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## Workforce Management Web

8.5.003.16

12/14/2025

# 8.5.003.16

## Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/16/15	Hot Fix		X	X	X	X

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## What's New

This release contains the following new features and enhancements:

- In WFM Web for Agents **My Schedule** view, in addition to viewing their weekly schedules, agents can now view schedules for the **Planning Period**. The **My Schedule** view now displays total paid hours. **Trade Proposals** and **Exceptions** remain the same (limited to one week), but a Warning message now appears if agents select a date range that spans more than one week. (WFM-23255)
- WFM Web provides improved accessibility support using the following configuration of specific tools and versions:
  - Screen Reader JAWS 15
  - Microsoft Internet Explorer 11
  - Java 7, update 80
  - Microsoft Windows 7

**WFM Web for Agents is fully accessible using this configuration. However, WFM Web for Supervisors has **limited accessibility support**, due to issues with Screen Reader JAWS 15. To use Web for Supervisors with JAWS 15, you must start it as a separate Java application, using Java Web Start (JWS) technology. Use the WFM JWS application only if you need JAWS. Otherwise, use the standard applet-based WFM application. Both applications are available on the Web Server.**

**Access the WFM Web JWS application by adding /wfm.jnlp to the end of the URL that you normally use to access the standard WFM Web application. For example, if you normally access the standard WFM Web application by entering `http://<host:port>/wfm` into your browser, access the JWS application by entering `http://<host:port>/wfm/wfm.jnlp`.**

### **Loading the JWS Application**

**Here are some things to look out for when loading JWS**

- Click the JWS link to load WFM Web for Supervisors.
- If you are asked to save file, do so and click the option to run the application.
- If a security dialog appears while the application is loading, click **OK** to accept it.
- When the **Login** dialog appears, it will look different from the standard WFM login. Enter your username and password.
- In your web browser, enter `http://<host:port>/wfm` (without /wfm.jnlp) to connect to WFM Web. After successful authentication the WFM Supervisor **Home** view appears.

**Important Note: JAWS must be started before WFM Web for Supervisors. Otherwise, JAWS is unable to read the contents of the WFM application.**

### **Web for Supervisors Support Limitations for Accessibility**

**The following non-Java views are not available to supervisors when using JAWS in 8.5.0. The link to these views are not visible on the Home view of JWS application. These views are accessible only through the standard applet-based WFM Web for Supervisors.**

- **Configuration > Agents**

## Helpful Links

### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

### Product Documentation

### [Workforce Management](#)

### Genesys Products

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- **Configuration > Organization**
- **Configuration > Schedule State Groups**
- **Configuration > Activities**
- **Configuration > Time Off Bidding**
- **Policies > Shifts**
- **Policies > Contracts**
- **Policies > Rotating Patterns**

**These views will be fully accessible in later WFM releases.**

**To improve compatibility with Screen Reader JAWS, the visual presentation of some views in WFM Web for Supervisors is different than in the standard WFM Web application. This difference does not limit the functionality that is available to visually-impaired users. (WFM-22776)**

## Resolved Issues

This release contains the following resolved issues:

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Adding and editing **Shifts** in WFM Web now works as expected when a European timezone is set on a computer with an open browser. Previously in this scenario, if an attempt was made to insert **Shifts** for a Daylight Savings Time (DST) event date in Web for Agents, WFM proposed and saved incorrect **Shift** start and end times. (WFM-23363)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.16.