GENESYS™

Workforce Management Web

8.5.003.04

5/6/2025

8.5.003.04

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/14	General		X	X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- WFM Web enables administrators to customize the Web for Agents interface so agents can see and use custom views that contain information related to the agent, but obtained from sources outside WFM.
  To enable this feature using Genesys Configuration Manager, administrators must create the [AgentCustom] configuration section under Options tab in the WFM Web Application and add the the following configuration options

  - name
    Default Value *\<empty\>*
    Valid Values text
    Changes Take Effect Immediately
    Specifies the name that displays in Web for Agents custom UI next to all views (Schedule, Trading, and so on).

  - url
    Default Value *\<empty\>*
    Valid Values The URL for the custom page. For example, `http://www.compnyz.com/agenttag`
    Changes Take Effect Immediately
    Specifies the URL that is used to open and display the custom page if the custom module is selected.

  - agenttag
    Default Value *\<empty\>*
    Valid Values text
    Changes Take Effect Immediately
    Specifies the string that is found in the `url` **value and is replaced with the WFM Agent ID. It enables external applications to identify the agent, for which the custom information must be displayed.**

  The name **and** url **values are required. If either one of these values is missing, the custom module is not displayed in the WFM Web for Agents interface. (WFM-22330)**

- Duration values in the **Adherence States** and **Adherence Totals** reports are presented in a new format. These reports now use days:hours:minutes:seconds (previously the format was hours:minutes:seconds). (WFM-21771)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Workforce Management

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Resolved Issues

This release contains the following resolved issues:

In WFM Web, Supervisors can now assign agents to **Sites** and **Teams** without having **Edit/Add/Delete** security rights in the **Configuration** > **Organization** module. (WFM-22183)

The WFM Web **Calendar Audit** report now correctly displays the name of the agent who entered or updated a **Time-Off** request. Previously in this scenario, the report displayed **Unknown** for the **User Name**, rather than the agent's name. (WFM-22182)

Time-Off requests and **Exceptions** now display correctly as **Part-Day** items in the WFM Web **Schedule Audit** report. Previously, when **Exception** or **Time-Off** items of the same type were present as both **Full-Day** and **Part-Day** items in the schedules, they were incorrectly displayed as **Full-Day** items in the **Schedule Audit** report. (WFM-22180)

WFM Web short names are now correctly displayed in the **Master Schedule > Intra-Day** view for **Full-Day Exceptions** that have specified start and end times. Previously, short names were not displayed until changes were saved to **Full-Day Exceptions** with specified start and end times. Also, the short text in the first and last step of **Schedule** items now displays correctly, if those steps do not cover the entire 15-minute timestep. (WFM-22096)

WFM Web now sends only correct requests to WFM Server when running the **Insert**, **Delete**, and **Replace Multiple Wizards**. Previously, in the **Schedule** views, if a **Site** contained a combination of the schedules below (and no other schedules) for selected dates, attempts to run the **Insert**, **Delete**, and **Replace Multiple Wizards** for that **Site** and those dates sometimes caused WFM Web to send incorrect requests to WFM Server, which in turn caused Server to consume large amounts of CPU resources, run for long periods of time, and produce unexpected results, such as:.

- Agents that were moved to another **Business Unit**
- Agents that no longer have **Skills** for those schedules

(WFM-22046)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.04.