GENESYS

Workforce Management Server

8.5.220.18

12/19/2025

8.5.220.18

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/19/24	Update						X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The logging of request's Client ID (originator) is now always correct and corresponds to the logged request's IP address. (WFM-37395)

The planned/unplanned overhead calculations are now showing correct values. This functionality was accidentally broken in the previous version. (WFM-37400)

Correct message "Authentication failed" is now presented while failed login attempt to WFM Web. (WFM-36734)

The order of the database table locking was aligned across all schedule-saving operations to prevent database deadlocks and consequentially improve performance. (WFM-37430)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Workforce Management Server

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.18.