GENESYS™

Workforce Management Web

8.5.219.72

5/4/2025

8.5.219.72

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/05/23	Update			X			X

Contents

What's New

- Support for Microsoft Windows Server 2022. See the Workforce Management page in the Genesys Supported Operating Environment Reference Manual for more detailed information and a list of all supported operating systems. (WFM-36298)

Resolved Issues

This release contains the following resolved issues:

An agent can now successfully request a time off in Classic UI. Previously, it was impossible due to application error. (WFM-36690)

Login and the password parameters are now encrypted before being sending them over the network. Due to security model limitations, it is recommended to not use non-ASCII characters in login and password values; instead, use only ASCII characters to avoid authentication issues. Previously, these parameters were not encrypted and were sent in plain text. (WFM-36679)

Added an additional check for which font should be used on the WFM client side. Previously, in some cases, the client could incorrectly start using a font that doesn't support the Unicode characters. (WFM-36507)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.72.

Helpful Links

Releases Info

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

Product Documentation

Workforce Management Web

Genesys Products

List of Release Notes