GENESYS

Workforce Management Server

8.5.216.12

12/19/2025

8.5.216.12

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/13/20	Update					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Users can now successfully edit and save User Profiles. Previously when users deleted a team, it made User Profiles with access to that team effectively non-editable, because saving changes to User Profiles resulted in database errors. (WFM-33274)

WFM no longer adds historical change records to the Schedule State Group (SSG) history log if user updates produce no material changes to the SSG. (WFM-33155)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.12.