GENESYS™

Workforce Management Web

8.5.214.14

5/4/2025

8.5.214.14

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/19	General			X		X

Contents

What's New

This release includes the following new features and enhancements:

- WFM Web for Supervisors includes a redesigned Forecast module, enabling access to existing forecasting functionality and features, but with many user-friendly enhancements, wizards, and tools. Web for Supervisors (Classic) Forecast module is still supported and available.
    Note: The Forecast module is currently available only in English. (WFM-28004)

    - AI-powered Forecasting is introduced in the redesigned Forecast module, providing a sophisticated, automated build method that uses the best of best forecasting algorithms provided through Genesys hosted cloud infrastructure. For information about how to use this build method, see Building Volumes in the *Workforce Management Supervisor Help*.(WFM-28004)

- The *Workforce Management Supervisor Help* is a context-sensitive Help that describes the new Forecast interface, including topics that describe the Forecast Scenario and Master Forecast views, and procedures that describe forecasting tasks. The *Workforce Management Supervisors (Classic) Help* is still available. (WFM-29230)

- The **Overlays** view in the new WFM Web Forecast interface is enhanced, enabling supervisors to adjust **Spread over** distribution to 15 or 30 minutes (in addition to 60). (WFM-30236)

- The WFM Web **Log In** splash screen is updated, displaying the latest Genesys branding and logos. (WFM-31298)

- TLS 1.2 is supported to provide secure network connections between WFM applications, Genesys Management Framework, and third-party software. WFM supports configurations that use only FIPS 140-2-compliant algorithms in secure network connections. For more information about securing connections, see the *Workforce Management Adminstrator's Guide*. (WFM-30288)

- WFM Web now supports OpenJDK. The new WFM UI Launcher enables clients to run on OpenJDK 11, thereby removing the dependency on Oracle Java versions for which public updates are no longer available. See the Workforce Management page in the *Genesys Supported Operating Environment Reference Manual* for more detailed information and a list of all supported prerequisites. (WFM-31618)

- The WFM Web UI Launcher application can be downloaded from within WFM Web for Supervisors and after deployment, used as the default application to open `.wfm` files in the same session. For instructions on how to deploy the UI Launcher, see the *Workforce Management Web for Supervisors (Classic) Help*. (WFM-32259)

Helpful Links

Releases Info

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

Product Documentation

Workforce Management

Genesys Products

List of Release Notes

- WFM Web Supervisor's Forecast interface supports the following browsers:

  - Google Chrome 73.0 or later

  - Mozilla FireFox 60.5 or later

  See the Workforce Management page in the *Genesys Supported Operating Environment Reference Manual* for more detailed information and a list of all supported browsers. (WFM-30461)

- Discontinued support: Solaris operating system for WFM Web server components.

- The WFM Web Application has a new **[auth]** configuration section and option, and new options in the **[Functionality]** section:

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provider

Section: auth
Default Value: " "
Valid Values: " ", wfm
Changes Take Effect: After restart
Dependencies: See Important note in this option
Introduced: 8.5.214.14

Specifies the provider that performs authentication when users log in to WFM.

If this option value is set to:

- " " (empty string)—A legacy, WFM proprietary mechanism is used to authenticate user access to the WFM Web for Supervisors (Classic) interface.

- wfm—An internal WFM implementation of authentication is used to provide user access to the WFM Supervisor interface.

more...

NewSupervisor

Section: Functionality
Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: [auth] provider configuration
Introduced: 8.5.214.14

Specifies whether or not the **New UI** setting displays in the WFM Web for Supervisors (Classic) interface, providing user access to the latest Forecast user interface (UI).

If this option value is set to true, the **New UI** setting displays in the Supervisors (Classic) UI. If this option value is set to false, the **New UI** setting is not visible in the Supervisors (classic) UI.

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more...

ClassicAgent

Section: Functionality
Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: NewAgent
Introduced: 8.5.214.14

In coordination with the **NewAgent** option, specifies whether the Classic WFM Agent interface is available.

This option combines with the setting for the **NewAgent** option in the following ways:

- **NewAgent** = `true`, **ClassicAgent** = `false`

    - After an agent logs in, only the Agent UI is available. The option enabling agents to switch to the Classic UI is absent in the **Log off** drop-down menu.

- **NewAgent** = `false`, **ClassicAgent** = `false`

    - After an agent logs in, only the Agent UI is available. The option enabling agents to switch to the Classic UI is absent in the **Log off** drop-down menu.

- **NewAgent** = `false`, **ClassicAgent** = `true`

    - After an agent logs in, only the Classic Agent UI is available.

- **NewAgent** = `true`, **ClassicAgent** = `true`

    - After an agent logs in, the Agent UI opens but the option enabling agents to switch to the Classic UI is present in the **Log off** drop-down menu.

more...

Use the ClassicAgent option in conjunction with the NewAgent option to configure whether the Agent interface or the Classic Agent interface appears. You can adjust the option settings so that only the Agent interface or only the Classic Agent interface appears, with no option to switch, or set it so that the Agent interface appears but with an option in the **Log off** drop-down menu enabling agents to switch to the Classic Agent interface.
This functionality replaces the previous behavior, introduced in WFM Web for Agents release 8.5.205.07, in which the Agent interface always appeared when an agent logged in, but the **Classic Agent** option in the **Log off** drop-down menu enabled agents to switch to the Classic Agent interface at any time. (WFM-32285, WFM-31797)

Resolved Issues

This release contains the following resolved issues:

WFM Web's Java applet signing certificate signature includes a timestamp, meaning the code signature will not expire after the code signing certificate expires. Previously, there was no timestamp to indicate a certificate expiration date. Therefore, if the certificate expired, launching the Java applet resulted in error and/or warning messages. Tested and verified as of August 12, 2019. (WFM-32503)

WFM Web 8.5.214.14 build 2 (released 05/21/2019): The Back functionality on the **JavaHome Location** and **Ready to Install** windows in the installation Wizard for WFM Web has been corrected so that clicking the **Back** button now takes you to the previous Wizard window. Previously, it opened the **Ready To Install** window. (WFM-32441)

The values in WFM Web's Time-Off Balance and Time-Off Management reports are now the same. Previously, starting in 8.5.212.21, the balances differed by 1 minute due to the way in which WFM Web rounded off seconds in time-off balances (see resolved issue WFM-31516). (WFM-32201)

Buttons and check boxes in WFM Web for Agents are now labelled to support JAWS accessibility standards. Previously, some buttons and check boxes were not labelled and did not support JAWS. (WFM-31832)

Schedule State Groups (SSG) in WFM Web for Supervisors Classic UI now display in the correct time zone when a child activity (within a multi-site activity) is selected in the **Forecast** > **Shrinkage** view. (WFM-31631)

WFM Web now excludes duplicate information about selected activities from the Contact Center Performance report. Previously, if information about a selected activity was requested several times, WFM incorrectly included it several times in the report. (WFM-31513)

WFM Web for Supervisors **Schedule** > **Intra-Day** and **Schedule** > **Agent-Extended** views now show all scheduled items in the correct colors. Previously, if multiple instances of the **Schedule** views were open at the same time, some scheduled items displayed in the wrong colors. (WFM-30665)

WFM Web's Java client now uses the **Client/SOAPTimeout** property to set up the connection timeout to WFM Server. The timeout default value is 60 seconds. Previously, the Java client used the **AbstractTransportService** property that had the same connection timeout value, but was causing a *Read timed out* error when scrolling in the Web for Supervisors **Schedule** > **Intra-Day** view. (WFM-30405)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.14.

Supported Languages

See Release 8.5.x Translation Support.