expected, respective to the number of scheduled agents. (WFM-32472)

This improvement was first released in [8.5.212.25](#).

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.04.