GENESYS™

Workforce Management Server

8.5.220.28

12/19/2025

8.5.220.28

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/06/24	Update						X

Contents

What's New

This release contains the following new features and enhancements:

- WFM Server now supports automatic splitting of multi-site activity staffing requirements when saving schedules built by WFM Builder. It facilitates an improved multi-site activity schedule coverage. (WFM-37538)

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

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

You must also upgrade WFM Builder to 8.5.220.10 or higher for the changes implemented in this release to work properly.