



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

8.5.218.40

12/17/2025

8.5.218.40

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/21/21	Update			X			X

Contents

- **1 8.5.218.40**
 - 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.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Agents can no longer change time-off types in the **Edit Time Off** dialog in the WFM Web for Agents **Calendar** view. Previously, when agents changed the time-off type, it resulted in negative time-off balances as WFM did not approve/validate the changes. (WFM-34095)

WFM Web now imports forecasting data correctly when users initiate the **Forecast > Import** action in the latest Web for Supervisors UI. Previously, starting in WFM Web release 8.5.218.32, an unexpected error occurred during the Import process. (WFM-34039)

WFM Web now assigns roles to restored agents. Previously, when the WFM Web option was set as **[Functionality]** useRolesSecurity = 1 roles were not assigned to restored agents, even if the WFM Server option was set as **[ConfigService]** RestoreTerminatedAgents = 1. (WFM-34038)

WFM Web now automatically selects the associated child activities when users select Multi-Site Activities (MSA) in a **Forecast > Scenario** using the **Add Activity** dialog in the latest Web for Supervisors UI. Previously, when an MSA was selected in the dialog, WFM failed to select the child activities associated with it. (WFM-33958)

Data preparation for the Team Weekly Schedule Report is updated, and WFM Web now loads data for sites associated with the selected Schedule Scenario. Previously, if the business unit (BU) was directly selected, data was loaded for all available sites in that BU. However, WFM failed to use most of this data to later generate the report. (WFM-33646)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.40.