



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

8.5.217.16

5/4/2025

8.5.217.16

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/14/20	Update			X		X

Contents

- **1 8.5.217.16**
 - 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.

- Administrators can now separately assign the **Edit** and **Add/Delete** role privileges for the **Organization**. The **Add/Edit/Delete** privilege is split, enabling WFM to provide improved security by allowing specific users to edit the organization while preventing them from (accidentally or intentionally) deleting the entire organization. See also, [Upgrade Notes](#).
To support backward compatibility, user roles that previously had the Add/Edit/Delete privilege, now have Add/Delete and Edit privileges. (WFM-33256)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

Users that do not have role privileges to the **Organization > Time Zones** view can now copy and save business units, successfully. Previously, when these users tried to copy and save a business unit, WFM displayed an unexpected error. (WFM-33340)

The following Warning message that appears in the Web for Supervisors (Classic) **Organization > Sites** view, was corrected and no longer contains a typo: WFM cannot identify the time zone. Please select a time zone from the list. (WFM-33329)

To provide clarity, WFM now displays the following updated message in the **Master Forecast** view when users select a date range that is too long: Specified date range is too long. Previously in this scenario, WFM displayed the following message: A WFM Web internal error occurred. Please login again or call your system administrator for help. (WFM-33323)

When the **Select agents to view their Intra-Day schedule** dialog opens in the WFM Web for Supervisors Classic **Schedule > State Group Totals** view, WFM now correctly uses the same Name order (first/last name) for agents as the one displayed in the **Objects** pane. (WFM-33305)

Upgrade Notes

Implementation of the new feature requires WFM Server 8.5.217.01 or later and WFM Database Utility 8.5.217.04 or later releases.