Workforce Management Administrator's Guide

Document change history

5/6/2025

Document change history

This topic contains a summary of the topics that are new or have changed significantly in the specified version of this Administrator's Guide.

Document version 8.5.215

- A new section Integration with Genesys Cloud was added to the Integration topic to describe how Genesys Engage customers can access features in Genesys Cloud through integration.

- A new topic Schedule Validation Errors and Warnings was added to provide a list of Warning and Errors messages and their descriptions.

Document version 8.5.214

- High Availability was updated to provide information about how WFM components support high availability.

- A new topic Redesigned Web Supervisor and Agent interfaces was added to describe the redesigned Supervisor and Agent interfaces and how to enable access to them.

- Securing connections on WFM servers was updated to include information about support for TLS 1.2 and FIPS 140-2.

- Managing the WFM Database was updated to include information about new purging procedures.

- Time-off Primer was updated to describe minor changes to the time-off process flow.

Document version 8.5.211

- The topic Securing connections on WFM servers has been updated to describe the latest procedures and guidelines for securing connections on WFM servers.

Document version 8.5.209

- A paragraph in Managing Overtime Requirements describes the Overtime Bidding feature, introduced in this release.

Document version 8.5.208

- The Using Self Localization topic was updated to document the inclusion of two new files in the `localization.bat` file.

- Information about the WFM Agent Mobile Client was added to two topics: Architecture and Component Descriptions.

- Information about WFM configuration options (descriptions, creating configuration options and sections, removed or changed options) was removed from this guide and added to the Workforce Management Options Reference. The following topics were removed from this guide:

  - "WFM Configuration Options"

  - "Creating New Configuration Sections and Options"

  - "WFM Server Options"

  - "WFM Web Options"

  - "WFM Builder Options"

  - "WFM Data Aggregator Options"

  - "WFM Daemon Options"

  - "WFM Options Changed or Removed"

- The section "Frequently Asked Questions About Purging Procedures" (previously a subtopic of Managing the WFM Database) was removed from this guide and added to the *Workforce Management ETL Reference*.

Document version 8.5.207

- Two new options were introduced in the WFM Server Application: **[ScheduleService]** TradePreprocessingEnabled and **[ForecastService]** ServiceLevelMethod.

- WFM Server Application's **[CalendarService]** WaitlistTimeout configuration option has a new default value, and it's **[CalendarService]** BiddingTimeout option is obsolete and was removed.

- A change was made to WFM Server's **[Calendar]** PreventTimeOffNoAvailability configuration option to accurately describe the behavior when the option is on.

- An important note was added to Managing the WFM Database about access the WFM Database directly to create custom reports.

Document version 8.5.206

- A new topic was added, describing how to assign user access to WFM features and functionality by using Genesys Administrator. See Managing WFM Roles in Genesys Administrator.

- The topic "WFM in Multi-Site Environments" was removed. Some out of date content was deleted and some content was moved to Load Balancing (see next bullet).

- The sub topics Adding Connections to WFM Server and WFM Builder Configuration were moved to Load Balancing (see previous bullet).

- A new section was added to WFM Policy Objects to describe the WFM Payback Exceptions feature and how to enable it. See Payback Exceptions.

- Four new configuration options were added to the WFM Web Application:

  - **[Functionality]** InsertPaybackException

  - **[Functionality]** NewAgent

  - **[Functionality]** useRolesSecurity

  - **[AgentSchedule]** LimitScheduleDetails

Document version 8.5.205

There were no updates or changes made to this document in this release.

Document version 8.5.204

- Minor corrections were made to the following topics and procedures:

  - Major Software Releases and Iterations

  - Using Stored Procedures for Database Maintenance

  - Performing Database Cleanup (Oracle)

  - Performing Database Cleanup (MSSQL)

Document version 8.5.203

- The topic Time-Off Bidding was updated to describe the feature enhancements that were implemented in this release.

- A new topic was added to Major Software Releases and Iterations to describes major releases and iterations of a major release.

Document version 8.5.202

- Two new configuration option descriptions were added to the WFM Web Application:

  - **[Functionality]** PreventFraming

  - **[Options]** ExternalHelp

Document version 8.5.201

- A new subtopic "Exception Memos" was added to Exception Types to describe the new feature about adding and editing Exception memos in Schedules, Calendar items, and Meetings.

- Many updates were made to Managing the WFM Database to describe the WFM Backup/Restore Utility (BRU) and remove references to DB2, which is no longer supported.

- Two new procedures "Performing Database Cleanup (Oracle)" and "Performing Database Cleanup (MSSQL)" were added to Managing the WFM Database

- A new subtopic When do Time-Off Slots Become Available? was added to Enabling and Configuring Wait-lists.

- The topic, "WFM Client Options" was removed.

- Some WFM options were removed, moved, or renamed. For details, see the Workforce Management Options Reference.