Workforce Management Web

8.5.001.11

12/14/2025

8.5.001.11

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/14	General		X	X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- Improved **Search** functionality Web for Supervisor views that were added in 8.1.201, 8.1.300, and 8.5.000 releases, with the inclusion of a clickable **Search** icon to perform search. Click the icon again to find the next matching item. (WFM-20896)

- In Web for Supervisors **Configuration** > **Activities** view, you can now copy and paste **Opening/Closing** times. (WFM-21264)

- Supervisors and agents can now delete one or more individual items in a **Time-Off** batch request, while retaining the original bidding period submission date (of all other items in the batch), ensuring the agent's request remains in the queue, and is considered for first-in-first-out processing, if the request is not granted within the original bid processing period. (WFM-21862)

- Supervisors can now modify **Schedule State Group** effective dates to provide more accurate reporting of **Historical Adherence**. If the effective date is changed, by clicking the **Modify** button in the **Schedule State Group** view, the new date is applicable, starting at midnight on the effective date (not from the midnight of the current day in the **Site** timezone, as is the default), and **Historical Adherence** is updated in the **Adherence** reports. (WFM-21906)

Helpful Links

Releases Info

- List of 8.5.x Releases
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Resolved Issues

This release contains the following resolved issues:

WFM Web now works correctly with WebSphere 8.5.5.2 and later. Previously, WFM Web Supervisors would stop working if fix pack 2 was applied to WebSphere 8.5.5. (WFM-21983)

The WFM Web **Agent Adherence** report now shows the correct percentage of adherence in reports generated in .csv format. Previously, the percentage of adherence in the .csv format report did not match the percentage shown in reports generated in other formats that contained the same data. (WFM-21875)

The WFM Web **Agent States** report now displays the proper width in rows listing multi-channel reason codes. Previously, the row widths in this report displayed improperly if the second channel had multiple reason codes listed. (WFM-21874)

In the **Configuration** > **Agents** view, **Policies** > **Contracts** view, and **Policies** > **Rotating Patterns** view, when supervisors select **Cancel** in the dialog You have unsaved changes.., WFM Web now directs them to the page, on which the edited item is selected. Previously in this scenario, after selecting **Cancel**, an incorrect page was opened with a different item selected.(WFM-21076)

WFM Web now correctly displays selected items, when lists are sorted in any views in the **Configuration** or Policies module. Previously, selections in lists were not displayed after sorting. (WFM-21045)

In the **Configuration** > **Agents** view, **Policies** > **Contracts** view, and **Policies** > **Rotating Patterns** view, WFM Web now requests confirmation to save data if supervisors make changes and then click **Refresh**, **Log Off**, or **Home** buttons. After the refresh, WFM Web restores the selected items in these views. Previously, the selected items were lost. (WFM-21039)

When copying one **Contract** profile to another, supervisors can now filter **Contracts** by **Site**, enabling them to quickly find a **Contract**. (WFM-20918)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.11.