Workforce Management Web

8.5.101.22

5/5/2025

8.5.101.22

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/23/15	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 now restores settings that were not preserved on some computers while users were switching between **Schedule** views in Web for Supervisors. (WFM-25202)

WFM Web no longer displays an unexpected error message when the **Overheads** view is selected from the breadcrumbs bar after **Enterprise**, **Business Unit**, or **Multi-Site Activity** objects are selected in the following **Forecast** views: **Volumes**, **Staffing**, or **Graphs**. This issue was introduced in release 8.5.101.18. (WFM-25199)

In the **Configuration** > **Activities** > **Statistics** view, when configuring statistic types using the **Queue** or **Routing Point** objects, WFM Web now attaches the switch names to these objects while saving statistics configuration for **Activities**. Previously, these objects were saved without the switch name, which prevented WFM Data Aggregator from subscribing the **Activities** to these objects, causing the following error message to display in the Data Aggregator log: STAT_ERR: Error event from StatServer received. ReqId=xx Msg='Switch is not found on Tenant '<name>'. (WFM-25185)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.22.

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