GENESYS™

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

Contents

What's New

This release includes only resolved 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)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.20.

Helpful Links

Releases Info

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

Product Documentation

Workforce Management

Genesys Products

List of Release Notes