GENESYS™

Workforce Management Web

8.5.217.04

12/19/2025

8.5.217.04

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/20	General			X		X

Contents

What's New

This release includes the following new features and enhancements:

- WFM Web enables supervisors to quickly make changes to agent schedules by viewing all agents contributing to a scheduled state total and display their schedule in the **Intra-Day** view. This feature is available in the **Master Schedule** > **State Group Totals** and **Schedule** > **Scenarios** > **State Group Totals** views. For more information about this feature, see Master Schedule State Group Totals and Scenarios State Group Totals in the *Workforce Management Web for Supervisors (Classic) Help*. (WFM-33200, WFM-33193)

- In the **Policies** > **Time-Off Rules** view, WFM Web now enables you to perform bulk assignments of time-off rules, based on agent hire dates. For more information about this feature, see Associating Agents Based on Hire Dates in the *Workforce Management Web for Supervisors (Classic) Help*. (WFM-33186, WFM-33178)

- The grid in the WFM Web **Performance** > **Intra-Day** view has two new columns under **Staffing**. The **Diff. Calc.** and **Diff. Req.** columns show the values that reflect the difference between Coverage and Calculated, and Coverage and Required staffing for each activity. In addition, the (existing) **Coverage** column is now under **Staffing** in the grid. (WFM-33181)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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Resolved Issues

This release contains the following resolved issues:

In the WFM Web for Supervisors **Master Schedule** > **Intra-Day** view, all agents in the **Schedule Agents** tree, including terminated agents, now display as expected. Previously, if this Java-based view was opened by the WFM UI Launcher and the CFG_SHOW_TERMINATED_AGENTS option was set to `true`, terminated agents did not display in the tree. (WFM-33204)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.04.