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## Workforce Management Web

8.5.214.20

# 8.5.214.20

## Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/12/19	Update			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](#)
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## Resolved Issues

This release contains the following resolved issues:

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WFM Web's Java applet signing certificate signature includes a timestamp, meaning the code signature will not expire after the code signing certificate expires. Previously, there was no timestamp to indicate a certificate expiration date. Therefore, if the certificate expired, launching the Java applet resulted in error and/or warning messages. Tested and verified as of August 12, 2019. (WFM-32503)

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### Product Documentation

#### [Workforce Management](#)

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WFM Web now calculates the duration of full-day Time-Off items and Exceptions as follows:

- The duration of paid, full-day Time-Off items and Exceptions is equal to Paid Time.
- The duration of unpaid, full-day Time-Off items and Exceptions is equal to Standard Daily Paid Hours from the agent's contract.

If **Start Time** and **End Time** values are specified for Time-Off items and Exceptions, the duration is estimated as the difference between those values.

In Genesys Administrator, if the **Reports > TotalsInStatesReport** property is set to true, WFM uses the daily totals for calculations. (WFM-32331)

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The size of the **[X] Weeks** text field has been increased to 55 pixels in the **Performance Report > Date Range** settings. Previously, the text field was too small at 30 pixels. (WFM-32319)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.20.

## Supported Languages

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