



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Server

8.5.216.11

12/20/2025

8.5.216.11

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/20	Update					X

Contents

- **1 8.5.216.11**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release includes the following new features and enhancements:

- WFM Server is updated to support the new features in [WFM Web 8.5.217.04](#). (WFM-33224, WFM-33202)

Resolved Issues

This release contains the following resolved issues:

WFM now consistently and correctly preserves the schedule change history. Previously, WFM sometimes incorrectly preserved an empty schedule history record following schedule modification if the same schedule scenario was previously published more than once. (WFM-33234)

The **Master Schedule Change Approval** view in Web for Supervisors now correctly displays unapproved schedules of agents that were moved to a different site. Previously, the view displayed an Unspecified error if the list of schedules contained agents that were moved. (WFM-33225)

WFM now retains the <None> team folder after moving agents to/from that team. Previously, after moving agents, the <None> folder sometimes disappeared. (WFM-33221)

An issue is resolved where the WFM ETL cycle sometimes stalled and had to be restarted if a database error (like ORA-25408) occurred during a database writing transaction and was not cleared by re-running the transaction. (WFM-33218)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.11.

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)