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Workforce Management Server

8.5.219.20

12/20/2025

8.5.219.20

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/04/22	Update						X

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What's New

This release contains the following new features and enhancements:

- WFM Server now supports the building of staffing forecasts for multiple activities at the same time by using the default service level objectives settings for each activity. (WFM-35506)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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Product Documentation

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Important

This feature requires the deployment of the following WFM components:

- WFM Web 8.5.219.45 (or later)
- WFM Database Utility 8.5.219.00 (or later), to update the WFM Database schema

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.20.