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Workforce Management Server

8.5.216.02

12/20/2025

8.5.216.02

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/20	General					X

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What's New

This release includes the following new features and enhancements:

- When processing overtime requests, WFM now uses a generic unpaid Exception instead of a generic unpaid break to cover gaps between shifts and overtime when overtime is inserted outside of the shift start/end times, thereby preventing the need to configure different shifts for every gap. (WFM-32766)

Resolved Issues

This release contains the following resolved issues:

WFM now correctly determines the start/end times for full-day time-off items during the Time-Off Bidding process. Previously, WFM failed to determine the start/end times in certain configurations when they were set in Rotating Patterns. (WFM-32971, WFM-32392)

WFM login sessions no longer fail in load-balanced environments with large loads. Previously, login sessions sometimes failed in these environments, requiring a server restart to clear the failed login message. (WFM-32941)

WFM Sever now successfully establishes SSL/TLS communication with the backup Configuration Server (CS) in primary mode after the CS switch-over from primary to backup. (WFM-32803)

WFM's Master Schedule Change Approval process now reliably approves selected schedule changes. Previously, WFM sometimes approved an incorrect schedule change instead of the selected one. (WFM-32768)

WFM Server no longer terminates intermittently when the **[auth]** provider configuration option is enabled. (WFM-32683)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.02.