GENESYS™

Workforce Management Web

8.5.219.58

5/4/2025

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Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/21/22	Update			X			X

Contents

What's New

This release contains the following new features and enhancements:

- **Intra-day Schedule Rebuild Wizard** now allows the user to select multiple days (within 2-weeks date range) and rebuild schedules for the selected date(s) instead of rebuilding schedules for only one day. As part of this feature, the following changes are made:

  - The **Date selector** now displays 3 calendars for a wide range of date selection.

  - The **Start from** field now applies the starting time to all the date(s) selected in the schedule. For more details, see Select Options. (WFM-32999)

> **Important**
>
> This feature requires the deployment of the following WFM components: WFM Builder 8.5.219.07 (or later)

- A new configuration option, SaveAsynchronously, is added in the [**AgentSchedule**] section of WFM Web to control the use of the **asynchronous API** when saving agent schedules. The default value is set to TRUE, meaning, the **asynchronous API** is used by default. (WFM-36544)

- You can now delete the **Default forecasting objectives** settings for activities if its settings were once done by using the new **Delete** button. (WFM-36418)

- Day off is now displayed as **Day off** in the **Agent > Bidding** view. Previously it was displayed as 12:00 AM - +12:00 AM. (WFM-36311)

- The **localizator.bat** tool now includes a new argument, `-l` (language) that works with multiple languages. By default, the `-l` argument isn't set, hence the tool extracts, or updates the ENU files. If you would like to apply `-l` for other languages, use the argument as shown in the following example:

  - Command to extract DEU files: `localization.bat -l DEU -x`

  - Command to update FCR (France Canada) files: `localization.bat -l FRC -u` (WFM-36000)

Helpful Links

Releases Info

- List of 8.5.x Releases
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Product Documentation

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Resolved Issues

This release contains the following resolved issues:

The process of saving agent schedules is now improved. Previously, an error occurred occasionally while saving agent schedules using the asynchronous API. (WFM-36513)

Intra-day Re-optimization wizard now displays only the needed sites in the **Activities** tree when the user selects sites in the **Agents** tree. Previously, the **Activities** tree displayed more sites than required. (WFM-36451)

In the Supervisor login, on the **Forecast Scenario > Staffing Build Wizard > Select activities** window, the keyboard navigation for selecting activities from the activity tree now works correctly. (WFM-36417)

The default value 0 (zero) is now saved for the **Default forecasting objectives > IOT** field for the requested Activity. Previously, in this scenario, the blank value was saved instead of the default value. (WFM-36415)

In the Supervisor login, on the **Forecast Scenario>Staffing Build wizard** window, when the **Indirectly Occupied Time (IOT)** value is not set whereas the other **Default forecasting objectives** are set, the IOT value is now correctly saved as 0 (default value), and other fields are saved with their values. (WFM-36414)

WFM Web now displays the available WFM Builders in the **Configuration > Users** module if the current user has the WFM privilege, **Access Backend Configuration**. Previously, the list of available WFM Builders could be empty if the user selected in the **Users** grid did not have access to view the WFM Builder applications, regardless of whether they had the required privilege. (WFM-35986), (WFM-36061)

The **Activities** tree performance is now improved in the WFM Web New UI. The tree now updates its state more efficiently to reduce the number of items being redrawn. (WFM-33147)

WFM Web now displays the correct alert message when a user does not have permission to delete a scenario tries to delete it. (WFM-35475)

The Java portion of the WFM Web code base no longer uses the outdated SHA-1 signature algorithm and now runs inside a web browser without any errors. Previously, an error occurred when a user tried to open any part of WFM Web, utilizing Java code, in a browser. (WFM-36482, PCD-144279)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.58.