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Workforce Management Web

8.5.220.28

12/19/2025

8.5.220.28

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/19/24	Update			X			X

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What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 9. 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-36362)

Resolved Issues

This release contains the following resolved issues:

WFM Web 8.5.220.28 includes a renewed certificate for signing Java code. The certificate in the previous release of this software will expire on October 29, 2024. If WFM Web is used after the expiry date, it may result in the display of warning or error messages when using Web for Supervisors Java-based views. (WFM-37532)

WFM Web now uses the minimum number of snapshots when creating or editing a schedule scenario. Previously, WFM Web attempted to avoid closing snapshots, which led to too many snapshots being open simultaneously. (WFM-37507)

In WFM Web for Supervisors, break or meal objects are now deleted without errors in **Policies > Shifts** view. (WFM-37500)

WFM Web now displays the appropriate message when the WFM Server is not accessible. Previously, the application would only show a general message when the server was unavailable. (WFM-37489)

WFM Web is now updated to detect if any issue occurs due to excessive load on the WFM Server. If high load is the cause, WFM Web will display a message: "The service received too many requests within a short time period. Please wait and try again.". (WFM-37453)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Workforce Management Web](#)

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.28.