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Genesys Engage cloud Release Note

Workforce Management

12/19/2025

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Workforce Management

 **Note:** Some changes listed below might not pertain to your deployment.

For information about the latest releases of Workforce Management, refer to [Workforce Management](#).

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June 26, 2023 (8.5.219.77)

What's New

Windows 2022 support

- Support for Microsoft Windows Server 2022. 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.

Performance enhancements to Time-Off wizard

- The **Add Time Off** wizard in the **Time Off** module for agents is enhanced as follows to increase the efficiency and ensure that the WFM Server is not unnecessarily loaded:
 - The Time off parameter is no longer set by default. Only after the agent selects the desired dates and the desired time off type, they will be shown wait-list details and time-off limits for the selected dates.
 - The number of API calls required to display the actual wait-list information and time-off limits for selected dates is now reduced.

Time-Off limits validation performance enhancement

- Checking the Multi-Site Activity (MSA) time-off limits is now significantly faster when inserting a time-off item in the schedule or calendar.

Preserving the paid hours for Overtime bids

- A new WFM option, **OvertimeMode**, provides the ability to accommodate added overtime for a scheduled shift substitution by preserving the paid hours of the original shift plus any added overtime.

Minimum Distance Between Shift Items

- WFM now respects the **Minimum Distance Between Shift Items** constraint for breaks or meals that precede or follow generic Exception states that are used to fill the gap between the shift and the overtime inserted outside shift hours.

Marked Time now can overlap Time Off

- WFM now allows Marked Time to overlap Time Off schedule states as long as the Marked Time is not used to mark overtime. (WFM-34694)

Displaying Day-Off in agent bidding view

- Day off is now displayed as **Day off** in the **Agent > Bidding** view. Previously, it was displayed as 12:00 AM - +12:00 AM.

Ability to delete default service level objectives

- You can now delete the **Default forecasting objectives** settings for activities if its settings were once done using the new **Delete** button.

Intra-day Schedule Rebuild for multiple days

- **Intra-day Schedule Rebuild Wizard** now allows the user to select multiple days (within 2-weeks date range) and rebuild schedules for the selected date(s) instead of rebuilding schedules for only one day. As part of this feature, the following changes are done:
 - The **Date selector** now displays 3 calendars for a wide range of date selection.
 - The **Start from** field now applies the starting time to all the date(s) selected in the schedule.

Ability to filter by contract in schedule intraday rebuild wizard

- When rebuilding intra-day schedules, you can now filter agents by contract by selecting the **Additionally filter agents by contracts** check box.

Adding Time-Off comments/Memos in schedule view

- Supervisors can now add comments/memos to Time-Off items in the schedule views. An agent can view the comments/memos added by a supervisor in the **Schedule** and **Time-Off** modules.

Extra precautions to prevent mistaken deletion of BU or Sites

- When a user selects a business unit or site for deletion, WFM Web now requires the user to also enter

the name of the business unit or site on the confirmation form. This extra step is added to protect against the accidental deletion of business units and sites.

WFM Web for Agents inactivity interval

- A new configuration option is introduced to specify the inactivity interval (in minutes) for WFM agents before sessions time out.

Building Staffing Forecast for multiple activities simultaneously

- You can now build forecast staffing for multiple activities at the same time by using the default service level objectives settings for each activity. In addition, the **Build Staffing Wizard** now provides the ability to use the default service level objective settings and to save any changes as the new default service level objective settings for the activity when building the staffing.

WFM Web for Agents UI accessibility improvements

- The WFM Web for Agents UI includes accessibility improvements that follow the Web Content Accessibility Guidelines (WCAG) 2.1 level AA standards.

Internal self-system health

- Internal self-system health check enhancements for WFM Web is introduced in the latest WFM versions.

Dual Roles support

- Workforce Management supports dual-role assignments (Agent and Supervisor) for a single agent account.

Resolved Issues

Web for Supervisors

- **Time-off limits** wizard is fixed to perform time zone conversion when limits are set for **MSA** with different from site time zone.
- If the **First Come First Serve** time-off bidding method is used, the agent's order or priority will now be based on the timestamp of the last time-off submission within the bidding period rather than the timestamp of the agent's **Ready** state.
- Agents will now be able to add overtime to the beginning of their shift schedules containing part-day time-offs.
- All expected breaks are now scheduled after overtime insertion before the shift start if possible.
- The performance of the agents' schedule trade eligibility checking operation is improved.
- Enhanced the load time of the agent's **schedule-bidding** view. Previously, this view was taking a long time to load when the bidding scenario contained a big number of profile agents.
- Adding comments to agent's schedule with different time zone from the current one now shows a warning message.
- WFM no longer freezes when an agent is selected in **Master Schedule > Weekly** screen on the Supervisor page.
- Login and the password parameters are now encrypted before being sending them over the network.

Previously, these parameters were not encrypted and were sent in plain text.

- WFM builder now correctly schedules the duration specified in the **Minimum duration between the start times of two consecutive working days** constraint. Previously, this constraint was not satisfied for some agents when rescheduling only a part of the schedule scenario.
- Added an additional check for which font should be used on the **WFM client** side. Previously, in some cases, the client could incorrectly start using a font that doesn't support the **Unicode** characters.
- The **waitlisted** calendar time-off items are now correctly removed from **Wait-list** when those items can no longer be auto-granted for any reasons. Additionally, the number of past days to be processed in the **waitlist** process can be configured by using the new option.
- Correct Time Steps are now shown in the **Performance > Intra-Day** view (that is, starting with 12.00 AM) when the Site's/BU's time zone and **Show Whole Day** options are selected.
- The **Required Staffing** values are now loaded from the template. Previously, at the end of the template import, the **Req** column was blank.
- **Anticipated** values for the actual **Abandoned Interactions %**, **Service Level %**, and **Average Speed of Answer (ASA)** statistics are now displayed in the **Performance > Intra-Day** view even if the **Coverage** column is not selected. Previously, **anticipated** values for those statistics were not displayed if the **Coverage** column was not selected.
- Handling the **Time Off** requests by WFM is now enhanced for improved performance.
- Warning messages are now displayed, as expected, when agents create **overtime requests** that violate the duration constraint of **unpaid meals** or **breaks**.
- The activities tree is improved in the new UI's **Forecast > New Scenario** wizard. The **Create** button is now enabled only when all required data is loaded in the activities tree. The tree is also updated to improve overall performance. Previously, a request to create a scenario could be sent before the data related to the required activities was loaded, and as a result not all activities were added to the created scenario.
- No error occurs when users try to expand or check a team node in the **Available Agents** tree of the **Reports Scheduler task creation** wizard.
- WFM Web no longer adds new **Calendar Items** to agents which were not selected in the **Add Calendar Item** wizard. Previously, in some scenarios, when the user chose to override warnings in the **Review calendar messages** dialog and proceeded adding **Calendar Items**, **Calendar Items** were added to agents which were not selected for insertion initially.
- WFM Web no longer reruns the one-time report generation task if the report has been deleted by user in the **Generated Reports** view. Previously, WFM Web reran the one-time report generation task if previously generated report was deleted by user within 30 minutes after the scheduled report generation time.
- The **Available Agents** tree in the report creation wizard is updated to load agent information without errors when expanding or checking a team node. Previously, an error would occur when users tried to expand or check a team node.
- WFM Web now removes Agent Day for the selected Scenario or **Master Schedule** if the user copies a blank day to a day with some schedule. Previously, the user could only copy a blank day in the **Master Schedule**.
- The text size limit for generated reports is now increased.
- WFM Web no longer displays an internal error when closing a module. Previously, an error appeared when the user closed an additional window with a module in which data is periodically updated.
- The **Master Schedule** module now displays the history without any errors. Previously, the **Schedule Restore** dialog did not show schedules correctly if the **Full Day Time Off** was created above a full day

item.

- WFM Web now removes any characters from text fields that are not valid for use in XML. Previously, users could enter invalid characters in certain text fields, which prevented the text from being saved correctly.
- WFM Web no longer saves auto-generated blank reports to a specified report folder. Previously, WFM Web generated empty report files with no data and these files could not be removed from the **Generated Reports** list.
- WFM Web now uses the default time format if the local time format is not supported by the time editing component. Previously, an error displayed if the time editing component was not compatible with the local format.
- The **time-off balance** is now correctly deducted for **paid time-off** items, where the paid time is resolved to zero.
- Changes to **agent skill** levels are now synchronized consistently. Previously, change-based synchronizations could sometimes omit certain changes and a full synchronization was necessary to correctly **synchronize agent skill** levels.
- The open hours for **Multi-Site Activities** (MSA) are now taken into account when the **Scheduled Headcount** daily total values for MSA are calculated.
- Agents who are promoted to supervisor can now log in to WFM Web if they were terminated from their agent position. Previously, a former agent could not log in as a supervisor if they had been terminated from the agent position.
- It is now possible to build schedules for several sites simultaneously. Previously, the schedule for each site in the scenario had to be built one at a time.
- In the **Schedule > Intra-Day** module, you can now use the progress bar to monitor the process of saving changed **Agent Days** or click **Cancel** to stop the process (for example, if it is taking too long). Previously, you could not check the status of the saving process or cancel it.
- In the latest WFM Web for Supervisors UI, WFM now adds all matching activities for a BU when creating a new Forecast scenario. Previously, WFM did not always wait for all matching activities to be loaded before creating the **Forecast** scenario, which resulted in some activities not being added.
- The **Edit Multiple** dialog no longer displays duplicated **Exceptions** rows for agents. Previously, in the new **Edit Multiple** dialog within a **Schedule Scenario** (for a particular team), **Exceptions** rows were incorrectly duplicated for some agents.
- The **Calendar Items filter** now correctly displays only calendar items of the selected types. Previously, the applied filter displayed extra unselected **Calendar item** types if multi-site time-off types were selected in the filter.
- Supervisors can now see only **Calendar items** from sites they have access to. Previously, supervisors could see existing **Calendar items** of agents that were moved out of the site even after the supervisor's access to that site was revoked.
- WFM now loads **Calendar items** in the **Intra-day** view of the **Schedule** much faster. Previously, users sometimes experienced significant delays when accessing this view
- The default value of the **SupervisorSessionInactiveTimeout** configuration option is set to 180 (minutes). Previously, this configuration option had a default value of 0.
- Messages are now displayed correctly. Previously, unexpected characters appeared in the message text instead of a break to indicate the start of a new paragraph.
- When a user is creating a new schedule, WFM Web now displays the correct number of calendar days if the user selects the last day in a month (for example, day 31) and then changes the view to a different month that has fewer days. Previously, in this scenario, the number of days was not displayed correctly.

- WFM Web no longer displays an exception if a user tries to use the wizard to remove agents from the Schedule scenario. Previously, the user could receive an exception if any attached agents were unable to work on scenario activities.
- WFM Web now permits users to select days by clicking on the weekday names in the Calendar module. Previously, this feature was missing and users could not select days by tapping and selecting the weekdays.
- Agents are no longer able to request **Time-Off types** that are not assigned to their current time off rule. The **Time-Off type** drop down list now consists only of **Time-Off types** that are manually assigned to an agent without a rule or assigned to the agent by a linked **Time-Off rule**, or at least one of the dates from a **time-off** request falls into the active assigned period of this **Time-Off type** (between the start and end date of the linked rule or the Time-Off type directly assigned to the agent). In the event that many dates are selected and the end date of the time off rule occurs between these dates, WFM Web now checks the selected dates and time off type with the agent's time off rule and displays ineligible dates in red.
- To prevent Cross-Site Scripting (XSS), the following special characters are forbidden from being used in the **Name** field that is displayed in various views of the WFM Web for Supervisors (Classic) interface:
 - Quotes (' , ")
 - Greater-than, less-than signs (< , >)
 - Ampersands (&)
- The WFM Web for Supervisors (Classic) UI now correctly escapes (and replaces) any forbidden special characters or symbols that users enter in input fields. For items that already contain a forbidden symbol in the Name field, the name will be changed after saving. In addition, WFM now displays a validation warning if users enter forbidden characters in the Comments field.
- Users are now able to build schedules if the scenario includes a site with no agents by excluding this site from the build operation (a message is displayed notifying users to check the schedule scenario and adjust it as needed). Previously, an internal error message was displayed.
- WFM no longer displays an internal server error message when an agent is moved to a different site.
- WFM now calculates the carry-over balance correctly if the end date of a bonus is after the carry-over date.
- Users can now copy an empty shift to a different day of the schedule, even if another event was previously scheduled for that day (such as a shift or time off). Previously, empty shifts could only be copied to days where nothing else was scheduled.
- WFM now calculates the **State Group Daily Totals** correctly. Previously, the **State Group Daily Totals** were counted as zero for the unpaid full-day time off items after a time off item was inserted over the existing day off item.
- When the **Delete states** functionality is selected from the **View or Edit Intra-day schedules** dialog, WFM now only deletes states for the selected agents in that site. Previously, WFM incorrectly deleted similar states for agents in all other sites associated with the selected Business Unit.
- When viewing a forecast scenario in the latest **WFM Forecast** interface, the **Activities** tree now displays only the activities that are selected for that forecast scenario. Previously, all available activities were displayed.
- WFM now displays the correct username in the **Schedule History** and **Audit reports** after the **Intra-Day Schedule** is rebuilt. Previously, the username was incorrectly displayed as blank or as System.
- WFM no longer auto-commits schedule changes after the **Intra-Day Schedule** is rebuilt if the auto-commit setting is unchecked in Web for Supervisors. Previously in this scenario, WFM incorrectly auto-committed the changes.

- The **Rotating Pattern Properties Report** no longer displays an error when users open the **Data** page and expand the **Site**.
- In WFM Web for Supervisors, the **Schedule State Group (SSG) History** view now displays the SSG details as expected. Previously, WFM failed to load and display the details in this view.
- WFM now creates the **Calendar Audit Report** in CSV-friendly format and exports the data to a .csv file with no issues. Previously, if the last line on the page was long, WFM incorrectly split the text into multiple short lines when generating the report.
- In the latest Web for Supervisors UI, if there are preset date ranges for some Scenarios, WFM now displays the **Historical date range** grid in the **Build Volumes Wizard > Historical date range** step, by default. If there are no preset historical date ranges in Scenarios, WFM displays the historical indicator date range in the grid (as in **Web for Supervisors [Classic]**).
- WFM now saves the selected available **Marked Time** in the **Schedule Marked Time Report** and **Schedule Marked Time Total Report**. Previously, the **WFM Report Scheduler** did not save the selected available Marked Time for these reports unless users also selected the entire site.

Web for Agents

- An agent can now successfully request a time off in Classic UI. Previously, it was impossible due to application error.
- **Login** and the **password** parameters are now encrypted before being sending them over the network. Previously, these parameters were not encrypted and were sent in plain text.
- The **Add Time Off** wizard now requests time-off limits only once for each configuration change. Previously, WFM Web requested time-off limits twice when the list of dates or time-off types were changed.
- The **Add Time Off** wizard for agents now displays the **Time-off Limits** for the selected dates correctly and no longer changes the **time-off type** to the default setting.

August 30, 2021 (8.5.218.43)

What's New

Windows 2019 Support

- Support for Microsoft Windows Server 2019. 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.

Control WFM Session Inactivity Intervals

- You can now set the inactivity interval for WFM Web for Supervisors sessions before they time out. This feature requires some configuration. Ask your Genesys Account Representative for help to enable this feature.

Improved Security in WFM Web

- WFM Web has the following security improvements:
 - Auto-complete is disabled on the Login page.
 - New secure headers in server responses: X-Content-Type-Options and X-XSS-Protection.
 - Unnecessary options were removed from server responses that might disclose server details.

Auto-Hiding Messages for Agents

- In the WFM Web for Agents **Configuration > My Settings** view, agents can now check/enable the **Prevent messages from auto-hiding** check box to prevent Error, Confirmation, and Validation messages from disappearing after 5 seconds. Messages now remain open until the agent clicks **Close**.

Move Schedule States by Using the Wizard

- Supervisors can now move schedule states to other dates, by using the new **Move to date** setting and date-selector in the **Select states** dialog of the **Edit Multiple Wizard**. This functionality is available in the following Web for Supervisors (Classic) views:
 - **Schedule > Scenarios > State Group Totals**
 - **Master Schedule > State Group Totals**
 - **Schedule > Scenarios > Intra-Day** and **> Agent-Extended**
 - **Master Schedule > Intra-Day** and **> Agent-Extended**

Wait-Listing and Bidding Processes Improved

- WFM's Wait-Listing and Time-Off Bidding processes and memory management are now optimized to improve performance. This feature requires an upgrade to other WFM components. Ask your Genesys Account Representative for help when enabling this feature.

New Role Privileges for Supervisors

- Supervisors can now be granted the following privileges in the under **Configuration > Agents** in the **Role Privileges** view:
 - Read**
 - Allow Move**
 - Edit Properties**
 - Edit Activities**
 - Edit Contracts & Rotating Patterns**
 - Edit Time Off**
 - Edit Time-Off Bonuses**

Read more about his new feature in **Configuration Role Privileges** in the *WFM Web for Supervisors (Classic) Help*.

This feature is dependent on an upgrade to more than one WFM component. Ask your Genesys Account Representative for assistance when setting up this feature.

Resolved Issues

Web for Supervisors

- WFM Web now uses the **X-Forwarded-Proto** request header when generating .jnl or .wfm files that open Java modules.
- In the latest Web for Supervisors **Forecast** module, users can now see the **Target** name of the Multi-Site Activity (MSA), Activity, Site, or Business Unit that is selected in the Scenario's **Activity** tree. In addition, the **Activity** tree in the left-side panel now auto-scrolls to enable the selection of items when the Scenario is opened.
- Users must now select at least one item in the **Colors** list to update color configurations in the WFM Web for Supervisors **Configuration > Colors** views, preventing WFM from incorrectly changing colors in all sites.
- In the latest Web for Supervisors UI, WFM now imports Forecasting data correctly when users initiate the **Forecast > Import** action.
- WFM Web now correctly assigns roles to restored agents.
- In the latest Web for Supervisors UI, WFM now automatically selects the associated child activities when users select Multi-Site Activities (MSA) in a **Forecast > Scenario** using the **Add Activity** dialog.
- Data preparation for the Team Weekly Schedule Report is updated, and WFM now loads data for sites associated with the selected Schedule Scenario.
- Users can now make changes in WFM Web for Supervisors **Configuration > Agents > Time-Off Bonus Properties** view when only the **Configuration > Agents > Edit Time-Off Bonuses** privilege is enabled.
- WFM's user input validation is updated to remove the ESAPI library and no longer accepts incorrect values.
- In the WFM Web for Supervisors **Schedule Bidding** view, users can expand the **Bidding Profiles** table rows to display shift start and end times for each week, and now see a **Confirmation** dialog prior to removing a bid.
- In the Web for Supervisors **Time-Off Rules** view, the **Assignments** data grid now displays an empty cell when information about time-off types is unavailable.

- The Web for Supervisors **Time-Off Rules** data grid now converts the time value to a string with no offset.
- The Web for Supervisors Time-off Management Report now avoids errors when preparing data for the report when time-off bonuses for agents were sorted by the **Expiration** date, and had specified **Expiration** dates.
- WFM has improved the time it takes to insert time off into the schedule when Multi-Site Activity limits are set for that Time-Off type.
- WFM now retains the time that is entered for preferences in the Web for Agents (Classic) > **Preferences** view.
- WFM now correctly performs automatic carry-over for all time-off rules and time-off types assigned to agents when they have multiple assigned time-off rules and time-off types.
- WFM now displays Calendar items for the correct business unit (BU) if agents in the BU were moved to a different one, but still had Calendar items in the initial BU.
- Recalled time-off requests are now processed correctly during the Time-Off Bidding process if they are saved after being edited.
- WFM no longer displays an Unexpected Error message when users change the performance target by enabling the **Use Multi-Site Activity' setting in the Schedule Intra-Day** view.
- When using the **Edit Multiple Wizard** in **Schedules** views and modifying the duration of paid schedule states (Exceptions, Time-Off items, Meals, or Breaks), the agent's daily paid hours are now calculated correctly.
- WFM now displays the correct bid information for agents in the **Schedule > Scenario > Profiles/ Bidding** view and no longer displays all zeros in the **Bid** column.
- WFM now correctly auto approves overtime bids that are within set limits if the overtime offer is created for an activity under a specific site and multiple additional sites are assigned to the offer.
- WFM no longer incorrectly auto-declines overtime bids when the requested overtime overlaps existing schedules from the previous or next day.
- WFM now correctly calculates Schedule State Group (SSG) daily total hours when the time zone is changed.
- WFM now correctly displays overtime bids only for agents responding to the selected Overtime Bidding Offer.
- WFM now successfully completes its automatic Overtime Bidding process and no longer pauses or becomes disabled.
- WFM now correctly calculates available time-off slots for requests that fall on days that are designated as day off in the Rotating Pattern.
- The WFM Calendar service is now updated and the Time-Off Management and Time-off Balance reports now contain the correct data for each agent when generated for multiple agents.
- Users can now scroll Help pages after opening them from the latest WFM Supervisor UI views using the Microsoft Internet Explorer browser.
- In the WFM Web for Supervisors **Forecast > Import** view, users can now import historical data for a period of one year or more without displaying errors.
- WFM no longer auto-declines overnight Overtime bids with the error The overnight schedule overlaps with schedule on the following day when the following day is a scheduled day off.
- WFM now successfully displays the schedule coverage and saves back-logged activities in schedules.

- WFM now correctly returns the time-off type description together with the agent information, when requested.
- WFM now correctly determines the date for full-day time-off requests when they are on the same date as the day-off in the agent's Rotating Pattern.
- WFM now processes Time Off requests applicable to bidding periods only after the bidding period processing start date.
- The **State Group Totals** view in WFM Web for Supervisors now correctly displays the Forecasted Staffing and Schedule Coverage data in the graphs, based on the selected time zone.
- WFM now correctly refreshes the **Schedule** view after profile agents are removed from Schedule Scenarios and no longer displays blank schedules.
- WFM now accounts for Overlay events when building Forecasts when users select the AI-Powered Forecasting method.
- WFM now correctly shows the Last Login Time information.

Web for Agents

- The WFM Web for Agents (Classic) UI now uses the ESAPI library for input validation, thereby preventing the **Go Back** error page from displaying when agents attempted to log in.
- Agents can no longer change the status of Granted and Recalled time-off types in the WFM Web for Agents **Calendar** view, thereby causing negative time-off balances. WFM does not approve Recalled and Granted time off types.
- In Web for Agents **Schedule Bidding** scenarios, WFM now assigns the ranking values using first-in, first-out logic when users add multiple profiles to the **Desired** list.
- The WFM Web for Agents **Status Report** template now enables users to export the report data in all available formats without losing data.
- The WFM Web for Agents UI has improved accessibility and readability, as follows:
 - The readability of the main menu when using JAWS and zoomed to 200%
 - New JAWS announcements for shift timing in the **My Schedule** view
 - Zoom to 200% in the browser is supported with no overlapping components
- WFM now retains the time that is entered for preferences in the Web for Agents (Classic) > **Preferences** view.
- Agents can no longer submit duplicate full-day time-off requests for the same day when submitting them simultaneously.

December 23, 2020 (8.5.218.07)

What's New

New Edit/Delete Multiple Wizard

- Supervisors can now edit schedule states in Intra-Day schedules by using settings in the new **View or**

Edit Intra-Day Schedules dialog to invoke the new **Edit Multiple Wizard** in the following Web for Supervisor views:

- **Schedule > Scenarios > State Group Totals**
- **Master Schedule > State Group Totals**

Or open the wizard directly by using the toolbar or Actions menu in the following views

- **Schedule > Scenarios > Intra-Day** and **> Agent-Extended**
- **Master Schedule > Intra-Day** and **> Agent-Extended**

Supervisors can also delete multiple schedule states in Intra-Day schedules by using the **View or Edit Intra-Day Schedule** dialog in the following Web for Supervisor views

- **Schedule > Scenarios > State Group Totals**
- **Master Schedule > State Group Totals**

This feature is dependent on an upgrade to more than one WFM component. Ask your Genesys Account Representative for assistance when setting up this feature.

New Role Privileges for WFM Supervisors

- By assigning role privileges, WFM Administrators can now enable users to view and read information in the WFM Web UI while preventing them from making configuration changes in the following views:
 - **Configuration > Schedule State Groups**
 - **Configuration > Time Off Bidding Periods**
 - **Configuration > Activities** and **Multi-Site Activities**
 - **Policies > Meetings**
 - **Schedule > Overtime Bidding**
 - **Trading**

This feature is dependent on an upgrade to more than one WFM component. Ask your Genesys Account Representative for assistance when setting up this feature. For more information, see **Role Privileges** in the *Workforce Management Web for Supervisors (Classic) Help*.

Options for Agents When Filtering Activities

- When filtering a list of agents in the the **Create Trade proposal**, and **Trades** views, agents now see either their Primary activities only or their Primary or Secondary activities. Some configuration and an upgrade to more than one WFM component is required to enable this feature. Ask your Genesys Account Representative for assistance when setting up this feature.

Resolved Issues

Web for Supervisors

- Users no longer see error messages in the Web for Supervisors **Configuration > Colors** view after selecting **Exception Types** in the drop-down filter for one business unit (BU), and then switching to another BU and clicking **Get Data**.

- The Agent Properties Report no longer includes the **Time-Off Rules** section if there is no rules data. Previously, the **Time-Off Rules** table sometimes appeared in the report even though the table contained null values.
- WFM now displays a complete and accurate list of scenarios in the **Schedule > Scenarios** view and no longer incorrectly contains empty items.
- WFM now consistently saves changes to agent properties when a time-off type assigned to the agent's time-off rule was recently deleted.
- WFM now counts paid hours correctly when calculating time-off balances.
- WFM now consistently displays up-to-date data in the Schedule reports and elsewhere when multiple WFM Servers are deployed and schedule auto-cleanup is enabled.
- WFM now enables users to enter multiple, longer memos for Exception schedule states and uses compression which decreases truncation and preserves user-entered memos in all but the most extreme cases.
- WFM now consistently displays all time zones as expected.
- WFM now opens schedule scenarios successfully when schedule scenarios have a specified extended end date.

October 31, 2020 (8.5.217.18)

What's New

Granular role configuration for Organizations

- Administrators can now separately assign the **Edit** and **Add/Delete** role privileges for the **Organization**. Splitting the **Add/Edit/Delete** privilege enables WFM to provide improved security by allowing specific users to edit the organization while preventing them from (accidentally or intentionally) deleting the entire organization. To support backward compatibility, user roles that previously had the **Add/Edit/Delete** privilege, now have **Add/Delete** and **Edit** privileges. To implement this feature, contact your Genesys Professional Services representative.

Filter State Group Totals by name

- Improvements made in the WFM Web for Supervisors (Classic) **Master Schedule > State Group Totals** and **Schedule > Scenario > State Group Totals** views, enable users to choose to view the State Group Totals aggregated by name within the business unit, and select the time zone for which the State Group Totals data is displayed.

Support for Microsoft Edge browser

- WFM Web UIs (with the exception of Web for Agents (Classic) UI) now support Microsoft Edge browser version 84.0.552.40 and later. See the Supported Browsers section on the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported browsers.

New filter/settings in Web for Agents

- A new setting, **Primary activities only**, in WFM Web for Agents enables agents to filter and show only agents with matching primary activities. If agents deselect **Primary activities only**, WFM shows all agents with activities that match the primary or secondary skills of the logged-in agent. Agents will see the filter in the following views:
 - In the **My Schedule** view, when creating trade proposals and selecting agents in the **Create trade proposals** dialog, the **Primary activities only** check box is selected by default.
 - In the **Other Schedules** view, a new section **Show Agents with Matching** in the **Filter Schedules** dialog enables agents to filter **Primary activities only** (default) or **Primary or secondary activities**.
 - In the **Trading > Trades** view, agents can use **Filter by primary activities only** when the list is filtered by **Community**.

Time-Off Transferring Rule Enhancement

- An enhancement changes the behavior of the time-off transferring rule when configured as follows:
 - The rule End Date falls on the carry-over day of that ending rule
 - The balance is transferred to the next rule
 - The transferred balance (in hours) is greater than the configured maximum carry-over balance of the ending rule

Then, the transferred balance is equal to the configured maximum carry-over balance of the ending rule.

WFM applies this functionality only to new carry-over periods (not carry-over periods that have been processed).

Filter agents contributing to Schedule State Totals

- WFM Web enables supervisors to view and change the schedules of agents contributing to a Scheduled State Total in the **Intra-Day** view. This feature is available in the **Master Schedule > State Group Totals** and **Schedule > Scenarios > State Group Totals** views. See [Master Schedule State Group Totals](#) and [Scenarios State Group Totals](#) in the *Workforce Management Web for Supervisors (Classic) Help*.

Bulk assignment of time-off rules

- In the **Policies > Time-Off Rules** view, WFM Web enables users to perform bulk assignments of time-off rules, based on agent hire dates. See [Associating Agents Based on Hire Dates](#) in the *Workforce Management Web for Supervisors (Classic) Help*.

New columns in Performance > Intra-Day

- The grid in the WFM Web **Performance > Intra-Day** view has two new columns under **Staffing**. The **Diff. Calc.** and **Diff. Req.** columns show the values that reflect the difference between Coverage and Calculated, and Coverage and Required staffing for each activity. In addition, the (existing) **Coverage** column is now under **Staffing** in the grid.

Resolved Issues

Web for Supervisors

- In the WFM Web for Agents **Schedule > Other Schedules, My Schedule > Create Trade Proposal**,

Trade > Community views, when filtering a list of agents by selecting **My team**, **My site**, or **My business unit**, if the **Primary activity only** option is selected and WFM finds no matching primary activity, the filter results show only the logged-in agent. Previously, when using these options to filter agent lists, the filter results incorrectly showed agents who did not match the filter criteria.

- In the Web for Agents **Other Schedules** view, when filtering agents' schedules with the **Primary activities only** option selected, the filter results now show only agents who have at least one matching primary activity. Previously, in special cases, the filter results incorrectly showed agents who did not have matching primary activities.
- In environments where Single Sign-On (SSO) is setup, users with the correct credentials who have not been assigned access rights to WFM now see the message "The user does not have adequate WFM access to complete this request" in the login error page. If the user refreshes this page in the browser, the error message "Access Denied" displays.
- Users that do not have role privileges to the **Organization > Time Zones** view can now successfully copy and save business units, with no error messages displayed.
- A typo was corrected in the following warning message that displays in the Web for Supervisors (Classic) **Organization > Sites** view: WFM cannot identify the time zone. Please select a time zone from the list.
- To provide clarity, WFM now displays the following updated message in the **Master Forecast** view when users select a date range that is too long: Specified date range is too long. It replaces the message: A WFM Web internal error occurred. Please login again or call your system administrator for help.
- When the **Select agents to view their Intra-Day schedule** dialog opens in the WFM Web for Supervisors Classic **Schedule > State Group Totals** view, WFM now correctly uses the same Name order (first/last name) for agents as the one displayed in the **Objects** pane.
- In environments where Single Sign-On (SSO) is setup, while logging into WFM using the correct credentials, some users received the "Oops" error message if they had not been assigned access rights to WFM. WFM now has an updated error message that provides more information in such cases.
- In the Web for Supervisors (Classic) **Master Schedule > Intra-Day** view, the **Filter** now resets the **Agent > Activities** tree only when the selected site or business unit is changed.
- WFM now creates the Individual Schedule Report in CSV-friendly format and exports the data to a .csv file with no issues when the last line on the page is a long one.
- In the latest **Forecast** UI, users can now successfully select events in the **Select Events** dialog of the **Forecast Build Volume Wizard**, even if an overlays does not have associated activities.
- Users who do not have the **Edit Master Schedule** permission can no longer make or save changes in the **Accessible Schedule Details** dialog in the Web for Supervisors **Master Schedule > Intra-Day** and **> Agent-Extended** views.
- In the WFM Web for Supervisors **Master Schedule' > Intra-Day'****Bold text** view, all agents in the **Schedule Agents** tree, including terminated agents, now display as expected if the view was opened by the WFM UI Launcher and the **CFG_SHOW_TERMINATED_AGENTS** option was set to true.
- WFM now schedules an appropriate shift for overtime even when the overtime is requested outside of the shift.
- WFM now displays all time-off items in batch requests in warning messages, enabling users to check all items and resubmit the entire batch.
- WFM now provides improved scheduling of multiple group meetings by scheduling all groups at the earliest Start Date and Time only if there are no better dates/times for the meetings, or if the configuration is not sufficiently flexible to accommodate them.
- Unpaid breaks and meals now can be moved when rescheduling the shift to accommodate overtime,

unless the overtime partially overlaps the meal—in that case, WFM does not move it.

- Schedule State Group (SSG) history overrides now affect the agent's historical adherence by correctly starting from the specified effective date of the override.
- WFM now consistently displays up-to-date data in the Schedule reports and elsewhere.
- WFM Web was updated to remove a potential vulnerability in links to contextual Help.
- Editing and saving User Profiles no longer results in database errors.
- WFM no longer adds historical change records to the Schedule State Group (SSG) history log if user updates produce no material changes to the SSG.
- WFM now consistently and correctly preserves the schedule change history, no longer preserving empty schedule history records following schedule modification if the same schedule scenario was previously published more than once.
- The **Master Schedule Change Approval** view in Web for Supervisors now correctly displays unapproved schedules of agents that were moved to a different site.
- WFM now retains the <None> team folder after moving agents to/from that team.
- An issue is resolved where the WFM ETL cycle sometimes stalled and had to be restarted if a database error (like ORA-25408) occurred during a database writing transaction and was not cleared by re-running the transaction.

Web for Agents

- The Web for Agents **Preferences > Details** view now loads and displays correctly after agents log in to the UI using Internet Explorer (IE). (WFM-33386)
- Now, users can see the actual names of Exceptions and Time-Off items as generic names when hovering their cursor over truncated items in the WFM Web for Agent **Other Schedules** view. Contact Genesys Professional Services if you want to implement this feature.
- WFM now correctly applies filters and displays the results if users enter symbols in the **Filter by** field in the WFM Agent application's **Configuration > Browse Shared Transport** view.
- WFM now correctly applies the selected filter in the WFM Agent application's **Configuration > Browse Shared Transport** view if users select a filter other than the default filter in the **Filter by** drop-down menu.

May 28, 2020 (8.5.216.11)

What's New

WFM Supports W3C/WCAG 2.1 Accessibility

- The WFM Web for Agents UI now supports W3C/WCAG 2.1 Accessibility (Level – A and Level - AA) recommendations for users with physical limitations.

New complimentary caching method

- The new, optional cache synchronization method is complementary to WFM's existing automatic

synchronization. It reduces database round trips and improves WFM Server performance. This feature is disabled, by default.

Improved responsiveness

- WFM Server's responsiveness is improved by up to 40% in the Web for Supervisors **Schedule > Intra-Day** view.

Improved efficiency: cache limitation removed

- The efficiency of the Schedule cache is improved, limiting the maximum cache size only by available memory.

Improved extraction of statistics

- The WFM ETL database performance is improved when Activity Performance statistics are extracted from WFM Server.

Generic unpaid Exceptions replace unpaid Breaks

- When processing overtime requests, WFM now uses generic unpaid Exceptions instead of generic unpaid breaks to cover gaps between shifts and overtime when overtime is inserted outside of the shift start/end times.

New Dimension tables in ETL Database

- The WFM ETL database Dimension tables WFM_BU and WFM_SITE now have an additional column named IANA_TIMEZONE, which is a standard Internet Assigned Numbers Authority (IANA) time zone name assigned to business units and sites. For more information about this feature, see [When to use IANA time zones](#) in the *Workforce Management ETL Database Reference*.

Important

The latest WFM Forecast UI requires IANA time zones.

Resolved Issues

Web for Supervisors

- Comments that were entered in the Web for Supervisors (Classic) **Forecast** UI now display in the latest Web for Supervisors **Forecast > Scenarios** view.
- WFM now displays the updated data in the Web for Supervisors **Schedule > Intra-Day** and **> Agent-Extended** views if they are refreshed after first being opened.
- WFM now displays all items in the **Activities** tree without delay in the Web for Supervisors **Templates** and **Overlays** views when there are a large number of prechecked items in the **Activities** tree.
- In the latest Web for Supervisors **Forecast** UI, the **Activities** tree now lists all sites and activities.
- To improve performance in WFM Web for Supervisors **Schedule > Intra-Day** view, the Performance Graph is based on the targeted multi-site activity (MSA), which is a single MSA selected in the

Activities tree.

- In the latest Web for Supervisors **Forecast** UI, when supervisors create forecast scenarios and select or deselect multi-site activities (MSA) in the tree, WFM now selects/deselects the associated child activities automatically.
- In latest Web for Supervisors **Forecast > Scenarios** view, new comments now display with the correct date.
- In the latest Web for Supervisors **Forecast** UI, when users create forecast scenarios using the **Create based on** setting, activities that were checked in the original scenario in the **Activities** tree are now checked automatically for the new scenario, as expected.
- In latest Web for Supervisors **Forecast > Scenarios** view, WFM now correctly displays comments for the selected week, based on the business unit week start day.
- Activities that are added to scenarios in the Web for Supervisors Classic **Forecast** UI now display in the latest **Forecast** UI after users switch from one UI to the other.
- In the latest Web for Supervisors **Forecast > Scenarios** and **Master Forecast > Overlays** and **> Templates** views, when a session times out, the message You have been logged out. Log in to resume the session now displays with the correct link.
- When setting the properties for Overlay Events, users can now enter negative values in the **Strength** setting in the latest Web for Supervisors **Forecast** UI.
- In the latest Web for Supervisors **Forecast** UI, **Activity** trees are now collapsed by default, and only expand when users click business units or sites in the tree.
- In the latest WFM Web for Supervisors **Forecast > Scenarios > Remove activity** dialog, all activities now display in the **Activities** tree if the number of activities in the scenario is greater than 100.
- In the latest WFM Web for Supervisors **Forecast > Scenarios > Add activity** dialog, all activities now display in the **Activities** tree if the number of activities is greater than 100.
- In the latest WFM Web for Supervisors **Forecast > New Template** and **New Overlay** dialogs, all activities now display in the **Activities** tree if the number of activities within a site is greater than 100.
- In the latest WFM Web for Supervisors **Forecast > Overlays** view, users can now scroll in the selected Overlay's **Impacted activities** tab if the number of activities is greater than 100.
- In the latest Web for Supervisors **Forecast** dialogs, all sites now display in the **Activities** tree if the number of sites is greater than 100.
- The **Dark mode** theme setting now works correctly in both the Web for Supervisors (Classic). To restore this functionality, reset the **Dark mode** theme.
- WFM Web now correctly displays the value in the **Number of hours earned** field after creating or updating time-off rules and no longer rounds off the value after saving.
- WFM now shows the overstaffing and understaffing data for Calculated and Required staffing, even when the **Use Multi-Site Activities** option is selected in the **Schedule Coverage** view.
- Users no longer receive *Review Batch Request* messages when granting multiple Preferred time-off requests from multiple agents, on multiple days.
- In the latest Web for Supervisors **Forecast > Master Forecast > Volumes, > Staffing, or > Shrinkage** views, users are now correctly prompted to log in again when a session times out.
- WFM now correctly shows Preferred time-off requests as Granted in the published schedule if auto publishing is enabled and the agent edits the request.
- When autogranting time off, WFM now uses standard hours in Contracts to determine the paid hours in special cases.

- WFM now correctly determines the start/end times for full-day time-off items during the Time-Off Bidding process in certain configurations when they were set in Rotating Patterns.
- WFM login sessions no longer fail in load-balanced environments with large loads. Previously, login sessions sometimes failed in these environments, requiring a server restart to clear the failed login message.
- WFM's Master Schedule Change Approval process now reliably approves selected schedule changes only.
- WFM Server no longer terminates intermittently when performing user authentication.

Web for Agents

- The **Dark mode** theme setting now works correctly in the Web for Agents (Classic). To restore this functionality, reset the **Dark mode** theme.
- Changing the time zone in Web for Agents (Classic) now affects only the logged-in agent who makes the change.

February 28, 2020 (8.5.216.06)

What's New

Improved readability in JAWS screen readers

- To improve readability when using JAWS screen readers, the WFM Web Application controls, page layout, and other interface elements now have improved display and accessibility.

Access token is refreshed

- WFM Web now refreshes the access token so it no longer expires after one hour, causing unexpected errors to occur in various places in the application.

Same site Cookies defined

- WFM Web's **SameSite** Cookies property is now set to **Strict** to ensure that cookies are used only for same site purposes, preventing the Google Chrome browser v80+ default behavior from changing and stopping the delivery of cookies.

WFM Integration with Genesys Cloud API

- WFM supports integration with Genesys Cloud API for Forecasting using the Genesys Cloud upload service, which supports payloads greater than 3 MB.

Validation of the Overtime Offers

- WFM now performs validation on the length of Overtime Offers, and no longer saves offers that exceed 6 weeks.

Resolved Issues

Web for Supervisors

- All available activities now display in the **Activities** tree in the **New Scenario** dialog in the latest WFM **Forecast** module when the number of activities is greater than 100.
- WFM Web now correctly publishes multiple Calendar items to the Master Schedule without displayed errors, even if they contain warning messages.
- WFM Web now displays the correct error message when users attempt to log in using invalid credentials.
- All activities now display in the **Activities** tree in the latest WFM Web for Supervisors **Forecast > Scenarios > Add activity** and **Remove activity** dialogs when the number of activities in the scenario is greater than 100.
- All activities now display in the **Activities** tree in the latest WFM Web for Supervisors **Forecast > New Template** and **New Overlay** dialogs when the number of activities within a site is greater than 100.
- All sites now display in the **Activities** tree in the latest WFM Web for Supervisors **Forecast** dialogs when the number of sites is greater than 100.
- WFM now processes all Time-Off bidding periods, regardless of the site with which they are associated.
- Issues are resolved that sometimes caused WFM Forecast coverage to be less than expected when the UME algorithm was used and the forecast included historical events.

Web for Agents

- In WFM Web for Agents **Other Schedules** view, the first week day displayed in the schedule details correctly matches the week start day that was selected in the **Calendar**.
- WFM now consistently saves agent information that has been modified.

January 8, 2020 (8.5.215.07)

What's New

JSP files in Tomcat Secured

- Following best practices and to improve security, JSP files in the WFM Web Application are now stored inside Tomcat's /WEB-INF directory, thus preventing users from browsing directly to these files.

Time-scale bar in Web for Agents

- A time-scale bar with 1-hour segments (above the **Time-Off Limits** bar) is now available to agents when adding and editing time-off requests in the WFM Agent **Time-Off > Calendar** view. Agents can also click anywhere in the Time-Off Limits bar to see the **Period**, **Time-Off Limit** and **Wait-List** details for that interval.

Start/End times in Web for Agents Calendar

- Agents now see the start and end times for calendar or scheduled items by using the new **Show start/end times** setting in the WFM Agent **Preferences** > **Calendar** view and **Schedule** > **Other Schedules** view. Agents can optionally change the settings to see the name of the calendar or scheduled items (such as Availability, Vacation, etc.) by clearing the **Show start/end times** check box in the **Settings** dialog.

Schedule details in Agent UI tooltip

- The Agent UI enables agents to see schedule items details displayed in a new tooltip by hovering the cursor over truncated schedule items in the **Schedule** > **Other Schedules** view.

Agent (Classic) UI deprecated

- The WFM Web for Agents (Classic) UI is deprecated and will be unavailable in future releases. Genesys recommends that you change the configuration to display the current Agent UI instead of the Agent (Classic) UI. Contact your Professional Services Representative for assistance.

WFM Graph Reports not supported with OpenJDK

- WFM graph reports are no longer supported with OpenJDK.

Resolved Issues

Web for Supervisors

- The **Performance** > **Intra-Day** view now displays empty cells if WFM returns non-integer values.
- In the latest WFM Supervisors UI, WFM now renders the week start day in the date range calendar, based on the browser's locale setting.
- Supervisors attempting to access the WFM subsystem, are now redirected to the **Login** page if they do not have access permission.

September 30, 2019 (8.5.214.20)

What's New

Redesigned Forecast module

- WFM Web for Supervisors now includes a redesigned Forecast module, enabling access to existing forecasting functionality and features, but with many user-friendly enhancements, wizards, and tools. Web for Supervisors (Classic) Forecast module is still supported and available. The Forecast module is currently available only in English.
- The Forecast module can include a setting that lets Supervisors switch between the Classic Forecast UI and the re-designed UI. The Forecast UI must be configured to include the setting. If the **New UI** setting is not included in your WFM Web for Supervisors Forecast module, contact your Genesys Customer Care representative to request the feature.

- AI-powered forecasting is introduced in the redesigned Forecast module, providing a sophisticated, automated build method that uses the best of the best forecasting algorithms provided through the Genesys hosted-cloud infrastructure.
- The *Workforce Management Supervisor Help* is a context-sensitive Help that describes the redesigned Forecast interface. The *Workforce Management Supervisors (Classic) Help* is still available.
- The **Overlays** view in the redesigned WFM Web Forecast interface is enhanced, enabling supervisors to adjust **Spread over** distribution to 15 or 30 minutes (in addition to 60).

Log In splash screen

- The WFM Web **Log In** splash screen is updated, displaying the latest Genesys branding and logos.

WFM Web UI Launcher

- The WFM Web UI Launcher application can be downloaded from within WFM Web for Supervisors and after deployment, used as the default application to open .wfm files in the same session. For instructions on how to deploy the UI Launcher, see the *Workforce Management Web for Supervisors (Classic) Help*.

OpenJDK support

- WFM Web now supports OpenJDK 11.

WFM Web for Agents interface options

- The WFM Web for Agents interface can be configured so that only the Agent interface or only the Classic Agent interface appears, with no option to switch, or it can be configured so that the Agent interface appears but with an option in the **Log off** drop-down menu that enables agents to switch to the Classic Agent interface. To request a change in how your WFM Web for Agents interface displays for users, talk to your Genesys Customer Care representative.

Enhancements to Payback Exceptions feature

- Agents can now use their desktop or mobile devices to insert Payback without adding an Exception. Your system must be configured for this functionality. Contact your Genesys Customer Care representative to request this feature.

Editable fields in Skills tab

- The values in the **Min. level** and **Max. level** fields in the Web for Supervisors **Activity > Skills** tab can now be edited at any time.

Supported browsers

- Google Chrome 73.0 or later
- Mozilla FireFox 60.5 or later

Discontinued support

- Java 7 is no longer supported.

Resolved Issues

Web for Supervisors

- WFM Web now calculates the duration of full-day Time-Off items and Exceptions as follows:
 - The duration of paid, full-day Time-Off items and Exceptions is equal to Paid Time.
 - The duration of unpaid, full-day Time-Off items and Exceptions is equal to Standard Daily Paid Hours from the agent's contract.

If Start Time and End Time values are specified for Time-Off items and Exceptions, the duration is estimated as the difference between those values.

In Genesys Administrator, if the Reports > TotalsInStatesReport property is set to true, WFM uses the daily totals for calculations.

- The size of the **[X] Weeks** text field has been increased to 55 pixels in the **Performance Report > Date Range** settings.
- The values in WFM Web's Time-Off Balance and Time-Off Management reports are now the same. Starting in 8.5.212.21, the balances differed by 1 minute due to the way in which WFM Web rounded off seconds in time-off balances .
- WFM Web now excludes duplicate information about selected activities from the Contact Center Performance report.
- WFM Web for Supervisors **Schedule > Intra-Day** and **Schedule > Agent-Extended** views now show all scheduled items in the correct colors.
- Exceptions and Time Off items that are ineligible for schedule trades now display in their default color and do not appear as separate items in the Legend in the **Other Schedules** view.
- Users can now activate the "Skip to main content" link by pressing the **Enter** key in JAWS. Users who are not using JAWS can activate this link by pressing the **Enter** key or **Space** bar.
- WFM now restricts editing of **Agent Properties** in the Web for Supervisors UI unless users are assigned the **Add/Edit/Delete** privilege in **Configuration > Organization**.
- WFM Web now processes updated Calendar items without errors after validation.
- WFM Web's Java applet signing certificate signature includes a timestamp, meaning the code signature will not expire after the code signing certificate expires.
- WFM Web has a renewed certificate for signing Java code. The certificate provided in previous WFM versions expired on June 11, 2019. Continuing to use an older release of WFM after the expiration date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views.
- The **RUN_JAVA_STANDALONE** setting in WFM Web for Supervisors **About > Settings** is now of type ENUM and can be set to Off (plug-in used) or Java Web Start. Previously this setting was of type BOOLEAN.

When RUN_JAVA_STANDALONE is set to:

- Off (plug-in used) (default)—The Java-based modules in WFM Web opens in a separate windows using the java plug-in, in the browser.
- Java Web Start—WFM displays the following message: *The selected view opens as a separate application. If it does not open automatically, save the file with the .jnlp extension and open it separately.* The .jnlp file is then generated automatically and the Java-based modules in WFM Web open in a separate window.
- The list of weekday names now appears in the correct language in the **Forecast > Volumes** view,

according to the configured locale.

- WFM Web for Supervisors Java Plug-In now uses Arial Unicode MS font when translated into Chinese and running on Windows 10 version 1803 or higher.

Web for Agents

- Buttons and check boxes in WFM Web for Agents are now labelled to support JAWS accessibility standards.
- WFM now trims the seconds from time-off balances before displaying them in Web for Agents. For example, 5:59:47 now displays as 5:59 in the agent's Time-Off Balance pane.
- To provide clarity in WFM Web for Agents, the word "Slots" was changed to "Bids" in the list of **Overtime Offers** and in the **Details** pane to the right of this view. Also, the label **Shift used for overtime** in the drop-down list was changed to **Add overtime to this shift**.

November 2, 2018 (8.5.211.06)

What's New

Minimum Consecutive Working Days

- The new setting **Minimum consecutive working days**, in the WFM Web for Supervisors **Contracts > Constraints** tab, enables supervisors to set the minimum number of consecutive working days an agent must be scheduled before any scheduled day off.

Platform Support

- Support for Java 10. Starting with Java 9, browsers no longer support Java plug-ins. WFM provides a workaround to enable Java Webstart to start as a standalone application that contains Web for Supervisor Java-based views. To enable this feature, speak to your Genesys Customer Care representative.
- Support for the Microsoft Hyper-V virtual platform.
- Support for Microsoft Windows Server 2016.

Overtime Bidding

- Enables WFM to schedule agents' overtime bids (associated with Overtime Offers) within the existing overtime scheduling process. Supervisors with the appropriate role privileges can create Overtime Offers in the new **Overtime Bidding** view and initiate the automated overtime scheduling process. Agents can then bid on overtime slots in Overtime Offers in the **Bidding > Overtime** view after the supervisor marks the offer as "Open".

Agent Mobile Client

- The Workforce Management Agent Mobile Client now includes the **My Schedule, Trading, Time Off, Preferences**, and **My Settings** modules and views, enabling agents to perform the several tasks on their mobile devices.

Presentation Properties in My Schedule

- In WFM Web, agents can now narrow the range of hours in the **My Schedule** view to display only the hours in their contract. Agents enable this feature by opening the **Settings** dialog box and checking the **Presentation Properties > Use contract hours** check box.

Multi-Site Trading

- WFM Web now supports multi-site trading. Agents use the the new **Trading > Trades** view in the Agent UI to trade schedules with other agents located at different sites when Activities within the schedule are configured as Multi-Site Activities.

The following views in the WFM Web for Agents UI are enhanced to support multi-site trading

- **Schedule > Other Schedules**
- **Schedule > My Schedule > Create Trade Proposals**
- **Schedule > My Schedule Details > Create Trade Proposals**
- Warning messages in Web for Supervisors **Trading > List of Trades** view are improved to support multi-site trading. Now supervisors see:
 - Appropriate warning messages when approving trades that involve agents from two different teams when they only have access rights to one of those teams.
 - Warning messages for each non-compliant agent involved in the trade.

Enhancements to Time-Off Bidding

- WFM now shows the bidding period status as **Processed** in the WFM Agent interface **Time-Off Bidding Periods** view and on the **Status** tab in Web for Supervisors **Configuration > Time-Off Bidding Periods** view when the agent's time-off requests have been processed.
- Available agents in WFM Web can now be associated with a bidding period when filtered by Multi-Site Activity.
- WFM Web's Time-Off Bidding Period property **Processing Finish Date and Time** has been renamed **Closing Date and Time**.
- Supervisors can (optionally) configure WFM to allow agents to submit only full-day time-off requests for a specific bidding period.
- Supervisors can now see the selected agents' time-off details in Web for Supervisors **Configuration > Time-Off Bidding Periods > Status** view.

Agent Mobile Client Preview

- WFM introduced a preview version of the WFM Mobile Client for Agents that includes functionality in the **Schedule**, **Time off** and **Preferences** views, similar to the WFM Web for Agents desktop UI. The Mobile Client is supported on:
 - Android devices running the latest version of the Google Chrome browser.
 - iOS devices running the latest Apple iOS platform update and built-in Safari browser.

Exceptions with Payback

- Exceptions with Payback enable supervisors and agents to insert unpaid part-day Exceptions into

schedules to indicate missed work time, and insert work intervals into schedules to pay back or recoup it. WFM automatically optimizes these agents' schedules. The inserted work, which is indicated by Marked Time of type **Payback**, provides metrics for the Schedule Marked Time Report and Schedule Marked Time Totals Report.

Ability to Rollback Exceptions

- Rollback Exceptions enable agents to roll back to a committed schedule after successfully entering Exceptions.

Role-based Access to Web for Agents

- Role-based access to WFM Web for Agents enables administrators to determine which agents have access to certain features and functionality in WFM Web for Agents. Using Genesys Administrator, they can add agents to Access Groups that are assigned to appropriate WFM roles, or assign individual agents directly to roles. To enable this feature, contact your Professional Services representative.

Non-Tradable Items in Other Schedules

- Agents can use a new setting in the WFM Agents **Other Schedules** view to see which schedules are non-tradable. After enabling this setting by selecting the **Indicate non-tradable items** check box, schedules that cannot be traded are displayed with a gray background.

Hide Non-Tradable Exceptions and Time-Off

- Administrators can now replace the actual names of non-tradable Exceptions and Time-Off items with generic names in the Web for Agents' **Other Schedules** view, enabling them to hide sensitive information, if required. To enable this feature, contact your Professional Services representative.

Improved Report Generation

- WFM has improved generation of the Agent Adherence Report when it contains millions of records. (WFM-27127)

New WFM Agent Interface

- A new WFM Agent user interface is introduced in this release.

New WFM Agent Help

- The *Workforce Management Agent Help* is introduced in this release, which describes the new Agent user interface and explains how to use it. The previous version of the Help is renamed *Workforce Management Web for Agents (Classic) Help*

Added Features in New Agent Interface

- In the **Schedules** view, agents can now print their schedules for 1-6 weeks or for the Planning Period.
- In the **Time Off** view, agents can now choose the month from which to present data to more easily view and request time off in the view, rather than navigating between calendar year periods.
- The **Schedule > Other Schedules** view now:
 - Displays Activities details, such as start and end times.

- Clearly identifies full-day Time-Off items by name and with a colored bar above the name.
- Displays Activity Sets in their configured colors, enabling agents to see who is working on which Activity Set.
- Agents can now search on agents' names.

New Marked Time Type Preserved

- WFM now preserves Marked Time of type **Overtime** and **Payback** during Intra-Day schedule reoptimization. The Marked Time of type **Payback** is new in this release.

New Column in Agent Extended Views

- The Web for Supervisors **Master Schedule > Agent Extended** and **Scenario > Agent Extended** views now include a **Weekday** column, that shows the name of the weekday.

Ability to choose Scheduling Mode

- The Scheduling mode in WFM Web is now set in **Policies > Contracts > Constraints**, enabling both Task Sequences and Activity Sets to be scheduled for a site simultaneously in one Schedule Scenario.

New Schedule Scenario Wizard

- In WFM Web's New Schedule Scenario wizard, when Schedule Scenarios are based on Forecast Scenarios, all Activities from the Forecast Scenario are selected, by default.

Improved Visibility for Auto-commit Indicator

- In the WFM Web for Supervisors **Schedule > Master Schedule > Intra-Day** view, the **Auto-commit** icon now clearly indicates when the auto-commit action is enabled and disabled, by displaying brightly when enabled (on) and dimly when disabled (off).

Specify Colors for Business Units Separately

- WFM Web for Supervisors **Configuration > Colors** view now enables supervisors to specify distinct default colors for each Business Unit.

Enhancements to Time-Off Bidding

- A new implementation of the Time-Off Bidding feature includes the following improvements and enhancements:
 - A new bidding process flow, in which time-off requests for a bidding period are processed multiple times, allowing agents to make changes to comply with time-off limits and bidding period constraints.
 - The option for supervisors to create and configure multiple **Bidding Period** objects for the same time-off request interval.
 - New properties in the **Bidding Period** object, enabling better control and assignment of agent time-off requests, such as:
 - The **First come, first served** property now uses the time that the agent last changed his/her status to **Ready** as the sorting criteria to ensure a uniform sort order in the bid assignment process.

- The **Maximum number of <weeks, days, hours> that can be requested** properties restrict the number of weeks, days, and hours that an agent can request within a bidding period.
- The new **Minimum Consecutive Days** property, which replaces **Minimum Days**.
- The **Do not process** property enables supervisors to suspend or resume the bid assignment process.
- The **Allowed Agent Timeout** property enables supervisors to set a timeout interval to allow agents to change their time-out requests to conform with time-off limits and bidding period constraints.
- New agent bidding statuses, enabling supervisors to manage the flow of the bidding process in Web for Supervisors, and agents to manage their status when bidding for time off in Web for Agents.
- A new constraint requires agents to submit time-off requests, in which all items in the request are either within or outside of the bidding period time-off interval. Agents must enter time-off requests that cross the bidding period boundaries as multiple separate requests.
- WFM now counts only **Granted** and **Scheduled** time off when presenting values in the Time-Off Limits view in Web for Agents. Agents will see these values when requesting time-off within an open bidding period.
- A new **Notification of Time-Off Bidding Changes** is sent to supervisors and agents when time-off requests cannot be granted, or when the agent is *skipped* after the configurable timeout interval has expired.
- This feature supports migration of earlier 8.5.x releases.

Java Plug-In for Browsers

- WFM Web now allow supervisors to use Java-based views in browsers that do not support the Java plug-in.
The RUN_JAVA_STANDALONE setting in Web for Supervisors About > Settings... view enables users to run Java views from browsers that do not support Java Plug-Ins. If this setting is checked, WFM generates a file, downloads it, and automatically launches the applet. However, you might have to save the file to your hard drive and start it, as you would any other application. It then starts as a standalone Java Webstart application, containing Java-based supervisor views. There are limitations when using the Java plug-in. To enable this feature, contact your Professional Services representative.

Added Windows Server Support

- Added Microsoft Windows Server 2016 support.
- Added Microsoft Windows 10 support for the WFM web-based application only (Supervisors and Agents).

Detection of Proxy Settings in Browsers

- WFM Web now detects the browser's proxy settings when running Java applet-based views in Web for Supervisors, preventing issues that could arise (applet-based views could stop working) if the proxy was configured in the browser for network connections.

Sorting and Filtering in Schedules

- In WFM Web for Supervisors **Schedule > Intra-Day** and **Schedule > Weekly** views:
 - Filtering by **Shift Name** is now enabled.

- Sorting by the **Shift End Time** is now enabled.

Prevention of Deserialization Vulnerabilities

- WFM Web now prevents the class of vulnerabilities related to Java deserialization. This update prevents not only the specific case described on the web page (linked below), but any other yet unknown cases by explicitly restricting deserialization only to specific known classes. For more information about this vulnerability, see foxglovesecurity.com.

Protection Against Clickjacking

- WFM enables enforcement of protective measures against clickjacking. *Clickjacking*, also known as "UI redress attack" is a malicious technique that tricks a Web user into clicking on a button or link on another page when they intended to click on the the top level page, thereby hijacking clicks and routing them to another page, most likely owned by another application, domain, or both.

Protection Against Session Fixation

- A new WFM security feature prevents vulnerability of Session Fixation by changing the session identifier after a user logs in and logs out.

New Time Zone Setting

- A new Time Zone setting named **Local** is now available in the **Calendar Items** view. Selecting this setting displays calendar items in each site's time zone for the selected days. Calendar items from different sites are not directly comparable when this setting is selected.
In addition, selecting this setting enables you to publish calendar items to schedules without having to switch to the specific time zone (as described in WFM-25117), even if the items displayed are from different sites with different time zones.

Exception Memos

- When adding **Exceptions** in Web for Supervisors **Schedule** views, supervisors can now add exception memos (or comments) consisting of up to 256 characters to the following:
 - **Intra-Day Schedule** view
 - **Agent-Extended Schedule** view
 - **Individual Schedule** report
 - **Team Schedule** report

Supervisors with privileges to access these views can also edit exception memos.

Meeting Name Displayed in Schedules

- When **Meeting Exceptions** are scheduled in Web for Supervisors Schedules views, the meeting name is now shown next to the **Meeting Exception** name. For example, `exception_name`, `meeting_name` (`exception_memo`) will be shown in the **Intra-Day** and **Agent-Extended** schedules.

Exception Memos in Agent UI

- Agents can now enter Exception memos in the WFM Web for Agents **My Schedule** view and then see them (read only) in the **Schedule Details** views, and printed schedules.

Comment Field Renamed

- The **Comment** field in **Exception** properties is renamed **Memo**. In the following views and reports, where there are lists, grids, or reports with columns used not only for memo, but also for comments about other **Calendar** item types, the name is changed to **Comment/Memo**:
 - In Web for Agents **Preferences** view
 - In Web for Supervisors:
 - **Calendar** > **Calendar Items** view
 - **Reports** > **Calendar Items** report and report wizard
 - **Reports** > **Calendar Audit** report and report wizard

Improved Presentation of Performance Data

- In Web for Supervisors **Schedule** > **Intra-Day**, the presentation of performance data is improved and now displays strings with empty values as empty (rather than zero).

Added Virtual Platform Support

- Support for virtual platform ESXi 5.5.

Added Browser Support

- Support for Firefox ESR 38.

Resolved Issues

This is the first WFM 8.5.2 release in Genesys Engage cloud. There are no resolved issues.

August 09, 2016 (8.5.101.29)

What's New

Improved Response Time

- WFM's response time is improved when inserting Time-Off items.

Resolved Issues

Web for Supervisors

- The **Calendar Items** view in Web for Supervisors now shows week day names correctly if the time zone is changed when using English\New Zealand or English\Australian regional settings.
- WFM Web no longer displays the message *An unexpected issue occurred while processing this request* when users logs out after a new window is opened and then closed.

- The WFM Web for Supervisors interface no longer freezes when several windows are open and users are working/performing actions in these windows.
- WFM Web's **Schedule > Intra-Day** view now consistently refreshes Performance data when switching between dates.
- In specific scenarios, WFM no longer allows agents to request time off when they have insufficient Time-Off balances, as it could result in negative Time-Off balances.

July 8, 2016 (8.5.101.27)

What's New

Improved Forecast Import Functionality

- WFM Web for Supervisors Forecast Import functionality is improved and now enables partial-day data to be imported successfully.

Resolved Issues

Web for Supervisors

- WFM Web for Supervisors Schedule > Intra-Day view now consistently refreshes Performance data when switching between dates, and correctly displays matching data in the Schedule.
- WFM Web for Supervisors Home screen now displays the correct background colors when applying the High Contrast theme, improving usability.
- Supervisors can now enter locale decimal numbers into the Wage field in the Web for Supervisors' Configuration > Agents view and save the data.
- WFM Web for Supervisors now displays the correct message when the size of the imported file exceeds the configured limit in the Forecast > Import view and the Import progress bar now shows accurate progression.
- WFM Web for Supervisors Forecast Import functionality now provides improved handling of data containing gaps or days that should be ignored, and no longer causes errors.
- WFM Web for Supervisors Forecast > Import wizard has a new field, enabling optional specification of the character set if a character set must be specified in special cases and used to save imported data files.
- WFM Web for Supervisors Statistics pane in the Organization > Activities view now opens faster in browsers when the Genesys Configuration database contains thousands of objects.
- After changing and saving Role Privileges in WFM Web for Supervisors Configuration > Roles view, you can select No or Cancel with no error messages displaying.
- WFM now displays information in the Web for Supervisors Master Schedule > Changes Approval view without empty lines being added to tables or error dialogs displaying.
- WFM now correctly displays shifts in schedules in WFM Web for Supervisors Master Schedule > Intra-Day view after opening the Schedule History dialog and clicking Cancel.

- WFM Web for Supervisors now correctly copies Shifts to the same site and the references to the associated Task Sequences are copied when the Task Sequences must always be used option is specified.
- When separate WFM Web for Supervisors instances are configured to generate reports, supervisors can now continue working in WFM Reports without having to log in again.
- WFM now accurately detects total Distribution Value percentages in Web for Supervisors when it adds up to 100 percent and no longer produces an error message.

Known Issues

- In WFM Web for Supervisors Classic UI, Schedule State Groups (SSG) are incorrectly displayed in the site's time zone when a child activity (within a multi-site activity) is selected in the **Forecast > Shrinkage** view.
- When using FireFox ESR browser on Windows, if a Help topic is opened from any dialog within WFM Web for Supervisors interface, the topic appears with the dialog window on top of it and you cannot scroll the page until the dialog window is closed. When using Internet Explorer, the dialog overlaps the Help topic, but you can scroll the page without closing the dialog.