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## Workforce Management Web

8.5.212.21

12/19/2025

# 8.5.212.21

## Workforce Management Web Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 02/13/19     | Update       |              |     | X     | X       | X       |

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## What's New

This release includes only resolved issues.

## Helpful Links

### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

## Resolved Issues

This release contains the following resolved issues:

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Schedule State Groups (SSG) in WFM Web for Supervisors Classic UI now display in the correct time zone when a child activity (within a multi-site activity) is selected in the **Forecast > Shrinkage** view. (WFM-31631)

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WFM now trims the seconds from time-off balances before displaying them in Web for Agents. For example, 5:59:47 now displays as 5:59 in the agent's **Time-Off Balance** pane. Previously, when WFM included the seconds and rounded up, agents unknowingly requested more hours than they actually had accumulated. (WFM-31516)

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The **RUN\_JAVA\_STANDALONE** setting in WFM Web for Supervisors **About > Settings** is now of type ENUM and can be set to Off (plug-in used) or Java Web Start. Previously this setting was of type BOOLEAN.

When **RUN\_JAVA\_STANDALONE** is set to Off (plug-in used) (default), the Java-based modules in WFM Web opens in a separate windows using the Java plug-in, in the browser.

When **RUN\_JAVA\_STANDALONE** is set to Java Web Start, WFM displays the following message: *The selected view will open as a separate application. If it does not open automatically, save file with the .jnlp extension and open it separately.* The .jnlp file is then generated automatically and the Java-based modules in WFM Web open in a separate window. (WFM-32214)

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### Product Documentation

### Workforce Management

### Genesys Products

### List of Release Notes

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.21.

## Supported Languages

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