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# Workforce Management Server

8.5.218.18

12/19/2025

# 8.5.218.18

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/22/21	Update						X

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## What's New

This release includes the following new features and enhancements:

- Support for Windows Server 2019 operating system. See the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Manual* for more detailed information and a list of all supported operating systems. **See also, [Upgrade Notes](#) below. (WFM-34135, WFM-34225)**

## Resolved Issues

This release contains the following resolved issues:

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WFM now displays Calendar items for the correct business unit (BU). Previously, WFM sometimes displayed Calendar items for the wrong BU if agents were moved to a different one, but still had Calendar items in the initial BU. (WFM-34215)

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Recalled time-off requests are now processed correctly during the Time-Off Bidding process if they are saved after being edited. Previously, Recalled time-off requests were incorrectly granted if the dates were within the Time-Off Bidding Period. (WFM-34097)

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Users no longer see an Unexpected Error message when they change the performance target by enabling the **Use Multi-Site Activity** setting in the **Schedule Intra-Day** view. (WFM-34052)

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## Upgrade Notes

On August 3, 2021, a new software build 8.5.218.18 b2 was made available which includes support for Windows Server 2019. If you previously downloaded 8.5.218.18 b1 (July 22, 2021) and want Windows 2019 support, be sure to download the latest build.

## 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](#)