



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

8.5.219.20

12/17/2025

8.5.219.20

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/27/22	Update			X			X

Contents

- [1 8.5.219.20](#)
 - [1.1 Helpful Links](#)
 - [1.2 What's New](#)
 - [1.3 Resolved Issues](#)
 - [1.4 Upgrade Notes](#)

What's New

This release contains the following new features and enhancements:

- This release contains internal self-system health check enhancements for WFM Web. (WFM-35412)

Resolved Issues

This release contains the following resolved issues:

The **Edit Multiple** dialog no longer displays duplicated **Exceptions** rows for agents. Previously, in the new **Edit Multiple** dialog within a **Schedule Scenario** (for a particular team), **Exceptions** rows were incorrectly duplicated for some agents. (WFM-35304)

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](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.20.