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Workforce Management Web

8.5.202.09

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Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/16	General			X	X	X

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What's New

This release contains the following new features and enhancements:

- WFM Web now detects the browser's proxy settings when running Java applet-based views in Web for Supervisors, preventing issues that could arise (applet-based views could stop working) if the proxy was configured in the browser for network connections. (WFM-25496)
- In WFM Web for Supervisors **Schedule > Intra-Day** and **Schedule > Weekly** views:
 - Filtering by **Shift Name** is now enabled. (WFM-23607)
 - Sorting by the **Shift End Time** is now enabled. (WFM-23592)
- WFM Web now prevents the class of vulnerabilities related to Java deserialization. This update prevents not only the specific case described on the web page (linked below), but any other yet unknown cases by explicitly restricting deserialization only to specific known classes. For more information about this vulnerability, see foxglovesecurity.com. (WFM-25227)
- The new **[Functionality]** PreventFraming configuration option in the WFM Web Application enables enforcement of protective measures against clickjacking. *Clickjacking*, also known as "UI redress attack" is a malicious technique that tricks a Web user into clicking on a button or link on another page when they intended to click on the the top level page, thereby hijacking clicks and routing them to another page, most likely owned by another application, domain, or both. (WFM-25194)
- A new WFM Web security feature prevents vulnerability of Session Fixation by changing the session identifier after a user logs in and logs out. (WFM-25170)
- A new Time Zone option named **Local** is now available in the **Calendar Items** view. Selecting this option displays calendar items in each site's time zone for the selected days. Calendar items from different sites are not directly comparable when this option is selected.
In addition, selecting this option enables you to publish calendar items to schedules without having to switch to the specific time zone (as described in WFM-25117), even if the items displayed are from different sites with different time zones.
Reintroducing this option in this release provides functionality that existed in the Calendar Items view in releases prior to 8.0 and resolves a specific customer's scenario. (WFM-25135)
- When adding **Exceptions** in Web for Supervisors **Schedule** views, supervisors can now add exception memos (or comments) consisting of up to 256 characters to the following:
 - **Intra-Day Schedule** view
 - **Agent-Extended Schedule** view
 - **Individual Schedule** report
 - **Team Schedule** report**Supervisors with privileges to access these views can also edit exception memos.**
- When **Meeting Exceptions** are scheduled in Web for Supervisors Schedules views, the meeting name

Helpful Links

Releases Info

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

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is now shown next to the **Meeting Exception** name. For example, `exception_name`, `meeting_name` (`exception_memo`) will be shown in the **Intra-Day** and **Agent-Extended** schedules.

- Agents can now enter Exception memos in the WFM Web for Agents **My Schedule** view and then see them (read only) in the **Schedule Details** views, and printed schedules.
- The **Comment** field in **Exception** properties is renamed **Memo**. In the following views and reports, where there are lists, grids, or reports with columns used not only for memo, but also for comments about other **Calendar** item types, the name is changed to **Comment/Memo**:
 - In Web for Agents **Preferences** view
 - In Web for Supervisors:
 - **Calendar** > **Calendar Items** view
 - **Reports** > **Calendar Items** report and report wizard
 - **Reports** > **Calendar Audit** report and report wizard
- Genesys implements a new method of delivery for the Web for Supervisors Help, publishing and delivering it as online content. See [Workforce Management Web for Supervisors Help](#).
- In Web for Supervisors **Schedule** > **Intra-Day**, the presentation of performance data is improved and now displays strings with empty values as empty (rather than zero).
- Added support:
 - For virtual platform ESXi 5.5—For a complete list of supported virtualization platforms in the *Supported Operating Environment Reference Guide*, see [Genesys Virtualization Platform Support](#).
 - For Firefox ESR 38—For detailed information and a list of all supported browsers, see "Browser Support for: WFM Web User Interface" on the [Supported Operating Environment: Workforce Management](#) page.

Resolved Issues

This release contains the following resolved issues:

WFM Web now functions correctly after **Back** is clicked in the following scenario:

1. The agent creates a new Time-Off request on a given date.
2. The time-off limit is 0 for this date.
3. The agent clicks **Submit**.
4. A notification appears, indicating that the Time-Off limit has been reached.
5. The agent clicks **Back**.

Previously in this scenario, WFM displayed an error message after the agent clicked the **Back** button. (WFM-25637)

WFM Web's performance is improved when opening the **Statistics** pane in the **Organization > Activities** view. Previously, when using Internet Explorer, if the Genesys Configuration database contained a significant number (tens of thousands) of objects, it took more than 10 seconds for the **Statistics** pane to open. (WFM-25518)

Selecting **No** or **Cancel** now works as expected when role privileges are changed and then saved in WFM Web for Supervisors **Configuration > Roles** modules. Previously, clicking **No** or **Cancel** after saving changes caused an error message to display. (WFM-25508)

WFM Web now displays the correct message when the size of the imported file exceeds the configured limit in the **Forecast > Import** view.

Also, improved presentation of the **Import** progress bar now shows an accurate progression. Previously, it quickly reached 100% and did not change for duration of the import process. (WFM-25479)

WFM Web now shows all statistics as decimals in the **Schedule > Intra-Day** view's **Performance Data** table. Previously, only some statistics (like **Coverage**) were shown as decimals, while others were shown as rounded-off integers, but proved to be insufficient. (WFM-25478)

WFM now properly displays information in the Web for Supervisors **Master Schedule > Changes Approval** view. Previously, under very specific conditions, empty lines appeared in the table and clicking them produced an error dialog. (WFM-25471)

WFM Web now enables you to copy and paste multiple values in the **Forecast > Overlays** data table in the **Distribution** tab. Previously, only you could only paste and copy a single value at a time. (WFM-25465)

WFM Web now correctly displays schedules in the **Master Schedule > Intra-Day** view after opening the **Schedule History** dialog and clicking **Cancel**. Previously, in specific schedules that contain Shifts with exiting Activity Sets that were completely covered by part-day Exceptions, the schedule did not display correctly after **Cancel** was clicked in the dialog. (WFM-25461)

WFM Web now correctly copies Shifts to the same site, if the **Task Sequences must be always used** option is specified. Previously, if this option was set when copying Shifts to the same site, the references to the associated Task Sequences were not copied, and an error displayed.

When copying Shifts to another site, the Task Sequences option is explicitly reset to **Do Not Use** and references to existing Task Sequences are not copied, but the Shift is always copied successfully. (WFM-25317)

WFM Web now retains the checked weekdays in the **Synchronization** pane after Contracts are configured and saved. Previously, after saving Contracts, the checked weekdays were changed. (WFM-25297)

WFM Web no longer produces the error message in the Web for Supervisors **Forecast > Overlays** view, stating that the total of the Distribution Value percentages does not equal 100 percent, when in fact, it does. (WFM-25253)

A message, prompting the user to log in again to continue working in the WFM reports subsystem, no longer appears when separate WFM Web instances are configured to generate reports. Previously, this sometimes occurred if there were 10 or more minutes of inactivity between actions in the reports subsystem, and occurred only in releases 8.5.1x and 8.5.200. (WFM-25236)

WFM Web no longer shows the **Meeting** name for **Exceptions** in some cases when the **Exception** is not related to a **Meeting**. This sometimes occurred if **Exceptions** were published from the calendar, but never occurred when **Exceptions** were inserted directly into the schedule. In addition, if the **Exception** was meeting-related, the name was always shown correctly. (WFM-25197)

WFM Web now attaches switch names to saved objects for Queues and Routing Points when saving statistics configuration for **Activities**. Previously, WFM Web did not attach switch names to saved objects. (WFM-25190)

The **Publish to Schedule** function in the WFM Web for Supervisors **Calendar Items** view is updated to verify that the time zone selected in the view is the same as the time zone of the sites to which the selected calendar items belong. If they do not match, a warning appears and the supervisor cannot proceed with the action. Previously, WFM Web did not verify matching time zones and allowed calendar items to be published to schedules with incorrect times.

Similarly behavior exists, in schedules that can only be edited if the time zone of the site to which the schedules belong, is selected. (WFM-25128)

WFM Web now preserves the object and filter selection in Web for Supervisors **Adherence** views when switching between different views within the WFM application. (WFM-25031)

WFM Web now successfully runs the **Agent Properties** report, even if it contains agents that do not have skills for any existing activity. Previously, if these types of agents were included in the **Agent Properties** report, WFM Web stopped generating it and an error appeared. (WFM-25017)

Clicking on a module in the **Modules** bar at the top of the Web for Supervisors interface now displays the list of views within that module, and selecting a view opens it. Previously, it took more than 20 seconds to open these Java views if the module was clicked when a tabbed view was open. This issue is specific to users of the Internet Explorer browser, and was not reproducible with other browsers.

Tip

It might take longer than expected for Java to load the first time a Java-based view is opened. Each subsequent 'open' action usually executes in less than three seconds.

(WFM-23995)

Changing agents' skills priority from **Primary** to **Secondary** in WFM Web for Supervisors no longer causes errors. Previously, changing the priority of agents skills prompted the following error message to appear: An unexpected issue occurred while processing this request. (WFM-23989)

WFM Web now preserves the selected **Planning Period** in the Web for Supervisors **Schedule > Agent-Extended** view when switching between views, and preserves the selected date in the **Schedule State Group Totals** view. Previously, WFM Web was not preserving these settings in these views. (WFM-23953)

In Web for Supervisors **Schedule > Master Schedule > Coverage** view, the icon for multi-site actions now clearly displays when multi-site actions are on, and dims when they are off. (WFM-23949)

WFM Web's **Schedule Budget** report now uses **Marked Time**-based overtime calculations. Previously, the **Schedule Budget** report used **Contract**-based overtime calculations, which are no longer used in WFM. (WFM-23917)

To run Web for Supervisors with accessibility tools like JAWS, set the ACCESSIBILITY_COMPATIBLE option to true in the **About > Settings...** dialog. Otherwise, WFM Web for Supervisors could freeze, or display adverse or unexpected behavior while screen readers like JAWS are being used. (WFM-23983)

WFM Web now preserves the selected **Performance** target value in Web for Supervisors **Schedule > Intra-Day** view, when supervisors are switching back and forth between this view and other views in the application. (WFM-23903)

The filter in WFM Web for Supervisor's **Calendar Items** view now functions correctly. Previously, after items were selected for filtering, were applied and then restored to **All checked**:

- The **Filter** icon did not change from red to blue.
- Items in the **Calendar** table were not returned until the user clicked **Get Data**.
- If the user navigated away from the **Calendar** view and then returned, an error occurred, as follows: An unexpected error occurred while processing this request.

(WFM-23862)

WFM Web now enables supervisors to copy schedules with dates that are outside of the existing date range in the **Schedule > Agent Extended** view, even if they generated warnings or errors. Previously, these schedules could not be copied if they generated warnings or errors. (Schedules that did not generate warnings or errors could be always be copied.) (WFM-23813)

WFM Web now uses **Monday** as the **Week Start Day** for en_AU and en_NZ locales, displaying this

information in a manner, to which users in Australia and New Zealand are accustomed. Previously, due to a bug in Oracle Java, some places in WFM 8.5.1 used **Sunday** for the **Week Start Day** in these locales. (WFM-23765)

WFM Web now prevents requests for data that triggers the built-in protection mechanism, either by properly limiting the requests or splitting them into manageable numbers of requests. Previously, in scenarios where WFM Web requested any amount of data that triggered the built-in protection mechanism against malicious actions and Denial of Service actions, the following error message appeared: Unmarshalling Error: Maximum Number of Child Elements limit (50000) Exceeded.

The appearance of this error message is not caused by or a consequence of WFM performance issues. It is specific to the WFM Web component's built-in protection mechanism. If this error message appears, it means WFM Web already received a response (presumably) from other WFM servers, but did not process it. If malicious actions are ruled out and this message appears during normal usage, limit your selections in WFM Web user interface and request/insert/update fewer data in a single request. (WFM-23676)

The Web for Supervisors **Schedule > Intra-Day** view has a new column to display **Shift Name**. (WFM-23606)

The Web for Supervisors **Schedule > Intra-Day** view has a new column to display **Shift End Times**. (WFM-23604)

The presentation of **Performance** data is improved in the **Schedule > Intra-Day** view to match the same data presented in the **Performance > Intra-Day** view. Specifically, empty data are no longer shown as zeros in **Schedule > Intra-Day** view. (WFM-23602)

WFM Web for Supervisors now uses web-based Help from docs.genesys.com. See also the **What's New** section in this Release Note. (WFM-23601)

The importing of **Forecast** data is improved to better handles imported data containing gaps or days that should be ignored. Previously, importing this type of data sometimes generated errors, causing the data to be improperly imported. (WFM-23577)

The following views in Web for Supervisors no longer require Java to run and were updated to match the look and feel of other views in the **Configuration** and **Policies** modules:

- **Configuration > Shared Transport**
 - **Policies > Exception Types**
 - **Policies > Time-off Types**
 - **Policies > Meetings**
 - **Policies > Marked Times**
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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.09.

Supported Languages

See [Release 8.5.x Translation Support](#).