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# Workforce Management Server

8.5.214.16

12/22/2025

# 8.5.214.16

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/12/19	Update					X

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## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

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WFM no longer displays unexpected errors when locales use commas (rather than decimal points) to separate decimals. (WFM-32625)

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WFM's Wait-List processing algorithm is changed. Now, when an agent is associated with several Multi-Site Activities (MSA), WFM estimates the total number of granted agents separately for each MSA, rather than a total for all associated MSAs.

Also, WFM now processes all time-off requests. Previously, an issue occurred that sometimes affected certain time-off requests that were not granted during bid processing. If the time-off limits were changed after the initial bid processing, WFM sometimes ignored requests that could be granted under the new limits and did not process them. (WFM-32554)

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## Helpful Links

### Releases Info

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

### Product Documentation

[Workforce Management](#)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.16.