

GENESYS

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Workforce Management Server

8.5.003.25

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Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/16	Hot Fix					X

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What's New

This release contains the following new features and enhancements:

A new option, configured in WFM Server Application's [CalendarService] section, enables configuration of the Calendar in WFM Web. Setting the MealsDuringTimeOff configuration option value to 1 prevents Granted Part-Day Time-Off from being automatically declined when the Time-Off item fully covers the period already set for meals in available shifts. By default, this option is set to 0 and WFM Server automatically declines Part-Day Time-Off under these same conditions. (WFM-25458)

Helpful Links

Releases Info

- List of 8.5.x Releases
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Resolved Issues

This release contains the following resolved issues:

In WFM Web for Supervisors **Schedule** > **Intra-Day** view, the issue is resolved where inserting the **Part-Day Time-Off** state over unpaid **Shift** items (such as, **Breaks**, **Meals**, and **Exceptions**) increased the total shift paid time by the duration of the unpaid **Shift** items. (WFM-25459)

The scheduled status of **Calendar Exceptions** is now always resolved correctly. Previously, the resolved status of **Calendar Exceptions** sometimes changed suddenly from **Scheduled** to **Not Scheduled** after other calendar items were published to the schedule, if the corresponding **Exception's** schedule states overlapped **Meals** or **Breaks** in the schedule (WFM-25392)

WFM Server now transfers all ETL data for all days. Previously, an intermittent issue would sometimes prevent the transfer of some ETL data for some days. (WFM-25327)

WFM Server now correctly handles adjustments to volumes in **Forecast** scenarios in the **Adjust Volumes** dialog box without generating error messages. Previously, on rare occasions, WFM Server running on x64 platforms generated the following error message when volumes were adjusted or totals were set for AHT or IV and AHT: ERR#10015, ErrorText: Unspecified error message. (WFM-25322)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.25.