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Workforce Management Web

8.5.219.17

12/17/2025

8.5.219.17

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/05/22	Update			X			X

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What's New

This release contains the following new features and enhancements:

- WFM Web now lists application options and environmental variables in the log. (WFM-35041)

Resolved Issues

This release contains the following resolved issues:

As of April 9, 2022, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on April 23, 2022. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-35265)

Important

If you installed this version of WFM Web prior to April 9, 2022, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

The default value of the **SupervisorSessionInactiveTimeout** configuration option is set to 15 (minutes). Previously, this configuration option had a default value of 0. For more information, see SupervisorSessionInactiveTimeout. (WFM-35298)

WFM Web has been updated to use the **session-timeout** configuration from Tomcat when the application configuration option **SupervisorSessionInactiveTimeout** is set to 0. Previously, a supervisor session could be opened indefinitely if **SupervisorSessionInactiveTimeout** was defined as 0. (WFM-35302)

Messages are now displayed correctly. Previously, unexpected characters appeared in the message text instead of a break to indicate the start of a new paragraph. (WFM-35291)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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When a user is creating a new schedule, WFM Web now displays the correct number of calendar days if the user selects the last day in a month (for example, day 31) and then changes the view to a different month that has fewer days. Previously, in this scenario, the number of days was not displayed correctly. (WFM-35289)

WFM Web no longer displays an exception if a user tries to use the wizard to remove agents from the **Schedule** scenario. Previously, the user could receive an exception if any attached agents were unable to work on scenario activities. (WFM-35224)

WFM Web now permits users to select days by clicking on the weekday names in the **Calendar** module. Previously, this feature was missing and users could not select days by tapping and selecting the weekdays. (WFM-35173)

Agents are no longer able to request Time-Off types that are not assigned to their current time off rule. The Time-Off type drop down list now consists only of Time-Off types that are manually assigned to an agent without a rule or assigned to the agent by a linked Time-Off rule, or at least one of the dates from a time-off request falls into the active assigned period of this Time-Off type (between the start and end date of the linked rule or the Time-Off type directly assigned to the agent). In the event that many dates are selected and the end date of the time off rule occurs between these dates, WFM Web now checks the selected dates and time off type with the agent's time off rule and displays ineligible dates in red. (WFM-35172)

In the **Organization** module, the component for entering the tenant password is updated to disable the autocomplete feature. Previously, a password value could be added without the user taking this action. (WFM-35410)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.17.