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Workforce Management Web

8.5.218.12

12/17/2025

8.5.218.12

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/03/21	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:

Users can now scroll Help pages after opening them from the latest WFM Supervisor UI views using the Microsoft Internet Explorer browser. Previously, after opening pages from the UI, scrolling was not working as expected. (WFM-33548, WFM-33389)

In the WFM Web for Supervisors **Forecast > Import** view, users can now import historical data for a period of one year or more. Previously, users received an error when trying to import large historical data files and the process took longer than one minute. (WFM-33390)

Product Documentation

[Workforce Managment](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.12.