GENESYS™

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

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.