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Genesys Multicloud CX Release Notes

[Workforce Management Release Notes](#)

Contents

- 1 January 09, 2023
 - 1.1 Resolved Issues
- 2 December 22, 2022
 - 2.1 What's New
 - 2.2 Resolved Issues
- 3 December 21, 2022
 - 3.1 What's New
 - 3.2 Resolved Issues
- 4 November 30, 2022
 - 4.1 Resolved Issues
- 5 October 04, 2022
 - 5.1 What's New
 - 5.2 Resolved Issues
- 6 September 16, 2022
 - 6.1 What's New
 - 6.2 Resolved Issues
- 7 August 30, 2022
 - 7.1 Resolved Issues
- 8 August 04, 2022
 - 8.1 What's New
- 9 July 21, 2022
 - 9.1 Resolved Issues
- 10 July 11, 2022
 - 10.1 Resolved Issues
- 11 July 04, 2022
 - 11.1 What's New
 - 11.2 Resolved Issues
 - 11.3 Known Issues

- [12 June 16, 2022](#)
 - [12.1 Resolved Issues](#)
- [13 June 03, 2022](#)
 - [13.1 Resolved Issues](#)
- [14 May 27, 2022](#)
 - [14.1 What's New](#)
 - [14.2 Resolved Issues](#)
- [15 April 27, 2022](#)
 - [15.1 What's New](#)
 - [15.2 Resolved Issues](#)
- [16 April 05, 2022](#)
 - [16.1 Resolved Issues](#)
 - [16.2 Deprecations](#)
- [17 March 28, 2022](#)
 - [17.1 Resolved Issues](#)
- [18 February 09, 2022](#)
 - [18.1 What's New](#)
 - [18.2 Resolved Issues](#)
 - [18.3 Known Issues](#)
- [19 January 26, 2022](#)
 - [19.1 Resolved Issues](#)
- [20 January 04, 2022](#)
 - [20.1 What's New](#)
 - [20.2 Resolved Issues](#)
- [21 December 13, 2021](#)
 - [21.1 What's New](#)
 - [21.2 Resolved Issues](#)
- [22 November 15, 2021](#)
 - [22.1 What's New](#)
 - [22.2 Resolved Issues](#)
- [23 November 01, 2021](#)
 - [23.1 What's New](#)
 - [23.2 Resolved Issues](#)

- 24 Prior Releases

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

RSS:

- For cloud
- For private edition

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.

Available	Genesys CX on		Private edition	Highlights	Release
	AWS	Azure			
January 9, 2023				Resolved issues.	8.5.219.40 updated
December 22, 2022				Enhancements to the Add Time Off wizard in the Time Off module for agents.	8.5.219.62
December 21, 2022				Intra-day Schedule Rebuild Wizard improvements and resolved issues.	8.5.219.58
November 30, 2022				Resolved issue.	8.5.219.52 updated

Available	Genesys CX on	Private edition	Highlights	Release
October 4, 2022	 		Filtering agents by contract when rebuilding Intra-day schedules.	8.5.219.52
September 16, 2022	 		<ul style="list-style-type: none"> Inactivity timeout for agent sessions. Extra confirmation when deleting business units. 	8.5.219.49
August 30, 2022	 		Resolved issues.	8.5.219.22
August 4, 2022	 		Support for building forecast staffing for multiple activities at the same time.	8.5.219.45
July 21, 2022	 		Resolved issues.	8.5.219.19
July 11, 2022	 		Resolved issues.	8.5.219.40
July 4, 2022	 		Scheduling improvements.	8.5.219.18
June 16, 2022	 		Resolved issues.	8.5.219.33

Available	Genesys CX on	Private edition	Highlights	Release
June 3, 2022	 		Resolved issues.	8.5.219.17 updated
May 27, 2022	 		Accessibility improvements and resolved issues.	8.5.219.30
April 27, 2022	 		Health status monitoring.	8.5.219.20
April 5, 2022	 		Resolved issues.	8.5.219.17
March 28, 2022	 		Resolved issues.	8.5.219.11
February 9, 2022			Multi-language support.	8.5.219.08
January 26, 2022			Resolved an issue with supervisor notifications.	8.5.219.07
January 4, 2022	 		Dual-role agents can now view adherence information and build schedules.	8.5.219.01
December 13, 2021	 		Dynamic construction of Auth redirect URLs.	8.5.218.54
November 15, 2021	 		Support for dual-role assignments.	8.5.218.49

Available	Genesys CX on	Private edition	Highlights	Release
November 1, 2021	 		New data retention values when purging the ETL database.	8.5.218.47

January 09, 2023  

Resolved Issues

- 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)

Limited to: Genesys CX on Azure

December 22, 2022  

What's New

- 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)

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)

December 21, 2022  

What's New

- **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. (WFM-32999)

More info:

- 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)

Resolved Issues

- The process of saving agent schedules is now improved. Previously, an error occurred occasionally while saving agent schedules. (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 > Indirectly Occupied Time (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 **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-36061) (WFM-35986)
- 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 **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)
- 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 web browser. (WFM-36482, PCD-144279)

November 30, 2022  

Resolved Issues

- An application error no longer occurs in WFM Builder when a schedule is rebuilt. Previously, this error occurred in certain schedule rebuild cases when WFM Builder selects the best start and end dates for the agent shift window and yields the negative result, that is, the shift start is later than the end. (WFM-36554)

October 04, 2022



What's New

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

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)

September 16, 2022



What's New

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

Tip

For more information about this setting, contact your Genesys Account Representative.

(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)
- WFM is updated to include improvements to the health check functionality.

Resolved Issues

- WFM now removes any characters from text fields that are not valid for use in XML. Previously, invalid characters could be added in certain text fields, which prevented the text from being saved correctly. (WFM-36036)
- WFM no longer saves auto-generated blank reports to a specified report folder. Previously, WFM generated empty report files that did not contain any data, and these files could not be removed from the **Generated Reports** list. (WFM-36148)
- WFM now uses the default time format if the local time format is not supported by the WFM time editing component. Previously,

an error displayed if the time editing component was not compatible with the local format. (WFM-36144)

August 30, 2022  

Resolved Issues

- The time-off balance is now correctly deducted for paid time-off items where the paid time is resolved to zero. (WFM-36159)
- WFM's Extract, Transform, and Load (ETL) is now processing data reliably. Previously, the ETL service could sometimes experience processing delays. (WFM-36064)
- WFM now synchronizes changes to agent skill levels consistently. Previously, change-based synchronizations could sometimes omit certain changes and a full synchronization was necessary to correctly synchronize agent skill levels. (WFM-35373)
- An issue is corrected that caused WFM to manage memory allocations incorrectly. (WFM-36149)

August 04, 2022  

What's New

- 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)

July 21, 2022  

Resolved Issues

- It is now possible to build schedules for several sites simultaneously. Previously, the schedule for each site in the scenario had to be built one at a time. (WFM-36024)

Limited to: Genesys CX on Azure

July 11, 2022  

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)

July 04, 2022  

What's New

- The checking of Multi-Site Activity (MSA) time-off limits is now significantly faster when inserting a time-off item into the schedule or calendar. (WFM-35882)
- The WFM Scheduler is improved to now consider the Paid Hours of a shift when the shift is selected to accommodate submitted overtime. (WFM-35881)

Resolved Issues

- The **Calendar Items** filter now correctly displays only calendar items of the selected types. Previously, the applied filter displayed extra unselected Calendar item types if multi-site time-off types were selected in the filter. (WFM-35830)
- Supervisors can now see only Calendar items from sites they have access to. Previously, supervisors could see existing Calendar items of agents that were moved out of the site even after the supervisor's access to that site was revoked. (WFM-35773)
- WFM now loads Calendar items in the Intra-day view of the Schedule much faster. Previously, users sometimes experienced significant delays when accessing this view. (WFM-35726)

Known Issues

- It is currently not possible to build schedules for multiple sites simultaneously.
Workaround: Build schedules for each site in the scenario one at a time. (WFM-36024)
Limited to: Genesys CX on Azure

June 16, 2022  

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)

June 03, 2022  

Resolved Issues

- You are now able to build schedules if the scenario includes a site with no agents by excluding this site from the build operation (a message is displayed notifying you to check the schedule scenario and adjust it as needed). Previously, an internal error message was displayed. (WFM-35735)

May 27, 2022  

What's New

- 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

- 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)
- WFM Web Java modules have been updated to open help in the correct language. Previously, help opened from Java modules was displayed in English only. (WFM-35293)

April 27, 2022  

What's New

- **For Azure:** A new **System Information** view is added to the main menu of the New UI for Supervisors in WFM Web. This view provides the ability to monitor the health status of the overall WFM service by displaying information about each application in the system, such as the application name, version, current status, status of the main services, and time of the last update.

Important

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

(WFM-35412)

Resolved Issues

- The **Edit Multiple** dialog no longer displays duplicate **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)

April 05, 2022  

Resolved Issues

- WFM Web for Supervisor sessions will now time out after 15 minutes of inactivity. Previously, WFM kept sessions active indefinitely. (WFM-35298)

Tip

If you want to set a different value for the inactivity timeout, contact your Genesys Account Representative.

(WFM-35298)

- 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 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 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 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 now checks the selected dates and time off type with the agent's time off rule and displays ineligible dates in red. (WFM-35172)

Deprecations

- As of **April 8, 2022**, the **AI-powered Forecasting** feature is deprecated in Genesys Multicloud CX and Genesys Engage on-premises deployments. For more information, see .

March 28, 2022  

Resolved Issues

- WFM now auto-restores manually terminated agents only if the agents were deleted and then recreated after their termination in WFM. (WFM-35230)
- WFM no longer deletes a WFM user that has the same employee ID as a terminated WFM agent. (WFM-35161)

- This release contains important improvements to WFM security. (WFM-35202)
- WFM now calculates the carry-over balance correctly if the end date of a bonus is after the carry-over date. (WFM-35290)
- **For Azure:** As of 03/02/22, an issue is fixed that caused WFM Web for Supervisors to not always retrieve and display configuration details correctly. (WFOAZURE-75)
- **For Azure:** An error no longer appears if an agent who is a participant of a shared transport attempts to create a join request to another shared transport. (WFM-35366)

February 09, 2022 

What's New

- WFM Web now supports multiple languages. In previous releases, only one language was supported. (WFM-33835)

Resolved Issues

- Users can now copy an empty shift to a different day of the schedule, even if another event was already 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)

Known Issues

- Messages displayed in the WFM Web user interface may contain unexpected characters. (WFM-35291)

January 26, 2022 

Resolved Issues

- WFM is updated to allow supervisors to receive the necessary notifications if the status of a request changes while Time-Off requests are being processed. Previously, in some cases, supervisors were not being notified if the system updated Time-Off requests. (WFM-34814)

January 04, 2022  

What's New

- **For Azure:** WFM dual-role agents can now view adherence information and build schedules. Previously, dual-role agents did not have these capabilities. (WFOAZURE-657, WFOAZURE-675)

Resolved Issues

- State Group Daily Totals are now calculated correctly. Previously, the State Group Daily Totals were counted as zero for the unpaid full-day time off items after a time off item was inserted over the existing day off item. (WFM-34891)

December 13, 2021  

What's New

- WFM now allows Marked Time to overlap Time Off schedule states as long as the Marked Time is not used to mark overtime. (WFM-34694)
- WFM now builds redirect URLs based on the incoming browser URL. If the incoming URL does not match one of two types of patterns, the URL specified in the **public_auth_uri** option is used for the redirect. Previously, the URL specified in **public_auth_uri** was always used. (WFM-34641)
- WFM now respects the **Minimum Distance Between Shift Items** constraint for breaks or meals that precede or follow generic Exception states. (WFM-33497)

Resolved Issues

- 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)
- In WFM Web for Supervisors, the Adherence Details view now displays agent states, as expected. (WFM-34890)
- 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)
- WFM no longer displays the warning message **The distance between Break/Meal violates shift constraint of maximum distance between shift items.** when editing scheduled shifts and that constraint is actually disabled in the Shift settings. (WFM-34654)
- The Rotating Pattern Properties Report no longer displays an error when users open the **Data** page and expand the **Site**. (WFM-34448)
- **For Azure:** Agents who are promoted to the Administrators role can now import Forecast data. Previously, an error appeared for such agents. (WFOAZURE-655)

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:

Resolved Issues

- In WFM Web for Supervisors, the **Schedule State Group (SSG) History** view now displays the SSG details, as expected. (WFM-34646)
- 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, see [Workforce Management Release Notes](#).