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Workforce Management Web

8.5.101.09

12/14/2025

8.5.101.09

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/15	General		X	X	X	X

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What's New

This release contains the following new features and enhancements:

- Administrators and supervisors can now specify separate time-off limits for each **Time-Off** type associated with a **Site**, **Team**, **Activity**, or **Multi-Site Activity**.

In addition to existing limits, WFM Web now enables users to specify separate time-off limits for each and every Time-Off type.

Currently every object on which time-off limits can be set has a configured pair of limit values (Max. Agents and Max. %). After feature implementation, every object will also have as many separate pairs of limits as there are Time-Off types, plus a current pair of limit values applicable to all Time-Off types. WFM applies the limits when Time-Off items are being requested and granted.

WFM Web enables you to set time-off limits on all configured Time-Off types that contribute to the total time-off limit and shows the slots in the the Web for Agents interface.

Controls in the WFM Web Interface

You can specify type-specific time-off limits in the Calendar > Time-Off Limits view. The Type drop-down list shows All selected by default, meaning that the available time-off limits (that are not type-specific) are displayed and being configured. The Type drop-down list contains all Site and Business Unit Time-Off types that are configured with Counts towards Time-Off Limits enabled. After the the Time-Off type is selected, the limits for that specific type are displayed and modified in the view.

The values you enter in the Set Values dialog in the Actions menu apply to All types or the selected Time-Off type.

Notes:

- You cannot configure a separate limit for the built-in **Vacation Time-Off** type.
- The **Set Limits** dialog in the **Actions** menu is available for **All** types only. If you select a single **Time-Off** type, it is not available for configuration.

When agents enter Time-Off requests, they see the available Time-Off slots or the limit value (the value for already taken time off). The agent sees the lowest value of all set time-off limits. After feature implementation, if the slot value provides the lowest value based on the type-specific limit, this limit might affect the slot values differently for each Time-Off type in the request. (WFM-23124)

- WFM Web enables you to more effectively assign agents to **Rotating Patterns** and easily determine how agents are distributed among weekly rotations. You can access the following new features in the **Policies > Rotating Patterns > Associated Agents** view:
 - Rotating Patterns** are now assigned based on the agent's effective date (no longer based on the

Helpful Links

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agent's start date), ensuring that agents are assigned to the correct starting week of the **Rotating Pattern**.

- A single column, **Current Week** replaces the **Rotating Pattern** and **Rotation Week** columns in the **Associated Agents** view. This sortable column shows the current week of the rotation on the day specified by the date picker that is named **Show Agents** assigned to this **Rotating Pattern** on following date.
- The **Available Agents** list in the **Associate Available Agents** view (click the + icon in the **Associated Agents** view to open) now includes the column, **Current Week**. The **Rotating Pattern** column remains in this view and both columns are sortable.
- The **Associated Agents** view now includes a distribution table showing the number of agents in each rotating week on the selected day. The table lists all weeks in the **Rotating Pattern**, showing the name of each week and the number of agents assigned to that week. This number represents the associated agents for that week's roster on the current day (specified by the date picker **Show Agents assigned to this rotating pattern on following date**). The table updates automatically when agents are associated with the **Rotating Pattern**.

Use this table to balance the distribution of agents across rotating weeks and easily reassign agents to other weeks, if necessary. Scroll through the sorted list or use the the new filter in the Associated Agents list for that rotating week. The list includes only those agents who are currently assigned to the selected weeks (according to the specified date). (WFM-23176)

- In the 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-23440)

Resolved Issues

This release contains the following resolved issues:

Now users in multi-tenant environments can access and make changes to **Activities** statistics information without seeing error messages. Previously in WFM Web 8.5.100.x, if objects used to configure **Activities** statistics (such as, **Queues**, **Routing Points**, **Agent Groups**, and so on) contained duplicate names in different tenant environments, an error message displayed. (WFM-23506)

The text now correctly fits on the action buttons in German translations of WFM Web for Agents in the **Time Off** view. Previously, the text did not align or fit properly on the buttons. Also resolved in this fix is the Internet Explorer issue that caused some lines to appear broken, instead of straight. (WFM-23499)

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-23439)

WFM Web now reacts correctly to application settings. Previously, if the NameOrder configuration option was set to a value other than 1, WFM Web did not function as expected in some configurations, such as when Internet Explorer v11 was used. (WFM-23208)

WFM Web now successfully creates and edits scheduled tasks for the following reports: **Weekly Schedule Coverage**, **Team Weekly Schedule**, and **Activity Weekly Schedule**. Previously, when WFM Web unsuccessfully attempted to create or edit scheduled tasks for these reports, an exception occurred. (WFM-23133)

Schedules in the WFM Web for Supervisors **Schedule > Intra-Day** view are now correctly filtered by **Contracts**. Previously, if all **Contracts** were selected from one **Site** and a single **Contract** from another, the filter was incorrectly applied. (WFM-23091)

WFM Web now correctly sets the **Submitted by:** information created for **Time-Off** bonuses and displays it in reports and other places in the GUI. Previously, this information (created using WFM Web 8.5.100.x) was not set correctly and did not display where expected. (WFM-23035)

WFM Web enables importing of **Forecast IV** and **AHT** from **Partial-Day** data using the **Forecast > Import** view. Previously, WFM Web only enabled importing of **Full-Day** data (from all timesteps in the day). (WFM-22949)

WFM Web's **Agent Properties** report now displays both types of agent **Activities**: directly-assigned **Activities** and **Activities** that are applied according to the agent's skills. (WFM-22894)

WFM Web now correctly displays translated text on buttons after the Language Pack for certain Asian languages is applied. (WFM-22860)

WFM Web now uses the client locale when generating reports. That is, all dates, numbers, and other formatting are applied, based on the locale that is set on the computer running WFM Web for Supervisors. Previously, WFM used the locale settings of the server that generated the reports.

Similarly, tasks in the **Schedule** reports will now use the locale that is set on the computer on which tasks in the **Schedule** reports were created.

Tip

This change does not affect translation or the text in reports, which will continue to be shown in the language of the installed Language Pack (LP).

(WFM-22799)

WFM Web now displays the history of changes in the **Configuration > Schedule State Groups** view with no additional action required to load this information. (WFM-22119)

The HideTerminatedAgents configuraton option is renamed ShowTerminatedAgents and is now configurable in the **About > Settings** window in WFM Web. Now it is set for each user separately. If this option value is set to true, terminated agents will be displayed. If set to false (default value), terminated agents are hidden and cannot be viewed. (WFM-21012)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.09.