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# Workforce Management Server

8.5.220.27

12/18/2025

8.5.220.27

## Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/13/24	Update						X

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## What's New

This release contains the following new features and enhancements:

- WFM now prevents deleting Business Unit (BU) configuration objects that still have Site configuration objects linked to them. Previously, deleting BU object would also irreversibly delete all linked Site objects together with all Site linked data, like forecasts, schedules, and etc. (WFM-36844)

## Resolved Issues

This release contains the following resolved issues:

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Schedule Changes Approval validation now warns if there is a conflict of the scheduled exceptions. (WFM-37514)

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The WFM is no longer polluting the Calendar Audit log with the redundant repeating records. Previously, multiple redundant records could have been generated in the audit log by the system when processing time off waitlist. (WFM-37510)

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The intermittent WFM Server load balancing issues were addressed and the functionality was made more robust and dependable. Previously, the WFM could sometimes direct to the stopped instances or distribute the load unevenly. (WFM-37478, WFM-37411)

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## 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 8.5.220.27.