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Workforce Management Server

8.5.218.02

12/20/2025

8.5.218.02

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/11/20	General					X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM now consistently saves changes to agent properties. Previously, WFM sometimes failed to save changes to agent properties if a time-off type assigned to the agent's time-off rule was recently deleted. (WFM-33478)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Managment](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.02.