GENESYS

Workforce Management Server

8.5.216.06

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8.5.216.06

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/17/20	Update					X

Contents

What's New

This release includes the following new features and enhancements:

- A cache synchronization method is introduced in WFM that is based on fast peer-to-peer data exchanges between servers over WebSockets. This optional caching method which is complementary to WFM's existing automatic synchronization reduces database round trips and improves WFM Server performance.
  To enable the use of WebSockets in WFM Server, configure the **[auth]** provider configuration option together with the following new configuration option in the WFM Server Application's **[Server]** section:

  > ### webevents
  >
  > **Section:** Server
  > **Default Value:** 0
  > **Valid Values:** 1, 0
  > **Changes Take Effect:** After restart
  > **Dependencies:** provider must be configured.
  > **Introduced:** 8.5.216.06
  >
  > Specifies whether or not WFM Server establishes and maintains WebSocket connections with all WFM Servers found in the Application's connections, including the backup WFM Server, if there is one.
  >
  > Setting this option value to 1 enables WFM Server to use WebSockets for cache synchronization; changes that occur in cached content on one WFM Server is broadcast to all connected WFM Servers in both directions. WFM still uses the existing timestamp-based synchronization method but the default **CacheSlack** option value is changed from 30 seconds to 600 seconds making database timestamp checks much less frequent.
  >
  > By default, this option value is set to 0 and WFM Server is not enabled to use WebSockets as this method of cache synchronization is optional.

  For detailed information about how to make this optional caching method work optimally, see the *Workforce Management Administrator's Guide*. (WFM-33124)

- WFM Server's responsiveness is improved by up to 40% in the Web for Supervisors **Schedule** > **Intra-Day** view. (WFM-33090)

- The efficiency of the Schedule cache is improved and the existing maximum 4GB cache size limitation is removed. The maximum cache size is now limited only by available memory. (WFM-33089)

- The WFM ETL database performance is improved when Activity Performance statistics are extracted from WFM Server. To get the full effect of this improvement, Genesys recommends you upgrade the WFM database to 8.5.216.01 or later. (WFM-33083)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

Users no longer receive *Review Batch Request* messages when granting Preferred time-off requests. Previously, WFM incorrectly generated these messages when multiple requests from multiple agents on multiple days were changed, even though the **[CalendarService]** BatchRequest configuration option in the WFM Server Application was set to `false`. (WFM-33096)

A small memory leak is now fixed that occurred when a request to connect was sent to WFM Server and the WFM Server Application's **[auth]** provider configuration option value was configured. (WFM-33093)

SOAP API clients can now successfully connect to WFM Server even when the authentication provider is configured in WFM Server Application's **[auth]** provider configuration option. Previously, SOAP API clients sometimes failed to open a session when the authentication provider was configured for WFM Server. (WFM-33092)

An intermittent memory leak is now fixed that sometimes occurred when the maximum size of WFM Server's schedule cache was exceeded. (WFM-33091)

In the latest Web for Supervisors **Forecast** > **Master Forecast**, users are now prompted to log in again when a session times out. Previously, if a session timed out while in the Volumes, Staffing, or Shrinkage view, WFM displayed the message *Something went wrong. Please try again.* when WFM Server failed to return the appropriate error code. (WFM-33080)

WFM Server no longer terminates unexpectedly when the **[auth]** provider configuration option is set and SOAP trace logging is enabled. (WFM-33078)

WFM now correctly shows Preferred time-off requests as Granted in the published schedule. Previously, WFM sometimes incorrectly retained the Preferred status for these requests after the schedule was published. This issue occurred if auto publishing was enabled and the agent edited the request, making it eligible for granting. (WFM-32986)

When autogranting time off, WFM now uses standard hours in Contracts to determine the paid hours in special cases when WFM is configured as follows:

- In the WFM Web for Supervisors **Policies** > **Time Off Rules** > **Rules for Requests** tab:
  - **Paid hours in full-day time off** is set to `0:00`.
  - **Minimum requested time off** is set to a value greater than `0`.
- In the WFM Server Application, the **[CalendarService]** DetermineFullDayTimeOffStartEndPaidHours configuration option value is set to `false`.

Previously, the **Minimum requested time off** constraint was violated and the time off was not autogranted. (WFM-32985)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.06.