



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

8.5.218.03

12/20/2025

8.5.218.03

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/20	Update					X

Contents

- **1 8.5.218.03**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release contains the following new features and enhancements:

- An improvement to WFM Server logging provides additional detailed information about the processing of Calendar items that are in Preferred status and flagged as wait-listed when the **[Log] x-LogCalServiceTrace** option is set to true. (WFM-33500)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.03.

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](#)