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Workforce Management Server

8.5.219.11

12/20/2025

8.5.219.11

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/28/22	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](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

The default value for the WFM Server `RestoreTerminatedAgents` option is now `true`. This change can have significant impact on environments where the same employee ID is reused by different agents. Please read the option description and consider explicitly setting to `false` before upgrading to this version, if you expect this change to impact your environment. (WFM-34001)

The WFM Server's backwards compatibility with the WFM API version used by Training Manager (which was broken starting with WFM Server 8.5.218.33) is now restored. (WFM-35303)

An issue that prevented WFM Server from building schedules is now fixed. In the previous version of WFM Server, the WFM Builder locator functionality was not working correctly, which prevented schedules from being built. (WFM-35502)

WFM Server now auto-restores manually terminated agents only if the **RestoreTerminatedAgents** option is set to `true` and the agents were deleted and then recreated in Configuration Server after their termination in WFM. (WFM-35230)

WFM no longer deletes a WFM user that has the same employee ID as a terminated WFM agent when the **RestoreTerminatedAgents** option is set to `true`. (WFM-35161)

The WFM application security issues identified during penetration testing were addressed, including the following issues:

- Supervisor User Upgrade to Administrator User
 - Supervisor User Edit and Access Other Users Data and Permissions
 - All Privileges and Permissions Accessible for Any User With Any Role
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Product Documentation

Workforce Management

Genesys Products

List of Release Notes

(WFM-35202)

WFM Server now calculates the carry-over balance correctly if the end date of a bonus is after the carry-over date. (WFM-35290)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.11.