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Workforce Management Web

8.5.218.43

12/17/2025

8.5.218.43

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/30/21	Update			X			X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The WFM Web for Agents (Classic) UI now uses the ESAPI library for input validation. Previously, when the library was not configured for the UI, agents would see the **Go Back** error page when attempting to log in. (WFM-34380)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.43.