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Workforce Management Web

8.5.210.02

5/5/2025

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Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General			X	X	X

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What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2016. See the [Supported Operating Environment: Workforce Management](#) page for more detailed information and a list of all supported operating systems.

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](#)

Resolved Issues

This release contains the following resolved issues:

WFM Web for Supervisors now displays the correct validation message in the **Schedule > Intra-Day** view when editing part-day Exceptions within Shifts. (WFM-28198)

WFM's new Agent UI now correctly displays the Activity Set description in the **Schedule Details** dialog. Also, WFM's Classic Agent UI now correctly displays colors for Activity Sets in the **Schedule** view. (WFM-28193)

The date format in the **Shift Start** column in Web for Supervisors' **Adherence** view is now locale-aware, meaning it adjusts to the locale set in the browser. (WFM-28149)

Users that have only Read privileges in WFM Web for Supervisors' **Reports** module can now see generated reports. Previously in this scenario, users needed additional privileges to see generated reports in this module. (WFM-28140)

Users no longer receive an error if they are adding preferences and do not select dates chronologically in WFM Web for Agents' **Preferences > Calendar** view. Previously in this scenario, users would see the following error message: The selected end time is incorrect. Please specify the correct time. (WFM-28133)

The drop-down part of the **Date** control in WFM Web now stays open if users move their cursor away from it. Previously, it would automatically close, if users moved their cursor. (WFM-28122)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.02.

Supported Languages

See [Release 8.5.x Translation Support](#).