GENESYS

Workforce Management Server

8.5.218.27

12/20/2025

8.5.218.27

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/23/21	Update						X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The WFM Extract, Transform, and Load (ETL) process now executes jobs successfully. Previously, WFM ETL sometimes failed to execute jobs if the corresponding requests to retrieve data from WFM Server took longer than 10 minutes. (WFM-34444)

WFM now observes Time-Off limits when granting Time-Off bids. Previously, WFM sometimes granted Time-Off bids even when the time-off exceeded the limits. (WFM-34384)

WFM has improved the time it takes to insert Time-Off items into the schedule and publish Calendar items for multiple days . Previously, it took an unacceptably long time to complete these tasks, if Multi-Site Activity limits were configured for these Time-Off types. (WFM-34455, WFM-34376)

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 8.5.218.27.