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Workforce Management Web

8.5.217.09

12/19/2025

8.5.217.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/20	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](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

WFM now creates the Individual Schedule Report in CSV-friendly format and exports the data to a .csv file with no issues. Previously, if the last line on the page was a long line, the text was incorrectly split into multiple short lines when the report was generated. (WFM-33255)

In the latest Forecast UI, users can now successfully select events in the **Select Events** dialog of the **Forecast Build Volume Wizard**. Previously, an error occurred when opening the **Select Events** dialog if one of the overlays did not have associated activities. (WFM-33172)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.09.