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Genesys Multicloud CX Release Notes

[Workforce Management Release Notes](#)





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Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Important

The Release table lists the initial availability date for each release and the deployment environments for which a release is made available. Except when otherwise stated in the description for a specific release, each release includes all of the features and resolved issues that were introduced on earlier dates, regardless of the deployment environment. The features and resolved issues that apply only to a specific deployment environment are noted as such.

First availability	Released for	Highlights	Release number
November 15, 2021	 	Support for dual-role assignments.	8.5.218.49
November 01, 2021	 	New data retention values when purging the ETL database.	8.5.218.47

November 15, 2021  

What's New

- Workforce Management now supports dual-role assignments (Agent and Supervisor) for a single agent account. Some configuration is required to enable this feature. Contact your Genesys Account Representative for more information.

Important

This feature is available to AWS customers only upon request.

(WFM-33828) **More info:** Managing dual-role assignments

Resolved Issues

- In WFM Web for Supervisors, the **Schedule State Group (SSG) History** view now displays the SSG details, as expected. (WFM-34646)

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- WFM now creates the Calendar Audit Report in CSV-friendly format and exports the data to a **.csv** file with no issues, even if it contains long lines. (WFM-34642)
 - WFM now correctly displays the Agent UI for mobile devices (rather than for desktops) when agents log in to WFM on their mobile devices using Single Sign-On (SSO) authentication. (WFM-34625)
 - 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)

November 01, 2021  

What's New

- WFM supports new data retention values when purging data from the WFM ETL database. ETL data retention can be fine-tuned to retain more or less data, and auto purge can be disable or enabled. When enabled, the data retention value cannot be less than 45 days.

Tip

Some configuration is required to enable this feature. Contact your Genesys Account Representative for more information.

(WFM-33400)

Resolved Issues

- WFM has improved the time it takes to insert time-off items into the schedule and publish Calendar items for multiple days when multi-site activity limits are configured for these time-off types. (WFM-34455, WFM-34376)
- The WFM ETL process now executes jobs successfully, even if the retrieval of data takes longer than 10 minutes. (WFM-34444)
- WFM now observes time-off limits when granting time-off bids, and no longer grants bids when the time-off exceeds the limits. (WFM-34384)
- WFM now saves the selected Marked Time in the Schedule Marked Time Report and Schedule Marked Time Total Report. Previously, the WFM Report Scheduler did not save the selected Marked Time for these reports unless users also selected the entire site. (WFM-34440)

Prior Releases

For information about prior releases of Workforce Management, click here: [Workforce Management Release Notes](#)