Workforce Management Web

8.5.216.09

5/4/2025

8.5.216.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/31/20	General			X		X

Contents

What's New

This release contains the following new features and enhancements:

- The WFM Web for Agents UI now supports W3C/WCAG 2.1 Accessibility (Level – A) recommendations for users with physical limitations. (WFM-33037, WFM-33036)

Resolved Issues

This release contains the following resolved issues:

In the latest Web for Supervisors **Forecast** > **Scenarios** and **Master Forecast** > **Overlays** and > **Templates** views, when a session times out, the message *You have been logged out. Log in to resume the session.* now displays with the correct link. Previously, the link was incorrect. (WFM-33030)

The latest Web for Supervisors **Forecast** UI now correctly displays dates and times for the locale selected in the browser settings. Previously, WFM failed to apply the localization settings for the selected locale and incorrectly used the default localization settings. (WFM-33028)

In the latest Web for Supervisors **Forecast** UI, when setting the properties for Overlay Events, users can now enter negative values in the **Strength** setting. Previously, WFM did not accept negative values in this setting. (WFM-33026)

In the latest Web for Supervisors **Forecast** UI, **Activity** trees are now collapsed by default, and only expand when users click business units or sites in the tree. Previously, WFM loaded the activities data before the first rendering, causing the display of activities to be delayed. (WFM-33023)

In the latest WFM Web for Supervisors **Forecast** > **Scenarios** > **Remove activity** dialog, all activities now display in the **Activities** tree if the number of activities in the scenario is greater than 100. Previously in this scenario, some activities were not displayed. (WFM-33003)

In the latest WFM Web for Supervisors **Forecast** > **Scenarios** > **Add activity** dialog, all activities now display in the **Activities** tree if the number of activities is greater than 100. Previously in this scenario, some activities were not displayed. (WFM-33002)

Helpful Links

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In the latest WFM Web for Supervisors **Forecast** > **New Template** and **New Overlay** dialogs, all activities now display in the **Activities** tree if the number of activities within a site is greater than 100. Previously in this scenario, some activities were not displayed. (WFM-33001)

In the latest WFM Web for Supervisors **Forecast** > **Overlays** view, users can now scroll in the selected Overlay's **Impacted activities** tab if the number of activities is greater than 100. (WFM-33000)

In the latest Web for Supervisors **Forecast** dialogs, all sites now display in the **Activities** tree if the number of sites is greater than 100. Previously in this scenario, some sites were not displayed. (WFM-32993)

The Dark mode theme setting now works correctly in both the Web for Supervisors and Web for Agents (Classic). Previously, the Cookie data in the browser expired on Sat, Feb 01 00:00:00 UTC 2020, causing the Dark mode theme to stop working.

To restore this functionality, reset the Dark mode theme. (WFM-32981)

WFM Web now correctly displays the value in the **Number of hours earned** field after creating or updating time-off rules. Previously, WFM sometimes incorrectly rounded off the value, decreasing it by one minute after the time-off rule was saved. (WFM-32979)

Changing the time zone in Web for Agents (Classic) now affects only the logged-in agent who makes the change. Previously, changing the time zone affected the agent who made the change and other agents. (WFM-32978)

Unauthorized users can no longer download the `wfm.jnlp` and `start.wfm` files using a direct download link. Now, unauthorized users will be directed to the **Log in** page. (WFM-32969)

WFM now reads the **SOAPTimeout** option. Previously, the **SOAPTimeout** option value was ignored if the connection between WFM Web server (Tomcat) and WFM Web client (Web for Supervisors Java-based views) was over HTTPS. (WFM-32958)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.09.