GENESYS™

Workforce Management Web

8.5.100.22

5/5/2025

8.5.100.22

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/15	General		X	X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- Functionality Moved to WFM Web—The following functions and configuration parameters, previously in WFM Configuration Utility, are now in WFM Web for Supervisors:

  - **User Security** is now in WFM Web's **Configuration** > **Users and Configuration** > **Roles** views.

  - **Time Zones** are now in WFM Web's **Configuration** > **Organization** > **Time Zones** view.

  - **Time-Off Rules** are now in WFM Web's **Policies** > **Time-Off Rules** view.

  - **Skills** are now assigned to Business Units in **Configuration** > **Organization** > **Business Units** > **Skills** view.

  - **Data Aggregator Setup** is now in WFM Web's **Configuration** > **Organization** > **Business Units** > **Configuration** and **Configuration** > **Organization** > **Sites** > **Configuration** views.

  - **Activity Statistics** are now in WFM Web's **Configuration** > **Activities** > **Statistics** view.

  - **Data Import/Export**—In WFM Web's **Forecast** > **Import** view. Data export is done through **Forecast** reports, using the CSV format.

  - **Global Settings** (**Options** tab)—Some settings are now in WFM Web for Supervisors and some are discontinued, as follows:

    - **Week Start Day**—In WFM Web's **Configuration** > **Organization** > **Business Units** > **Properties** view.

    - **Default Time Zone**—Setting removed/discontinued. The user's time zone on the **Enterprise** level is used in Web for Supervisors **Forecast** and **Performance** modules.

    - **Audit Level** options—Settings removed/discontinued and the **Audit** level will always be High.

    - **E-mail Synchronization Enabled**—Setting removed. E-mail are synchronized automatically.

    - **Paid Breaks are mandatory**—In WFM Web's **Configuration** > **Organization** > **Sites** > **Properties** view.

    - **Suppress Break-related warnings while scheduling**—In WFM Web's **Configuration** > **Organization** > **Sites** > **Properties** view.

    - **Allow all existing users to access new Sites**—Setting removed/discontinued. Users do not have access to new Sites, unless they have or are explicitly given Business Units access rights.

- WFM Web for Agents Help—This Help system is now published and delivered as online content. See *Workforce Management Web for Agents Help*.

- Multiple Time-Off Types Assigned to Rule—WFM enables assignment of multiple **Time-Off** types to a single **Time-off Rule** and tracks the number of hours taken for each **Time-Off** type.

- Enhanced Time-Off Management Report—The report now displays each **Time-Off** type, when the

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reported time off was taken, and displays other **Time-Off** types in the same **Time-Off Rule** assignment.

- Understaffing Alert in Intra-Day—The **Schedule** > **Intra-Day** > **Performance** view now displays alerts in the **Required** and **Calculated Difference** columns if understaffing occurs. WFM displays the color-coded alert in red by default, but users can change the color, if desired.

- Ability to Build Schedules Using Primary and Secondary Activities—WFM has a new option to allow schedules to be built using secondary **Activities**. WFM schedules the agents to work on their primary **Activities** first. Agents will be scheduled to work on their secondary **Activities** if the primary is overstaffed or the secondary **Activity** has not met its minimum staffing requirement. This option is also available in the **Intra-Day Re-optimization Wizard**.

- Variance can be Converted to Overtime Required—In the **Master Schedule** > **Overtime Requirement** view, the understaffed values (negative values in **Staffing Variance** column) can now be converted to the **Overtime Required** values.

- User Security Enhancement—Supervisors who do not work with **Forecasts** (and have no access to that module), are now restricted from jeopardizing the integrity of **Forecast** data either purposely or inadvertently, and cannot save data as a **Forecast** template.

- Supported in this release:

  - Microsoft Windows 8, 64-bit (compatible, native mode on WFM Web and WFM Database Utility only)

  - FireFox Extended Support Release

  - Java 8

Resolved Issues

This release contains the following resolved issues:

When configuring statistics for **Activities** in WFM Web, the **Queue** and **Routing Point** objects are not filtered according to the **Site** configuration. Previously, when statisitics were configured in WFM Configuration Utility, these objects were limited by the **Associated Switch** or **Switch** used for statistics settings, if specified. (WFM-22923)

Multi-Site Activities are now created and saved successfully in localized versions of WFM Web. Previously, newly created **Multi-Site Activities** could not be saved in certain localized versions of WFM Web. (WFM-22872)

The **Contact Center Performance Graphs** report now correctly displays text in the legend of the report's graphics. Previously, if WFM used a character set and font other than one for Western Europe, it displayed incorrect symbols. (WFM-22628)

The table header in the **Adherence Totals** report now displays correctly. Previously, if WFM used a character set and font other than one for Western Europe, incorrect characters appeared in the header. (WFM-22584)

The **Calendar Audit** report now correctly displays the name of the agent that entered or updated a **Time-Off** item. Previously, if an agent made a change to a **Time-Off** item, the report displayed the name as **Unknown**. (WFM-22053)

Supervisors can now assign agents to **Sites** and **Teams** even if they do not have **Edit/Add/Delete** security rights to **Configuration** > **Organization** view. Previously, Supervisors could not assign agents to **Sites** or **Teams** if they did not have these security rights. (WFM-22051)

WFM Web now correctly displays **Exceptions** and **Time-Off** types in the **Schedule Audit** report. Previously, some **Exceptions** and **Time-Off** types would sometimes be incorrectly displayed as **Full-Day** items in the **Schedule Audit** report if the same **Exception** or **Time-Off** type was present as a **Full-Day** and a **Part-Day** item in the schedules included in the **Schedule Audit** report. This issue did not occur when the same type was present only as a **Part-Day** item. (WFM-22038)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.22.