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Workforce Management Web

8.5.218.49

12/17/2025

8.5.218.49

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/13/21	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:

In the latest Web for Supervisors UI, if there are preset date ranges for some Scenarios, WFM now displays the **Historical date range** grid in the **Build Volumes Wizard > Historical date range** step, by default. If there are no preset historical date ranges in Scenarios, WFM displays the historical indicator date range in the grid (as in Web for Supervisors [Classic]). (WFM-33822)

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.49.