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Workforce Management Web

8.5.003.19

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Workforce Management Web Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 12/07/15 | Hot Fix | | X | X | X | X |

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What's New

This release contains the following new feature and enhancement:

- The WFM Web for Supervisors **Calendar Items** view has the new Local option for **Time Zones**. Selecting this option causes the view to show Calendar items in each site's time zone for the selected days. Meaning that Calendar items start/end times cannot be compared when this option is selected, as time zones for each site might be different.

Additionally, if the Local option is selected, Calendar items can be published to the schedule without the need to switch to the specific time zone, as described in [WFM-25117](#), even if items from different sites with different time zones are displayed.

The addition of this option resolves a specific customer scenario and provides functionality that existed in the Calendar Items view in WFM releases prior to 8.0. (WFM-25119)

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:

The **Publish to Schedule** action in the WFM Web for Supervisors **Calendar Items** view is updated to verify that the time zone that is selected in the view is the same as the time zone of the sites to which the selected Calendar items belong. If they do not match, a warning appears and the supervisor cannot proceed with the action. Previously, WFM Web did not provide verification of matching time zones and allowed Calendar items to be published to schedules with incorrect times.

This same limitation exists in Schedules and can only be edited if the time zone of the site to which the schedules belong is selected. (WFM-25117)

WFM Web now enables supervisors to copy schedules with dates that are outside of the existing date range in the **Schedule > Agent Extended** view, even if they generated warnings or errors. Previously, these schedules could not be copied if they generated warnings or errors. (Schedules that did not generate warnings or errors could always be copied.) (WFM-25115)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.19.