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Workforce Management Web

8.5.218.20

5/5/2025

8.5.218.20

Workforce Management Web Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 03/17/21 | 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:

WFM now retains the time that is entered for preferences in the Web for Agents (Classic) > **Preferences** view. Previously, WFM incorrectly shifted the time entered for preferences by one hour. (WFM-33565)

While being installed on Linux, WFM now saves the application properties Working Directory, Command Line, and Command Line Arguments with no changes. Previously, the installation script incorrectly changed these properties/fields. (WFM-33552)

Product Documentation

[Workforce Managment](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.20.