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# Workforce Management Web

8.5.220.09

12/19/2025

8.5.220.09

## Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/21/23	Update			X			X

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## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

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While working with Intra-day Schedule rebuild wizard, it was not possible to select agents under Sites, as they were missing in object selection tree. (WFM-37099)

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## 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](#)

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### Important

As of May 31, 2024, the WFM Web for Agents (Classic) UI will be deprecated and will be unavailable in future releases. Genesys recommends that you change the configuration to display the current Agent UI instead of the old Agent (Classic) UI.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.09.