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Workforce Management Web

8.5.101.18

5/5/2025

8.5.101.18

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/11/15	Hot Fix		X	X	X	X

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What's New

This release includes only resolved issues.

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 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 verify matching time zones and allowed **Calendar** items to have incorrect times when published to schedules.

This same limitation exists in **Schedules** which can only be edited if the time zone of the site to which the schedules belong is selected. (WFM-25127)

WFM Web now preserves selections made in Web for Supervisors modules when navigating between views within these modules. Previously in Web for Supervisors modules, selections made in one view were not preserved when navigating to another view.

The following modules and views were affected:

- In the **Calendar > Calendar Items** view, the **Filter** selection was lost. (WFM-25069)
 - In the **Trades > List of Trades** view, selections made in the **Agents** tree were lost. (WFM-25065)
 - In the **Calendar** module:
 - **Time-Off Limits** view, the **Time-Off Type** and **Date Range** selections were lost.
 - **Calendar Items** view, the **Date**, **Time Zone**, and selections made in the **Objects** trees were lost. (WFM-25064)
 - In the **Forecast > Historical Data > Volumes** view and **Graphs** view, the **Date Range**, **Use Multi-Site Activities**, and values in the **Show Statistics** drop-down menu selections were lost. (WFM-25062)
 - In the **Forecast > Scenario** and **Forecast > Master Forecast** views, the **Period Planning**, **Overhead**, and **Use Multi-Site Activities** selections were lost. (WFM-25052)
 - In the **Performance > Intra-Day** view, the **Date**, **Time Zone**, **Whole Day**, **Total Forecasted Values for Whole Day**, **Use Multi-Site Activities**, and selections in the **Activity** tree were lost. (WFM-25051)
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Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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- In the **Adherence** module, the **Site**, **Team**, and **Filter** selections are lost. (WFM-25044)
 - In the **Schedules** module:
 - **Weekly** view, the **Planned Period** and **Date Range** selections were lost.
 - **Agent Extended** view, the **Date Range** selections were lost.
 - **Schedule State Totals** view, the **Target** selection was lost.
 - **Overtime Requirement** view, the **Date Range** selections were lost.
 - **Changes Approval** view, the **User** selection was lost. (WFM-25043)
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Clicking on a module in the **Modules** bar at the top of the Web for Supervisors interface now displays the list of views within that module, and selecting a view opens it immediately. Previously, it took more than 20 seconds to open these Java views if the user clicked the module when a tabbed view was open. This issue is specific to users of Internet Explorer browser, and not reproducible with other browsers. (WFM-25045)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.18.