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Workforce Management Web

8.5.217.22

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Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/11/20	Update			X		X

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What's New

This release contains the following new features and enhancements:

- When filtering a list of agents in the the **Schedule > Other Schedule, Schedule > Create Trade proposal**, and **Trading > Trades** views, agents now see the following results:
 - If they select **Primary activities only**, the filter results show agents whose activities match all of their primary activities.
 - If they select **Primary or secondary activities**, the filter results show agents who have at least one activity that matches their primary or secondary activity.

As a prerequisite for this feature, the [auth] provider option must be configured in the WFM Web, Server, Builder, and Data Aggregator Applications. See important [Upgrade Notes](#) below. (WFM-33394)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Workforce Managment](#)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

[WFM Server 8.5.217.08](#) or later is required for this improvement to work.

Supported Languages

See [Release 8.5.x Translation Support](#).