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Workforce Management Migration Guide

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Workforce Management Migration

Welcome to the Workforce Management (WFM) Migration Guide. This guide provides instructions and procedures that will help you to migrate or update your Workforce Management deployment to various WFM releases. It also provides an overview of any changes that were implemented in each WFM release.

The information in this guide is provided, based on the assumption that you have read and are familiar with WFM 8.5 features, architecture, deployment planning guidelines, and software prerequisites in the *Workforce Management Administrator's Guide*. These topics present an overview of Workforce Management.

Planning

Find information that provides an overview of WFM Migration.

[Overview](#)

[Prerequisites](#)

[Order of Migration](#)

Deploying

Find procedures that will help you to deploy WFM and update to the latest release.

[Release Features and Changes](#)

[Migrating to WFM 8.5.x Releases](#)

Minimizing Downtime

Minimize downtime by using an alternate migration procedure or use troubleshooting tips to resolve issues during or after migration.

[Two-Step Migration](#)

[Troubleshooting](#)