Workforce Management Server

Workforce Management Server 8.5.x Release Note

12/18/2025

Workforce Management Server 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Workforce Management Server. Links in the Available Releases section enable you to access information regarding a specific release.

Contents

Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.220.34	01/17/25	Update					X
8.5.220.32	11/04/24	Update					X
8.5.220.28	09/06/24	Update					X
8.5.220.27	08/13/24	Update					X
8.5.220.18	04/19/24	Update					X
8.5.220.15	02/09/24	Update					X
8.5.220.08	11/29/23	Update					X
8.5.220.06	10/23/23	Update					X
8.5.220.04	09/07/23	General					X
8.5.219.45	06/09/23	Update					X
8.5.219.43	05/17/23	Update					X
8.5.219.42	05/02/23	Update					X
8.5.219.38	04/07/23	Update					X
8.5.219.36	03/21/23	Update					X
8.5.219.33	02/24/23	Update					X
8.5.219.27	12/22/22	Update					X
8.5.219.26	12/16/22	Update					X
8.5.219.24	09/19/22	Update					X
8.5.219.22	08/30/22	Update					X
8.5.219.20	08/04/22	Update					X
8.5.219.19	07/21/22	Update					X
8.5.219.18	07/04/22	Update					X
8.5.219.17	06/03/22	Update					X
8.5.219.14	04/18/22	Update					X
8.5.219.12	04/07/22	Update					X
8.5.219.11	03/28/22	Update					X
8.5.219.09	03/18/22	Update					X
8.5.219.01	12/23/21	General					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.218.36	11/23/21	Update					X
8.5.218.33	11/09/21	Update					X
8.5.218.29	10/08/21	Update					X
8.5.218.27	09/23/21	Update					X
8.5.218.23	08/25/21	Update					X
8.5.218.19	08/11/21	Update					X
8.5.218.18	07/22/21	Update					X
8.5.218.17	07/15/21	Update					X
8.5.218.16	06/23/21	Update					X
8.5.218.15	06/14/21	Update					X
8.5.218.14	06/02/21	Update					X
8.5.218.11	05/12/21	Update					X
8.5.218.07	03/04/21	Update					X
8.5.218.06	02/25/21	Update					X
8.5.218.05	01/15/21	Update					X
8.5.218.04	12/23/20	Update					X
8.5.218.03	12/21/20	Update					X
8.5.218.02	12/11/20	General					X
8.5.218.01	12/09/20	General					X
8.5.218.00	11/20/20	General					X
8.5.217.10	01/08/21	Hot Fix					X
8.5.217.08	11/11/20	Update					X
8.5.217.01	09/14/20	General					X
8.5.216.12	08/13/20	Update					X
8.5.216.11	07/01/20	Update					X
8.5.216.08	05/12/20	Update					X
8.5.216.06	04/17/20	Update					X
8.5.216.02	02/28/20	General					X
8.5.215.09	11/07/19	General					X
8.5.214.16	09/12/19	Update					X
8.5.214.14	08/19/19	Update					X
8.5.214.10	06/27/19	Update					X
8.5.214.08	05/08/19	General					X
8.5.212.27	10/11/19	Update					X
8.5.212.26	09/05/19	Update					X
8.5.212.25	05/02/19	Update					X
8.5.212.24	03/11/19	Update					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.212.21	01/22/19	Update					X
8.5.212.18	12/28/18	Update					X
8.5.212.13	11/09/18	Update					X
8.5.212.08	09/28/18	Update					X
8.5.212.03	08/31/18	Update					X
8.5.212.01	08/02/18	Update					X
8.5.211.06	07/26/19	Update					X
8.5.211.04	06/06/19	Update					X
8.5.211.03	09/12/18	Update					X
8.5.211.02	07/02/18	Update					X
8.5.211.00	05/25/18	Update					X
8.5.210.11	05/07/18	Update					X
8.5.210.10	04/19/18	Update					X
8.5.210.08	03/16/18	Update					X
8.5.210.02	01/09/18	Hot Fix					X
8.5.210.01	12/22/17	General					X
8.5.209.08	10/30/17	General					X
8.5.208.05	09/22/17	General					X
8.5.207.09	06/27/17	General					X
8.5.206.05	04/05/17	Hot Fix					X
8.5.206.04	03/28/17	General					X
8.5.205.10	01/25/17	Hot Fix					X
8.5.205.08	12/22/16	General					X
8.5.204.07	11/10/16	Hot Fix					X
8.5.204.05	10/14/16	General					X
8.5.203.22	08/16/16	Hot Fix					X
8.5.203.21	07/29/16	General					X
8.5.202.08	07/26/16	Hot Fix					X
8.5.202.07	06/08/16	Hot Fix					X
8.5.202.06	04/29/16	General					X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.101.24	08/16/17	Hot Fix					X
8.5.101.23	08/02/16	Hot Fix					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.101.21	07/18/16	Hot Fix					X
8.5.101.12	04/20/16	Hot Fix					X
8.5.101.10	12/16/15	Hot Fix					X
8.5.101.09	08/28/15	Hot Fix					X
8.5.101.08	07/31/15	General					X
8.5.100.26	04/28/15	Hot Fix					X
8.5.100.24	03/16/15	General					X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.003.33	11/16/16	Hot Fix					X
8.5.003.32	08/15/16	Hot Fix					X
8.5.003.30	06/14/16	Hot Fix					X
8.5.003.29	05/10/16	Hot Fix					X
8.5.003.28	03/25/16	Hot Fix					X
8.5.003.25	03/11/16	Hot Fix					X
8.5.003.24	02/05/16	Hot Fix					X
8.5.003.23	01/26/16	Hot Fix					X
8.5.003.22	12/17/15	Hot Fix					X
8.5.003.21	11/12/15	Hot Fix					X
8.5.003.19	11/02/15	Hot Fix					X
8.5.003.18	10/05/15	Hot Fix					X
8.5.003.17	07/24/15	Hot Fix					X
8.5.003.16	07/17/15	Hot Fix					X
8.5.003.15	07/02/15	Hot Fix					X
8.5.003.14	06/19/15	Hot Fix					X
8.5.003.12	04/24/15	Hot Fix					X
8.5.003.09	04/09/15	Hot Fix					X
8.5.003.08	03/24/15	Hot Fix					X
8.5.003.05	02/04/15	Hot Fix					X
8.5.003.02	12/22/14	Hot Fix					X
8.5.003.01	12/15/14	General					X
8.5.001.06	09/26/14	General					X
8.5.000.13	08/07/14	Hot Fix					X
8.5.000.12	06/27/14	General					X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the Workforce Management page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Workforce Management Server, see the 8.1 Release Note (Cumulative).

Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

- Discontinued support for WFM Web server components:

    - WFM 32-bit executables

    - Windows 2008, 32-bit

    - Windows 2008, 64-bit compatibility mode

    - Windows 7

- IBM AIX platform (all versions)

Discontinued as of	Date: **04/29/16**	Release: **8.5.202.06**

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Workforce Management Server, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about Workforce Management Web, see the following documentation:

- The documentation related to this software is available from the Workforce Management product page.

- The *Workforce Management Administrator's Guide* introduces the product, presents its architecture, offers deployment-planning recommendations and considerations, explains how to configure and install the WFM 8.1 components, explains how to start and stop all components, explains how to use the WFM Database Utility, provides troubleshooting suggestions, and includes a list of WFM-specific terms and their definitions.

- The *Workforce Management Web for Supervisors Help* explains how to use the Supervisors web interface to create forecasts and schedules, make schedule and staffing changes, and to track Agent real-time adherence and contact center performance. WFM Web for Supervisors also contains the WFM reporting functions.

- The *Workforce Management Agent Help* explains how to use the Agents web interface to check agent schedules, request time off and working hours, adjust other preferences, and make schedule trades with other agents.

- The *Workforce Management ETL Database Reference* explains how to use the Extract, Transform, and Load (ETL) schema to enable Genesys Interactive Insights and other third party reporting applications to design and create custom reports, by using Genesys Workforce Management data.

- The *Workforce Management Options Reference* contains a complete list of WFM configuration options, descriptions, and instructions for use.

- The Workforce Management page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Workforce Management components.

Release Notes for other Genesys components are available here.