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Workforce Management Server

8.5.219.18

12/19/2025

8.5.219.18

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/04/22	Update						X

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What's New

This release contains the following new features and enhancements:

- The checking of Multi-Site Activity (MSA) time-off limits is now significantly faster when inserting a time-off item into the schedule or calendar. (WFM-35882)
- The WFM Scheduler is improved to consider the Paid Hours of a shift when the shift is selected to accommodate submitted overtime. When the **OvertimeMode** = 1 option is used, the Paid Hours are guaranteed to be preserved. (WFM-35881)

Resolved Issues

This release contains the following resolved issues:

The **Calendar Items** filter now correctly displays only calendar items of the selected types. Previously, the applied filter displayed extra unselected Calendar item types if multi-site time-off types were selected in the filter. (WFM-35830)

Supervisors can now see only Calendar items from sites they have access to. Previously, supervisors could see existing Calendar items of agents that were moved out of the site even after the supervisor's access to that site was revoked. (WFM-35773)

WFM now loads Calendar items in the Intra-day view of the Schedule much faster. Previously, users sometimes experienced significant delays when accessing this view. (WFM-35726)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.18.

Helpful Links

Releases Info

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

Product Documentation

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