Workforce Management Web

8.5.206.09

5/4/2025

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Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General			X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- Exceptions with Payback enable supervisors and agents to insert unpaid part-day Exceptions into schedules to indicate missed work time, and insert work intervals into schedules to pay back or recoup it. WFM automatically optimizes these agents' schedules. The inserted work, which is indicated by Marked Time of type **Payback**, provides metrics for the Schedule Marked Time Report and Schedule Marked Time Totals Report.

- Rollback Exceptions enable agents to roll back to a committed schedule after successfully entering Exceptions.

- Role-based access to WFM Web for Agents enables administrators to determine which agents have access to certain features and functionality in WFM Web for Agents. Using Genesys Administrator, they can add agents to Access Groups that are assigned to appropriate WFM roles, or assign individual agents directly to roles.

- Agents can use a new setting in the WFM Agents **Other Schedules** view to see which schedules are non-tradable. After enabling this setting by selecting the **Indicate non-tradable items** check box, schedules that cannot be traded are displayed with a gray background.

- Administrators can now use the new WFM Web Application option **[AgentSchedule]** LimitScheduleDetails to replace the actual names of non-tradable Exceptions and Time-Off items with generic names in the Web for Agents' **Other Schedules** view. Administrators can use this feature to hide sensitive information, if required.

Helpful Links

Releases Info

- List of 8.5.x Releases
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Resolved Issues

This release contains the following resolved issues:

Time-Off items are now deleted or recalled as expected, in the new WFM Web Agent UI if the WFM Server Application option **[CalendarService]** BatchRequest is set to `false`. Previously, the Delete/Recall functions worked as expected if the BatchRequest option was absent or set to `true`, but did not work if the option value was `false`. (WFM-27131)

The **Find Agent** search functionality in the WFM Web for Supervisor's Schedule > Intra-Day view now works as expected. Previously, changes introduced in version 8.5.205, adversely affected this functionality and in some situations, caused it to work incorrectly. (WFM-27116)

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WFM Web for Supervisors now stays on the same week when switching between the **Agent-Extended** and **Intra-Day** views in the **Schedules** module. Previously, the week changed when switching between these views, if the configured for Business Unit's week start day did not match the week start day in the computer's regional settings. (WFM-27093)

WFM Web for Supervisors' **Performance** > **Intra-Day** view now displays the correct data in scenarios where the user opens the **Performance** > **Intra-Day** view and navigates to a previous or future date, switches to another module, and then switches back to the **Intra-Day** view. Previously in this scenario, WFM correctly displayed the expected date in the **Performance** > **Intra-Day** view but incorrectly displayed data for the current date. (WFM-27092)

Now, when WFM has configured planning periods and the report wizard's "Planned period" check box is checked, WFM better handles data and generates the Weekly Schedule Report without displaying errors. Previously in this scenario, a `NullPointerException` error would sometimes occur. (WFM-26970)

WFM Web for Supervisors **Schedule** > **Intra-Day** view now selects the correct Performance data target while switching between views. (WFM-26963)

WFM Web for Supervisors' Agent Adherence Report now includes days with 100% adherence, when generating the report in .CSV format, the schedule duration for 100%-adherent days is clearly displayed, making the values in the report totals clearly understood. Previously, when selecting the .CSV format option, 100%-adherent days were excluded from the report and the values that made up the totals were unclear.

When the report is generated in non-CSV format, it includes 100%-adherent days, so there was no need to update or change it. (WFM-26957)

The Workforce Performance and Contact Center Performance reports, generated in .CSV format, now include a Date column for each record. The separate line for the date was removed.

To revert to the previous functionality, create the **[Reports]** LegacyPerformanceReports configuration option in the WFM Web Application and set the option value to `true`.

LegacyPerformanceReports
Type: Optional
Default values: `false`
Valid Values: `true`, `false`
Dependencies: None

Specifies whether or not the previous functionality is enabled for Performance reports. If this option value is set to `true`, the report presentation reverts to the old style, displaying the date in a separate band. If this option value is `false` (default), the report presentation style displays a Date column for each record. (WFM-26920)

Scenario names in the WFM Web Agent's **Bidding** module are now listed only once in the drop-down menu. Previously, the same scenario names were listed more than once in the menu. (WFM-26760)

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WFM Web now correctly shows the awarded Time-Off Rules setting as "For every 1 Year(s)" in all applicable views. Previously, WFM incorrectly displayed the awarded rules setting as "For every 1 Hour(s)". The existing or previous functionality has not changed, only the text. (WFM-26724)

Filtering by shift and meal times now works correctly in WFM Web Agent's **Bidding** view, if an agent selects a time zone other than the site's time zone in the **Configuration** > **My Settings** view. Previously in this scenario, filtering by overnight meal start time was not working. (WFM-26646)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.206.09.

Supported Languages

See Release 8.5.x Translation Support.