



# Release Notes for Cisco Workforce Management 8.5(1)

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## Introduction

These release notes describe new features for Cisco Workforce Management (WFM) 8.5(1). Use these release notes in conjunction with the WFM 8.5(1) documentation available on the Cisco website.

## System Requirements

WFM 8.5(1) is supported with Cisco Unified Contact Center Express Release 8.5(1) and any service releases issued for it.



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## New and Changed Information

WFM 8.5(1) adds support for Cisco Unified Contact Center Express Release 8.5(1).

## Limitations and Workarounds

There are no limitations and workarounds for WFM 8.5(1).

## Open Caveats

The following issues are open in CAD 8.5(1).



### Note

You can view more information and track individual CAD defects using the Cisco Bug Toolkit located at: <http://tools.cisco.com/Support/BugToolKit>.

**Table 1**      *Caveats resolved in 8.5(1)*

Identifier	Severity	Headline
<a href="#">CSCtk02584</a>	2	OOB not taking gmtOffset into account for UCCX

## Resolved Caveats

There are no closed caveats for WFM 8.5(1).

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

(Click **Obtaining Additional Information.**)

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