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Workforce Management Server

8.5.218.33

12/19/2025

8.5.218.33

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/09/21	Update						X

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What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

This release contains the following resolved issues:

The WFM API no longer returns the Empty or Invalid SOAP envelope passed error when the request envelope contains a SOAP header. Additionally, the WFM API WSDL files are now fully compliant with the SOAP 1.1 specification. (WFM-34653)

In WFM Web for Supervisors, the **Schedule State Group (SSG) History** view now displays the SSG details, as expected. Previously, WFM failed to load and display the details in this view. (WFM-34646)

WFM Server now reliably connects to WFM Builder. Previously, WFM Server sometimes failed to connect to WFM Builder when the Domain Name System (DNS) attempted to resolve the host name to multiple IP addresses and some addresses were not accessible. (WFM-34451, WFM-34445)

Product Documentation

[Workforce Management](#)

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.33.