

GENESYS

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Workforce Management Web

8.5.218.11

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Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/18/21	General			X			X

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What's New

This release contains the following new features and enhancements:

- Supervisors can now be granted the following privileges under Configuration > Agents in the Web for Supervisors Role Privileges view:
 - Read
 - Allow Move
 - Edit Properties
 - Edit Activities
 - Edit Contracts & Rotating Patterns
 - Edit Time Off
 - Edit Time-Off Bonuses

Helpful Links

Releases Info

- List of 8.5.x Releases
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Product Documentation

Workforce Managment

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List of Release Notes

Read more about his new feature in Configuration Role Privileges in the WFM Web for Supervisors (Classic) Help.

See also, Upgrade Notes below. (WFM-33333)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

WFM Server 8.5.218.05 or later and WFM Database Utility 8.5.218.04 or later are required to support this feature.