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# Workforce Management Server

8.5.219.01

12/19/2025

# 8.5.219.01

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/04/22	General						X

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## What's New

This release contains the following new features and enhancements:

- Workforce Management now supports dual-role assignments (Agent and Supervisor) for a single agent account. For more information about this feature and configuration details, see [Managing Dual-Role Users](#). (WFM-34957)

## Resolved Issues

This release contains the following resolved issues:

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WFM Server now calculates the State Group Daily Totals correctly. Previously, the State Group Daily Totals were counted as zero for the unpaid full-day time off items after a time off item was inserted over the existing day off item. (WFM-34891)

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## Helpful Links

### Releases Info

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

### Product Documentation

[Genesys Workforce Management](#)

### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.01.