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Workforce Management Web

8.5.003.20

5/5/2025

8.5.003.20

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/20/16	Hot Fix		X	X	X	X

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What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

WFM Web no longer produces the error message in the Web for Supervisors **Forecast > Overlays** view, stating that the total of the Distribution Value percentages does not add up to 100 percent, when in fact, it does. (WFM-25253)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.20.