Workforce Management Data Aggregator

Known Issues and Recommendations

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The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workforce Management Data Aggregator. 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.

An error occurs when communicating to the WFM Server and Adherence Details screen is either losing or not updating schedule data. The issue occurs in any WFM Data Aggregator version when used with WFM Server versions 8.5.219.26, 8.5.219.27, or 8.5.219.33.

ID: **WFM-36674, WFM-36759**	Found In: **8.5.219.17**	Fixed In: **8.5.219.22**

Agents incorrectly show as non-adherent to predefined **Vacation** schedule states when that state is included in a **Schedule State Group**, rather than the general **Time-Off** fixed state. User-configured **Time-Off** type adherence works as expected.

ID: **WFM-23249**	Found In: **8.5.003.03**	Fixed In: **8.5.200.00**

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 Data Aggregator unless otherwise noted in the issue description.

This 8.5.x product release supports Language Packs. 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.

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**