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Workforce Management Server

8.5.219.22

12/20/2025

8.5.219.22

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/30/22	Update						X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM's Extract, Transform, and Load (ETL) is now processing data reliably. Previously, ETL could sometimes experience processing delays that required the service to be restarted. (WFM-36064, WFM-36152)

The time-off balance is now correctly deducted for paid time-off items where the paid time is resolved to zero. (WFM-36159)

Changes to agent skill levels are now synchronized consistently. Previously, change-based synchronizations could sometimes omit certain changes and a full synchronization was necessary to correctly synchronize agent skill levels. (WFM-35373)

The open hours for Multi-Site Activities (MSA) are now taken into account when the Scheduled Headcount daily total values for MSA are calculated. (WFM-36089)

Helpful Links

Releases Info

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

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.22.