Workforce Management Web

Release Notes 8.5.x

3/13/2025

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Workforce Management Web 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Workforce Management Web. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.220.37	02/05/25	Update			X		X
8.5.220.31	10/10/24	Update			X		X
8.5.220.29	08/27/24	Update			X		X
8.5.220.28	08/19/24	Update			X		X
8.5.220.22	05/22/24	Update			X		X
8.5.220.20	03/15/24	Update			X		X
8.5.220.15	01/22/24	Update			X		X
8.5.220.09	11/21/23	Update			X		X
8.5.220.07	11/03/23	Update			X		X
8.5.220.04	09/08/23	General			X		X
8.5.219.77	06/26/23	Update			X		X
8.5.219.75	06/07/23	Update			X		X
8.5.219.72	05/05/23	Update			X		X
8.5.219.71	03/24/23	Update			X		X
8.5.219.66	02/17/23	Update			X		X
8.5.219.65	01/27/23	Update			X		X
8.5.219.64	01/17/23	Update			X		X
8.5.219.62	12/22/22	Update			X		X
8.5.219.58	12/21/22	Update			X		X
8.5.219.52	10/04/22	Update			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.219.49	09/16/22	Update			X		X
8.5.219.45	08/04/22	Update			X		X
8.5.219.40	07/11/22	Update			X		X
8.5.219.33	06/16/22	Update			X		X
8.5.219.30	05/27/22	Update			X		X
8.5.219.20		General					X
8.5.219.17	04/05/22	Update			X		X
8.5.219.08	02/09/22	General			X		X
8.5.218.56	04/20/22	Update			X		X
8.5.218.55	04/09/22	Update			X		X
8.5.218.54	12/13/21	Update			X		X
8.5.218.50	10/27/21	Update			X		X
8.5.218.49	10/13/21	Update			X		X
8.5.218.47	09/28/21	Update			X		X
8.5.218.43	08/30/21	Update			X		X
8.5.218.42	08/18/21	Update			X		X
8.5.218.40	07/21/21	Update			X		X
8.5.218.39	07/15/21	Update			X		X
8.5.218.35	06/08/21	Update	Unavailable		X		X
8.5.218.31	05/26/21	Update			X		X
8.5.218.29	05/12/21	Update			X		X
8.5.218.26	04/26/21	Update			X		X
8.5.218.25	04/12/21	Update			X		X
8.5.218.20	03/17/21	Update			X		X
8.5.218.16	02/17/21	Update			X		X
8.5.218.15	09/22/21	General			X		X
8.5.218.12	02/03/21	Update			X		X
8.5.218.11	01/18/21	General			X		X
8.5.218.07	12/17/20	General			X		X
8.5.218.03	11/20/20	General			X		X
8.5.217.22	11/11/20	Update			X		X
8.5.217.18	10/19/20	Update			X		X
8.5.217.16	09/14/20	Update			X		X
8.5.217.13	08/10/20	Update			X		X
8.5.217.09	07/29/20	Update			X		X
8.5.217.07	07/21/20	General			X		X
8.5.217.04	07/01/20	General			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.216.12	04/09/22	Update			X		X
8.5.216.11	04/28/20	Update			X		X
8.5.216.09	03/31/20	General			X		X
8.5.216.06	02/28/20	General			X		X
8.5.215.11	02/27/20	Hot Fix			X		X
8.5.215.09	02/05/20	General			X		X
8.5.215.07	11/26/19	General			X		X
8.5.215.05	11/07/19	General			X		X
8.5.215.03	08/15/19	General			X		X
8.5.214.20	07/12/19	Update			X		X
8.5.214.15	05/31/19	Update			X		X
8.5.214.14	05/08/19	General			X		X
8.5.212.22	05/08/19	Hot Fix			X	X	X
8.5.212.21	02/13/19	Update			X	X	X
8.5.212.15	12/28/18	Update			X	X	X
8.5.211.07	05/16/19	Update			X	X	X
8.5.211.06	09/21/18	Update			X	X	X
8.5.211.05	08/02/18	Update			X	X	X
8.5.211.02	06/29/18	Update			X	X	X
8.5.211.00	05/25/18	Update			X	X	X
8.5.210.05	03/16/18	Update			X	X	X
8.5.210.04	03/09/18	Hot Fix			X	X	X
8.5.210.02	12/22/17	General			X	X	X
8.5.209.06	02/21/18	Hot Fix			X	X	X
8.5.209.05	10/30/17	General			X	X	X
8.5.208.06	09/22/17	General			X	X	X
8.5.207.10	06/27/17	General			X	X	X
8.5.206.09	03/28/17	General			X	X	X
8.5.205.09	01/12/17	Hot Fix			X	X	X
8.5.205.07	12/22/16	General			X	X	X
8.5.204.09	10/14/16	General			X	X	X
8.5.203.08	07/29/16	General			X	X	X
8.5.202.10	06/21/16	Hot Fix			X	X	X
8.5.202.09	04/29/16	General			X	X	X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.101.32	04/11/22	Hot Fix		X	X	X	X
8.5.101.31	03/30/17	Hot Fix		X	X	X	X
8.5.101.30	01/10/17	Hot Fix		X	X	X	X
8.5.101.29	08/09/16	Hot Fix		X	X	X	X
8.5.101.28	07/29/16	Hot Fix		X	X	X	X
8.5.101.27	06/16/16	Hot Fix		X	X	X	X
8.5.101.23	01/28/16	Hot Fix		X	X	X	X
8.5.101.22	12/23/15	Hot Fix		X	X	X	X
8.5.101.18	12/11/15	Hot Fix		X	X	X	X
8.5.101.14	11/20/15	Hot Fix		X	X	X	X
8.5.101.13	10/28/15	Hot Fix		X	X	X	X
8.5.101.11	10/13/15	Hot Fix		X	X	X	X
8.5.101.10	08/18/15	Hot Fix		X	X	X	X
8.5.101.09	07/31/15	General		X	X	X	X
8.5.100.22	03/16/15	General		X	X	X	X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.003.22	05/08/19	Hot Fix		X	X	X	X
8.5.003.21	06/21/16	Hot Fix		X	X	X	X
8.5.003.20	01/20/16	Hot Fix		X	X	X	X
8.5.003.19	12/07/15	Hot Fix		X	X	X	X
8.5.003.17	09/17/15	Hot Fix		X	X	X	X
8.5.003.16	07/16/15	Hot Fix		X	X	X	X
8.5.003.11	06/10/15	Hot Fix		X	X	X	X
8.5.003.05	03/16/15	Hot Fix		X	X	X	X
8.5.003.04	12/15/14	General		X	X	X	X
8.5.001.11	09/26/14	General		X	X	X	X
8.5.000.09	06/27/14	General		X	X	X	X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the Workforce Management page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Workforce Management Web, see the 8.1 Release Note

(Cumulative).

Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

- Discontinued for WFM Web server component:
    - Java 7

Discontinued as of	Date: **12/28/18**	Release: **8.5.212.15**

- Discontinued for WFM Web server component:
    - Solaris OS platform

Discontinued as of	Date: **05/08/19**	Release: **8.5.214.14**

- Discontinued for WFM server components:
    - WFM 32-bit executables
    - Windows 2008, 32-bit
    - Windows 2008, 64-bit compatibility mode
    - Windows 7
- IBM AIX platform (all versions)
- Platforms for WFM Web Applications (Agents and Supervisors): Windows Vista, 32-bit

Discontinued as of	Date: **04/29/16**	Release: **8.5.202.09**

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Workforce Management Web, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about Workforce Management Web, see the following documentation:

- The documentation related to this software is available from the Workforce Management product page.

- The *Workforce Management Administrator's Guide* introduces the product, presents its architecture, offers deployment-planning recommendations and considerations, explains how to configure and install the WFM 8.1 components, explains how to start and stop all components, explains how to use the WFM Database Utility, provides troubleshooting suggestions, and includes a list of WFM-specific terms and their definitions.

- The *Workforce Management Web for Supervisors Help* explains how to use the Supervisors web interface to create forecasts and schedules, make schedule and staffing changes, and to track Agent real-time adherence and contact center performance. WFM Web for Supervisors also contains the WFM reporting functions.

- The *Workforce Management Agent Help* explains how to use the Agents web interface to check agent schedules, request time off and working hours, adjust other preferences, and make schedule trades with other agents.

- The *Workforce Management ETL Database Reference* explains how to use the Extract, Transform, and Load (ETL) schema to enable Genesys Interactive Insights and other third party reporting applications to design and create custom reports, by using Genesys Workforce Management data.

- The *Workforce Management Options Reference* contains a complete list of WFM configuration options, descriptions, and instructions for use.

- The Workforce Management page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Workforce Management components.

Release Notes for other Genesys components are available here.

Translation Support

Workforce Management Web

This page summarizes translation support for 8.5.x releases of Workforce Management Web for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 8.5.x releases, see Available Releases.

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (*) next to a release number of a Language Pack indicates that special considerations for this release are described in the Internationalization Issues section in Known Issues and Recommendations.

> ## Important
>
> Workforce Management Web 8.5.219.x releases require Language Packs of version 8.5.219.x. Previous versions of Language Packs (e.g. 8.5.218.xx) are supported only by the previous Workforce Management Web streams.

Release 8.5.2 Translation Support

The following table indicates translation support for particular 8.5.2 releases of Workforce Management Web.

Language	English (US) Release														8.5.206.09 8.5.205.07 HF	8.5.206.09 8.5.205.07 HF			
Arabic (Saudi Arabia)	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.03	Not Available
Chinese (Simplified)	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.282.00* 8.5.211.00	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.02	8.5.203.02	Not Available
Chinese (Traditional)	8.5.219.67	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.03	Not Available
Czech	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.01	Not Available
French	8.5.219.66	8.5.219.04	Not	8.5.217.22	8.5.284.00 8.5.211.00	8.5.285.12 8.5.203.07	8.5.206.00	Not	8.5.203.02									

(Canada)	Available	Available	Available	Available		Available		Available	Available	Available	Available
French (France)	Not Available	8.5.219.21	Not Available	Not Available	8.5.234.02	8.5.228.02	8.5.212.00	Not Available	Not Available	Not Available	8.5.203.03 Not Available
German (Germany)	Not Available	8.5.219.00	8.5.216.15	8.5.216.04	8.5.212.01	8.5.207.00	*8.5.205.26	8.5.205.00	8.5.203.00
Italian	Not Available							8.5.207.00	8.5.205.26	8.5.206.00	8.5.205.00	8.5.203.00
Japanese	Not Available							8.5.207.00			8.5.203.03
Korean	Not Available										8.5.203.02
Portuguese (Brazilian)	Not Available										8.5.203.02
Russian	Not Available			8.5.216.04	8.5.212.00						8.5.203.02
Spanish (Latin America/ Mexico)	Not Available	8.5.219.02	8.5.218.41		8.5.212.00						8.5.203.03
Turkish	8.5.219.66	Not Available									8.5.203.02

Release 8.5.1 Translation Support

The following table indicates translation support for particular 8.5.1 releases of Workforce Management Web.

Language	English (US) Release
8.5.100.22	
Arabic (Saudi Arabia)	8.5.100.00
Chinese (Simplified)	8.5.100.00
Chinese (Traditional)	8.5.100.00
Czech	8.5.100.00
French (Canada)	8.5.100.00
French (France)	8.5.100.00
German (Germany)	8.5.100.00
Italian	8.5.100.00
Japanese	8.5.100.00
Korean	8.5.100.00
Portuguese (Brazilian)	8.5.100.00
Russian	8.5.100.00
Spanish (Latin America/Mexico)	8.5.100.00
Turkish	8.5.100.00

Release 8.5.0 Translation Support

The following table indicates translation support for particular 8.5.0 releases of Workforce Management Web.

Language	English (US) Release	
8.5.000.09 HF	**8.5.000.09**	
Arabic (Saudi Arabia)	8.5.000.01	Not Available
Chinese (Simplified)	8.5.000.02	8.5.000.01
Czech	8.5.000.01	Not Available
French (Canada)	8.5.000.00	Not Available
French (France)	8.5.000.02	8.5.000.01
German (Germany)	8.5.000.01	8.5.000.00
Italian	8.5.000.02	8.5.000.01
Korean	8.5.000.02	Not Available
Portuguese (Brazilian)	8.5.000.01	8.5.000.00
Russian	8.5.000.02	Not Available
Spanish (Latin America/Mexico)	8.5.000.01	Not Available
Turkish	8.5.000.00	Not Available

Known Issues and Recommendations

Workforce Management Web

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workforce Management Web. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

When agents create, delete, or update items in the Time Off module in Classic UI, the corresponding notification appears only if the agent navigates to another module and returns back to the Time Off module.

ID: **WFM-37688**	Found In: **8.5.220.37**	Fixed In:

In Schedule>Intra-Day view, the same values are presented differently in performance table when screen scale is set to 150%.

ID: **WFM-37613**	Found In: **8.5.220.31**	Fixed In:

In WFM Web for Supervisors, in the **Calendar** view, the existing values in **Max. % Agents** column disappear from the **Time-Off Limits** table when only **Max. Agents** column values are set through the **Set Values** wizard. The values are not actually removed and appear as expected after the changes are saved or discarded.

ID: **WFM-37541**	Found In: **8.5.220.29**	Fixed In: **8.5.220.31**

The **Additionally filter agents by contracts** feature in the **New Schedule Scenario Wizard** doesn't work correctly if agent has several contracts assigned and if one of the contracts does not have an end date set. In such scenarios, the agent is incorrectly presented in the list when his current contract is unchecked. Issue appears when scenario is created based on Master Schedule.

ID: **WFM-37607**	Found In: **8.5.220.28**	Fixed In: **8.5.220.37**

In WFM Web for Agents, an error appears in **Configuration** > **Browse Shared Transport** view, when attempting to leave shared transport.

| ID: **WFM-37505** | Found In: **8.5.220.22** | Fixed In: **8.5.220.31** |

In WFM Web for Supervisors, an error appears in **Policies** > **Shifts** view when trying to delete a break or meal object.

| ID: **WFM-37500** | Found In: **8.5.220.22** | Fixed In: **8.5.220.28** |

In WFM Web for Supervisors in Policies > Marked Times view, the confirmation dialog about unsaved changes does not appear when the user modifies the "Special uses" option and then exits the item edit view.

| ID: **WFM-37499** | Found In: **8.5.220.22** | Fixed In: **8.5.220.31** |

In the WFM New UI, the graphs in Forecast > Templates do not fit inside the graph view when zooming in.

| ID: **WFM-37615** | Found In: **8.5.220.20** | Fixed In: |

In WFM Web New UI, forecast templates are stored in the database with a time zone that differs from the Site / BU time zone, potentially leading to incorrect behavior when applying the template.

| ID: **WFM-37381** | Found In: **8.5.220.09** | Fixed In: **8.5.220.22** |

Time zone selection control is missing in report generation wizard under Date Range screen. It is happening when IANA time zones DB on Java client side is older than the one that WFM Server using. Workaround to this issue would be setting option tz_mode to posix. It will force WFM Web do not use the built-in Java API for the IANA time zones (which cause exception) and instead it will use the time zone information returned by the WFM Server to calculate DST times.

| ID: **WFM-37152** | Found In: **8.5.220.07** | Fixed In: **8.5.220.20** |

Time Off view in Classic UI shows error if there is a time off bidding period configured with time zone set to "America/Ciudad_Juarez (GMT-7)

| ID: **WFM-36875** | Found In: **8.5.220.07** | Fixed In: **8.5.220.09** |

While working with `Intra-day Schedule` rebuild wizard, it is not possible to select agents under Sites, as they are missing in object selection tree.

| ID: **WFM-37099** | Found In: **8.5.220.04** | Fixed In: **8.5.220.09** |

Application error appears in Intra-day Schedule Rebuild Wizard when trying to rebuild with "Additionally filter agents by contracts" setting checked.

| ID: **WFM-36906** | Found In: **8.5.219.74** | Fixed In: **8.5.220.15** |

Users with their time zone set to `America/Ciudad_Juarez` are unable log in to WFM Web UI. The *Unknown time-zone ID* error message is displayed. This issue exists in environments where SOAP API is used to authenticate WFM users (the `[auth]` section is absent in the application options).

| ID: **WFM-36794** | Found In: **8.5.219.71** | Fixed In: **8.5.220.07** |

An error occurs when using the Schedule Intra-Day and Agent-Extended views in WFM Web, if the America/Ciudad_Juarez IANA time zone is used in business unit/site configuration or is selected in Time Zone control.

| ID: **WFM-36762** | Found In: **8.5.219.71** | Fixed In: **8.5.220.07** |

WFM Web New UI does not support the America/Ciudad_Juarez IANA time zone.

| ID: **WFM-36761** | Found In: **8.5.219.71** | Fixed In: **8.5.219.75** |

Setting the **SaveAsynchronously** option to `false` to save agent schedules using the non-asynchronous API does not work if the Java module was opened in the browser when the plug-in was used.

| ID: **WFM-36735** | Found In: **8.5.219.66** | Fixed In: **8.5.219.71** |

Login and password parameters are sent unencrypted over the network.

| ID: **WFM-36679** | Found In: **8.5.219.65** | Fixed In: **8.5.219.72** |

Impossible to request a time off in Classic UI for Agents due to application error.

| ID: **WFM-36690** | Found In: **8.5.219.64** | Fixed In: **8.5.219.72** |

An error occurs when users try to expand or check a team node in the Available Agents tree of the Reports Scheduler task creation wizard.

| ID: **WFM-36681** | Found In: **8.5.219.62** | Fixed In: **8.5.219.66** |

An error occurs when users try to expand or check a team node in the Available Agents tree in the report creation wizard.

| ID: **WFM-36653** | Found In: **8.5.219.62** | Fixed In: **8.5.219.65** |

The argument `-l` (language) in the **localizator.bat** tool failed to execute if the argument is passed in the order as mentioned in **USAGE**, for example, `localization -x -l DEU, localization -u -l DEU`

Workaround: Pass the argument in the order given in the following example:
`localization -l DEU -x`

```
localization -l DEU -u
```

ID: **WFM-36612**	Found In: **8.5.219.58**	Fixed In:

The Java portion of the WFM Web code base is signed and timestamped using the Timestamp Digest Algorithm: SHA-1. This prevents it from running in web browsers or with Java Web Start.

Workaround: To resolve the issue, clear the Java cache on the host, restart the browser, and then open WFM Web.

ID: **WFM-36482**	Found In: **8.5.219.52**	Fixed In: **8.5.219.58**

In some cases WFM client might incorrectly use a font that doesn't support the Unicode characters which leads to discrepancies in display.

ID: **WFM-36507**	Found In: **8.5.219.49**	Fixed In: **8.5.219.72**

WFM Web adds new **Calendar Items** to agents which were not selected in the **Add Calendar Item** wizard. This issue occurs when the user chooses to override warnings in the **Review calendar messages** dialog and proceeds adding **Calendar Items**.

ID: **WFM-36642**	Found In: **8.5.219.45**	Fixed In: **8.5.219.66**

The text of messages displayed in the WFM Web user interface may contain unexpected characters.

ID: **WFM-35291**	Found In: **8.5.219.08**	Fixed In: **8.5.219.17**

When you open WFM Web and navigate to a Java-based module, the user interface sometimes displays a 'Please log in again' error message.

Workaround: To resolve the issue, clear the Java cache on the host, restart the browser, and then open WFM Web.

ID: **WFM-35658**	Found In: **8.5.218.55**	Fixed In: **8.5.218.56**

In the **Forecast > New Scenario** wizard within the new UI, the request to create a scenario could be sent before the data about the required activities was loaded, and as a result not all activities were added to the created scenario.

ID: **WFM-35297**	Found In: **8.5.218.54**	Fixed In: **8.5.219.71**

When using the **Edit Multiple Wizard** in **Schedules** views and modifying the duration of paid schedule states (Exceptions, Time-Off items, Meals, or Breaks), the agent's daily paid hours are incorrectly modified by the same number of minutes as the change being made.

ID: **WFM-33556**	Found In: **8.5.218.07**	Fixed In: **8.5.218.16**

WFM Web reruns the one-time report generation task if the report has been deleted by user in the **Generated Reports view** within 30-minutes after the scheduled report generation time.

Workaround: Remove the one-time report generation task once the report is deleted.

| ID: **WFM-35458** | Found In: **8.5.218.01** | Fixed In: **8.5.219.66** |

In the WFM Web for Supervisors Classic **Schedule** > **State Group Totals** view, when the **Select agents to view their Intra-Day schedule** dialog opens, WFM incorrectly disregards the NameOrder configuration option value and agent names are not in the same Name order (first/last name) as they are in the **Objects** pane, as expected.

| ID: **WFM-33305** | Found In: **8.5.217.13** | Fixed In: **8.5.217.16** |

If the number of activities is greater than 500, many views in the latest Web for Supervisors Forecast UI are displaying performance delays when changes are being updated in the **Activities** tree.

| ID: **WFM-33147** | Found In: **8.5.216.11** | Fixed In: **8.5.219.58** |

In the latest Web for Supervisors **Forecast** UI, when creating forecast scenarios and selecting or deselecting multi-site activities (MSA) in the tree, the associated child activities are not selected/deselected automatically.

Workaround: To temporarily resolve this issue, check or uncheck the associated child activities manually.

| ID: **WFM-33077** | Found In: **8.5.216.09** | Fixed In: **8.5.216.11** |

In latest Web for Supervisors **Forecast** > **Scenarios** view, WFM sometimes displays new comments with incorrect dates, either one day earlier or later.

| ID: **WFM-33076** | Found In: **8.5.216.09** | Fixed In: **8.5.216.11** |

In the latest Web for Supervisors **Forecast** UI, after the user changes and saves the time zone in **User settings**, a page refresh causes the changes to be lost.

| ID: **WFM-33072** | Found In: **8.5.216.09** | Fixed In: |

In the latest Web for Supervisors **Forecast** UI, when the user creates forecast scenarios using the **Create based on** option, activities that were checked in the original scenario are not checked in the proposed **Activities** tree automatically, as expected.

Workaround: Manually check the activities in the tree and copy data from the original scenario into the new one.

| ID: **WFM-33071** | Found In: **8.5.216.09** | Fixed In: **8.5.216.11** |

In latest Web for Supervisors **Forecast** > **Scenarios** view, WFM incorrectly displays comments for

the selected week, based on the default week start day, causing some comments to be displayed in the wrong week. Comments should be based on the business unit week start day. (WFM-33034)

| ID: **WFM-33034** | Found In: **8.5.216.09** | Fixed In: **8.5.216.11** |

In the latest Web for Supervisors **Forecast** UI, when activities are added to Scenarios in the Classic **Forecast** UI, they do not display after switching to the latest Forecast UI.

Workaround: Log out of WFM and then, log in again. Switch to the latest Forecast UI and all activities display as expected.

| ID: **WFM-33027** | Found In: **8.5.216.09** | Fixed In: **8.5.216.11** |

An issue exists where comments that are added and saved in the classic Web for Supervisors **Forecast** > **Scenarios** view are not visible in the latest **Forecast** > **Scenarios** view.

| ID: **WFM-33025** | Found In: **8.5.216.09** | Fixed In: **8.5.216.11** |

In the latest WFM Web for Supervisors **Forecast** > **Scenarios** > **Remove activity** dialog, some activities are not displaying in the Activities tree if the number of activities in the scenario is greater than 100.

| ID: **WFM-33003** | Found In: **8.5.216.06** | Fixed In: **8.5.216.09** |

In the latest WFM Web for Supervisors **Forecast** > **Scenarios** > **Add activity** dialog, some activities are not displaying in the Activities tree if the number of activities is greater than 100.

| ID: **WFM-33002** | Found In: **8.5.216.06** | Fixed In: **8.5.216.09** |

In the latest WFM Web for Supervisors **Forecast** > **New Template** and **New Overlay** dialogs, some activities are not displaying in the Activities tree if the number of activities within a site is greater than 100.

| ID: **WFM-33001** | Found In: **8.5.216.06** | Fixed In: **8.5.216.09** |

In the latest WFM Web for Supervisors Forecast dialogs, some sites are not displaying in the Activities tree if the number of sites is greater than 100.

| ID: **WFM-32993** | Found In: **8.5.216.06** | Fixed In: **8.5.216.09** |

In the latest WFM Web for Supervisors Forecast > **Overlays** view, users are unable to scroll in the selected overlay's **Impacted activities** tab if the number of activities is greater than 100.

| ID: **WFM-33000** | Found In: **8.5.215.11** | Fixed In: **8.5.216.09** |

A known issue exists where the WFM Web Supervisor user interface (UI) redirects users to an

incorrect URL when attempting to open the Supervisor UI from the Supervisor Classic UI. This occurs in environments where WFM Web Applications are renamed to something, other than the default /wfm—for example, in multilingual installations that require several instances of WFM Web running a single instance of Tomcat.

Workaround: To resolve this issue, deploy separate instances of Tomcat for each instance of WFM Web, using different ports and setting each with the default Application name /wfm.

ID: **WFM-32475**	Found In: **8.5.214.14**	Fixed In: **8.5.215.03**

If the following values are set for the WFM Web **[Functionality] NewAgent** and **[Functionality] ClassicAgent** configuration options, the message An unexpected issue…access denied error appears after you log into WFM Web:

- NewAgent = false
- ClassicAgent = false

ID: **WFM-32453**	Found In: **8.5.214.14**	Fixed In: **8.5.214.15**

A known issues exists where the WFM UI Launcher and WFM Client cannot connect to Tomcat when the client uses a self-signed certificate and Tomcat requires the client certificate (**certificateVerification**=required).

ID: **WFM-32404**	Found In: **8.5.214.09**	Fixed In:

In Web for Supervisors new **Forecast** > **Templates** view, creating templates containing values that have 9 digits before the decimal point and 2 after (for example, 123456789.12) causes the application to noticeably slow down.

ID: **WFM-32235**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast** > **Templates** view, when using Mozilla FireFox browser, clicking the down arrow causes the last cell in the row to be only partially visible.

Workaround—To resolve this issue, use the scroll bar to adjust the grid position.

ID: **WFM-32211**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast Scenarios**, the **Paste** button is incorrectly enabled after selecting an activity, whereas it should be enabled only after selecting cells in the grid into which data will be pasted.

ID: **WFM-32206**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast Scenarios**, the **Copy** and **Paste** buttons incorrectly become enabled in the **Shrinkage** view after changing the Schedule State Group, whereas they should be disabled.

ID: **WFM-32204**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast** module, when network issues occur while deleting a comment the deletion spinner incorrectly continues to run. WFM should display an error message in this situation.

Workaround—To temporarily resolve this issue, refresh the page.

ID: **WFM-32189**	Found In: **8.5.214.00**	Fixed In:

When using FireFox browser, in Web for Supervisors new **Forecast** > **Overlays** view, after double-clicking a cell to edit it, using the UP arrow key on the keyboard does not move the cursor, as expected.

Workaround—To temporarily resolve this issue, use the left or right arrow key to move the cursor to the start or end of the cell's content.

ID: **WFM-32186**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast** > **Overlays** view, when deleting an overlay after making unsaved changes in the **Impacted activities** tab, by clicking **Discard** in the confirmation dialog, **Save** and **Cancel** in the **Impacted activities** tab incorrectly remain enabled.

Workaround—To temporarily resolve this issue, either select another business unit or site, or refresh the page.

ID: **WFM-32185**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast** > **Overlays** and > **Templates** Distribution grids, when single-click editing, WFM incorrectly allows users to enter a special character (invalid value) as the first character in a cell.

Workaround—To temporarily resolve this issue, either delete the special character and start typing a number or double-click the cell to ensure WFM does not accept invalid values.

ID: **WFM-32183**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast** module, if after editing a comment with more than three lines of text there are less than three lines of text, the **More...** link incorrectly continues to display and clicking the link displays an empty space.

ID: **WFM-32171**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast Scenarios** and **Master Forecast**, Schedule State Groups in the **Shrinkage** view that have very long names might not fit in to the toolbar row.

Workaround—To avoid this issue, use Schedule State Groups with shorter names.

ID: **WFM-32104**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast** module, after changing the locale in the browser, the **Date** field does not display the entire date for languages with translations that have more characters than English dates. Date fields in the following dialogs and wizards are affected by this issue:

- **Build Volumes**
- **Adjust Volumes**
- **Split Volumes**
- **Publish/Extract**
- **Cleanup**

Workaround—To temporarily resolve this issue, click the **Calendar** drop-down menu or click the date field (as if you are editing it) to see the full text.

ID: **WFM-32100**	Found In: **8.5.214.00**	Fixed In: **8.5.216.11**

In Web for Supervisors new **Forecast** module, when adding activities to a scenario, the **Add Activities** dialog incorrectly contains all available business units and sites, even those that do not contain activities.

ID: **WFM-32085**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast** module, after the locale is changed in the browser, the date in the **Comments** pane incorrectly displays in English in the editing popover pane.

ID: **WFM-32065**	Found In: **8.5.214.00**	Fixed In: **8.5.216.11**

In Web for Supervisors new **Forecast** > **Templates** view, when making changes in any tab, if you select the same object (site or business unit) in the **Objects** pane, WFM incorrectly opens a confirmation dialog.

Workaround—To temporarily resolve this issue, click any button in the confirmation dialog to proceed.

ID: **WFM-31762**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast** > **Templates** view, after changing the locale to Chinese in the browser, the x-axis label in the graph contains overlapping text.

Workaround—To temporarily resolve this issue, zoom out to see values in any time-step or change the desktop resolution.

ID: **WFM-31738**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast Scenarios**, pasting values from the clipboard in the

Shrinkage view incorrectly enables you to paste values containing up to 9 digits, whereas the maximum number of digits for time steps, daily, and weekly totals is 2 before the decimal point and 2 after it (for example, 99.99).

ID: **WFM-31481**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast** module, nothing happens after clicking **Delete** when multiple cells are selected in the grid. This issue occurs in all views in the new module that contain grids (**Volumes**, **Staffing**, **Shrinkage**, **Templates**, and **Overlays**).

Workaround—To temporarily resolve this issue, click each cell to delete individual values.

ID: **WFM-31058**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast** module, columns in the grid are not resizable and so values that have more than 9 digits are only partially visible. This issue can occur in the following views:

- **Templates**
- **Volumes**
- **Staffing**
- **Shrinkage**

Workaround—To temporarily resolve this issue, re-size the grid by using the vertical sliders in these views. Alternatively, in the **Volumes** and **Staffing** views, select fewer columns to display.

ID: **WFM-30096, WFM-29829**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast** module, in all **Scenarios** and **Master Forecast** views, granularity is not preserved when navigating from the period **Week** to **Month** or **Year** and then to **Week** again.

ID: **WFM-29105**	Found In: **8.5.214.00**	Fixed In:

In Web for Supervisors new **Forecast Scenarios** view, when a column is selected in the **Show columns** drop-down, the header cell's right border is not rendered.

ID: **WFM-28984**	Found In: **8.5.214.00**	Fixed In:

Starting in WFM Web release 8.5.212.21, the WFM Web for Supervisors Time-Off Balance report might have values that are 1 minute more than balances in the Time-Off Management report due to the way WFM Web rounds off seconds in time-off balances. (see resolved issue WFM-31516).

ID: **WFM-32201**	Found In: **8.5.212.20**	Fixed In: **8.5.214.00**

A known issue exists in WFM Web for Supervisors Classic UI only in which Schedule State Groups (SSG) are incorrectly displayed in the site's time zone when a child activity (within a multi-site

activity) is selected in the **Forecast** > **Shrinkage** view.

ID: **WFM-31631**	Found In: **8.5.211.06**	Fixed In: **8.5.212.21, 8.5.214.04**

After localization, WFM Web might incorrectly display the following message in English if the connection to WFM Server is lost: *Could not send message.*

ID: **WFM-30999**	Found In: **8.5.211.06**	Fixed In: **8.5.212.05**

In the WFM Web for Agents **Time-Off** module, an issue exists where agents can incorrectly enter and save multiple full-day Time-Off requests in a single day, resulting in several identical entries for the same day in the Calendar.

ID: **WFM-28632**	Found In: **8.5.209.06**	Fixed In: **8.5.210.05**

Time-Off items do not display on the last day of the month in the **Time Off** view in WFM Agent Mobile interface, as expected.

Workaround—View time-off items on the last day of the month either in the **Preferences** view of WFM Agent Mobile or view them in the Web for Agents desktop interface. To edit time-off items on the last day of the month use Web for Agents desktop interface.

ID: **WFM-27785**	Found In: **8.5.208.05**	Fixed In: **8.5.209.05**

In March 2017, Microsoft introduced a defect into Internet Explorer 11, version 11.0.40 that broke many web applications, including the Schedule presentation in WFM Web Agent UI (8.5.205.09).

Workaround—Genesys has implemented a workaround to resolve this issue. After upgrading to WFM release 8.5.206.09, agent Schedules display as expected. For detailed information about the Microsoft defect, see Microsoft website.

ID: **WFM-27151**	Found In: **8.5.205.09**	Fixed In: **8.5.206.09**

Known issues occur in the Workforce Management Agent UI data presentation while viewing data in a time zone, other than the site time zone.

NOTE: In unusual use cases, when the difference between the site and agent time zones is more than 12 hours, issues still occur in the date and time presentation.

ID: **WFM-26861**	Found In: **8.5.205.09**	Fixed In: **8.5.207.10**

Filtering by shift and meal times might not work correctly in the new Web for Agents (ARK) **Bidding** view, if an agent selects a time zone other than the site's time zone in the **Configuration > My Settings** view.

ID: **WFM-26646**	Found In: **8.5.205.01**	Fixed In: **8.5.206.09**

When using FireFox ESR browser on Windows, if a Help topic is opened from a dialog within the WFM Web for Supervisors interface, the topic appears with the dialog window on top of it, and you cannot scroll the page until the dialog window is closed. When using Internet Explorer, the dialog overlaps the Help topic, but you can scroll the page without closing the dialog.

ID: **WFM-25205**	Found In: **8.5.201.02**	Fixed In:

The Agent Properties Report in WFM Web displays only directly assigned activities. Activities on which agents can work according to their skills are not listed.

ID: **WFM-22894**	Found In: **8.5.100.21**	Fixed In: **8.5.101.09**

In the Schedule Audit Report, some Time Off and Exception items might be incorrectly display as Full-Day items. This occurs when Time-Off and Exception items of the same type are present as Full-Day and Part-Day items in the schedules that are displayed in the Schedule Audit report. This issue does not occur if the items of the same type are present only as Part-Day items.

ID: **WFM-22038**	Found In: **8.5.001.10**	Fixed In: **8.5.100.22**

Microsoft Internet Explorer (IE) 8 does not fully support some important HTML and CSS standard features. Therefore, if WFM Web 8.1.2 is running in IE 8, some UI functionality might display behavior that is different from later IE versions. If the issue you are experiencing does not affect WFM functionality significantly and occurs only when you are using IE 8, Genesys recommends using IE 9 or another supported browser to resolve it. IE 9 and later versions provide better support for HTML and CSS standards.

ID:	Found In: **8.1.201.27**	Fixed In:

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Workforce Management Web unless otherwise noted in the issue description.

This 8.5.x product release supports Language Packs (LP). Use 8.5.x-compatible Language Packs upon their availability.

This release does not support 8.1.x Language Packs.

Language Packs allow installers to select the language, in which the user interface and online Help files are displayed. For details about available Language Packs, including the languages, see the Translation Support page in this release note.

To have the latest 8.5.x WFM Web for Supervisors Forecast UI translated in any of the language, request and install the latest WFM Web Language Pack for the language of your choice.

The WFM Web German (Germany) Language Pack (LP) 8.5.218.15 build 2 can be now installed if only OpenJDK 11 or 12 is installed on the host computer. Previously, if these OpenJDK versions were installed without a version of JavaJDK, the LP could not be installed successfully.

| ID: **WFM-34375** | Found In: **8.5.218.15** | Fixed In: **8.5.218.15 b2** |

The latest Forecast UI incorrectly displays in English after installing German Language Pack.

| ID: **WFM-33306** | Found In: **8.5.217.09** | Fixed In: **8.5.218.15** |

After the WFM Web French (Canadian) Language Pack is installed, the labels the for the **Add or remove date range** and **Add date range** buttons in the latest WFM Supervisors **Forecast Scenario** > **Volumes** > **Build Volumes** dialog incorrectly display in English.

| ID: **LOCAL-3299** | Found In: **8.5.217.22** | Fixed In: |

The latest Forecast UI incorrectly displays in English after installing French (Canadian) Language Pack.

| ID: **WFM-32467** | Found In: **8.5.214.00** | Fixed In: **8.5.217.22** |

A few screens in the WFM Web UI might incorrectly display English text after the German Language Pack is installed.

| ID: **WFM-32975** | Found In: **8.5.216.04** | Fixed In: |

A few screens in the WFM Web UI might incorrectly display English text after the Russian Language Pack is installed.

| ID: **WFM-33257** | Found In: **8.5.216.04** | Fixed In: |

There are unresolved translation issues in the latest WFM Web French (Canadian) Language Pack.

| ID: **LOCAL-3280** | Found In: **8.5.216** | Fixed In: **8.5.217.22** |

There are unresolved translation issues in the latest WFM Web Russian Language Pack.

| ID: **LOCAL-3212** | Found In: **8.5.216** | Fixed In: |

There are unresolved translation issues in the latest WFM Web German Language Pack.

| ID: **LOCAL-3291** | Found In: **8.5.216** | Fixed In: |

After the WFM Web Russian Language Pack is installed, the WFM Web interface now correctly displays in Russian when viewed in the browser of a mobile device.

| ID: **WFM-31622** | Found In: **8.5.216** | Fixed In: **8.5.216.04** |

After the WFM Web French (France) Language Pack is installed, the label the for the **New UI** button now correctly displays in French. Previously, the **New UI** button incorrectly displayed in English.

| ID: **WFM-32740** | Found In: **8.5.214.14** | Fixed In: **8.5.215.07** |

Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

| ID: **WFM-32749, WFM-31421, WFM-31185** | Found In: **8.5.203.00** | Fixed In: **8.5.203.00** |

WFM now displays all Policy and Activity object names in French after installation of the French (Canadian) Language Pack. Previously, WFM incorrectly displayed newly created Policy and Activity object names in English.

| ID: **WFM-32328** | Found In: **8.5.212.00** | Fixed In: **8.5.212.01** |

WFM now displays all Policy and Activity object names in German after installation of the German Language Pack. Previously, WFM incorrectly displayed newly created Policy and Activity object names in English.

| ID: **WFM-32313** | Found In: **8.5.212.00** | Fixed In: **8.5.212.01** |

After installing the Russian Language Pack, some labels and text were not translated and incorrectly display in English, and the words "Payback" and "To" were incorrectly translated. These issues have been resolved.

| ID: **WFM-31622** | Found In: **8.5.203.02** | Fixed In: **8.5.212.00** |

Acronyms (**AHT**, **ASA**) and text (for example, **Expert Average Engine**) in WFM Web for Supervisors Master Forecast and **Performance** > **Intra-Day** views are now translated after installing the Chinese (Simplified) Language Pack (LP). Previously, the acronyms and text incorrectly displayed in English after installing the LP.

Also, in various WFM Web views, the acronyms **AHT** and **ASA**, as well as the names of build forecast methods, have not been localized in the Chinese (Simplified) Language Pack.

| ID: **WFM-31249** | Found In: **8.5.211.00** | Fixed In: **8.5.212.00** |

The text in the WFM Web for Supervisors **Master Forecast** and **Master Schedule** views is now correctly translated after installing the Chinese (Simplified) Language Pack (LP). Previously, the words **Forecast** and **Schedule** were left out of the translation after installing the LP.

| ID: **WFM-31104** | Found In: **8.5.204.09** | Fixed In: **8.5.212.00** |

After the WFM Web French (Canadian) Language Pack is installed, the default names for the configuration objects Activity, Activity Set, Activity Group, Multi-Site Activity, Exception, Time-Off, Meeting, and Marked Time are now translated as single words. Previously the default names were considered two words, each translated separately.

| ID: **WFM-31078** | Found In: **8.5.211.00** | Fixed In: **8.5.212.00** |

The text in the Workforce Management Web for Supervisors **Policies** > **Rotating Patterns** view is now correctly translated after installing the Chinese (Simplified) Language Pack (LP). Previously, in the **Properties** tab **Weekly Patterns** section some text was incorrectly translated after installing the LP.

| ID: **WFM-31051** | Found In: **8.8.205.01** | Fixed In: **8.5.212.00** |

The text in the WFM Web for Supervisors **Reports** view now displays in the correct language after installing the Chinese (Simplified) Language Pack (LP). Previously, the words "Status" and "Activity" in the Agent Properties report incorrectly displayed in English after installing the LP.

| ID: **WFM-31049** | Found In: **8.5.205.01** | Fixed In: **8.5.205.07** |

The text in WFM Web for Supervisors **Policies** > **Marked Time** view is now translated to the appropriate language after installing the Chinese (Simplified) Language Pack (LP). Previously, the text *There are no records to display* incorrectly appeared in English after installing the LP.

| ID: **WFM-31043** | Found In: **8.5.205.01** | Fixed In: **8.5.212.00** |

Now, clicking on any Help icon in the CHT-localized WFM Web for Supervisors interface opens the correct topic in the context-sensitive Help. Previously, clicking on any Help icon incorrectly opened the main page of the Documentation website. This issue was caused by an incorrect locale in the URLs and was not software-related.

| ID: **WFM-30749** | Found In: **8.5.211.02** | Fixed In: **8.5.2** |

WFM Web for Supervisors is now updated to correct a translation error when WFM is localized using the WFM French (Canadian) Language Pack. The term *Frais généraux - Prévisions principales* is now correctly hyphenated and pluralized after translation.

| ID: **WFM-30395** | Found In: **8.5.210.08** | Fixed In: **8.5.210.10** |

WFM Web for Agents is now updated to correct errors in translation when WFM is localized using the WFM French (Canadian) Language Pack. These error messages now appear in French (Canadian) after the Language Pack is installed (previously, they incorrectly appeared in English):

- *Your session has timed out. Please log in again.*

- *You can't remove last item.*

The message *Leave the value as 0 in single-skilled environments* is now correctly translated *Laissez la valeur à 0 dans les environnements à compétence unique*. Previously, the translation was

incorrect.

Translation of the label **Minimum Staffing Level** remains unchanged.

Note: This Language Pack version requires WFM Web 8.5.211.06 or later to ensure all above messages are correctly localized.

ID: **WFM-30370**	Found In: **8.5.210.04**	Fixed In: **8.5.210.10**

Some resources in the WFM Web for Supervisors user interface that were incorrectly translated after the French (Canadian) LP is installed, have been fixed. For example, the word "Overheads" is incorrectly translated "Frais", but should be "Frais généraux".

ID: **WFM-29986**	Found In: **8.5.207.10**	Fixed In: **8.5.210.08**

Some resources in the **Overtime Bidding** section of the WFM Web for Supervisors user interface (UI) that were not translated and incorrectly appear in English after the French (Canadian) LP is installed, have been fixed.

ID: **WFM-29726**	Found In: **8.5.207.00**	Fixed In: **8.5.210.08**

Some resources in the WFM Web Agent and Web for Supervisors user interface that were are not translated and incorrectly appear in English after the French (Canadian) LP is installed, have been fixed.

ID: **WFM-29163**	Found In: **8.5.207.00**	Fixed In: **8.5.210.08**

After installing the WFM Web 8.5.205 Simplified Chinese LP, some text in the interface incorrectly appears in English. Also, some time slot fields are truncated causing characters to be hidden or cut off, and some table headers and cells are empty in generated reports. The WFM team is working on resolving these issues in the next release.

ID: **WFM-27593**	Found In: **8.5.205.00**	Fixed In: **8.5.212.00**

The translated resources in the WFM Web Agent user interface (UI) display correctly in Italian after the Italian Language Pack is installed.

ID: **WFM-27315**	Found In: **8.5.206.00**	Fixed In: **8.5.206.01**

The translated resources in the WFM Web Agent user interface now display correctly in German after the German Language Pack is installed. Previously, the UI incorrectly displayed in English after the LP was installed.

ID: **WFM-27310**	Found In: **8.5.205.00**	Fixed In: **8.5.205.01**

WFM Web for Supervisors now correctly displays the localized version of the text "Loading" after a Localization Kit is applied.

| ID: **WFM-26635** | Found In: **8.5.203.08** | Fixed In: **8.5.206.09** |

The WFM localization resources have been updated to replace S_OPEN with S_OPEN_ADJECTIVE and S_OPEN_VERB. This change enables better translation of the word "Open", which can be both an adjective and verb.

| ID: **WFM-26557** | Found In: **8.5.203.00** | Fixed In: **8.5.211.05** |

After installing a WFM Web Language Pack, if a new Notification of type **Time-Off Bidding** is created, updated, or deleted and saved, an error appears and the Notification displays in English rather than in the language of the installed Language Pack.

| ID: **WFM-26537** | Found In: **8.5.203.00** | Fixed In: **8.5.203.00** |

After installing the WFM Web French (Canada) or French (France) Language Pack, the word **Accorder** is incorrectly translated as **Accord**.

| ID: **LOCAL-2334** | Found In: **8.5.101.11** | Fixed In: **8.5.203.03** |

The message that appears when users enter an incorrect password while using French Language Pack for WFM Web now shows the correct text. Previously, the apostrophes in the message were shown incorrectly.

| ID: **WFM-23941** | Found In: **8.1.201.46** | Fixed In: **8.5.203.00** |

Release 8.5.2

Workforce Management Web Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Workforce Management Web, if available, in the tree menu on the left or in the list of Available Releases.

8.5.220.37

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/05/25	Update			X			X

What's New

This release contains the following new features and enhancements:

- Workforce Management (WFM) Web now supports Single Sign On (SSO) authentication when the application option provider is specified with wfm. Previously, when the provider option was set to wfm, WFM Web used a standard authentication method via WFM API. For more configuration details on the identity provider, see the knowledge base article Workforce Management support for the Single Sign On SSO (000109597).
  Note: WFM Server 8.5.220.34 or higher is required to enable this feature. (WFM-37598)

- WFM Web now saves information about the user's browser language when modifying notifications. To enable this feature, turn on the new NotificationsMultiLang option added in the **Functionality** section of the WFM Web application.
  Note: WFM Daemon 8.5.220.07 or higher is required for the updated notifications format. (WFM-37633)

- Starting with WFM Web version 8.5.220.37, support for Internet Explorer (IE) and Edge in IE mode is discontinued. (WFM-37711)

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Resolved Issues

This release contains the following resolved issues:

WFM Web RPC calls now hide the sensitive information when communicating with the backend. Previously, the sensitive information was transferred to the backend without modifications. However,

WFM Web still requires communicating with the backend only over HTTPS as it is an indispensable part of the application security configuration. (WFM-37640)

WFM Web now provides user's localization information, hence, error messages are now displayed using the correct localization. Previously, messages related to user authentication were displayed without taking into account the browser locale. (WFM-37622)

The **New Schedule Scenario** wizard now shows the correct list of Agents when the **Additionally filter Agents by Contracts** filter is applied. Previously, the **New Schedule Scenario** wizard didn't show the correct Agents list if agent has several contracts assigned and if one of the contracts does not have an end date set. In such scenarios, the agent was incorrectly presented in the list when his/her current contract is unchecked. This issue appeared when scenario is created based on Master Schedule. (WFM-37607)

WFM Web Java modules now use the titles for the confirmation dialog and action button names from the localization file. Previously, these buttons did not use localization files and titles were provided by Java. (WFM-37379)

WFM Web has been modified to allow passing the character ' to comments or objects names and to skip it when preventing XSS attacks. (WFM-37368)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.37.

8.5.220.31

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/10/24	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The WFM Web client is improved to display the enlarged font correctly in several places. Previously, the text was not fully displayed in the redesigned places. (WFM-37552)

In WFM Web for Supervisors, in the **Calendar** view, the existing values in **Max. % Agents** column no longer disappear from the **Time-Off Limits** table when only **Max. Agents** column values are set through the **Set Values** wizard. (WFM-37541)

WFM Web has been updated to allow agent to leave a carpool without errors. Previously, an error appeared in the **Configuration** > **Browse Shared Transport** view, when attempting to leave a shared transport. (WFM-37505)

In WFM Web for Supervisors, in the **Policies** > **Marked Times**, the confirmation dialog about unsaved changes is displayed when the user modifies the "Special uses" option and then exits the item edit view. (WFM-37499)

In WFM Web New UI, in the **Forecast Scenario Staffing** view, the predefined *Planned* and

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Unplanned options have been removed from the **Select Shrinkage Profiles** dialog in the **Required Staffing** wizard. Similar groups can be created manually as any other schedule state group in **Configuration** > **Schedule State Groups** view if required. (WFM-37449)

The WFM Web New UI Forecast module has been updated to display the correct data in the main grid when the user tries to compare data to previous years. (WFM-37016)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.31.

8.5.220.29

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/27/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- Workforce Management Web for Supervisors now includes a redesigned **Calendar** module, enabling access to existing functionality and features, however, Java is not required to access the module. Access to the redesigned **Calendar** module depends on the value set in the NewSupervisor option. Web for Supervisors (Classic) Calendar module is still supported and available.

> **Important**
>
> For this functionality to be available, use WFM Server 8.5.220.18 or higher.

(WFOAZURE-102)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.29.

8.5.220.28

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/19/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 9. See the Workforce Management page in the Genesys Supported Operating Environment Reference Manual for more detailed information and a list of all supported operating systems. (WFM-36362)

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Resolved Issues

This release contains the following resolved issues:

WFM Web 8.5.220.28 includes a renewed certificate for signing Java code. The certificate in the previous release of this software will expire on October 29, 2024. If WFM Web is used after the expiry date, it may result in the display of warning or error messages when using Web for Supervisors Java-based views. (WFM-37532)

WFM Web now uses the minimum number of snapshots when creating or editing a schedule scenario. Previously, WFM Web attempted to avoid closing snapshots, which led to too many snapshots being open simultaneously. (WFM-37507)

In WFM Web for Supervisors, break or meal objects are now deleted without errors in **Policies** > **Shifts** view. (WFM-37500)

WFM Web now displays the appropriate message when the WFM Server is not accessible. Previously, the application would only show a general message when the server was unavailable. (WFM-37489)

WFM Web is now updated to detect if any issue occurs due to excessive load on the WFM Server. If high load is the cause, WFM Web will display a message: "The service received too many requests within a short time period. Please wait and try again.". (WFM-37453)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.28.

8.5.220.22

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/22/24	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

As of September 5, 2024, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on October 29, 2024. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-37560)

Important

If you installed this version of WFM Web prior to September 5, 2024, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

The tenant name is now displayed as an empty value if the name is empty or not specified. Previously, the empty value was shown as `Environment`. (WFM-37446)

The hibernate-validator library has been updated to version 6.1.7 to eliminate security vulnerabilities.

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(WFM-37422)

Forecast Template Distribution tab has been updated to take into account the selected time zone. Previously, as forecast templates are stored in the database with a time zone that differs from the Site/BU time zone, it could potentially lead to incorrect behavior when applying the template. (WFM-37381)

WFM Web has been updated to allow dual-role users which are recreated agents to log in successfully. Previously, such users could not log into WFM Web. (WFM-37240)

WFM Web has been updated to display the local date and time in the **History** tab when changing a **Schedule State Group**. (WFM-37177)

The activity tree has been improved to accurately control the work on a tree node which is not yet completed. Previously, the indication of work with MSA was removed, even if a work with child activities had not yet been completed. (WFM-37067)

Add Shrinkage wizard has been updated to show the result in the **Forecast Shrinkage** module without additional refresh. Previously, after closing **Add Shrinkage** wizard, the changed data was displayed with an offset. (WFM-37046)

The bid ranking algorithm has been updated to redistribute bids based on previous values and manually changed values. Previously, the rate which was manually changed has not been taken into account. (WFM-36988)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.22.

8.5.220.20

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
3/15/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- WFM Web has introduced a new application option RunJavaStandalone that allows you to customize how Java modules open by default. Users can set their preferred value in Settings, retaining the ability to overwrite it as before. (WFM-36960)

- WFM Web has been updated to maintain an active session when the login page is opened. Previously, it attempted to start a new session if the user accessed the login page. (WFM-37059)

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Resolved Issues

This release contains the following resolved issues:

WFM Web has been updated to restrict the maximum font size for Java-based modules, ensuring that font size does not become excessively large when the user sets the display scale to 150% or higher. (WFM-37254)

WFM Report Wizard pages have been updated to ensure correct display of the time zone picker, even if certain time zones are not included in the current version of Java. Previously, the time zone picker would not appear if the user's Java version lacked information about certain time zones. (WFM-37152)

The bid ranking algorithm has been updated to redistribute bids based on previous values and manually changed values. Previously, it did not take into account which rate was changed manually. (WFM-36988)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.20.

8.5.220.15

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
1/22/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- WFM Web is updated to support the configuration option UsePartitionedCookie. This enhancement allows to use the "partitioned" flag for the session cookie. (WFM-37075)

- WFM Web User Interface for Supervisors and Agents now has support for Windows 11. (WFM-36999)

- New WFM Web Supervisors User Interface now supports Microsoft Edge browser. (WFM-36992)

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Resolved Issues

This release contains the following resolved issues:

WFM Web is updated to support the configuration option ConfigServiceClientTimeout. The configuration option provides the capability to control the timeout duration for requests made to the Configuration Server. (WFM-37068)

Application error appearing in Intra-day Schedule Rebuild Wizard when trying to rebuild with "Additionally filter agents by contracts" setting checked is now fixed. (WFM-36906)

UI Launcher is updated to use getdown library version 1.8.7 from previously using version 1.7.1 (WFM-36893)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.15.

8.5.220.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/21/23	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

While working with Intra-day Schedule rebuild wizard, it was not possible to select agents under Sites, as they were missing in object selection tree. (WFM-37099)

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> **Important**
> As of May 31, 2024, the WFM Web for Agents (Classic) UI will be deprecated and will be unavailable in future releases. Genesys recommends that you change the configuration to display the current Agent UI instead of the old Agent (Classic) UI.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.09.

8.5.220.07

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/03/23	Update			X			X

What's New

This release contains the following new features and enhancements:

- WFM Web is updated to support OpenJDK 17 for WFM Web Server (Apache Tomcat) part. (WFM-36848)

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> **Important**
> Following Java 9 options should be set in Tomcat: --add-opens=java.base/java.util=ALL-UNNAMED, --add-opens=java.base/java.util.concurrent=ALL-UNNAMED

- WFM Web is updated to support OpenJDK 17 for client part (Supervisors UI) (WFM-36847)

- WFM Web is updated to support Tomcat 9.0.75. (WFM-36695)

Resolved Issues

This release contains the following resolved issues:

Error about session expiration doesn't appear anymore when session is ongoing and active (WFM-37052, WFM-36996)

Labels for timezones with DST are presented correctly now (WFM-36927)

Unknown time-zone ID error message doesn't appear on the WFM Web login page anymore if the newly introduced IANA time-zone is set as the user's time zone in Configuration > Users module. Previously issue existed in environments where SOAP API is used to authenticate WFM users (the [auth] section is absent in the application options) (WFM-36794)

Important

WFM Server 8.5.220.06 or higher is required for this functionality. WFM Server application option tz_mode must be set to posix

An error doesn't occur anymore when using the Schedule Intra-Day and Agent-Extended views in WFM Web. Previously it could happen if the newly introduced IANA time-zone was used in business unit/site configuration or selected in Time Zone control. (WFM-36762)

Important

WFM Server 8.5.220.06 or higher is required for this functionality. WFM Server application option tz_mode must be set to posix

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.07.

8.5.220.04

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/08/23	General			X			X

What's New

This release contains the following new features and enhancements:

- WFM Web for Supervisors includes a redesigned Performance module, enabling access to existing functionality and features, but without the need to use Java. Access to this updated UI depends on the NewSupervisor option value. Web for Supervisors (Classic) Performance module is still supported and available.

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> **Important**
> For this functionality to be available, WFM Server 8.5.220.04 or higher should be used.

(WFM-34722)

Resolved Issues

This release contains the following resolved issues:

Improved the WFM Web New UI Activity tree to correctly process MSA uncheck operation. In addition, the management of the loading state of the activity tree has been improved. Previously, the tree reported that all loading/checking processes were completed too soon. (WFM-36904)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.04.

8.5.219.77

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/26/23	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

As of September 19, 2024, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on October 29, 2024. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-37581)

Important

If you installed this version of WFM Web prior to September 19, 2024, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

Adding comments to agent's schedule with different time zone from the current one now shows a warning message. (WFM-36772)

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WFM no longer freezes when an agent is selected in Master Schedule > Weekly screen on the Supervisor page. (WFM-36881)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.77.

8.5.219.75

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/07/23	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Clear text passwords are no longer shown in the WFM logs. (WFM-36878)

WFM Web New UI now supports new IANA time zones. (WFM-36761)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.75.

8.5.219.72

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/05/23	Update			X			X

What's New

- Support for Microsoft Windows Server 2022. See the Workforce Management page in the Genesys Supported Operating Environment Reference Manual for more detailed information and a list of all supported operating systems. (WFM-36298)

Resolved Issues

This release contains the following resolved issues:

An agent can now successfully request a time off in Classic UI. Previously, it was impossible due to application error. (WFM-36690)

Login and the password parameters are now encrypted before being sending them over the network. Due to security model limitations, it is recommended to not use non-ASCII characters in login and password values; instead, use only ASCII characters to avoid authentication issues. Previously, these parameters were not encrypted and were sent in plain text. (WFM-36679)

Added an additional check for which font should be used on the WFM client side. Previously, in some cases, the client could incorrectly start using a font that doesn't support the Unicode characters. (WFM-36507)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.72.

8.5.219.71

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/24/23	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Web now uses the **SaveAsynchronously** option correctly to control if agent schedules are saved using the asynchronous or non-asynchronous API. Previously, this option did not work if the Java module was opened in the browser when the plug-in was used and schedules were always saved using the asynchronous API. (WFM-36735)

The activities tree has been improved in the new UI's **Forecast > New Scenario** wizard. The **Create** button is now enabled only when all required data is loaded in the activities tree. The tree has also been updated to improve overall performance. Previously, a request to create a scenario could be sent before the data related to the required activities was loaded, and as a result not all activities were added to the created scenario. (WFM-35297)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.71.

8.5.219.66

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/17/23	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

As of September 26, 2024, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on October 29, 2024. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-37570)

> **Important**
>
> If you installed this version of WFM Web prior to September 26, 2024, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

An error no longer occurs when users try to expand or check a team node in the **Available Agents** tree of the **Reports Scheduler task creation** wizard. (WFM-36681)

WFM Web no longer adds new **Calendar Items** to agents which were not selected in the **Add Calendar Item** wizard. Previously, in some occasions, when the user chose to override warnings in the **Review calendar messages** dialog and proceeded adding **Calendar Items**, **Calendar Items** were added to agents which were not selected for insertion initially. (WFM-36642)

WFM Web no longer reruns the one-time report generation task if the report has been deleted by user in the **Generated Reports** view. Previously, WFM Web reran the one-time report generation task if previously generated report was deleted by user within 30 minutes after the scheduled report generation time. (WFM-35458)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.66.

8.5.219.65

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/27/23	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Available Agents tree in the report creation wizard is updated to load agent information without errors when expanding or checking a team node. Previously, an error would occur when users tried to expand or check a team node. (WFM-36653)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.65.

8.5.219.64

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/17/23	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workforce Management Web (WFM Web) now removes Agent Day for the selected **Scenario** or **Master Schedule** if the user copies a blank day to a day with some schedule. Previously, the user could only copy a blank day in the **Master Schedule**. (WFM-36631)

Text size limit for generated reports is now increased. For generation of huge reports, increase in Tomcat memory size might be required. For more information on Tomcat memory size, see Tomcat JVM settings. (WFM-36531)

WFM Web no longer displays an internal error when closing a module. Previously, an error appeared when the user closed an additional window with a module in which data is periodically updated. (WFM-36182)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.64.

8.5.219.62

Workforce Management Web Release Notes

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

What's New

This release contains the following new features and enhancements:

- The **Add Time Off** wizard in the **Time Off** module for agents is enhanced as follows to increase efficiency and ensure that the WFM Server is not unnecessarily loaded.

    - The **Time off** parameter is no longer set by default. Only after the agent selects the desired dates and the desired time off type, they will be shown wait-list details and time-off limits for the selected dates.

    - The number of API calls required to display the actual wait-list information and time-off limits for selected dates is now reduced.

(WFM-36600, WFM-36601, WFM-36607)

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Resolved Issues

This release contains the following resolved issues:

The **Master Schedule** module now displays the history without any errors. Previously, the **Schedule Restore** dialog did not show schedules correctly if the **Full Day Time Off** was created above a full day item. (WFM-36570)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.62.

8.5.219.58

Workforce Management Web Release Notes

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

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)

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> **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)

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.

8.5.219.52

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/04/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- Supervisors can now add comments/memos to Time-Off items in the schedule views. An agent can view the comments/memos added by a supervisor in the **Schedule** and **Time-Off** modules. (WFM-35939)

- When a user selects a business unit or site for deletion, WFM Web now requires the user to also enter the name of the business unit or site on the confirmation form. This extra step is added to protect against the accidental deletion of business units and sites. (WFM-35938)

- When rebuilding intra-day schedules, you can now filter agents by contract by selecting the **Additionally filter agents by contracts** check box. (WFM-35194)

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Resolved Issues

This release contains the following resolved issues:

In the **Forecast > New Scenario** view, the activities tree now loads all required data before the **Create** scenario action is available. The tree is also updated to improve overall performance. Previously, a request to create a scenario was sent before the required data was loaded in the activities tree, which prevented all activities from being added to the created scenario. (WFM-35297)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.52.

8.5.219.49

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/16/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 8. See the Workforce Management page in the *Genesys Supported Operating Environment Reference Manual* for more detailed information and a list of all supported operating systems. (WFM-34724)

- A new option, AgentSessionInactiveTimeout, is introduced to specify the inactivity interval (in minutes) for WFM agents before sessions time out. (WFM-36042)

- When a user selects a business unit for deletion, WFM Web now requires the user to also enter the name of the business unit on the confirmation form. This extra step is added to protect against the accidental deletion of business units. (WFM-35938)

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Resolved Issues

This release contains the following resolved issues:

WFM Web now removes any characters from text fields that are not valid for use in XML. Previously, users could enter invalid characters in certain text fields, which prevented the text from being saved correctly. (WFM-36036)

WFM Web no longer saves auto-generated blank reports to a specified report folder. Previously, WFM Web generated empty report files with no data and these files could not be removed from the **Generated Reports** list. (WFM-36148)

WFM Web now uses the default time format if the local time format is not supported by the time editing component. Previously, an error displayed if the time editing component was not compatible with the local format. (WFM-36144)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.49.

8.5.219.45

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/04/22	Update			X			X

What's New

This release includes the following new features and enhancements:

- You can now build forecast staffing for multiple activities at the same time by using the default service level objectives settings for each activity. In addition, the **Build Staffing Wizard** now provides the ability to use the default service level objective settings and to save any changes as the new default service level objective settings for the activity when building the staffing. (WFM-34888, WFM-35402)

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> ### Important
> This feature requires the deployment of the following WFM components:
>
> - WFM Server 8.5.219.20 (or later)
> - WFM Database Utility 8.5.219.00 (or later), to update the WFM Database schema

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.45.

8.5.219.40

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/11/22	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Agents who are promoted to supervisor can now log in to WFM Web if they were terminated from their agent position. Previously, a former agent could not log in as a supervisor if they had been terminated from the agent position. (WFOAZURE-1585)

The **Add Time Off** wizard now requests time-off limits only once for each configuration change. Previously, WFM Web requested time-off limits twice when the list of dates or time-off types were changed. (WFM-35979)

The **Add Time Off** wizard for agents now displays the Time-off Limits for the selected dates correctly and no longer changes the time-off type to the default setting. (WFM-35913)

As of January 9, 2023, 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)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.40.

8.5.219.33

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/16/22	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In the **Schedule** > **Intra-Day** module, you can now use the progress bar to monitor the process of saving changed Agent Days or click **Cancel** to stop the process (for example, if it is taking too long). Previously, you could not check the status of the saving process or cancel it. (WFM-35686)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.33.

8.5.219.30

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/27/22	Update			X			X

What's New

This release includes the following new features and enhancements:

- The WFM Web for Agents UI includes accessibility improvements that follow the Web Content Accessibility Guidelines (WCAG) 2.1 level AA standards. (WFM-32664)

Resolved Issues

This release contains the following resolved issues:

In the latest WFM Web for Supervisors UI, WFM now adds all matching activities for a BU when creating a new Forecast scenario. Previously, WFM did not always wait for all matching activities to be loaded before creating the Forecast scenario, which resulted in some activities not being added. (WFM-35297)

In the latest WFM Web for Supervisors UI, help is now displayed in the current application language. Previously, help was displayed in English for all application languages. (WFM-34228, WFM-35738, WFM-35752)

In the latest WFM Web Java modules, help is now displayed in the current application language. Previously, help was displayed in English for all application languages. (WFM-35293)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.30.

8.5.219.20

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/27/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- This release contains internal self-system health check enhancements for WFM Web. (WFM-35412)

Resolved Issues

This release contains the following resolved issues:

The **Edit Multiple** dialog no longer displays duplicated **Exceptions** rows for agents. Previously, in the new **Edit Multiple** dialog within a **Schedule Scenario** (for a particular team), **Exceptions** rows were incorrectly duplicated for some agents. (WFM-35304)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.20.

8.5.219.17

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/05/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- WFM Web now lists application options and environmental variables in the log. (WFM-35041)

Resolved Issues

This release contains the following resolved issues:

As of April 9, 2022, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on April 23, 2022. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-35265)

> ### Important
>
> If you installed this version of WFM Web prior to April 9, 2022, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

The default value of the **SupervisorSessionInactiveTimeout** configuration option is set to 15 (minutes). Previously, this configuration option had a default value of 0. For more information, see

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SupervisorSessionInactiveTimeout. (WFM-35298)

WFM Web has been updated to use the **session-timeout** configuration from Tomcat when the application configuration option **SupervisorSessionInactiveTimeout** is set to 0. Previously, a supervisor session could be opened indefinitely if **SupervisorSessionInactiveTimeout** was defined as 0. (WFM-35302)

Messages are now displayed correctly. Previously, unexpected characters appeared in the message text instead of a break to indicate the start of a new paragraph. (WFM-35291)

When a user is creating a new schedule, WFM Web now displays the correct number of calendar days if the user selects the last day in a month (for example, day 31) and then changes the view to a different month that has fewer days. Previously, in this scenario, the number of days was not displayed correctly. (WFM-35289)

WFM Web no longer displays an exception if a user tries to use the wizard to remove agents from the **Schedule** scenario. Previously, the user could receive an exception if any attached agents were unable to work on scenario activities. (WFM-35224)

WFM Web now permits users to select days by clicking on the weekday names in the **Calendar** module. Previously, this feature was missing and users could not select days by tapping and selecting the weekdays. (WFM-35173)

Agents are no longer able to request Time-Off types that are not assigned to their current time off rule. The Time-Off type drop down list now consists only of Time-Off types that are manually assigned to an agent without a rule or assigned to the agent by a linked Time-Off rule, or at least one of the dates from a time-off request falls into the active assigned period of this Time-Off type (between the start and end date of the linked rule or the Time-Off type directly assigned to the agent). In the event that many dates are selected and the end date of the time off rule occurs between these dates, WFM Web now checks the selected dates and time off type with the agent's time off rule and displays ineligible dates in red. (WFM-35172)

In the **Organization** module, the component for entering the tenant password is updated to disable the autocomplete feature. Previously, a password value could be added without the user taking this action. (WFM-35410)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.17.

8.5.219.08

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/09/22	General			X			X

What's New

This release contains the following new features and enhancements:

- WFM Web now supports the installation of multiple language packages for a single WFM Web component. In previous releases of WFM Web, only one installed language package was supported for each WFM Web component.

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> **Important**
>
> This feature requires language packages from the 8.5.219.xx version stream. Language packages from other version streams are not supported for WFM Web 8.5.219.xx, but can be used with previous releases of WFM Web.

Resolved Issues

This release contains the following resolved issues:

Users can now copy an empty shift to a different day of the schedule, even if another event was previously scheduled for that day (such as a shift or time off). Previously, empty shifts could only be copied to days where nothing else was scheduled. (WFM-34785)

To prevent Cross-Site Scripting (XSS), the following special characters are forbidden from being used in the **Name** field that is displayed in various views of the WFM Web for Supervisors (Classic) interface:

- Quotes (', ")
- Greater-than, less-than signs (<, >)
- Ampersands (&)

The WFM Web for Supervisors (Classic) UI now correctly escapes (and replaces) any forbidden special characters or symbols that users enter in input fields. For items that already contain a forbidden symbol in the **Name** field, the name will be changed after saving. In addition, WFM now displays a validation warning if users enter forbidden characters in the **Comments** field. (WFM-35176)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.08.

8.5.218.56

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/20/22	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

As of October 11, 2024, WFM Web 8.5.218.56 version contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on October 29, 2024. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-37584)

Important

If you installed this version of WFM Web prior to October 11, 2024, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

An issue with the Java applet cache on the client-side not refreshing after upgrading to the WFM Web version 8.5.218.55 (Build 2) is now fixed. (WFM-35658)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.56.

8.5.218.55

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/09/22	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

As of April 9, 2022, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on April 23, 2022. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-35265)

> ### Important
> If you installed this version of WFM Web prior to April 9, 2022, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

Third-party libraries have been updated so that WFM Web can connect to Config Server using a secure protocol. Previously, WFM Web could not obtain the configuration over a secure protocol. (WFM-35231)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.55.

8.5.218.54

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/13/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- As of 01/04/22, Workforce Management supports dual-role assignments (Agent and Supervisor) for a single agent account. For more information about this feature and configuration details, see Managing Dual-Role Users. (WFM-35057)

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> **Important**
> This feature requires WFM Server 8.5.219.01.

Resolved Issues

This release contains the following resolved issues:

The mechanism for transferring the **JSESSIONID** parameter from Google Web Toolkit (GWT) to the

Java subsystem is updated. Previously, this parameter may have been cached by the **Supervisor.jsp** page, which resulted in the session being invalidated and the user receiving an error. (WFM-34803)

When the **Delete states** functionality is selected from the **View or Edit Intra-day schedules** dialog, WFM now only deletes states for the selected agents in that site. Previously, WFM incorrectly deleted similar states for agents in all other sites associated with the selected Business Unit. (WFM-34768)

When viewing a forecast scenario in the latest WFM Forecast interface, the **Activities** tree now displays only the activities that are selected for that forecast scenario. Previously, all available activities were displayed. (WFM-34936)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.54.

8.5.218.50

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/27/21	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM now creates the Calendar Audit Report in CSV-friendly format and exports the data to a `.csv` file with no issues. Previously, if the last line on the page was long, WFM incorrectly split the text into multiple short lines when generating the report. (WFM-34642)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.50.

8.5.218.49

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/13/21	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In the latest Web for Supervisors UI, if there are preset date ranges for some Scenarios, WFM now displays the **Historical date range** grid in the **Build Volumes Wizard** > **Historical date range** step, by default. If there are no preset historical date ranges in Scenarios, WFM displays the historical indicator date range in the grid (as in Web for Supervisors [Classic]). (WFM-33822)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.49.

8.5.218.47

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/28/21	Update			X			X

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> **Important**
> As of April 8, 2022, the AI-powered Forecasting feature will be deprecated in Genesys Engage cloud and Genesys Engage on-premises deployments. For more information, see Deprecation: AI-powered Forecasting.

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM now saves the selected available Marked Time in the Schedule Marked Time Report and Schedule Marked Time Total Report. Previously, the WFM Report Scheduler did not save the selected available Marked Time for these reports unless users also selected the entire site. (WFM-34440)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.47.

8.5.218.43

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/30/21	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The WFM Web for Agents (Classic) UI now uses the ESAPI library for input validation. Previously, when the library was not configured for the UI, agents would see the **Go Back** error page when attempting to log in. (WFM-34380)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.43.

8.5.218.42

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/18/21	Update			X			X

What's New

This release includes the following new features and enhancements:

- As of September 30, 2021, WFM Language Packs are supported on Windows Server 2019. (WFM-33682)

Resolved Issues

This release contains the following resolved issues:

WFM Web now uses the **X-Forwarded-Proto** request header when generating `.jnlp` or `.wfm` files that open Java modules. Previously, WFM did not use the **X-Forwarded-Proto** header when generating the files, which caused issues when attempting to open Java modules. (WFM-34165)

In the latest Web for Supervisors **Forecast** module, users can now see the **Target** name of the Multi-Site Activity (MSA), Activity, Site, or Business Unit that is selected in the Scenario's **Activity** tree. In addition, the **Activity** tree in the left-side panel now auto-scrolls to enable the selection of items when the Scenario is opened. Previously, the missing **Target** name caused issues in long lists of MSAs. (WFM-33793)

Users must now select at least one item in the **Colors** list to update color configurations in the WFM Web for Supervisors **Configuration** > **Colors** views, thereby preventing WFM from incorrectly changing colors in all sites. (WFM-33767)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.42.

Supported Languages

See Release 8.5.x Translation Support.

8.5.218.40

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/21/21	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Agents can no longer change time-off types in the **Edit Time Off** dialog in the WFM Web for Agents **Calendar** view. Previously, when agents changed the time-off type, it resulted in negative time-off balances as WFM did not approve/validate the changes. (WFM-34095)

WFM Web now imports forecasting data correctly when users initiate the **Forecast** > **Import** action in the latest Web for Supervisors UI. Previously, starting in WFM Web release 8.5.218.32, an unexpected error occurred during the Import process. (WFM-34039)

WFM Web now assigns roles to restored agents. Previously, when the WFM Web option was set as **[Functionality]** useRolesSecurity = 1 roles were not assigned to restored agents, even if the WFM Server option was set as **[ConfigService]** RestoreTerminatedAgents = 1. (WFM-34038)

WFM Web now automatically selects the associated child activities when users select Multi-Site Activities (MSA) in a **Forecast** > **Scenario** using the **Add Activity** dialog in the latest Web for Supervisors UI. Previously, when an MSA was selected in the dialog, WFM failed to select the child activities associated with it. (WFM-33958)

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Data preparation for the Team Weekly Schedule Report is updated, and WFM Web now loads data for sites associated with the selected Schedule Scenario. Previously, if the business unit (BU) was directly selected, data was loaded for all available sites in that BU. However, WFM failed to use most of this data to later generate the report. (WFM-33646)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.40.

8.5.218.39

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/15/21	Update			X			X

What's New

This release includes the following new features and enhancements:

- Support for Microsoft Windows Server 2019. See the Workforce Management page in the *Genesys Supported Operating Environment Reference Manual* for more detailed information and a list of all supported operating systems. (WFM-33682)

- A new configuration option in the WFM Web Application enables you to set the inactivity interval for WFM Web for Supervisors before sessions time out. See the following option details:

SupervisorSessionInactiveTimeout

Section: Options
Default Value: 15
Valid Values: Any positive integer
Changes Take Effect: At next login
Dependencies: Server/SessionTimeout, auth/provider

Specifies the inactivity interval for WFM Web for Supervisors before sessions time out.

When this option value is set to 0, WFM keeps the session active indefinitely. When this option is set to a positive integer greater than 0, the session expires after that duration of inactivity.

When this option is not set, the session expires after the 15 minutes of inactivity.

more...

(WFM-33761)

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Resolved Issues

This release contains the following resolved issues:

When WFM Web receives the location header from WFM Server, WFM Web now sends it to the client without changes. Previously, WFM Web modified the location header (by applying HTML escaping) before sending it to the client. (WFM-34220)

Users can now make changes in WFM Web for Supervisors **Configuration** > **Agents** > **Time-Off Bonus Properties** view when only the **Configuration** > **Agents** > **Edit Time-Off Bonuses** privilege is enabled. Previously, users could apply changes to this role only if the **Configuration** > **Organization** > **Edit** privilege was also enabled. (WFM-33965)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.39.

8.5.218.35

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/08/21	Update	Unavailable		X			X

What's New

As of Jul 16, 2021, this release is no longer available due to a download issue. The feature associated with this release is available in WFM Web release 8.5.218.39.

Resolved Issues

The resolved issue associated with this release is available in WFM Web release 8.5.218.39.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.35.

8.5.218.31

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/26/21	Update			X			X

What's New

This release includes the following new features and enhancements:

- WFM Web has the following security improvements:
  - Auto-complete is disabled on the Login page.
  - New secure headers in server responses: `X-Content-Type-Options` and `X-XSS-Protection`.
  - Unnecessary options were removed from server responses that might disclosure server details.

  (WFM-33622)

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

WFM's user input validation is updated to remove the ESAPI library and no longer accepts incorrect values. Previously, the library validated some user input, even if it was incorrectly configured. (WFM-33800)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.31.

8.5.218.29

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/12/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- A new setting is introduced in the WFM Web for Agents **Configuration** > **My Settings** view. Agents can now check/ enable the **Prevent messages from auto-hiding** check box to prevent error, confirmation, and validation messages from disappearing after 5 seconds. Messages remain open until the agent clicks **Close**. Previously, these messages were hidden after 5 seconds and sometimes appeared multiple times. (WFM-33641)

Helpful Links

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List of Release Notes

Resolved Issues

This release contains the following resolved issues:

In the WFM Web for Supervisors **Schedule Bidding** view, users can expand the **Bidding Profiles** table rows to display shift start and end times for each week. Previously, WFM displayed shift start and end times in a separate window for each profile, making it difficult to compare shifts within the bidding profiles. Also, users now see a **Confirmation** dialog prior to removing a bid. (WFM-33680)

Agents can no longer change the status of Granted and Recalled Time-Off types in the WFM Web for Agents **Calendar** view. Previously, agents could change the Time-off type using the **Edit Time Off** dialog, which caused negative time-off balances. WFM does not approve Recalled and Granted time off types. (WFM-33573)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.29.

8.5.218.26

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/26/21	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In Web for Agents **Schedule Bidding** scenarios, WFM now assigns the ranking values using first-in, first-out logic when users add multiple profiles to the **Desired** list. Previously, WFM did not check the selection order when assigning the ranking values when multiple profiles were added. (WFM-33449)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.26.

8.5.218.25

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/12/21	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In the Web for Supervisors **Time-Off Rules** view, the **Assignments** data grid now displays an empty cell when information about time-off types is unavailable. (WFM-33638)

The Web for Supervisors **Time-Off Rules** data grid now converts the time value to a string with no offset. Previously, the converted string value would sometimes be 1 minute less than the original time value. (WFM-33637)

The Web for Supervisors Time-off Management Report now avoids errors when preparing data for the report. Previously, an error occurred in the **Agent Time-Off Bonuses** grid if the time-off bonuses for an agent were being sorted by the **Expiration** date, and some bonuses had specified **Expiration** dates while others did not. (WFM-33616)

The WFM Web Agent **Status Report** template now enables users to export the report data in all available formats. Previously, some report data was missing when the data was exported to an Excel spreadsheet. (WFM-33614)

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The WFM Web for Agents UI has improved accessibility and readability, as follows:

- The readability of the main menu when using JAWS and zoomed to 200%
- New JAWS announcements for shift timing in the **My Schedule** view
- Zoom to 200% in the browser is supported with no overlapping components

(WFM-33284)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.25.

8.5.218.20

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/17/21	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM now retains the time that is entered for preferences in the Web for Agents (Classic) > **Preferences** view. Previously, WFM incorrectly shifted the time entered for preferences by one hour. (WFM-33565)

While being installed on Linux, WFM now saves the application properties Working Directory, Command Line, and Command Line Arguments with no changes. Previously, the installation script incorrectly changed these properties/fields. (WFM-33552)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.20.

8.5.218.16

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/17/21	Update			X			X

What's New

This release includes the following new features and enhancements:

- Supervisors can now move schedule states to other days, by using the new **Move to date** setting and date-selector in the **Select states** dialog of the **Edit Multiple Wizard**. This functionality is available in the following Web for Supervisors (Classic) views:

    - **Schedule** > **Scenarios** > **State Group Totals**

    - **Master Schedule** > **State Group Totals**

    - **Schedule** > **Scenarios** > **Intra-Day** and > **Agent-Extended**

    - **Master Schedule** > **Intra-Day** and > **Agent-Extended**

    (WFM-33542)

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Resolved Issues

This release contains the following resolved issues:

When using the **Edit Multiple Wizard** in **Schedules** views and modifying the duration of paid schedule states (Exceptions, Time-Off items, Meals, or Breaks), the agent's daily paid hours are now calculated correctly. Previously in this scenario, the agent's paid hours were incorrectly modified by the same number of minutes as the change being made. (WFM-33556)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.16.

Supported Languages

See Release 8.5.x Translation Support.

8.5.218.15

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/22/21	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

If you installed OpenJDK 11 or 12 only on your host machine, you can now successfully install the WFM Web German (Germany) Language Pack 8.5.218.15 build 2. Previously, if these OpenJDK versions were installed without a version of Java JDK, the German (Germany) Language Pack could not be installed successfully. (WFM-34375)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.15.

Supported Languages

See Release 8.5.x Translation Support.

8.5.218.12

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/03/21	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Users can now scroll Help pages after opening them from the latest WFM Supervisor UI views using the Microsoft Internet Explorer browser. Previously, after opening pages from the UI, scrolling was not working as expected. (WFM-33548, WFM-33389)

In the WFM Web for Supervisors **Forecast** > **Import** view, users can now import historical data for a period of one year or more. Previously, users received an error when trying to import large historical data files and the process took longer than one minute. (WFM-33390)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.12.

8.5.218.11

Workforce Management Web Release Notes

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

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**

  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)

Helpful Links

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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.

8.5.218.07

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/17/20	General			X		X

What's New

This release includes the following new features and enhancements:

- Supervisors can now edit schedule states in Intra-Day schedules by using settings in the new **View or Edit Intra-Day Schedules** dialog to invoke the new **Edit Multiple Wizard** in the following Web for Supervisor views:

    - **Schedule** > **Scenarios** > **State Group Totals**

    - **Master Schedule** > **State Group Totals**

  Or open the wizard directly by using the toolbar or Actions menu in the following views

    - **Schedule** > **Scenarios** > **Intra-Day** and > **Agent-Extended**

    - **Master Schedule** > **Intra-Day** and > **Agent-Extended**

  Supervisors can also delete multiple schedule states in Intra-Day schedules by using the View or Edit Intra-Day Schedule dialog in the following Web for Supervisor views

    - **Schedule** > **Scenarios** > **State Group Totals**

    - **Master Schedule** > **State Group Totals**

  See also, Upgrade Notes below. (WFM-33334)

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

Users no longer see error messages in the Web for Supervisors **Configuration** > **Colors** view after selecting **Exception Types** in the drop-down filter for one business unit (BU), and then switching to another BU and clicking **Get Data**. (WFM-33418)

The Agent Properties Report no longer includes the Time-Off Rules section if there is no rules data. Previously, the Time-Off Rules table sometimes appeared in the report even though the table contained null values. (WFM-33398)

Upgrade Notes

WFM Server 8.5.218.01 or later is required to support this feature.

8.5.218.03

Workforce Management Web Release Notes

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

What's New

This release contains the following new features and enhancements:

- By assigning role privileges, WFM Administrators can now enable users to view and read information in the WFM Web UI while preventing them from making configuration changes in the following modules and views:

  - **Configuration**

  - **Configuration** > **Schedule State Groups**

  - **Configuration** > **Time Off Bidding Periods**

  - **Configuration** > **Activities** and **Multi-Site Activities**

  - **Policies**

  - **Policies** > **Meetings**

  - **Schedule** > **Overtime Bidding**

  - **Trading**

For more information about this feature, see Role Privileges in the *Workforce Management Web for Supervisors (Classic) Help*.

Also, see Upgrade Notes below. (WFM-33332)

Helpful Links

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

WFM Server 8.5.218.00 or later and WFM Database Utility 8.5.218.01 or later releases are required to support this feature.

8.5.217.22

Workforce Management Web Release Notes

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

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)

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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.

8.5.217.18

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/19/20	Update			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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In the WFM Web for Agents **Schedule** > **Other Schedules**, **My Schedule** > **Create Trade Proposal**, **Trade** > **Community** views, when filtering a list of agents by selecting **My team**, **My site**, or **My business unit**, if the **Primary activity only** option is selected and WFM finds no matching primary activity, the filter results show only the logged-in agent. Previously, when using these options to filter agent lists, the filter results incorrectly showed agents who did not match the filter criteria. (WFM-33399)

In the Web for Agents **Other Schedules** view, when filtering agents' schedules with the **Primary activities only** option selected, the filter results now show only agents who have at least one matching primary activity. Previously, in special cases, the filter results incorrectly showed agents who did not have matching primary activities. (WFM-33393)

The Web for Agents **Preferences** > **Details** view now displays correctly after agents log in to the UI using Internet Explorer (IE). Previously, when logging in using the IE browser, the **Details** view failed to load correctly. (WFM-33386)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.18.

8.5.217.16

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/14/20	Update			X		X

What's New

This release includes only resolved issues.

- Administrators can now separately assign the **Edit** and **Add/Delete** role privileges for the **Organization**. The **Add/Edit/Delete** privilege is split, enabling WFM to provide improved security by allowing specific users to edit the organization while preventing them from (accidentally or intentionally) deleting the entire organization. See also, Upgrade Notes.
  To support backward compatibility, user roles that previously had the Add/Edit/Delete privilege, now have Add/Delete and Edit privileges. (WFM-33256)

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Resolved Issues

This release contains the following resolved issues:

Users that do not have role privileges to the **Organization** > **Time Zones** view can now copy and save business units, successfully. Previously, when these users tried to copy and save a business unit, WFM displayed an unexpected error. (WFM-33340)

The following Warning message that appears in the Web for Supervisors (Classic) **Organization** > **Sites** view, was corrected and no longer contains a typo: `WFM cannot identify the time zone. Please select a time zone from the list.` (WFM-33329)

To provide clarity, WFM now displays the following updated message in the **Master Forecast** view

when users select a date range that is too long: `Specified date range is too long.` Previously in this scenario, WFM displayed the following message: `A WFM Web internal error occurred. Please login again or call your system administrator for help.` (WFM-33323)

When the **Select agents to view their Intra-Day schedule** dialog opens in the WFM Web for Supervisors Classic **Schedule** > **State Group Totals** view, WFM now correctly uses the same Name order (first/last name) for agents as the one displayed in the **Objects** pane. (WFM-33305)

Upgrade Notes

Implementation of the new feature requires WFM Server 8.5.217.01 or later and WFM Database Utility 8.5.217.04 or later releases.

8.5.217.13

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/10/20	Update			X		X

What's New

This release contains the following new features and enhancements:

- Improvements made in the WFM Web for Supervisors (Classic) **Master Schedule** > **State Group Totals** and **Schedule > Scenario** > **State Group Totals** views, enable users to choose to view the state group totals aggregated by name within the business unit, and select the time zone for which the State Group Totals data is displayed. Previously, WFM displayed the data for different sites based on the user's time zone.
  Find procedures and other detailed information about this feature in these *Web for Supervisors (Classic) Help* topics Scenario State Group Totals and Master Schedule State Group Totals. (WFM-33180)

- WFM Web UIs (with the exception of Web for Agents (Classic) UI) now support Microsoft Edge browser version 84.0.552.40 and later. See the Supported Browsers section on the Workforce Management page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported browsers. (WFM-33196)

> ### Tip
>
> As Microsoft Edge does not support running Java applets, Edge users must also use the WFM UI Launcher. For more information about Java support and how to use the UI Launcher, see "Java Plug-In Support in Browsers" in the *Workforce Management Web for Supervisors (Classic) Help*.

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Resolved Issues

This release contains the following resolved issues:

In the Web for Supervisors (Classic) **Master Schedule** > **Intra-Day** view, the **Filter** now resets the **Agent** > **Activities** tree only when the selected site or business unit is changed . Previously, WFM incorrectly reset the **Filter** when another multi-site activity was selected in the tree. (WFM-33253)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.13.

8.5.217.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/20	Update			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM now creates the Individual Schedule Report in CSV-friendly format and exports the data to a .csv file with no issues. Previously, if the last line on the page was a long line, the text was incorrectly split into multiple short lines when the report was generated. (WFM-33255)

In the latest Forecast UI, users can now successfully select events in the **Select Events** dialog of the **Forecast Build Volume Wizard**. Previously, an error occurred when opening the **Select Events** dialog if one of the overlays did not have associated activities. (WFM-33172)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.09.

8.5.217.07

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/21/20	General			X		X

What's New

This release contains the following new features and enhancements:

- A new setting, **Primary activities only**, in WFM Web for Agents enables agents to filter and show only agents with matching primary activities. If agents deselect **Primary activities only**, WFM shows all agents with activities that match the primary or secondary skills of the logged-in agent. Agents will see the filter in the following views:

  - In the **My Schedule** view, when creating trade proposals and selecting agents in the **Create trade proposals** dialog, the **Primary activities only** check box is selected by default.

  - In the **Other Schedules** view, a new section **Show Agents with Matching** in the **Filter Schedules** dialog enables agents to filter **Primary activities only** (default) or **Primary or secondary activities**.

  - In the **Trading** > **Trades** view, agents can use **Filter by primary activities only** when the list is filtered by **Community**.

  (WFM-33156)

- WFM Web now supports an alternate method of setting up offline access to the Help documentation when using the default online documentation at https://docs.genesys.com is not possible. The **[Options]** ExternalHelp configuration option enables customers to specify an alternate offline location for the WFM documentation and supports access to Web for Supervisors and Web for Agents Help. The option value is a URL that points to the customer's web server where the Genesys documentation (the downloaded PDF-format Help) is hosted.
  The contact center administrator will:

  1. Go to https://docs.genesys.com/Documentation/WM, and generate and download a PDF of the latest WFM Help.

  2. Ask their IT team to host the PDF on an internal web server.

  3. Set the URL to target and open the PDF-format Help locally, by using the instructions in the **[Options]** ExternalHelp option in the WFM Web Application.

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Note that the Genesys Documentation wikicicle is no longer supported for offline access to Genesys documentation. (WFM-33222)

Resolved Issues

This release contains the following resolved issues:

Now, if the LimitScheduleDetails configuration option value is set to true, the actual names of Exceptions and Time-Off items display as generic names when hovering the cursor over truncated items in the WFM Web for Agent **Other Schedules** view. Previously, WFM was incorrectly displaying the actual names of Exceptions and Time-Off items in the **Other Schedules** view. (WFM-33238)

Users who do not have the **Edit Master Schedule** permission can no longer make or save changes in the **Accessible Schedule Details** dialog in the Web for Supervisors **Master Schedule** > **Intra-Day** and > **Agent-Extended** views. Previously, WFM did not check role permissions in the **Accessible Schedule Details** dialog and users could make or save changes, even if they did not have the appropriate role permission. (WFM-33182)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.07.

8.5.217.04

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/20	General			X		X

What's New

This release includes the following new features and enhancements:

- WFM Web enables supervisors to quickly make changes to agent schedules by viewing all agents contributing to a scheduled state total and display their schedule in the **Intra-Day** view. This feature is available in the **Master Schedule** > **State Group Totals** and **Schedule** > **Scenarios** > **State Group Totals** views. For more information about this feature, see Master Schedule State Group Totals and Scenarios State Group Totals in the *Workforce Management Web for Supervisors (Classic) Help*. (WFM-33200, WFM-33193)

- In the **Policies** > **Time-Off Rules** view, WFM Web now enables you to perform bulk assignments of time-off rules, based on agent hire dates. For more information about this feature, see Associating Agents Based on Hire Dates in the *Workforce Management Web for Supervisors (Classic) Help*. (WFM-33186, WFM-33178)

- The grid in the WFM Web **Performance** > **Intra-Day** view has two new columns under **Staffing**. The **Diff. Calc.** and **Diff. Req.** columns show the values that reflect the difference between Coverage and Calculated, and Coverage and Required staffing for each activity. In addition, the (existing) **Coverage** column is now under **Staffing** in the grid. (WFM-33181)

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Resolved Issues

This release contains the following resolved issues:

In the WFM Web for Supervisors **Master Schedule** > **Intra-Day** view, all agents in the **Schedule Agents** tree, including terminated agents, now display as expected. Previously, if this Java-based view was opened by the WFM UI Launcher and the CFG_SHOW_TERMINATED_AGENTS option was set to true, terminated agents did not display in the tree. (WFM-33204)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.04.

8.5.216.12

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/09/22	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

As of October 11, 2024, WFM Web 8.5.216.12 version contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on October 29, 2024. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-37584)

> **Important**
>
> If you installed this version of WFM Web prior to October 11, 2024, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

As of April 9, 2022, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on April 23, 2022. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-35265)

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> **Important**
>
> If you installed this version of WFM Web prior to April 9, 2022, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

WFM Web has been updated to remove a potential vulnerability in links to contextual Help. (WFM-33143)

WFM now correctly applies filters in the WFM Agent application's **Configuration** > **Browse Shared Transport** view. Previously, if users entered symbols in the **Filter by** field from an existing shared transport name, WFM failed to apply the filter and produced no results. (WFM-32949)

WFM now correctly applies the selected filter in the WFM Agent application's **Configuration** > **Browse Shared Transport** view. Previously, selecting a filter other than the default filter in the **Filter by** drop-down menu, failed to apply the selected filter and incorrectly produced results for the default filter. (WFM-32948)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.12.

8.5.216.11

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/28/20	Update			X		X

What's New

This release contains the following new features and enhancements:

- The WFM Web for Agents UI now supports W3C/WCAG 2.0 Accessibility (Level – AA) recommendations for users with physical limitations. For more information, see WFM Web Content Accessibility. (WFM-33087, WFM-33062, WFM-33059)

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Resolved Issues

This release contains the following resolved issues:

Comments that were entered in the Web for Supervisors (Classic) Forecast UI now display in the latest Web for Supervisors **Forecast** > **Scenarios** view. Previously, comments that were entered in the (Classic) Forecast UI did not display in the latest Forecast UI. (WFM-33145, WFM-33025)

WFM now displays the updated data in the Web for Supervisors **Schedule** > **Intra-Day** and > **Agent-Extended** views if they are refreshed after first being opened. Previously, WFM did not display the updated data if a view was refreshed after first being opened; users had to close and then reopen the view to see the updates. (WFM-33141)

WFM now displays all items in the **Activities** tree without delay in the Web for Supervisors **Templates** and **Overlays** views. Previously, if the **Activities** tree in these views had a large number of pre-checked items, there were long delays before opening and a Page Unresponsive message sometimes appeared. (WFM-33137)

In the latest Web for Supervisors Forecast UI, the **Activities** tree now lists all sites and activities. Previously, the **Activities** tree in the latest UI listed only the first 500 activities and sites. (WFM-33104)

To improve performance in WFM Web for Supervisors **Schedule** > **Intra-Day** view, the Performance Graph is based on the targeted multi-site activity (MSA), which is a single MSA selected in the **Activities** tree. Previously the Performance Graph targeted the business unit, by default. (WFM-33081)

In the latest Web for Supervisors Forecast UI, when supervisors create forecast scenarios and select or deselect multi-site activities (MSA) in the tree, WFM now selects/deselects the associated child activities automatically. Previously, WFM did not select/deselect the associated child activities automatically, as expected. (WFM-33077)

In latest Web for Supervisors **Forecast** > **Scenarios** view, new comments now display with the correct date. Previously, WFM sometimes displayed new comments with incorrect dates, either one day earlier or later. (WFM-33076)

In the latest Web for Supervisors Forecast UI, when users create forecast scenarios using the **Create based on** option, activities that were checked in the original scenario are now checked in the **Activities** tree automatically for the new scenario, as expected. Previously when using the **Create based on** option to create scenarios, some activities were not checked. (WFM-33071)

In latest Web for Supervisors **Forecast** > **Scenarios** view, WFM now correctly displays comments for the selected week, based on the business unit week start day. Previously, they were incorrectly based on the default week start day, causing some comments to be displayed in the wrong week. (WFM-33034)

Activities that are added to scenarios in the Web for Supervisors Classic Forecast UI now display in the latest Forecast UI after switching from one UI to the other. (WFM-33027)

In the Web for Supervisors latest Forecast UI, after changing the locale in the browser, the **Date** field now displays the entire date for languages with translations that have more characters than English dates. Previously, this issue affected the **Date** fields in many views, dialogs, and wizards. (WFM-32100)

In the Web for Supervisors latest Forecast UI, the date in the **Comments** editing popover pane now displays in the correct language after the locale is changed in the browser. Previously, the date incorrectly displayed in English. (WFM-32065)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.11.

8.5.216.09

Workforce Management Web Release Notes

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

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

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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)

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.

8.5.216.06

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/20	General			X		X

What's New

This release includes the following new features and enhancements:

- To increase security in the WFM Web Application, some third-party libraries are updated. (WFM-33008)

- To improve readability when using JAWS screen readers, changes were made to the display and accessibility of the WFM Web Application controls, page layout, and other interface elements.

Resolved Issues

This release contains the following resolved issues:

All available activities now display in the Activities tree in the latest WFM **Forecast** > **New Scenario** dialog. Previously, the Activities tree displayed only the first 100 activities. (WFM-32992)

WFM Web's Java subsystem now handles duplicate template name errors and displays the correct message to the user. Previously, WFM Web displayed a general message if the user entered a duplicate template name. (WFM-32915)

WFM no longer supports graph reports with OpenJDK and Java version 9 or later. WFM Web will now hide graph reports from the list of available reports if it detects OpenJDK or Java version 9 or later. (WFM-32795)

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WFM Web now correctly publishes multiple calendar items to the Master Schedule even if they contain Warning messages. Previously, attempts to publish multiple items resulted in errors if any items contained Warnings. (WFM-32783)

WFM Web now displays the correct error message when users attempt to log in using invalid credentials. Previously, WFM incorrectly displayed a message about a server connection error. (WFM-32782)

In WFM Web for Agents **Other Schedules** view, the first week day displayed in the schedule details correctly matches the week start day that was selected in the Calendar. Previously, the schedule details incorrectly displayed the business unit week start day. (WFM-32756)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.06.

8.5.215.11

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/27/20	Hot Fix			X		X

What's New

This release includes the following new features and enhancements:

- A new option in the WFM Web Application's **[Options]** configuration section enables users to set the font in the WFM Web when characters in some languages, such as Hebrew, do not display in JAVA subsystems. By default, WFM Web uses a font that does not display these characters in the JAVA subsystem.

AppletFont

Section: Options
Default Value: " " (string)
Valid Values: A font name
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.215.10

Specifies the font that WFM Web will use in the JAVA subsystem.

> ### Important
> If this option value is not set to use a specific font, by default, WFM Web uses a font that does not display characters in some languages (such as Hebrew) in the JAVA subsystem.

(WFM-32934)

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Resolved Issues

This release contains the following resolved issues:

All activities now display in the Activities tree in the latest WFM Web for Supervisors **Forecast** > **Scenarios** > **Add activity** and **Remove activity** dialogs. Previously, some activities were not displayed if the number of activities in the scenario was greater than 100. (WFM-32998, WFM-32997)

All activities now display in the Activities tree in the latest WFM Web for Supervisors **Forecast** > **New Template** and **New Overlay** dialogs. Previously, some activities were not displayed if the number of activities within a site was greater than 100. (WFM-32996)

All sites now display in the Activities tree in the latest WFM Web for Supervisors **Forecast** dialogs. Previously, some sites did not display if the number of sites was greater than 100. (WFM-32987)

All available activities now display in the Activities tree in the **New scenario** dialog in the latest WFM **Forecast** module. Previously, the Activities tree displayed only the first 100 activities. (WFM-32966)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.11.

8.5.215.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/05/20	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When the WFM Web **[auth]** provider configuration option is set to wfm, the access token is now refreshed and does not expire. Previously, when WFM Web was configured in this way, the access token sometimes expired after one hour, causing unexpected errors to occur in various places in the application. (WFM-32909)

WFM Web's **SameSite** Cookies property is now set to Strict to ensure that Cookies are used only for same site purposes. Previously, the **SameSite** property was not defined. (WFM-32781)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.09.

8.5.215.07

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/26/19	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

After installing the French (France) Language Pack for WFM Web, the label for the **New UI** button is now translated and correctly displays in French in the UI. (WFM-32740)

The **Performance** > **Intra-Day** view now displays empty cells if WFM returns non-integer values. Previously, if non-integer values were returned for **Weighted average of Scheduled Abandoned Interaction Volume** (weighted on Forecasted Interaction Volume), Exception errors occurred. (WFM-32691)

To improve security, the WFM Web Deployment Descriptor file has been updated to ensure the default error page displays with no server-side information. (WFM-32667)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.07.

8.5.215.05

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/07/19	General			X		X

What's New

This release contains the following new features and enhancements:

- Following best practices to improve security, JSP files in the WFM Web Application are now stored inside Tomcat's /WEB-INF directory, thus preventing users from browsing directly to these files. (WFM-32595)

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Resolved Issues

This release contains the following resolved issues:

In the latest WFM Supervisors UI, WFM now renders the week start day in the date range calendar, based on the browser's locale setting. (WFM-32649)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.05.

8.5.215.03

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/15/19	General			X		X

What's New

This release includes the following new features and enhancements:

- A time-scale bar with 1-hour segments (above the **Time-Off Limits** bar) is now available to agents when adding and editing time-off requests in the WFM Agent **Time-Off** > **Calendar** view. Agents can also click anywhere in the Time-Off Limits bar to see the **Period**, **Time-Off Limit** and **Wait-List** details for that interval. (WFM-32568, WFM-32567)

- Agents now see the start and end times for calendar or scheduled items by using the new **Show start/end times** setting in the WFM Agent **Preferences** > **Calendar** view and **Schedule** > **Other Schedules** view. Agents can optionally change the settings to see the name of calendar or scheduled items (such as, Availability, Vacation, etc.) by clearing the **Show start/end times** check box in the **Settings** dialog. (WFM-32464, WFM-32462)

- The Agent UI enables agents to see schedule items details displayed in a new tool tip by hovering the cursor over truncated schedule items in the **Schedule** > **Other Schedules** view. (WFM-32463)

- The WFM Web for Agents (Classic) UI is deprecated and will be unavailable in future releases. Genesys recommends that you change the configuration to display the current Agent UI instead of the Agent (Classic) UI.

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Resolved Issues

This release contains the following resolved issues:

Supervisors attempting to access the WFM subsystem, are now redirected to the Login page if they

do not have access permission. Previously, supervisors without access permission could access the WFM subsystem by changing the URL in the browser. (WFM-32561)

As of April 15, 2020, the fix description for this issue was removed from this Release Note as it is an internal issue that is not relevant for customers. (WFM-32490)

WFM Web now redirects users to the correct URL when multiple WFM Web Applications are deployed on the same Tomcat server and/or they are renamed to something, other than the default /wfm—for example, in multilingual installations that require several instances of WFM Web running in a single instance of Tomcat. (WFM-32475)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.03.

8.5.214.20

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/12/19	Update			X		X

What's New

This release includes only resolved issues.

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 now calculates the duration of full-day Time-Off items and Exceptions as follows:

- The duration of paid, full-day Time-Off items and Exceptions is equal to Paid Time.
- The duration of unpaid, full-day Time-Off items and Exceptions is equal to Standard Daily Paid Hours from the agent's contract.

If **Start Time** and **End Time** values are specified for Time-Off items and Exceptions, the duration is estimated as the difference between those values.

In Genesys Administrator, if the **Reports** > **TotalsInStatesReport** property is set to `true`, WFM uses the daily totals for calculations. (WFM-32331)

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The size of the **[X] Weeks** text field has been increased to 55 pixels in the **Performance Report** > **Date Range** settings. Previously, the text field was too small at 30 pixels. (WFM-32319)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.20.

Supported Languages

See Release 8.5.x Translation Support.

8.5.214.15

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/31/19	Update			X		X

What's New

This release includes only resolved issues.

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 no longer displays the error message *An unexpected issue...access denied* after login, when the following values are set for the **[Functionality] NewAgent** and **[Functionality] ClassicAgent** configuration options:

- NewAgent = false
- ClassicAgent = false

(WFM-32453)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.15.

8.5.214.14

Workforce Management Web Release Notes

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

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*

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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)

- 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:

---

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.

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.

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

What's New

This release includes only resolved issues.

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 has a renewed certificate for signing Java code. The certificate provided in previous WFM versions expires on June 11, 2019. Continuing to use an older release of WFM after the expiration date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. To resolve this issue, Genesys recommends that you upgrade to the latest version of WFM Web that includes the updated certificate. (WFM-32288)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.22.

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Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/13/19	Update			X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

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 now trims the seconds from time-off balances before displaying them in Web for Agents. For example, 5:59:47 now displays as 5:59 in the agent's **Time-Off Balance** pane. Previously, when WFM included the seconds and rounded up, agents unknowingly requested more hours than they actually had accumulated. (WFM-31516)

The **RUN_JAVA_STANDALONE** setting in WFM Web for Supervisors **About** > **Settings** is now of type ENUM and can be set to `Off (plug-in used)` or `Java Web Start`. Previously this setting was of type BOOLEAN.

When **RUN_JAVA_STANDALONE** is set to `Off (plug-in used)` (default), the Java-based modules in WFM Web opens in a separate windows using the Java plug-in, in the browser.

When **RUN_JAVA_STANDALONE** is set to `Java Web Start`, WFM displays the following message:

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The selected view will open as a separate application. If it does not open automatically, save file with the .jnlp extension and open it separately. The `.jnlp` file is then generated automatically and the Java-based modules in WFM Web open in a separate window. (WFM-32214)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.21.

Supported Languages

See Release 8.5.x Translation Support.

8.5.212.15

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/28/18	Update			X	X	X

What's New

This release contains the following new features and enhancements:

- Enhancements to the Payback Exceptions feature enable agents to insert Payback without adding an Exception. For example, agents can enter the Exception on the date that the lateness (or exception) occurred and enter the Payback as a separate request at a later date. Agents can use this feature on their desktop or mobile devices. (WFM-29413)

- A new configuration option **[Functionality]** InsertPayback in the WFM Web Application supports enhancements made to the Payback Exceptions feature. (WFM-31711)

- The values in the **Min. level** and **Max. level** fields in the Web for Supervisors **Activity** > **Skills** tab can now be edited at any time. Previously, these settings were editable only when skills were being added to new activities. (WFM-29705)

- Discontinued support for Java 7. For more information on discontinued support for prerequisites, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*. (WFM-30564)

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Resolved Issues

This release contains the following resolved issues:

Now, when the **[AgentSchedule]** LimitScheduleDetails configuration option value is set to `true`, Exceptions and Time Off items that are ineligible for schedule trades display in their default color and do not appear as separate items in the Legend in the **Other Schedules** view. (WFM-31338)

Users can now activate the "Skip to main content" link by pressing the **Enter** key in JAWS. Users who are not using JAWS can activate this link by pressing the **Enter** key or **Space** bar. (WFM-31257)

After localization, WFM Web now displays the following message in the appropriate language if the connection to WFM Server is lost: *Could not send message*. (WFM-30999)

The list of weekday names now appear in the correct language in the **Forecast** > **Volumes** view, according to the configured locale. Previously, the list of names incorrectly appeared in English after localization, because using an incorrect sequence, WFM failed to detect the configured locale. (WFM-30913)

WFM now restricts editing of **Agent Properties** in the Web for Supervisors UI unless users are assigned the **Add/Edit/Delete** privilege in **Configuration** > **Organization**. (WFM-30801)

WFM Web for Supervisors Java Plug-In now uses Arial Unicode MS font when translated into Chinese and running on Windows 10 version 1803 or higher. (WFM-30611)

To provide clarity in WFM Web for Agents, the word "Slots" was changed to "Bids" in the list of Overtime Offers and in the **Details** pane to the right of this view. Also, the label **Shift used for overtime** in drop-down list was changed to **Add overtime to this shift**. (WFM-30225)

WFM Web is updated to ensure error messages in Web for Agents are correctly translated into the appropriate language when WFM is localized. Previously, after WFM was localized, some error messages incorrectly displayed in English and others had incorrect translations. (WFM-30222)

WFM Web now processes updated Calendar items without errors after validation. Previously when updating Calendar items, WFM Web failed to identify the correct item, resulting in an application error. (WFM-29800)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.15.

Supported Languages

See Release 8.5.x Translation Support.

8.5.211.07

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/16/19	Update			X	X	X

What's New

This release includes only resolved issues.

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 has a renewed certificate for signing Java code. The certificate provided in previous WFM versions expires on June 11, 2019. Continuing to use an older release of WFM after the expiration date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. To resolve this issue, Genesys recommends that you upgrade to the latest version of WFM Web that includes the updated certificate. (WFM-32288)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.07.

8.5.211.06

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/21/18	Update			X	X	X

What's New

This release includes the following new features and enhancements:

- The new setting **Minimum consecutive working days**, in the WFM Web for Supervisors **Contracts** > **Constraints** tab, enables supervisors to set the minimum number of consecutive working days an agent must be scheduled before any scheduled days off. For more information about Contract constraints, see the Working Days section in the *Workforce Management Web for Supervisors Help*.

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Resolved Issues

This release contains the following resolved issues:

WFM Web is updated to ensure that error messages in Web for Agents are correctly translated into the appropriate language when WFM is localized. Previously, after WFM was localized, some error messages incorrectly displayed in English and others had incorrect translations. (WFM-30222)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.06.

Supported Languages

See Release 8.5.x Translation Support.

8.5.211.05

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/02/18	Update			X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Web has been updated to improve accessibility to the navigation bar menu and sub menus. JAWS 18 screen reader now correctly identifies the navigation bar menu and announces sub menus in a numbered sequence. (WFM-30359)

The following issues in the WFM Web for Agents interface are updated using Adaptive technology:

- The **My Schedule** page title now contains the name of the active module.
- The table and cells in the **My Schedule** view are now labelled.
- JAWS now announces the purpose of the table and highlighted cells in the **My Schedule** view.

(WFM-30358)

A new snapshot now opens in WFM Web for Supervisors' **Master Schedule** > **Intra-Day** view when the **Intra-Day Rebuild** dialog and initial snapshot are closed during the rebuild process. This enables WFM to fetch information to update the table in the **Intra-Day** view. Previously in this scenario, when the initial snapshot was closed during the rebuild process, WFM was unable to fetch information to update the table. (WFM-29925)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.05.

8.5.211.02

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/29/18	Update			X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In WFM Web for Agents **My Schedule** view, agents can now move the focus indicator through tables by using [ALT] + [Left arrow] or [Alt] + [Right arrow] key combination. Previously, this combination key function did not work in tables. (WFM-29456)

In WFM Web for Agents, the order of the focus indicator in the **Schedule Details** view has changed and is now set to focus first on the check box at the top of the table, and then move to the **Paid hours** field at the bottom of the view. (WFM-29455)

The **OK** button in the session time out error dialog now appears correctly when agents are switching from the new Web for Agents to Web for Agents (Classic). Previously, the button label incorrectly appeared as **S_OK**. (WFM-29454)

The Schedule Trade Report now includes agent information only from selected sites when filtering available agents. Previously, the report contained agent information from unselected sites when certain teams or sites were used to filter available agents. (WFM-29452, WFM-29451)

The following issues in the WFM Web for Agents interface are updated by using Adaptive technology:

- JAWS now announces the **Previous**, **Next**, **Calendar**, **Schedule settings**, and **Create trade proposals** buttons and they are now labelled.

- The **Skip to main** content link now correctly links to the module title.

- JAWS no longer announces:

    - Invisible asterisks in the **Password** field when it is empty.

    - Empty navigation regions.

    - Multiple lists that were used for formatting.

(WFM-29154)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.02.

8.5.211.00

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/25/18	Update			X	X	X

What's New

This release contains the following new features and enhancements:

- Support for Java 10. See "Prerequisites" on the Workforce Management page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites.

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Tip

Starting with Java 9, browsers no longer support Java plug-ins. WFM provides a workaround to enable Java Webstart to start as a standalone application that contain Web for Supervisor java-based views. To learn how to configure WFM Web to open Java Webstart as a standalone application, see Changing WFM Web Application Settings in the *Workforce Management Web for Supervisors Help* and Tomcat JVM settings in the *Workforce Management Administrator's Guide*.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.00.

8.5.210.05

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/18	Update			X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In the WFM Web for Agents **Time-Off** module, agents can no longer incorrectly save multiple full-day Time-Off requests in a single day. Previously, if agents clicked **Save** multiple times when entering Time-Off requests, multiple identical entries displayed for the same day in the Calendar. (WFM-28632)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.05.

Supported Languages

See Release 8.5.x Translation Support.

8.5.210.04

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/09/18	Hot Fix			X	X	X

What's New

This release contains the following new feature and enhancement:

- Support for Microsoft Hyper-V virtual platform. See the Workforce Management page in the *Genesys Supported Operating Environment Reference Guide*.

- Now, when users enable the WFM Web **[Options] CustomActivities** configuration option and the **[Options] ShowAllActivities** option value is set to `false`, the text "Custom activities" displays beside work items in the new WFM Agent interface.
If these options are not set as described, WFM displays a list of activities next to work items, and sometimes the list can be long. If these options are set as described, the text "Custom activities" replaces the list of activities in all views where it was previously displayed.

- The **Weekly Schedule Coverage Report** wizard now has a **Use Multi-Site Activities** check box that enables selection of the branch used to request data. Select the check box to request the data for Multi-Site Activities. Uncheck (or clear) the check box to request accumulated data for all activities related to Multi-Site Activities.

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Resolved Issues

This release contains the following resolved issues:

WFM Web for Supervisors' Agent Properties report can now be generated successfully and the Skills section does not appear in the report if there is no agent skills data. Previously if there was no skills data, an application error message sometimes appeared and the report could not be generated.

(WFM-29071)

While retrieving data in **Forecast** > **Historical** views WFM Web now passes the correct value for the **overwrite** parameter in **Monthly**, **Yearly**, and **Weekly** views. (WFM-28980)

WFM Web for Supervisors now accepts negative values less than 1 hour for time-off bonuses in the **Configuration** > **Agents** > **Time-Off Bonus Properties** view. (WFM-28968)

The WFM Web for Supervisors Agent Properties report is updated and now displays large lists of activities according to the agent's skills. (WFM-28386)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.04.

8.5.210.02

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General			X	X	X

What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2016. See the Supported Operating Environment: Workforce Management page for more detailed information and a list of all supported operating systems.

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Resolved Issues

This release contains the following resolved issues:

WFM Web for Supervisors now displays the correct validation message in the **Schedule** > **Intra-Day** view when editing part-day Exceptions within Shifts. (WFM-28198)

WFM's new Agent UI now correctly displays the Activity Set description in the **Schedule Details** dialog. Also, WFM's Classic Agent UI now correctly displays colors for Activity Sets in the **Schedule** view. (WFM-28193)

The date format in the **Shift Start** column in Web for Supervisors' **Adherence** view is now locale-aware, meaning it adjusts to the locale set in the browser. (WFM-28149)

Users that have only Read privileges in WFM Web for Supervisors' **Reports** module can now see generated reports. Previously in this scenario, users needed additional privileges to see generated reports in this module. (WFM-28140)

Users no longer receive an error if they are adding preferences and do not select dates chronologically in WFM Web for Agents' **Preferences** > **Calendar** view. Previously in this scenario, users would see the following error message: The selected end time is incorrect. Please specify the correct time. (WFM-28133)

The drop-down part of the **Date** control in WFM Web now stays open if users move their cursor away from it. Previously, it would automatically close, if users moved their cursor. (WFM-28122)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.02.

Supported Languages

See Release 8.5.x Translation Support.

8.5.209.06

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/21/18	Hot Fix			X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Web for Supervisors Agent Properties report can now be generated successfully and the Skills section does not appear in the report if there is no agent skills data. Previously if there was no skills data, an application error message sometimes appeared and the report could not be generated. (WFM-28598)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.209.06.

8.5.209.05

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/30/17	General			X	X	X

What's New

This release contains the following new features and enhancements:

- WFM introduces Overtime Bidding, in which its automated overtime scheduling process now schedules agents' overtime slots associated with Overtime Offers:

  - Supervisors with the appropriate role privileges can create Overtime Offers in the new **Overtime Bidding** view. Supervisors associate an activity or multi-site activity, agents, and sites with the Overtime Offer and use a Marked Time type to indicate overtime in schedules. After agents submit their bids, supervisors initiate the automated overtime scheduling process.

  - Agents who are associated with Overtime Offers can bid on overtime slots. Agents see Overtime Offers in the **Bidding** > **Overtime** view after the supervisor marks the offer as "Open". Agents can create, edit, delete, and change the priority of overtime bids and then, see their overtime slot requests, their priorities, and statuses for all Overtime Offers with which they are associated.

- The Workforce Management Agent Mobile Client now includes the **My Schedule**, **Trading**, **Time Off, Preferences**, and **My Settings** modules and views, enabling agents to perform the following tasks on their mobile devices:

  - In the **My Schedule** screens and dialogs:

    - See scheduled and pending items with the same color configuration as in the desktop UI

    - Create trade proposals

    - Add or rollback Exceptions

  - In the **Time Off** screens and dialogs:

    - Add, recall, delete, or cancel Time-Off requests

  - In the **Trading** screens and dialogs:

    - See and filter a list of trades

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- Respond and add comments to trade requests

- In the **Preferences** screens and dialogs:

  - Add, edit, and delete Preferences (shift, availability, day off)

- In the **Configuration** > **My Settings** screen:

  - Change their personal settings

Resolved Issues

This release contains the following resolved issues:

WFM Web Supervisors' **Configuration** > **Agents** view now shows values for time-off bonus hours correctly in the **Time-off Bonuses** > **Time-off Bonus Properties** pane. Previously, after entering a negative value in the **Bonus Hours** field, it was incorrectly displayed with an extraneous minus sign. For example, the value `-01.00` incorrectly displayed as `-0-1.00`. (WFM-27805)

The WFM Web for Supervisors Agent Properties report can now be generated successfully, without error. Previously, report generation failed when WFM processed certain data, resulting in the error `Infinite loop creating new page due to column header overflow.` (WFM-27791)

WFM now displays Time-Off items on the last day of month in the **Time Off** view in WFM Agent Mobile interface. Agents can now view and edit these items in either in the **Preferences** view of the WFM Agent Mobile or view them in the Web for Agents desktop interface. Previously, WFM did not display these items in the **Time Off** view in WFM Agent Mobile interface. (WFM-27785)

WFM Web shows improved performance when generating the Scheduled States and Schedule States Totals reports, taking less time to execute and producing no errors when processing large data sets. Previously, after applying a fix for another issue in release 8.5.2, WFM's performance was negatively impacted when generating these reports.

The **[Reports]** TotalsInStatesReport configuration option is introduced in this fix. (WFM-27737)

When using the Insert Multiple Wizard in WFM Web for Supervisors, items are now inserted into the Schedule only for the selected agents. Previously, when using the wizard in certain cases, items were incorrectly inserted for more agents than were selected.

This issue occurred when items were inserted for agents from multiple sites and WFM generated warning messages to agents from one site only. In this case, if the user chose to continue inserting items after warnings were generated, WFM inserted the same items for all agents from sites that did not receive warnings. When agents from all sites had received warnings, the issue did not occur if the

user chose to continue inserting items. (WFM-27615)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.209.05.

8.5.208.06

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/22/17	General			X	X	X

What's New

This release contains the following new features and enhancements:

- The WFM Web for Supervisors and Web for Agents interfaces have been updated with the current Genesys logos and branding. (WFM-27579, WFM-27581)

- In the WFM Web for Agents interface, the **Schedule** > **Other Schedules** > **Others Schedule Settings** dialog is now named **Other Schedules Settings**. (WFM-26832)

- In WFM Web, agents can now narrow the range of hours in the **My Schedule** view to display only the hours in their contract. Agents enable this feature by opening the **Settings** dialog box and checking the **Presentation Properties** > **Use contract hours** check box. (WFM-23595)

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Resolved Issues

This release contains the following resolved issues:

WFM Web's Agent Properties report now includes Rotating Patterns assigned to agents when the report is run for more than one agent. Previously, assigned Rotating Patterns were sometimes not included in the report. (WFM-27769)

WFM Web now works properly when importing Forecast data from .csv files containing only one line. Previously in this scenario, WFM Web would freeze shortly after attempting to load data. (WFM-27743)

WFM Web for Supervisors' Reports Scheduler now shows a current list of agents in wizard pages where agents are selected. Previously, the list of agents in wizard pages was not current. Only Report Scheduler is affected by this issue. (WFM-27693)

The `localization.bat` file in the WFM Web installation Package (IP), now supports complete resource extraction and packaging. For detailed information about how to use the `localization.bat` file, run it with either the `-h` or `/?` option. Previously, running the `localization.bat` file did not update the text resources for the latest WFM Web for Agents UI, as expected. (WFM-27691)

Users can now log into WFM Web when the server's host name starts with the letters "d" or "m", or the path to the application starts with these same letters. For example:

- http://demo:8080/wfm
- http://memo:8080/wfm
- http://localhost:8080/dwfm
- http://localhost:8080/mwfm

Previously, when users attempted to log into WFM Web using these types of host names or URLs, login failed. This issue, introduced in WFM Web 8.5.207, is resolved. (WFM-27633)

In the WFM Agent Mobile Client's **Add Time Off** screen, the **Paid hours** check box is now correctly disabled when the agent unchecks the **Full day** check box. Previously, when the **Paid hours** check box was incorrectly enabled, WFM did not consider Part-Day Time-Off requests and used an incorrect value. (WFM-27427)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.208.06.

8.5.207.10

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/17	General			X	X	X

What's New

This release contains the following new features and enhancements:

- WFM Web supports Multi-Site Trading:

  - Agents can now trade schedules with agents located at sites other than their own, when Activities within the schedule are configured as Multi-Site Activities.

  - Agents now see the new **Trading** > **Trades** view in the Agent UI when WFM Web is running with WFM Server 8.5.207.09 and later, which supports multi-site trading.

  - The following views in the WFM Web for Agents UI were enhanced to support multi-site trading:

    - **Schedule** > **Other Schedules**

    - **Schedule** > **My Schedule** > **Create Trade Proposals**

    - **Schedule** > **My Schedule Details** > **Create Trade Proposals**

- Warning messages in Web for Supervisors **Trading** > **List of Trades** view are improved to support multi-site trading. Now supervisors see:

  - Appropriate warning messages when approving trades that involve agents from two different teams when they only have access rights to one of those teams.

  - Warning messages for each non-compliant agent involved in the trade.

- The Time-Off Bidding feature is enhanced:

  - WFM now shows the bidding period status as **Processed** in the WFM Agent interface **Time-Off Bidding Periods** view and on the Status tab in Web for Supervisors' **Configuration** > **Time-Off Bidding Periods** view when the agent's time-off requests in the bidding period have been processed.

  - Available agents in WFM Web can now be associated with a bidding period, by filtering them by Multi-Site Activity.

  - WFM Web's Time-Off Bidding Period property **Processing Finish Date and Time** has been

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renamed **Closing Date and Time**.

- Supervisors can now configure WFM to (optionally) allow agents to submit only full-day time-off requests for a specific bidding period. Checking the new **Bidding Period** property check box **Allow full-day time-off requests only**, prevents agents from requesting part-day time off within specific bidding periods.

- Supervisors can now see the selected agents' time-off details in Web for Supervisors **Configuration** > **Time-Off Bidding Periods** > **Status** view. Clicking the **Actions** icon in the **Status** view opens **Time-Off Details** in a separate window.

- A preview version of the WFM Mobile Client for Agents is introduced in this release (official release planned for 8.5.208), that includes functionality in the **Schedule**, **Time off** and **Preferences** views, similar to the WFM Web for Agents desktop UI.
The Mobile Client is supported on

  - Android devices running the latest version of the Google Chrome browser.

  - iOS devices running the latest Apple iOS platform update and built-in Safari browser.

Resolved Issues

This release contains the following resolved issues:

WFM Web for Supervisors **Schedule** > **Intra-Day** view now selects the correct Performance data target while switching between views. (WFM-27325)

In WFM classic Web for Agents UI, shifts are now displayed in name order in the **Add Shift** and **Edit** dialogs in the **Preferences** view. Previously, the list of shifts was not sorted. (WFM-27288)

The WFM Web **Use as Template** feature now works for Schedule States and Weekly Schedule reports, as expected. Previously, this feature did not work for these reports if the user switched from the generated report to another view and then, back again. (WFM-27269)

In WFM Web for Supervisors views that use Java on Windows 10, the way in which the text displays is improved. Previously, the readability of Web for Supervisors Java-based views was not optimal on Windows 10. (WFM-27196)

Now users can open multiple windows in WFM Web using the **New window** functionality when working in Java applet-based views without seeing an `Unexpected error` message . Previously, opening windows as described in this scenario intermittently caused WFM to display **Unexpected error** messages. (WFM-27009)

The date and time presentation in the Workforce Management Agent UI is now correct when viewing data in a time zone other than the site time zone. This issue is fixed for common use cases, when the

difference between the site and agent time zones is 2-3 hours, such as in Europe. (WFM-26861)

See also Known Issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.207.10.

Supported Languages

See Release 8.5.x Translation Support.

8.5.206.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General			X	X	X

What's New

This release contains the following new features and enhancements:

- Exceptions with Payback enable supervisors and agents to insert unpaid part-day Exceptions into schedules to indicate missed work time, and insert work intervals into schedules to pay back or recoup it. WFM automatically optimizes these agents' schedules. The inserted work, which is indicated by Marked Time of type **Payback**, provides metrics for the Schedule Marked Time Report and Schedule Marked Time Totals Report.

- Rollback Exceptions enable agents to roll back to a committed schedule after successfully entering Exceptions.

- Role-based access to WFM Web for Agents enables administrators to determine which agents have access to certain features and functionality in WFM Web for Agents. Using Genesys Administrator, they can add agents to Access Groups that are assigned to appropriate WFM roles, or assign individual agents directly to roles.

- Agents can use a new setting in the WFM Agents **Other Schedules** view to see which schedules are non-tradable. After enabling this setting by selecting the **Indicate non-tradable items** check box, schedules that cannot be traded are displayed with a gray background.

- Administrators can now use the new WFM Web Application option **[AgentSchedule]** LimitScheduleDetails to replace the actual names of non-tradable Exceptions and Time-Off items with generic names in the Web for Agents' **Other Schedules** view. Administrators can use this feature to hide sensitive information, if required.

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Resolved Issues

This release contains the following resolved issues:

Time-Off items are now deleted or recalled as expected, in the new WFM Web Agent UI if the WFM Server Application option **[CalendarService]** BatchRequest is set to `false`. Previously, the Delete/Recall functions worked as expected if the BatchRequest option was absent or set to `true`, but did not work if the option value was `false`. (WFM-27131)

The **Find Agent** search functionality in the WFM Web for Supervisor's Schedule > Intra-Day view now works as expected. Previously, changes introduced in version 8.5.205, adversely affected this functionality and in some situations, caused it to work incorrectly. (WFM-27116)

WFM Web for Supervisors now stays on the same week when switching between the **Agent-Extended** and **Intra-Day** views in the **Schedules** module. Previously, the week changed when switching between these views, if the configured for Business Unit's week start day did not match the week start day in the computer's regional settings. (WFM-27093)

WFM Web for Supervisors' **Performance** > **Intra-Day** view now displays the correct data in scenarios where the user opens the **Performance** > **Intra-Day** view and navigates to a previous or future date, switches to another module, and then switches back to the **Intra-Day** view. Previously in this scenario, WFM correctly displayed the expected date in the **Performance** > **Intra-Day** view but incorrectly displayed data for the current date. (WFM-27092)

Now, when WFM has configured planning periods and the report wizard's "Planned period" check box is checked, WFM better handles data and generates the Weekly Schedule Report without displaying errors. Previously in this scenario, a `NullPointerException` error would sometimes occur. (WFM-26970)

WFM Web for Supervisors **Schedule** > **Intra-Day** view now selects the correct Performance data target while switching between views. (WFM-26963)

WFM Web for Supervisors' Agent Adherence Report now includes days with 100% adherence, when generating the report in .CSV format, the schedule duration for 100%-adherent days is clearly displayed, making the values in the report totals clearly understood. Previously, when selecting the .CSV format option, 100%-adherent days were excluded from the report and the values that made up the totals were unclear.

When the report is generated in non-CSV format, it includes 100%-adherent days, so there was no need to update or change it. (WFM-26957)

The Workforce Performance and Contact Center Performance reports, generated in .CSV format, now include a Date column for each record. The separate line for the date was removed.

To revert to the previous functionality, create the **[Reports]** LegacyPerformanceReports configuration option in the WFM Web Application and set the option value to `true`.

LegacyPerformanceReports
Type: Optional
Default values: `false`
Valid Values: `true`, `false`
Dependencies: None

Specifies whether or not the previous functionality is enabled for Performance reports. If this option value is set to `true`, the report presentation reverts to the old style, displaying the date in a separate band. If this option value is `false` (default), the report presentation style displays a Date column for each record. (WFM-26920)

Scenario names in the WFM Web Agent's **Bidding** module are now listed only once in the drop-down menu. Previously, the same scenario names were listed more than once in the menu. (WFM-26760)

WFM Web now correctly shows the awarded Time-Off Rules setting as "For every 1 Year(s)" in all applicable views. Previously, WFM incorrectly displayed the awarded rules setting as "For every 1 Hour(s)". The existing or previous functionality has not changed, only the text. (WFM-26724)

Filtering by shift and meal times now works correctly in WFM Web Agent's **Bidding** view, if an agent selects a time zone other than the site's time zone in the **Configuration** > **My Settings** view. Previously in this scenario, filtering by overnight meal start time was not working. (WFM-26646)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.206.09.

Supported Languages

See Release 8.5.x Translation Support.

8.5.205.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/12/17	Hot Fix			X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Statistics can now be selected from a list in WFM Web if the **Group of Routing Points** object is selected when configuring statistics for activities. Previously in this scenario, selecting statistics from the list was not possible because the list was empty. (WFM-26818)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.09.

8.5.205.07

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/16	General			X	X	X

What's New

This release contains the following new features and enhancements:

- A new WFM Agent user interface is introduced in this release. (WFM-23593)

- The *Workforce Management Agent Help* is introduced in this release, which describes the WFM Web Application's new Agent user interface and explains how to use it. The previous version of the Help is renamed *Workforce Management Web for Agents (Classic) Help*.

- The following features are introduced in the new WFM Agent Application:

  - In the **Schedules** view, agents can now print their schedules for 1-6 weeks or for the Planning Period. (WFM-25344)

  - In the **Time Off** view, agents can now choose the month from which to present data to more easily view and request time off in the view, rather than navigating between calendar year periods. (WFM-25343)

  - The **Schedule > Other Schedules** view now:

    - Displays Activities details, such as start and end times. (WFM-23594)

    - Clearly identifies full-day Time-Off items by name and with a colored bar above the name. (WFM-25231)

    - Displays Activity Sets in their configured colors, enabling agents to see who is working on which Activity Set. (WFM-25229)

    - Agents can now search on agents' names. (WFM-23597)

- WFM now preserves Marked Time of type **Overtime** and **Payback** during Intra-Day schedule reoptimization. The Marked Time of type **Payback** is new in this release. (WFM-26465)

- The Web for Supervisors **Master Schedule > Agent Extended** and **Scenario > Agent Extended** views now include a **Weekday** column, that shows the name of the weekday. (WFM-25839)

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Resolved Issues

This release contains the following resolved issues:

The **[AgentTimeOff]** AllowWaitList configuration option found in the WFM Web Application has been removed from the Application template as it is not applicable to the new Agent UI. However, it is still applicable to the classic Web for Agents UI and if required, must be added manually. (WFM-26715)

WFM Web now retains the user's selection when the **Use Multi-Site Activities** option is set while switching between **Forecast** views. Previously, if users left the **Forecast** view after setting this option and returned to it, they would have to reset this option. (WFM-26690)

WFM now generates the Activity Properties, Contract Properties, Rotating Pattern Properties reports and shows data, regardless of the week start day in the user's locale. Previously, WFM displayed an error message when generating these reports, if the week start day in the user's locale was something other than Sunday or Monday. (WFM-26637)

WFM Web now shows the Contact Center Performance report if the user generating it, switches to another module, and then switches back to the report. Previously in this scenario, the report was no longer visible when the user switched back. (WFM-26589)

In the new Agent UI, the Legend in the **My Schedule** view displays properly, adapting to the number of items contained within it. This is an improvement, based on the classic Agent UI, where the Legend in the **Schedule** view did not properly display if it contained many items. (WFM-26572)

WFM no longer generates an error when users click on a graph in the **Performance Monitor** view. The occurrence of this error did not impact functionality. (WFM-26568)

Agents in Business Units that have a start day of Sunday can now log in successfully to their WFM Web mobile application. Previously, the Web mobile application froze when these agents attempted to log in. (WFM-26565)

Now, after translation, the WFM Web for Agents (Classic) UI displays session expiration messages in the correct language in the Schedule and other views. Previously, these messages were sometimes incorrectly displayed in English. (WFM-26563)

WFM Web for Supervisors now correctly displays the **Estimated End Time** after rows are copied and pasted in the **Rotating Patterns** > **Properties** view. Previously, the **Estimated End Time** displayed incorrectly until the copied and pasted rows were saved. Then, they displayed correctly. (WFM-26531)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.07.

Supported Languages

See Release 8.5.x Translation Support.

8.5.204.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/14/16	General			X	X	X

What's New

This release includes the following new features and enhancements:

- The Scheduling mode in WFM Web is now configured in **Policies > Contracts > Constraints**, enabling both Task Sequences and Activity Sets to be scheduled for a site simultaneously in one Schedule Scenario.

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> **Important**
>
> Your systems administrator must update the WFM database to release 8.5.204.02 or later before enabling this functionality to configure scheduling mode in Contracts.

 (WFM-25946)

- In WFM Web's New Schedule Scenario wizard, when Schedule Scenarios are based on Forecast Scenarios, all Activities from the Forecast Scenario are selected, by default. (WFM-25947)

- In the WFM Web for Supervisors' **Schedule** > **Master Schedule** > **Intra-Day** view, the **Auto-commit** icon now clearly indicates when the auto-commit action is enabled and disabled, by displaying brightly when enabled (on) and dim when disabled (off). (WFM-26073)

- WFM Web for Supervisors' **Configuration** > **Colors** view now enables supervisors to specify default colors for each Business Unit, separately. Also, this view is now updated to run without Java installed on the Client application. The functionality in the **Colors** view has not changed.

> ### Important
>
> You must install WFM Server 8.5.203 or later to use this new feature/functionality. If you installed an earlier version of WFM Server, WFM displays the previous version of the **Colors** view.

(WFM-23063)

- WFM Web's mobile functionality is disabled by default in version 8.5.204. To enable it in the application's **Functionality** configuration section, add the option **Mobile** and set the option value to `true`. (WFM-26565)

Resolved Issues

This release contains the following resolved issues:

The Schedule States report and Schedule State Totals report now show the same duration for Full-Day unpaid schedule items that have no specified Start/End times. Previously, the Schedule States report used (as the duration) Standard Paid Hours from Contracts that were assigned to the agent on the start date of the report.

Even after this fix is applied, the reported totals might not match the Standard Paid Hours from the most recent assigned Contract, as both reports show totals that are calculated using the configuration that existed when the schedule was created. There will be discrepancies if the assigned Contracts are changed after schedule creation. (WFM-26451)

WFM Web now enables you to specify any start date for Planning Periods in the **Policies** > **Contracts** view. If the specified date does not match the Business Unit's first week day setting, WFM displays a warning, but saves the settings. By default, WFM provides a suggested date that matches the Business Unit's first week day setting. Previously, WFM would not save a date that did not match the **Week Start Day** settings for the locale suggested by default. (WFM-26362)

In WFM Web for Supervisors views, date selector and Calendar controls now use the language and locale settings that are selected in the browser (which usually match the system locale settings). Previously, WFM Web displayed inconsistencies, where some views or panes used the **Week Start Day** specified for the Business Unit and some used the **Week Start Day** of the locale. Now all controls use the same settings.

Note that this update does not affect existing data presentations in WFM Web views. (WFM-26228)

WFM Web now displays the correct user interface when an agent's session expires and the **Log In** screen appears. Previously in this scenario, when the **Log In** screen appeared it incorrectly displayed the Web for Agents module tabs. (WFM-26180)

WFM Web for Agents' **Time Off** module now displays the correct list of **Time-Off Bidding Periods**, when displaying time-off data for future years. Previously, WFM displayed an incorrect list of bidding periods in the **Time Off** module only when displaying data for future years. (WFM-26159)

WFM Web for Supervisors' **Calendar Items** view now displays the correct data for English\New Zealand and English\Australian regional settings. Previously, WFM displayed week-day names incorrectly in these regional settings if the time zone was changed in the **Calendar Items** view. (WFM-26134)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.204.09.

8.5.203.08

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/16	General			X	X	X

What's New

This release contains the following new features and enhancements:

- A new implementation of the Time-Off Bidding feature includes the following improvements and enhancements:

  - A new bidding process flow, in which time-off requests for a bidding period are processed multiple times, allowing agents to make changes to comply with time-off limits and bidding period constraints.

  - Supervisors can create and configure multiple **Bidding Period** objects for the same time-off requests interval.

  - New properties in the **Bidding Period** object, enabling better control and assignment of agent time-off requests, such as:

    - The **First come, first served** property now uses the time that the agent last changed his/her status to **Ready** as the sorting criteria to ensure a uniform sort order in the bid assignment process.

    - The **Maximum number of <weeks, days, hours> that can be requested** properties restrict the number of weeks, days, and hours that an agent can request within a bidding period.

    - The new **Minimum Consecutive Days** property, which replaces **Minimum Days**.

    - The **Do not process** property enables supervisors to suspend or resume the bid assignment process.

    - The **Allowed Agent Timeout** property enables supervisors to set a timeout interval to allow agents to change their time-out requests to conform with time-off limits and bidding period constraints.

- New agent bidding statuses, enabling supervisors to manage the flow of the bidding process in Web for Supervisors, and agents to manage their status when bidding for time off in Web for Agents.

- A new constraint requires agents to submit time-off requests, in which all items in the request are either within or outside of the bidding period time-off interval. Agents must enter time-off requests that cross the bidding period boundaries as multiple separate requests.

- WFM now counts only **Granted** and **Scheduled** time off when presenting values in the Time off

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Limits view in Web for Agents. Agents will see these values when requesting time-off within an open bidding period.

- A new **Notification of Time-Off Bidding Changes** is sent to supervisors and agents when time-off requests cannot be granted, or when the agent is *skipped* after the configurable timeout interval has expired.

- This feature supports migration of earlier 8.5.x releases.

- WFM Web now allow supervisors to use Java-based views in browsers that do not support the Java plug-in.
  The RUN_JAVA_STANDALONE setting in Web for Supervisors About > Settings... view enables users to run Java views from browsers that do not support Java Plug-Ins. If this setting is checked, WFM generates and downloads the wfm.jnlp file, rather than attempt to start the Java applet.
  The applet launches automatically. However, you might have to save it to your hard drive and start it, as you would any other application. It then starts as a standalone Java Webstart application, containing Java-based supervisor views.
  Limitations:

  - You cannot use the wfm.jnlp file to start the Web for Supervisors views at any time. The file is valid and launches the application only if the user's session, from which the file was downloaded, is active. After the user logs off or the session expires, the (separate) Java application stops working too. Therefore, you must keep the browser window, from which the wfm.jnlp file was downloaded, open for the duration of work and remain logged in.

  - If the local settings in **About > Settings...** are changed, you must download the wfm.jnlp file again and restart before the changes take effect. (WFM-25696)

- Added Microsoft Windows 10 support for WFM Web for Supervisors and Web for Agents GUIs only.

Resolved Issues

This release contains the following resolved issues:

WFM now preserves the column width in the Supervisor's **Schedule** > **Intra-Day** view when checking and unchecking the **Full-Day View** check box. Previously, the column width would change if this setting changed. (WFM-25995)

WFM Web now works correctly in the **Forecast** > **Import** view, if uncommon locales are selected, such as English (Malaysia). Now, if WFM Web cannot recognize a locale, it uses the base language locale. For example, if English (Malaysia) is configured on a computer, the **Forecast** > **Import** view falls back to the default English settings, with no specific country information. Previously in this scenario, WFM would produce errors in the **Forecast** > **Import** view, if uncommon locales were used. (WFM-25828)

WFM Web's **Schedule** > **Intra-Day** view now properly refreshes Performance data when switching

between dates. Previously, in some configurations, Performance data intermittently failed to update and did not match the data presented in the schedule. (WFM-25827)

WFM Web for Supervisors **Home** screen now displays the correct background colors when applying the **High Contrast** theme. Previously, when this theme was applied, incorrect background colors were displayed, affecting usability by making it difficult to read some text. (WFM-25826)

In WFM Web's **Configuration** > **Agents** view, users can now enter decimal numbers for locales in the **Wage** field and save it. Previously, WFM Web did not accept locales that used decimal separators as commas as valid values in the **Wage** field. (WFM-25825)

WFM Web no longer uses the character set (charset) specified for Reporting when importing Forecast data. A new field in the **Forecast** > **Import** wizard enables optional specification of the character set. Normally, it does not need to be specified, but in special cases a charset can be specified and used to save imported data files. (WFM-25707)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.08.

Supported Languages

See Release 8.5.x Translation Support.

8.5.202.10

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/21/16	Hot Fix			X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Web has a renewed certificate for signing Java code. The certificate provided in previous WFM versions expires on July 7, 2016. If you continue to use an older release of WFM after the expiry date, you might encounter warnings or errors when you use Web for Supervisors Java-based views. To resolve this issue, Genesys recommends you upgrade to the latest version of WFM Web that includes the updated certificate. (WFM-25901)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.10.

8.5.202.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/16	General			X	X	X

What's New

This release contains the following new features and enhancements:

- WFM Web now detects the browser's proxy settings when running Java applet-based views in Web for Supervisors, preventing issues that could arise (applet-based views could stop working) if the proxy was configured in the browser for network connections. (WFM-25496)

- In WFM Web for Supervisors **Schedule** > **Intra-Day** and **Schedule** > **Weekly** views:

    - Filtering by **Shift Name** is now enabled. (WFM-23607)

    - Sorting by the **Shift End Time** is now enabled. (WFM-23592)

- WFM Web now prevents the class of vulnerabilities related to Java deserialization. This update prevents not only the specific case described on the web page (linked below), but any other yet unknown cases by explicitly restricting deserialization only to specific known classes. For more information about this vulnerability, see foxglovesecurity.com. (WFM-25227)

- The new **[Functionality]** PreventFraming configuration option in the WFM Web Application enables enforcement of protective measures against clickjacking. *Clickjacking*, also known as "UI redress attack" is a malicious technique that tricks a Web user into clicking on a button or link on another page when they intended to click on the the top level page, thereby hijacking clicks and routing them to another page, most likely owned by another application, domain, or both. (WFM-25194)

- A new WFM Web security feature prevents vulnerability of Session Fixation by changing the session identifier after a user logs in and logs out. (WFM-25170)

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- A new Time Zone option named **Local** is now available in the **Calendar Items** view. Selecting this option displays calendar items in each site's time zone for the selected days. Calendar items from different sites are not directly comparable when this option is selected.
  In addition, selecting this option enables you to publish calendar items to schedules without having to switch to the specific time zone (as described in WFM-25117), even if the items displayed are from different sites with different time zones.
  Reintroducing this option in this release provides functionality that existed in the Calendar Items view in releases prior to 8.0 and resolves a specific customer's scenario. (WFM-25135)

- When adding **Exceptions** in Web for Supervisors **Schedule** views, supervisors can now add exception memos (or comments) consisting of up to 256 characters to the following:

  - **Intra-Day Schedule** view

  - **Agent-Extended Schedule** view

  - **Individual Schedule** report

  - **Team Schedule** report

  Supervisors with privileges to access these views can also edit exception memos.

- When **Meeting Exceptions** are scheduled in Web for Supervisors Schedules views, the meeting name is now shown next to the **Meeting Exception** name. For example, `exception_name, meeting_name (exception_memo)` will be shown in the **Intra-Day** and **Agent-Extended** schedules.

- Agents can now enter Exception memos in the WFM Web for Agents**My Schedule** view and then see them (read only) in the **Schedule Details** views, and printed schedules.

- The **Comment** field in **Exception** properties is renamed **Memo**. In the following views and reports, where there are lists, grids, or reports with columns used not only for memo, but also for comments about other **Calendar** item types, the name is changed to **Comment/Memo**:

  - In Web for Agents **Preferences** view

  - In Web for Supervisors:

    - **Calendar** > **Calendar Items** view

    - **Reports** > **Calendar Items** report and report wizard

    - **Reports** > **Calendar Audit** report and report wizard

- Genesys implements a new method of delivery for the Web for Supervisors Help, publishing and delivering it as online content. See *Workforce Management Web for Supervisors Help*.

- In Web for Supervisors **Schedule** > **Intra-Day**, the presentation of performance data is improved and now displays strings with empty values as empty (rather than zero).

- Added support:

  - For virtual platform ESXi 5.5—For a complete list of supported virtualization platforms in the *Supported Operating Environment Reference Guide*, see Genesys Virtualization Platform Support.

  - For Firefox ESR 38—For detailed information and a list of all supported browsers, see "Browser Support for: WFM Web User Interface" on the Supported Operating Environment: Workforce Management page.

Resolved Issues

This release contains the following resolved issues:

WFM Web now functions correctly after **Back** is clicked in the following scenario:

1. The agent creates a new Time-Off request on a given date.

2. The time-off limit is 0 for this date.

3. The agent clicks **Submit**.

4. A notification appears, indicating that the Time-Off limit has been reached.

5. The agent clicks **Back**.

Previously in this scenario, WFM displayed an error message after the agent clicked the **Back** button. (WFM-25637)

WFM Web's performance is improved when opening the **Statistics** pane in the **Organization** > **Activities** view. Previously, when using Internet Explorer, if the Genesys Configuration database contained a significant number (tens of thousands) of objects, it took more than 10 seconds for the **Statistics** pane to open. (WFM-25518)

Selecting **No** or **Cancel** now works as expected when role privileges are changed and then saved in WFM Web for Supervisors **Configuration** > **Roles** modules. Previously, clicking **No** or **Cancel** after saving changes caused an error message to display. (WFM-25508)

WFM Web now displays the correct message when the size of the imported file exceeds the configured limit in the **Forecast** > **Import** view.

Also, improved presentation of the **Import** progress bar now shows an accurate progression. Previously, it quickly reached 100% and did not change for duration of the import process. (WFM-25479)

WFM Web now shows all statistics as decimals in the **Schedule** > **Intra-Day** view's **Performance Data** table. Previously, only some statistics (like **Coverage**) were shown as decimals, while others were shown as rounded-off integers, but proved to be insufficient. (WFM-25478)

WFM now properly displays information in the Web for Supervisors **Master Schedule** > **Changes Approval** view. Previously, under very specific conditions, empty lines appeared in the table and clicking them produced an error dialog. (WFM-25471)

WFM Web now enables you to copy and paste multiple values in the **Forecast** > **Overlays** data table in the **Distribution** tab. Previously, only you could only paste and copy a single value at a time. (WFM-25465)

WFM Web now correctly displays schedules in the **Master Schedule** > **Intra-Day** view after opening the **Schedule History** dialog and clicking **Cancel**. Previously, in specific schedules that contain Shifts with exiting Activity Sets that were completely covered by part-day Exceptions, the schedule did not display correctly after **Cancel** was clicked in the dialog. (WFM-25461)

WFM Web now correctly copies Shifts to the same site, if the **Task Sequences must be always used** option is specified. Previously, if this option was set when copying Shifts to the same site, the references to the associated Task Sequences were not copied, and an error displayed.

When copying Shifts to another site, the Task Sequences option is explicitly reset to **Do Not Use** and references to existing Task Sequences are not copied, but the Shift is always copied successfully. (WFM-25317)

WFM Web now retains the checked weekdays in the **Synchronization** pane after Contracts are configured and saved. Previously, after saving Contracts, the checked weekdays were changed. (WFM-25297)

WFM Web no longer produces the error message in the Web for Supervisors **Forecast** > **Overlays** view, stating that the total of the Distribution Value percentages does not equal 100 percent, when in fact, it does. (WFM-25253)

A message, prompting the user to log in again to continue working in the WFM reports subsystem, no longer appears when separate WFM Web instances are configured to generate reports. Previously, this sometimes occurred if there were 10 or more minutes of inactivity between actions in the reports subsystem, and occurred only in releases 8.5.1x and 8.5.200. (WFM-25236)

WFM Web no longer shows the **Meeting** name for **Exceptions** in some cases when the **Exception** is not related to a **Meeting**. This sometimes occurred if **Exceptions** were published from the calendar, but never occurred when **Exceptions** were inserted directly into the schedule. In addition, if the **Exception** was meeting-related, the name was always shown correctly. (WFM-25197)

WFM Web now attaches switch names to saved objects for Queues and Routing Points when saving statistics configuration for **Activities**. Previously, WFM Web did not attach switch names to saved objects. (WFM-25190)

The **Publish to Schedule** function in the WFM Web for Supervisors **Calendar Items** view is updated to verify that the time zone selected in the view is the same as the time zone of the sites to which the selected calendar items belong. If they do not match, a warning appears and the supervisor cannot proceed with the action. Previously, WFM Web did not verify matching time zones and allowed calendar items to be published to schedules with incorrect times.

Similarly behavior exists, in schedules that can only be edited if the time zone of the site to which the schedules belong, is selected. (WFM-25128)

WFM Web now preserves the object and filter selection in Web for Supervisors **Adherence** views when switching between different views within the WFM application. (WFM-25031)

WFM Web now successfully runs the **Agent Properties** report, even if it contains agents that do not have skills for any existing activity. Previously, if these types of agents were included in the **Agent Properties** report, WFM Web stopped generating it and an error appeared. (WFM-25017)

Clicking on a module in the **Modules** bar at the top of the Web for Supervisors interface now displays the list of views within that module, and selecting a view opens it. Previously, it took more than 20 seconds to open these Java views if the module was clicked when a tabbed view was open. This issue is specific to users of the Internet Explorer browser, and was not reproducible with other browsers.

> ### Tip
>
> It might take longer than expected for Java to load the first time a Java-based view is opened. Each subsequent 'open' action usually executes in less than three seconds.

(WFM-23995)

Changing agents' skills priority from **Primary** to **Secondary** in WFM Web for Supervisors no longer causes errors. Previously, changing the priority of agents skills prompted the following error message to appear: An unexpected issue occurred while processing this request. (WFM-23989)

WFM Web now preserves the selected **Planning Period** in the Web for Supervisors **Schedule** > **Agent-Extended** view when switching between views, and preserves the selected date in the **Schedule State Group Totals** view. Previously, WFM Web was not preserving these settings in these views. (WFM-23953)

In Web for Supervisors **Schedule** > **Master Schedule** > **Coverage** view, the icon for multi-site actions now clearly displays when multi-site actions are on, and dims when they are off. (WFM-23949)

WFM Web's **Schedule Budget** report now uses **Marked Time**-based overtime calculations. Previously, the **Schedule Budget** report used **Contract**-based overtime calculations, which are no longer used in WFM. (WFM-23917)

To run Web for Supervisors with accessibility tools like JAWS, set the ACCESSIBILITY_COMPATIBLE option to true in the **About** > **Settings...** dialog. Otherwise, WFM Web for Supervisors could freeze, or display adverse or unexpected behavior while screen readers like JAWS are being used. (WFM-23983)

WFM Web now preserves the selected **Performance** target value in Web for Supervisors **Schedule** > **Intra-Day** view, when supervisors are switching back and forth between this view and other views in the application. (WFM-23903)

The filter in WFM Web for Supervisor's **Calendar Items** view now functions correctly. Previously, after items were selected for filtering, were applied and then restored to **All checked**:

- The **Filter** icon did not change from red to blue.

- Items in the **Calendar** table were not returned until the user clicked **Get Data**.

- If the user navigated away from the **Calendar** view and then returned, an error occurred, as follows: An `unexpected error occurred while processing this request.`

(WFM-23862)

WFM Web now enables supervisors to copy schedules with dates that are outside of the existing date range in the **Schedule** > **Agent Extended** view, even if they generated warnings or errors. Previously, these schedules could not be copied if they generated warnings or errors. (Schedules that did not generate warnings or errors could be always be copied.) (WFM-23813)

WFM Web now uses **Monday** as the **Week Start Day** for en_AU and en_NZ locales, displaying this information in a manner, to which users in Australia and New Zealand are accustomed. Previously, due to a bug in Oracle Java, some places in WFM 8.5.1 used **Sunday** for the **Week Start Day** in these locales. (WFM-23765)

WFM Web now prevents requests for data that triggers the built-in protection mechanism, either by properly limiting the requests or splitting them into manageable numbers of requests. Previously, in scenarios where WFM Web requested any amount of data that triggered the built-in protection mechanism against malicious actions and Denial of Service actions, the following error message appeared: `Unmarshalling Error: Maximum Number of Child Elements limit (50000) Exceeded.`

The appearance of this error message is not caused by or a consequence of WFM performance issues. It is specific to the WFM Web component's built-in protection mechanism. If this error message appears, it means WFM Web already received a response (presumably) from other WFM servers, but did not process it. If malicious actions are ruled out and this message appears during normal usage, limit your selections in WFM Web user interface and request/insert/update fewer data in a single request. (WFM-23676)

The Web for Supervisors **Schedule** > **Intra-Day** view has a new column to display **Shift Name**. (WFM-23606)

The Web for Supervisors **Schedule** > **Intra-Day** view has a new column to display **Shift End Times**. (WFM-23604)

The presentation of **Performance** data is improved in the **Schedule** > **Intra-Day** view to match the same data presented in the **Performance** > **Intra-Day** view. Specifically, empty data are no longer shown as zeros in **Schedule** > **Intra-Day** view. (WFM-23602)

WFM Web for Supervisors now uses web-based Help from docs.genesys.com. See also the What's

New section in this Release Note. (WFM-23601)

The importing of **Forecast** data is improved to better handles imported data containing gaps or days that should be ignored. Previously, importing this type of data sometimes generated errors, causing the data to be improperly imported. (WFM-23577)

The following views in Web for Supervisors no longer require Java to run and were updated to match the look and feel of other views in the **Configuration** and **Policies** modules:

- **Configuration** > **Shared Transport**
- **Policies** > **Exception Types**
- **Policies** > **Time-off Types**
- **Policies** > **Meetings**
- **Policies** > **Marked Times**

(WFM-23062)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.09.

Supported Languages

See Release 8.5.x Translation Support.

Release 8.5.1

Workforce Management Web Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Workforce Management Web, if available, in the tree menu on the left or in the list of Available Releases.

8.5.101.32

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/11/22	Hot Fix		X	X		X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

As of April 11, 2022, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on April 23, 2022. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-35265)

Important

If you installed this version of WFM Web prior to April 11, 2022, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

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)

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WFM Web has a renewed certificate for signing Java code. The certificate provided in previous WFM versions expires on June 11, 2019. Continuing to use an older release of WFM after the expiration date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. To resolve this issue, Genesys recommends that you upgrade to the latest version of WFM Web that includes the updated certificate. (WFM-32288)-

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.32.

8.5.101.31

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/30/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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Starting in this release, WFM Web no longer displays the **Show this view always after login (otherwise show last open view before log out)** setting and check box on the **Home** page. (WFM-31957)

WFM Web now enables you to specify any start date for planning periods in the **Policies** > **Contracts** view. If the specified date does not match the Business Unit's first week day setting, WFM displays a warning, but saves the settings. By default, WFM provides a suggested date that matches the Business Unit's first week day setting. Previously, WFM would not save the date if it did not match the week start day settings for the locale. (WFM-27143)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.31.

8.5.101.30

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/10/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Agents in Business Units (BU) that have a start day of Sunday can now log in successfully to their WFM Web mobile application. Previously, the Web mobile application froze when agents in these BUs attempted to log in. (WFM-26819)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.30.

8.5.101.29

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/09/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

The **Calendar Items** view in Web for Supervisors now shows week day names correctly if the time zone is changed when using English\New Zealand or English\Australian regional settings. Previously, in this scenario, week day names displayed incorrectly in the **Calendar Items** view. (WFM-26178)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.29.

8.5.101.28

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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WFM Web no longer displays the message *An unexpected issue occurred while processing this request.* when a user logs out after a new window is opened and then closed. (WFM-25970)

The WFM Web for Supervisors interface no longer freezes when several windows are open and users are working/performing actions in these windows. (WFM-25924)

WFM Web's **Schedule** > **Intra-Day** view now consistently refreshes Performance data when switching between dates. Previously in some configurations, WFM Web intermittently failed to properly update the Performance data, and it did not match the Schedule data. (WFM-25916)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.28.

8.5.101.27

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/16/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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WFM Web now considers the browser's proxy settings when running Java applet-based views in Web for Supervisors, preventing issues that could arise if the proxy was configured in the browser for network connections. (WFM-25829)

WFM Web's **Schedule** > **Intra-Day** view now consistently refreshes Performance data when switching between dates. Previously in some configurations, WFM Web intermittently failed to properly update the Performance data, and it did not match the Schedule data. (WFM-25805)

WFM Web for Supervisors **Home** screen now displays the correct background colors when applying the High Contrast theme. Previously, when this theme was applied, incorrect background colors were displayed, affecting usability by making it difficult to read some text. (WFM-25797)

Now, supervisors can enter locale decimal numbers into the **Hourly Wage** field in the Web for Supervisors **Configuration** > **Agents** view and save the data. Previously, using commas as decimal separators when entering locales into the **Hourly Wage** field caused problems when saving and navigating to other **Agent** tabs. (WFM-25795)

WFM Web's **Forecast** > **Import** view now uses the base language locale, if it does not recognize an uncommon locale, such as English (Malaysia). For example, if English (Malaysia) is configured on the computer, the **Forecast** > **Import** view defaults to English, without specifying a country. Previously, WFM produced errors in the **Forecast** > **Import** view, when locales of this type were used. (WFM-25778)

WFM Web now displays the correct message when the size of the imported file exceeds the configured limit in the **Forecast** > **Import** view. Also, improved presentation of the **Import** progress bar now shows an accurate progression. Previously, it quickly reached 100% and did not change for the duration of the importation. (WFM-25737)

WFM Web's import functionality in the **Forecast** module is improved and now enables partial-day data to be imported successfully. Previously, importing partial data sometimes failed. (WFM-25736)

WFM Web's importing function of Forecast data provides improved handling of data containing gaps or days that should be ignored. Previously, importing this type of data sometimes generated errors, causing the data to be improperly imported. (WFM-25735)

WFM Web no longer uses the character set (charset) specified for Reporting when importing Forecast data. A new field in the **Forecast** > **Import** wizard enables optional specification of the character set. Normally, you do not need to specify a charset, but in special cases, you can specify one that was used to save imported data files. (WFM-25734)

WFM Web's performance is improved when clicking the **Add Statistic Information to Activity** button on the **Statistics** tab in the **Configuration** > **Activities** view. Previously, when using Internet Explorer, if the Genesys Configuration database contained a significant number (tens of thousands) of objects, it took more than 10 seconds for the tab, on which statistic information is configured, to open. (WFM-25733)

Selecting **No** or **Cancel** now works as expected when role privileges are changed and then saved in WFM Web for Supervisors **Configuration** > **Roles** module. Previously, clicking **No** or **Cancel** after saving changes caused an error message to display. (WFM-25732)

WFM now correctly displays information in the Web for Supervisors **Master Schedule** > **Changes Approval** view. Previously, under very specific conditions, empty lines appeared in the table and clicking them produced an error dialog. (WFM-25730)

WFM Web now correctly displays schedules in the **Master Schedule** > **Intra-Day** view after opening the **Schedule History** dialog and clicking **Cancel**. Previously, in specific schedules that contained Shifts with existing Activity Sets that were completely covered by part-day Exceptions, the schedule did not display correctly after clicking **Cancel** in the dialog. (WFM-25729)

WFM Web now correctly copies Shifts to the same site, if the **Task Sequences must be used** option is specified. Previously, if this option was enabled when copying Shifts to the same site, the

references to the associated Task Sequences were not copied, and an error displayed.

When copying Shifts to another site, the **Task Sequences** option is explicitly reset to **Do not use Task Sequences** and references to existing Task Sequences are not copied, but the Shift is always copied successfully. (WFM-25728)

A message, prompting the user to log in again to continue working in the WFM Reports module, no longer appears when separate WFM Web instances are configured to generate reports. Previously, this sometimes occurred if there were 10 or more minutes of inactivity between actions in the Reports module, and occurred only in releases 8.5.1x and 8.5.200. (WFM-25727)

WFM Web no longer produces the error message in the Web for Supervisors **Forecast** > **Overlays** view, incorrectly stating that the total of the Distribution Value percentages does not add up to 100 percent, when in fact, it does. (WFM-25726)

WFM Web now prevents the class of vulnerabilities related to Java deserialization. This update prevents not only the specific case described on the web page (linked below), but any other as yet unknown cases, by explicitly restricting deserialization only to specific known classes.

For more information about this vulnerability, see foxglovesecurity.com. (WFM-25725)

WFM Web has a renewed certificate for signing Java code. The certificate in previous WFM versions expires on July 7, 2016. Using previous versions after that date might generate warnings or errors when attempting to use Web for Supervisors Java-based views. To resolve this issue, Genesys recommends you upgrade to the latest version of WFM Web that includes the updated certificate. (WFM-25657)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.27.

8.5.101.23

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/28/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When configuring Contracts, Web for Supervisors now retains weekdays that are checked in the **Synchronization** pane after the Contracts are saved. Previously, checked weekdays in the **Synchronization** pane were sometimes changed after the Contract was saved. (WFM-25291)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.23.

8.5.101.22

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/23/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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WFM Web now restores settings that were not preserved on some computers while users were switching between **Schedule** views in Web for Supervisors. (WFM-25202)

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WFM Web no longer displays an unexpected error message when the **Overheads** view is selected from the breadcrumbs bar after **Enterprise**, **Business Unit**, or **Multi-Site Activity** objects are selected in the following **Forecast** views: **Volumes**, **Staffing**, or **Graphs**. This issue was introduced in release 8.5.101.18. (WFM-25199)

In the **Configuration** > **Activities** > **Statistics** view, when configuring statistic types using the **Queue** or **Routing Point** objects, WFM Web now attaches the switch names to these objects while saving statistics configuration for **Activities**. Previously, these objects were saved without the switch name, which prevented WFM Data Aggregator from subscribing the **Activities** to these objects, causing the following error message to display in the Data Aggregator log: STAT_ERR: Error event from StatServer received. ReqId=xx Msg='Switch is not found on Tenant '<name>'. (WFM-25185)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.22.

8.5.101.18

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/11/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The **Publish to Schedule** action in the WFM Web for Supervisors **Calendar Items** view is updated to verify that the time zone selected in the view is the same as the time zone of the sites to which the selected **Calendar** items belong. If they do not match, a warning appears and the supervisor cannot proceed with the action. Previously, WFM Web did not verify matching time zones and allowed **Calendar** items to have incorrect times when published to schedules.

This same limitation exists in **Schedules** which can only be edited if the time zone of the site to which the schedules belong is selected. (WFM-25127)

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WFM Web now preserves selections made in Web for Supervisors modules when navigating between views within these modules. Previously in Web for Supervisors modules, selections made in one view were not preserved when navigating to another view.

The following modules and views were affected:

- In the **Calendar** > **Calendar Items** view, the **Filter** selection was lost. (WFM-25069)
- In the **Trades** > **List of Trades** view, selections made in the **Agents** tree were lost. (WFM-25065)
- In the **Calendar** module:
  - **Time-Off Limits** view, the **Time-Off Type** and **Date Range** selections were lost.

- **Calendar Items** view, the **Date**, **Time Zone**, and selections made in the **Objects** trees were lost. (WFM-25064)

- In the **Forecast** > **Historical Data** > **Volumes** view and **Graphs** view, the **Date Range**, **Use Multi-Site Activities**, and values in the **Show Statistics** drop-down menu selections were lost. (WFM-25062)

- In the **Forecast** > **Scenario** and **Forecast** > **Master Forecast** views, the **Period Planning**, **Overhead**, and **Use Multi-Site Activities** selections were lost.(WFM-25052)

- In the **Performance** > **Intra-Day** view, the **Date**, **Time Zone**, **Whole Day**, **Total Forecasted Values for Whole Day**, **Use Multi-Site Activities**, and selections in the **Activity** tree were lost. (WFM-25051)

- In the **Adherence** module, the **Site**, **Team**, and **Filter** selections are lost. (WFM-25044)

- In the **Schedules** module:

  - **Weekly** view, the **Planned Period** and **Date Range** selections were lost.

  - **Agent Extended** view, the **Date Range** selections were lost.

  - **Schedule State Totals** view, the **Target** selection was lost.

  - **Overtime Requirement** view, the **Date Range** selections were lost.

  - **Changes Approval** view, the **User** selection was lost. (WFM-25043)

Clicking on a module in the **Modules** bar at the top of the Web for Supervisors interface now displays the list of views within that module, and selecting a view opens it immediately. Previously, it took more than 20 seconds to open these Java views if the user clicked the module when a tabbed view was open. This issue is specific to users of Internet Explorer browser, and not reproducible with other browsers. (WFM-25045)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.18.

8.5.101.14

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/20/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Web now preserves the selected **Planning Period** in the Web for Supervisors > Schedule Agent-Extended view when switching between views, and preserves the selected date in the Web for Supervisors > Schedule State Group Totals view. Previously, WFM Web was not preserving these settings in these views. (WFM-25024)

WFM Web now successfully runs the **Agent Properties** report, even if it contains agents that do not have skills for any existing activity. Previously if these types of agents were included in the **Agent Properties** report, WFM Web stopped generating it and an error appeared. (WFM-25022)

Changing agents skills from primary to secondary in WFM Web for Supervisors no longer causes errors. Previously, changing the priority of agents skills prompted the following error message to appear: An unexpected issue occurred while processing this request. (WFM-25021)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.14.

8.5.101.13

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/28/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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WFM Web now preserves the selected **Performance** target value in Web for Supervisors' **Schedule** > **Intra-Day** view, when the supervisors are switching back and forth between this view and other views in the application. (WFM-23900)

The filter in WFM Web for Supervisor's **Calendar Items** view now functions correctly, as designed. Previously, after items were selected for filtering, applied, and then restored to **All checked**:

- The **Filter** icon did not change from red to blue.
- Items in the **Calendar** table were not returned until the user clicked **Get Data**.
- If the user navigated away from the **Calendar** view and then returned, an error occurred as follows: An unexpected error occurred while processing this request.

(WFM-23867)

WFM Web now uses Monday as the **Week Start Day** for en_AU and en_NZ locales, thereby displaying this information in a manner, to which users in Australia and New Zealand are accustomed. Previously, due to a bug in Oracle Java, some places in WFM 8.5.1 used Sunday for the **Week Start Day** in these locales. (WFM-23866)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.13.

8.5.101.11

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/13/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Web enables supervisors to copy schedules with dates that are outside of the existing date range in the **Schedule Agent Extended** view, even if they generate warnings or errors. Previously, these schedules could not be copied if they generated warnings or errors. (Schedules that did not generate warnings or errors could always be copied.) (WFM-23851)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.11.

8.5.101.10

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/18/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In WFM Web's **Time-Off Rules** view, supervisors can now enter up to 999 days in fields that specify the number of days in advance for which a request can be made. Previously in this view, supervisors could not add more than 365 days. (WFM-23587)

Supervisors can now open and access reports in the **Generated Reports** view. Previously in specific configurations, if the supervisor did not have rights to certain reports and another user scheduled a report for generation and added the supervisor to a list of users that could see that generated report, the supervisor would see an error while opening the **Generated Reports** view and could not access any generated reports. (WFM-23546)

Supervisors can now open and use the **Schedule** > **Overtime Requirements** view properly. Previously in specific configurations, if the supervisor did not have rights to clean up the **Master Schedule**, but did have access to the scheduling subsystem, opening the **Overtime Requirements** view produced errors and they were not able to use that view properly. (WFM-23544)

The WFM **Schedule Bidding** report no longer cuts off schedule information when it is generated using the CSV-friendly option and exported to `.csv` format.

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> **Important**
>
> Reports that are generated in `.csv` format are intended for machine-based import and generally not viewed or read by humans. Also, the **Schedule Bidding** report is not intended to be a source of schedule information. The **Schedule Bidding** report views and imports information about agent bids from bidding scenarios. Therefore, Genesys recommends you use other formats for reports that will be viewed and read by humans, and use other, more suitable reports to obtain schedule information, such as the **Team Weekly Schedule** report or the **Individual Schedule** report.

(WFM-23537)

Now the WFM **Agent States** and **Agent Adherence** reports no longer contain blank lines when generated in `.csv` format. Previously, when these reports were exported to `.csv` format, they contained blank lines (without data). (WFM-23521)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.10.

8.5.101.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Administrators and supervisors can now specify separate time-off limits for each **Time-Off** type associated with a **Site**, **Team**, **Activity**, or **Multi-Site Activity**.

  In addition to existing limits, WFM Web now enables users to specify separate time-off limits for each and every Time-Off type.

  Currently every object on which time-off limits can be set has a configured pair of limit values (Max. Agents and Max. %). After feature implementation, every object will also have as many separate pairs of limits as there are Time-Off types, plus a current pair of limit values applicable to all Time-Off types. WFM applies the limits when Time-Off items are being requested and granted.

  WFM Web enables you to set time-off limits on all configured Time-Off types that contribute to the total time-off limit and shows the slots in the the Web for Agents interface.

  Controls in the WFM Web Interface

  You can specify type-specific time-off limits in the Calendar > Time-Off Limits view. The Type drop-down list shows All selected by default, meaning that the available time-off limits (that are not type-specific) are displayed and being configured. The Type drop-down list contains all Site and Business Unit Time-Off types that are configured with Counts towards Time-Off Limits enabled. After the the Time-Off type is selected, the limits for that specific type are displayed and modified in the view.

  The values you enter in the Set Values dialog in the Actions menu apply to All types or the selected Time-Off type.

  Notes:

  - You cannot configure a separate limit for the built-in **Vacation Time-Off** type.

  - The **Set Limits** dialog in the **Actions** menu is available for **All** types only. If you select a single

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Time-Off type, it is not available for configuration.

When agents enter Time-Off requests, they see the available Time-Off slots or the limit value (the value for already taken time off). The agent sees the lowest value of all set time-off limits. After feature implementation, if the slot value provides the lowest value based on the type-specific limit, this limit might affect the slot values differently for each Time-Off type in the request. (WFM-23124)

- WFM Web enables you to more effectively assign agents to **Rotating Patterns** and easily determine how agents are distributed among weekly rotations. You can access the following new features in the **Policies** > **Rotating Patterns** > **Associated Agents** view:

  - **Rotating Patterns** are now assigned based on the agent's effective date (no longer based on the agent's start date), ensuring that agents are assigned to the correct starting week of the **Rotating Pattern**.

  - A single column, **Current Week** replaces the **Rotating Pattern** and **Rotation Week** columns in the **Associated Agents** view. This sortable column shows the current week of the rotation on the day specified by the date picker that is named **Show Agents** assigned to this **Rotating Pattern** on following date.

  - The **Available Agents** list in the **Associate Available Agents** view (click the + icon in the **Associated Agents** view to open) now includes the column, **Current Week**. The **Rotating Pattern** column remains in this view and both columns are sortable.

  - The **Associated Agents** view now includes a distribution table showing the number of agents in each rotating week on the selected day. The table lists all weeks in the **Rotating Pattern**, showing the name of each week and the number of agents assigned to that week. This number represents the associated agents for that week's roster on the current day (specified by the date picker **Show Agents assigned to this rotating pattern on following date**). The table updates automatically when agents are associated with the **Rotating Pattern**.

    Use this table to balance the distribution of agents across rotating weeks and easily reassign agents to other weeks, if necessary. Scroll through the sorted list or use the the new filter in the Associated Agents list for that rotating week. The list includes only those agents who are currently assigned to the selected weeks (according to the specified date). (WFM-23176)

- In the WFM Web for Agents **My Schedule** view, in addition to viewing their weekly schedules, agents can now view schedules for the **Planning Period**. The **My Schedule** view now displays total paid hours. **Trade Proposals** and **Exceptions** remain the same (limited to one week), but a Warning message now appears if agents select a date range that spans more than one week. (WFM-23440)

Resolved Issues

This release contains the following resolved issues:

Now users in multi-tenant environments can access and make changes to **Activities** statistics information without seeing error messages. Previously in WFM Web 8.5.100.x, if objects used to configure **Activities** statistics (such as, **Queues**, **Routing Points**, **Agent Groups**, and so on)

contained duplicate names in different tenant environments, an error message displayed. (WFM-23506)

The text now correctly fits on the action buttons in German translations of WFM Web for Agents in the **Time Off** view. Previously, the text did not align or fit properly on the buttons. Also resolved in this fix is the Internet Explorer issue that caused some lines to appear broken, instead of straight. (WFM-23499)

Adding and editing **Shifts** in WFM Web now works as expected when a European timezone is set on a computer with an open browser. Previously in this scenario, if an attempt was made to insert **Shifts** for a Daylight Savings Time (DST) event date in Web for Agents, WFM proposed and saved incorrect **Shift** start and end times. (WFM-23439)

WFM Web now reacts correctly to application settings. Previously, if the NameOrder configuration option was set to a value other than 1, WFM Web did not function as expected in some configurations, such as when Internet Explorer v11 was used. (WFM-23208)

WFM Web now successfully creates and edits scheduled tasks for the following reports: **Weekly Schedule Coverage**, **Team Weekly Schedule**, and **Activity Weekly Schedule**. Previously, when WFM Web unsuccessfully attempted to create or edit scheduled tasks for these reports, an exception occurred. (WFM-23133)

Schedules in the WFM Web for Supervisors **Schedule** > **Intra-Day** view are now correctly filtered by **Contracts**. Previously, if all **Contracts** were selected from one **Site** and a single **Contract** from another, the filter was incorrectly applied. (WFM-23091)

WFM Web now correctly sets the **Submitted by:** information created for **Time-Off** bonuses and displays it in reports and other places in the GUI. Previously, this information (created using WFM Web 8.5.100.x) was not set correctly and did not display where expected. (WFM-23035)

WFM Web enables importing of **Forecast IV** and **AHT** from **Partial-Day** data using the **Forecast** > **Import** view. Previously, WFM Web only enabled importing of **Full-Day** data (from all timesteps in the day). (WFM-22949)

WFM Web's **Agent Properties** report now displays both types of agent **Activities**: directly-assigned **Activities** and **Activities** that are applied according to the agent's skills. (WFM-22894)

WFM Web now correctly displays translated text on buttons after the Language Pack for certain Asian languages is applied. (WFM-22860)

WFM Web now uses the client locale when generating reports. That is, all dates, numbers, and other formatting are applied, based on the locale that is set on the computer running WFM Web for Supervisors. Previously, WFM used the locale settings of the server that generated the reports.

Similarly, tasks in the **Schedule** reports will now use the locale that is set on the computer on which tasks in the **Schedule** reports were created.

> ### Tip
> This change does not affect translation or the text in reports, which will continue to be shown in the language of the installed Language Pack (LP).

(WFM-22799)

WFM Web now displays the history of changes in the **Configuration** > **Schedule State Groups** view with no additional action required to load this information. (WFM-22119)

The `HideTerminatedAgents` configuraton option is renamed `ShowTerminatedAgents` and is now configurable in the **About** > **Settings** window in WFM Web. Now it is set for each user separately. If this option value is set to `true`, terminated agents will be displayed. If set to `false` (default value), terminated agents are hidden and cannot be viewed. (WFM-21012)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.09.

8.5.100.22

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Functionality Moved to WFM Web—The following functions and configuration parameters, previously in WFM Configuration Utility, are now in WFM Web for Supervisors:

  - **User Security** is now in WFM Web's **Configuration** > **Users** and **Configuration** > **Roles** views.

  - **Time Zones** are now in WFM Web's **Configuration** > **Organization** > **Time Zones** view.

  - **Time-Off Rules** are now in WFM Web's **Policies** > **Time-Off Rules** view.

  - **Skills** are now assigned to Business Units in **Configuration** > **Organization** > **Business Units** > **Skills** view.

  - **Data Aggregator Setup** is now in WFM Web's **Configuration** > **Organization** > **Business Units** > **Configuration** and **Configuration** > **Organization** > **Sites** > **Configuration** views.

  - **Activity Statistics** are now in WFM Web's **Configuration** > **Activities** > **Statistics** view.

  - **Data Import/Export**—In WFM Web's **Forecast** > **Import** view. Data export is done through **Forecast** reports, using the CSV format.

  - **Global Settings** (**Options** tab)—Some settings are now in WFM Web for Supervisors and some are discontinued, as follows:

    - **Week Start Day**—In WFM Web's **Configuration** > **Organization** > **Business Units** > **Properties** view.

    - **Default Time Zone**—Setting removed/discontinued. The user's time zone on the **Enterprise** level is used in Web for Supervisors **Forecast** and **Performance** modules.

    - **Audit Level** options—Settings removed/discontinued and the **Audit** level will always be High.

    - **E-mail Synchronization Enabled**—Setting removed. E-mail are synchronized automatically.

    - **Paid Breaks are mandatory**—In WFM Web's **Configuration** > **Organization** > **Sites** > **Properties** view.

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- **Suppress Break-related warnings while scheduling**—In WFM Web's **Configuration** > **Organization** > **Sites** > **Properties** view.

- **Allow all existing users to access new Sites**—Setting removed/discontinued. Users do not have access to new Sites, unless they have or are explicitly given Business Units access rights.

- WFM Web for Agents Help—This Help system is now published and delivered as online content. See *Workforce Management Web for Agents Help*.

- Multiple Time-Off Types Assigned to Rule—WFM enables assignment of multiple **Time-Off** types to a single **Time-off Rule** and tracks the number of hours taken for each **Time-Off** type.

- Enhanced Time-Off Management Report—The report now displays each **Time-Off** type, when the reported time off was taken, and displays other **Time-Off** types in the same **Time-Off Rule** assignment.

- Understaffing Alert in Intra-Day—The **Schedule** > **Intra-Day** > **Performance** view now displays alerts in the **Required** and **Calculated Difference** columns if understaffing occurs. WFM displays the color-coded alert in red by default, but users can change the color, if desired.

- Ability to Build Schedules Using Primary and Secondary Activities—WFM has a new option to allow schedules to be built using secondary **Activities**. WFM schedules the agents to work on their primary **Activities** first. Agents will be scheduled to work on their secondary **Activities** if the primary is overstaffed or the secondary **Activity** has not met its minimum staffing requirement. This option is also available in the **Intra-Day Re-optimization Wizard**.

- Variance can be Converted to Overtime Required—In the **Master Schedule** > **Overtime Requirement** view, the understaffed values (negative values in **Staffing Variance** column) can now be converted to the **Overtime Required** values.

- User Security Enhancement—Supervisors who do not work with **Forecasts** (and have no access to that module), are now restricted from jeopardizing the integrity of **Forecast** data either purposely or inadvertently, and cannot save data as a **Forecast** template.

- Supported in this release:

  - Microsoft Windows 8, 64-bit (compatible, native mode on WFM Web and WFM Database Utility only)

  - FireFox Extended Support Release

  - Java 8

Resolved Issues

This release contains the following resolved issues:

When configuring statistics for **Activities** in WFM Web, the **Queue** and **Routing Point** objects are not filtered according to the **Site** configuration. Previously, when statisitics were configured in WFM Configuration Utility, these objects were limited by the **Associated Switch** or **Switch** used for statistics settings, if specified. (WFM-22923)

Multi-Site Activities are now created and saved successfully in localized versions of WFM Web. Previously, newly created **Multi-Site Activities** could not be saved in certain localized versions of

WFM Web. (WFM-22872)

The **Contact Center Performance Graphs** report now correctly displays text in the legend of the report's graphics. Previously, if WFM used a character set and font other than one for Western Europe, it displayed incorrect symbols. (WFM-22628)

The table header in the **Adherence Totals** report now displays correctly. Previously, if WFM used a character set and font other than one for Western Europe, incorrect characters appeared in the header. (WFM-22584)

The **Calendar Audit** report now correctly displays the name of the agent that entered or updated a **Time-Off** item. Previously, if an agent made a change to a **Time-Off** item, the report displayed the name as **Unknown**. (WFM-22053)

Supervisors can now assign agents to **Sites** and **Teams** even if they do not have **Edit/Add/Delete** security rights to **Configuration** > **Organization** view. Previously, Supervisors could not assign agents to **Sites** or **Teams** if they did not have these security rights. (WFM-22051)

WFM Web now correctly displays **Exceptions** and **Time-Off** types in the **Schedule Audit** report. Previously, some **Exceptions** and **Time-Off** types would sometimes be incorrectly displayed as **Full-Day** items in the **Schedule Audit** report if the same **Exception** or **Time-Off** type was present as a **Full-Day** and a **Part-Day** item in the schedules included in the **Schedule Audit** report. This issue did not occur when the same type was present only as a **Part-Day** item. (WFM-22038)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.22.

Release 8.5.0

Workforce Management Web Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Workforce Management Web, if available, in the tree menu on the left or in the list of Available Releases.

8.5.003.22

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/11/22	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

As of April 11, 2022, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on April 23, 2022. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-35265)

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> **Important**
>
> If you installed this version of WFM Web prior to April 11, 2022, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

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 has a renewed certificate for signing Java code. The certificate provided in previous WFM versions expires on June 11, 2019. Continuing to use an older release of WFM after the expiration date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. To resolve this issue, Genesys recommends that you upgrade to the latest version of WFM Web that includes the updated certificate. (WFM-32288)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.22.

8.5.003.21

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/21/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Web has a renewed certificate for signing Java code. The certificate provided in previous WFM versions expires on July 7, 2016. If you continue to use an older release of WFM after the expiry date, you might encounter warnings or errors when you use Web for Supervisors Java-based views. To resolve this issue, Genesys recommends you upgrade to the latest version of WFM Web that includes the updated certificate. (WFM-25900)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.21.

8.5.003.20

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/20/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Web no longer produces the error message in the Web for Supervisors **Forecast** > **Overlays** view, stating that the total of the Distribution Value percentages does not add up to 100 percent, when in fact, it does. (WFM-25253)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.20.

8.5.003.19

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/07/15	Hot Fix		X	X	X	X

What's New

This release contains the following new feature and enhancement:

- The WFM Web for Supervisors **Calendar Items** view has the new Local option for **Time Zones**. Selecting this option causes the view to show Calendar items in each site's time zone for the selected days. Meaning that Calendar items start/end times cannot be compared when this option is selected, as time zones for each site might be different.

  Additionally, if the Local option is selected, Calendar items can be published to the schedule without the need to switch to the specific time zone, as described in WFM-25117, even if items from different sites with different time zones are displayed.

  The addition of this option resolves a specific customer scenario and provides functionality that existed in the Calendar Items view in WFM releases prior to 8.0. (WFM-25119)

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Resolved Issues

This release contains the following resolved issues:

The **Publish to Schedule** action in the WFM Web for Supervisors **Calendar Items** view is updated to verify that the time zone that is selected in the view is the same as the time zone of the sites to which the selected Calendar items belong. If they do not match, a warning appears and the supervisor cannot proceed with the action. Previously, WFM Web did not provide verification of matching time zones and allowed Calendar items to be published to schedules with incorrect times.

This same limitation exists in Schedules and can only be edited if the time zone of the site to which the schedules belong is selected. (WFM-25117)

WFM Web now enables supervisors to copy schedules with dates that are outside of the existing date range in the **Schedule** > **Agent Extended** view, even if they generated warnings or errors. Previously, these schedules could not be copied if they generated warnings or errors. (Schedules that did not generate warnings or errors could always be copied.) (WFM-25115)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.19.

8.5.003.17

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/17/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Web for Agents **Preferences** view is updated to enable agents to use the **Tab** key to highlight the date range field so JAWS can read it. (WFM-23628)

WFM Web now notifies JAWS Screen Reader when there is a message presented in the **Login** window after an unsuccessful login. (WFM-23627)

The **Performance** data presentation is improved in the **Schedule Intra-Day** view to match the same data presented in the **Performance Intra-Day** view. Specifically, empty data is no longer shown as zeros in the **Schedule Intra-Day** view. (WFM-23613)

In some identified scenarios, Web for Supervisors requests for data retrieved too much data, triggering the protection mechanism against malicious actions and Denial of Service actions, and causing the error message *Unmarshalling Error: Maximum Number of Child Elements limit (50000) Exceeded.* to occur. Therefore, WFM Web has changed the way in which some requests for data are processed. Now, requests for data that potentially could trigger the built-in protection mechanism are processed either by properly limiting the requests or splitting them into manageable-sized requests.

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> **Important**
>
> The appearance of this error message is not a consequence of or caused by WFM performance issues. It is specific to the WFM Web component's built-in protection mechanism. If this error message appears, it means WFM Web has received a response (presumably from other WFM servers), but did not process it. If malicious actions are ruled out and this message appears during normal usage, limit your selections in the WFM Web user interface and request/insert/update fewer data in a single request.

(WFM-23525)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.17.

8.5.003.16

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/16/15	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- In WFM Web for Agents **My Schedule** view, in addition to viewing their weekly schedules, agents can now view schedules for the **Planning Period**. The **My Schedule** view now displays total paid hours. **Trade Proposals** and **Exceptions** remain the same (limited to one week), but a Warning message now appears if agents select a date range that spans more than one week. (WFM-23255)

- WFM Web provides improved accessibility support using the following configuration of specific tools and versions:

  - Screen Reader JAWS 15

  - Microsoft Internet Explorer 11

  - Java 7, update 80

  - Microsoft Windows 7

WFM Web for Agents is fully accessible using this configuration. However, WFM Web for Supervisors has limited accessibility support, due to issues with Screen Reader JAWS 15. To use Web for Supervisors with JAWS 15, you must start it as a separate Java application, using Java Web Start (JWS) technology. Use the WFM JWS application only if you need JAWS. Otherwise, use the standard applet-based WFM application. Both applications are available on the Web Server.
Access the WFM Web JWS application by adding `/wfm.jnlp` **to the end of the URL that you normally use to access the standard WFM Web application. For example, if you normally access the standard WFM Web application by entering** `http://<host:port>/wfm` **into your browser, access the JWS application by entering** `http://<host:port>/wfm/wfm.jnlp`**.**
Loading the JWS Application
Here are some things to look out for when loading JWS

- Click the JWS link to load WFM Web for Supervisors.

- If you are asked to save file, do so and click the option to run the application.

- If a security dialog appears while the application is loading, click **OK** to accept it.

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- When the **Login** dialog appears, it will look different from the standard WFM login. Enter your username and password.

- In your web browser, enter `http://<host:port>/wfm` (without `/wfm.jnlp`) to connect to WFM Web. After successful authentication the WFM Supervisor **Home** view appears.

Important Note: JAWS must be started before WFM Web for Supervisors. Otherwise, JAWS is unable to read the contents of the WFM application.
Web for Supervisors Support Limitations for Accessibility
The following non-Java views are not available to supervisors when using JAWS in 8.5.0. The link to these views are not visible on the Home view of JWS application. These views are accessible only through the standard applet-based WFM Web for Supervisors.

- **Configuration** > **Agents**

- **Configuration** > **Organization**

- **Configuration** > **Schedule State Groups**

- **Configuration** > **Activities**

- **Configuration** > **Time Off Bidding**

- **Policies** > **Shifts**

- **Policies** > **Contracts**

- **Policies** > **Rotating Patterns**

These views will be fully accessible in later WFM releases.
To improve compatibility with Screen Reader JAWS, the visual presentation of some views in WMF Web for Supervisors is different than in the standard WFM Web application. This difference does not limit the functionality that is available to visually-impaired users. (WFM-22776)

Resolved Issues

This release contains the following resolved issues:

Adding and editing **Shifts** in WFM Web now works as expected when a European timezone is set on a computer with an open browser. Previously in this scenario, if an attempt was made to insert **Shifts** for a Daylight Savings Time (DST) event date in Web for Agents, WFM proposed and saved incorrect **Shift** start and end times. (WFM-23363)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.16.

8.5.003.11

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/10/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The **Staffing Split Wizard** in WFM Web for Supervisors' **Forecast** module is improved and now switches between **Activities** selection and **Budget** steps without long delays. (WFM-23204)

Filtering by meetings in WFM Web for Supervisors' **Schedule** > **Intra-Day** view now yields correct results if the same meeting is selected under more than one **Site** in the filter. (WFM-23172)

Schedules in WFM Web for Supervisors' **Schedule** > **Intra-Day** view are now correctly filtered by **Contracts**. Previously, if all **Contracts** were selected from one **Site** and a single **Contract** from another **Site**, the filter was incorrectly applied. (WFM-23067)

In WFM Web for Supervisors, the **Schedule** > **Intra-Day** view performance is improved, enabling faster data presentation and scrolling. See Upgrade Notes below. (WFM-23064)

Keyboard navigation in WFM Web is improved, enabling complete keyboard-only operation when using Microsoft Internet Explorer 10 or 11. Some minor keyboard-related issues were resolved, including the inability to navigate out of some time controls and out of focus message dialogs.

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(WFM-22904)

Upgrade Notes

When upgrading to release 8.5.003.11, deploy WFM Server release 8.5.003.13 or later to gain further performance improvements in the **Schedule Intra-Day** view.

8.5.003.05

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Web now displays the correct number of **Profile Schedules** in the **#** column of the **Bidding** view after the agent edit bid priorities and clicks **Apply**. Previously in this scenario, WFM Web displayed an incorrect number in this column. (WFM-22889)

WFM Web now displays agent schedules correctly in Web for Agents when Daylight Saving Time (DST) changes occur at midnight, according to the computer's locale settings. Previously in this scenario, WFM Web displayed agent schedules incorrectly. (WFM-22879)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.05.

8.5.003.04

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/14	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

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- WFM Web enables administrators to customize the Web for Agents interface so agents can see and use custom views that contain information related to the agent, but obtained from sources outside WFM. **To enable this feature using Genesys Configuration Manager, administrators must create the [AgentCustom] configuration section under Options tab in the WFM Web Application and add the the following configuration options**

    - name
      Default Value *<empty>*
      Valid Values text
      Changes Take Effect Immediately
      Specifies the name that displays in Web for Agents custom UI next to all views (Schedule, Trading, and so on).

    - url
      Default Value *<empty>*
      Valid Values The URL for the custom page. For example, `http://www.compnyz.com/ agenttag`
      Changes Take Effect Immediately
      Specifies the URL that is used to open and display the custom page if the custom module is selected.

    - agenttag
      Default Value *<empty>*
      Valid Values text
      Changes Take Effect Immediately
      Specifies the string that is found in the `url` **value and is replaced with the WFM Agent ID. It enables external applications to identify the agent, for which the custom information must be displayed.**

  The name **and** url **values are required. If either one of these values is missing, the custom module is not displayed in the WFM Web for Agents interface. (WFM-22330)**

- Duration values in the **Adherence States** and **Adherence Totals** reports are presented in a new format. These reports now use `days:hours:minutes:seconds` (previously the format was `hours:minutes:seconds`). (WFM-21771)

Resolved Issues

This release contains the following resolved issues:

In WFM Web, Supervisors can now assign agents to **Sites** and **Teams** without having **Edit/Add/Delete** security rights in the **Configuration** > **Organization** module. (WFM-22183)

The WFM Web **Calendar Audit** report now correctly displays the name of the agent who entered or updated a **Time-Off** request. Previously in this scenario, the report displayed **Unknown** for the **User Name**, rather than the agent's name. (WFM-22182)

Time-Off requests and **Exceptions** now display correctly as **Part-Day** items in the WFM Web **Schedule Audit** report. Previously, when **Exception** or **Time-Off** items of the same type were present as both **Full-Day** and **Part-Day** items in the schedules, they were incorrectly displayed as **Full-Day** items in the **Schedule Audit** report. (WFM-22180)

WFM Web short names are now correctly displayed in the **Master Schedule > Intra-Day** view for **Full-Day Exceptions** that have specified start and end times. Previously, short names were not displayed until changes were saved to **Full-Day Exceptions** with specified start and end times. Also, the short text in the first and last step of **Schedule** items now displays correctly, if those steps do not cover the entire 15-minute timestep. (WFM-22096)

WFM Web now sends only correct requests to WFM Server when running the **Insert**, **Delete**, and **Replace Multiple Wizards**. Previously, in the **Schedule** views, if a **Site** contained a combination of the schedules below (and no other schedules) for selected dates, attempts to run the **Insert**, **Delete**, and **Replace Multiple Wizards** for that **Site** and those dates sometimes caused WFM Web to send incorrect requests to WFM Server, which in turn caused Server to consume large amounts of CPU resources, run for long periods of time, and produce unexpected results, such as:.

- Agents that were moved to another **Business Unit**

- Agents that no longer have **Skills** for those schedules

(WFM-22046)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.04.

8.5.001.11

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/14	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Improved **Search** functionality Web for Supervisor views that were added in 8.1.201, 8.1.300, and 8.5.000 releases, with the inclusion of a clickable **Search** icon to perform search. Click the icon again to find the next matching item. (WFM-20896)

- In Web for Supervisors **Configuration** > **Activities** view, you can now copy and paste **Opening/Closing** times. (WFM-21264)

- Supervisors and agents can now delete one or more individual items in a **Time-Off** batch request, while retaining the original bidding period submission date (of all other items in the batch), ensuring the agent's request remains in the queue, and is considered for first-in-first-out processing, if the request is not granted within the original bid processing period. (WFM-21862)

- Supervisors can now modify **Schedule State Group** effective dates to provide more accurate reporting of **Historical Adherence**. If the effective date is changed, by clicking the **Modify** button in the **Schedule State Group** view, the new date is applicable, starting at midnight on the effective date (not from the midnight of the current day in the **Site** timezone, as is the default), and **Historical Adherence** is updated in the **Adherence** reports. (WFM-21906)

Helpful Links

Releases Info

- List of 8.5.x Releases
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Resolved Issues

This release contains the following resolved issues:

WFM Web now works correctly with WebSphere 8.5.5.2 and later. Previously, WFM Web Supervisors would stop working if fix pack 2 was applied to WebSphere 8.5.5. (WFM-21983)

The WFM Web **Agent Adherence** report now shows the correct percentage of adherence in reports generated in `.csv` format. Previously, the percentage of adherence in the `.csv` format report did not match the percentage shown in reports generated in other formats that contained the same data. (WFM-21875)

The WFM Web **Agent States** report now displays the proper width in rows listing multi-channel reason codes. Previously, the row widths in this report displayed improperly if the second channel had multiple reason codes listed. (WFM-21874)

In the **Configuration** > **Agents** view, **Policies** > **Contracts** view, and **Policies** > **Rotating Patterns** view, when supervisors select **Cancel** in the dialog You have unsaved changes.., WFM Web now directs them to the page, on which the edited item is selected. Previously in this scenario, after selecting **Cancel**, an incorrect page was opened with a different item selected.(WFM-21076)

WFM Web now correctly displays selected items, when lists are sorted in any views in the **Configuration** or Policies module. Previously, selections in lists were not displayed after sorting. (WFM-21045)

In the **Configuration** > **Agents** view, **Policies** > **Contracts** view, and **Policies** > **Rotating Patterns** view, WFM Web now requests confirmation to save data if supervisors make changes and then click **Refresh**, **Log Off**, or **Home** buttons. After the refresh, WFM Web restores the selected items in these views. Previously, the selected items were lost. (WFM-21039)

When copying one **Contract** profile to another, supervisors can now filter **Contracts** by **Site**, enabling them to quickly find a **Contract**. (WFM-20918)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.11.

8.5.000.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/14	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Multi-Channel Adherence**—Multiple media channels in **Schedule State Groups** track agent real-time states in the Web for Supervisors **Adherence** module; WFM **Agent Adherence** and **Agent State** reports now include historical multi-channel adherence percentages and non-adherence events for each channel separately.

- **Sorting in Adherence Module**—Ability to sort the **Schedule State Groups** column in the Web for Supervisors **Adherence** > **Details** view.

- **Time-Off Bidding**—**Time-off** requests are processed within a configured bidding period for selected date ranges. When this feature is enabled, WFM delays granting agent **Time-Off** requests (that fall within the bidding period) until the processing date for that bidding period. On that date WFM grants **Time-Off** requests, based on configurable criteria. Then, if there are available slots in **Time-Off Limits**, WFM processes any **Time-Off** requests that were not granted, based on their submission order.

- **Single Sign-On**—WFM Web supports single sign-on (SSO) functionality in conjunction with Genesys Hub.

- **Autocomplete Disabled in Browsers**—Ability to enable/disable the **Autocomplete** function for the password field in all WFM Web supported browsers. By default, it is disabled.

- Support for Microsoft Windows Server 2012, native 64-bit.

- Support for Microsoft Internet Explorer, version 11.

Helpful Links

Releases Info

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

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List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The workflow in the agent's **Availability Patterns** view was updated to make editing easier and more intuitive. (WFM-21709)

WFM Web for Agents now correctly displays the trade proposal dialog after the agents clicks the You have unanswered proposals message. Previously, when the agent clicked this message, an empty dialog would sometimes display, rather than the existing trade proposal. (WFM-21691)

The WFM Web **Schedule Summary** report now correctly displays a value of 0.0. Previously, the report sometimes incorrectly displayed a value of -0.0. (WFM-21677)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.09.