



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Workforce Management Web

8.5.209.06

5/4/2025

8.5.209.06

## Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/21/18	Hot Fix			X	X	X

### Contents

- **1 8.5.209.06**
  - 1.1 Helpful Links
  - 1.2 What's New
  - 1.3 Resolved Issues
  - 1.4 Upgrade Notes

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

---

WFM Web for Supervisors Agent Properties report can now be generated successfully and the Skills section does not appear in the report if there is no agent skills data. Previously if there was no skills data, an application error message sometimes appeared and the report could not be generated. (WFM-28598)

---

## 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.209.06.