GENESYS™

Workforce Management Web

8.5.218.25

5/4/2025

8.5.218.25

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/12/21	Update			X			X

Contents

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:

Product Documentation

Workforce Managment

Genesys Products

List of Release Notes

In the Web for Supervisors **Time-Off Rules** view, the **Assignments** data grid now displays an empty cell when information about time-off types is unavailable. (WFM-33638)

The Web for Supervisors **Time-Off Rules** data grid now converts the time value to a string with no offset. Previously, the converted string value would sometimes be 1 minute less than the original time value. (WFM-33637)

The Web for Supervisors Time-off Management Report now avoids errors when preparing data for the report. Previously, an error occurred in the **Agent Time-Off Bonuses** grid if the time-off bonuses for an agent were being sorted by the **Expiration** date, and some bonuses had specified **Expiration** dates while others did not. (WFM-33616)

The WFM Web Agent **Status Report** template now enables users to export the report data in all available formats. Previously, some report data was missing when the data was exported to an Excel spreadsheet. (WFM-33614)

The WFM Web for Agents UI has improved accessibility and readability, as follows:

- The readability of the main menu when using JAWS and zoomed to 200%
- New JAWS announcements for shift timing in the **My Schedule** view
- Zoom to 200% in the browser is supported with no overlapping components

(WFM-33284)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.25.