GENESYS™

Workforce Management Builder

8.5.003.09

5/6/2025

8.5.003.09

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/24/15	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM now generates a **Warning** message if the **Contract** work hours cannot be scheduled within a schedule period. Previously, if the **Contract** work hours could not be scheduled due to incorrect configuration of work hours, no **Warning** message appeared. (WFM-23486)

WFM Builder provides improved speed when scheduling in configurations that include **Meetings** and **Shifts** that have multiple (5 or more) mandatory and inflexible **Breaks**. Previously in these configurations, it sometimes took an excessive amount of time to schedule these types of **Breaks**. (WFM-23476)

WFM Builder now cancels schedule building significantly faster. Previously in some scenarios, schedule building would continue for a few hours after the **Cancel** button was clicked. (WFM-23457)

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 8.5.003.09.