



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

8.5.215.07

12/19/2025

8.5.215.07

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/26/19	General			X		X

Contents

- [1 8.5.215.07](#)
 - [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.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

After installing the French (France) Language Pack for WFM Web, the label for the **New UI** button is now translated and correctly displays in French in the UI. (WFM-32740)

The **Performance > Intra-Day** view now displays empty cells if WFM returns non-integer values. Previously, if non-integer values were returned for **Weighted average of Scheduled Abandoned Interaction Volume** (weighted on Forecasted Interaction Volume), Exception errors occurred. (WFM-32691)

To improve security, the WFM Web Deployment Descriptor file has been updated to ensure the default error page displays with no server-side information. (WFM-32667)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.07.