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Workforce Management Database Utility

8.5.220.01

5/2/2025

8.5.220.01

Workforce Management Database Utility Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/28/23	General						X

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What's New

This release contains the following new features and enhancements:

- The Personal Identifiable Information (PII) anonymization capability of the database backup has been added to the WFM Database Backup/Restore utility (WFMBRU). If the main WFM database needs to be shared (externally or internally, for some testing or another purposes) with sensitive data hidden, the WFM database anonymization feature can be used to make sensitive data impersonal and masked. Using this feature, customers can create WFM database backup with anonymized data, which can be restored in other environments later while having all sensitive data hidden.

WFM Database Utility supports backup procedure with two anonymization data modes:

- **ANONYMIZE_PII** — When this option is used, there will be nothing left in the database that can be used to identify any user or agent. For instance, first and last names, email, employee ID, any personal comments, messages, or memos.
- **ANONYMIZE_FULL** — When this option is used, there will be no PII in the database and also nothing that can potentially be used to identify the customer. That is, no customer created names like site, business unit, activity, shift names, etc.

(WFM-36993)

Helpful Links

Releases Info

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

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

An additional index has been added to the WFM database table **WM_SCH_BACKLOG** on the **WM_SITE_ID** column to improve performance. (WFM-37053)

An additional index has been added to the following WFM ETL database tables on the **PURGE_FLAG** column to speed up purge:

- **WFM_ADH_AGENT_DAY**
 - **WFM_ADH_AGENT_TIMESTEP**
 - **WFM_PERF_ITEM_DAY**
 - **WFM_PERF_ITEM_TIMESTEP**
 - **WFM_SCH_AGENT_DAY**
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- **WFM_SCH_AGENT_STATE**
- **WFM_SCH_AGENT_STATE_TIMESTEP**
- **WFM_SCH_AGENT_TIMESTEP**

(WFM-36870)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.01.