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

Contents

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)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.43.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Workforce Management

Genesys Products

List of Release Notes