



Release Notes for *Cisco Unified Workforce Optimization Workforce Management*

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Introduction

These release notes describe the new features, requirements, restrictions, and defects for Cisco Unified Workforce Optimization Workforce Management Release 10.0.

These release notes are updated for every service release but not for patches. Before you install Workforce Management, we recommend that you review this document for information and issues that may affect your system.



System Requirements

WFM 10.0 is supported with the following environments:

- Cisco Unified Contact Center Express 8.5, 9.0, and 10.0

New and Changed Information

WFM 10.0 introduced the following features.

- Administrators can configure shrinkage percentages in the Application Management application in Workforce Optimization and apply them when generating a schedule
- Administrators can configure service queue groups in the Application Management application in Workforce Optimization
- Touch point filtering of ACD data can be configured in the WFM Configuration Setup utility
- Administrators and supervisors can now configure reports to run on a scheduled, recurring basis and be sent to specified email addresses as attachments
- Supervisors can now run reports from the WFM legacy application
- Schedule exceptions can now be saved to the agent's scheduled exception list so that if the schedule is rerun, the exception is not lost and will appear in the agent's schedule
- The Coverage drawer in the Agent Schedules application has been expanded to include three new views: Coverage: Reforecast, Coverage: Shrinkage, and Intraday: Data.
- The Capture service has been improved for better data accuracy
- The Help has been localized in Danish, Dutch, German, French, Italian, Portuguese (Brazilian), Spanish, and Swedish
- The user interface has been localized in Danish, Dutch, German, French, Italian, Portuguese (Brazilian), Spanish, and Swedish

Installation Notes

For step-by-step installation and upgrade instructions, see the *Cisco Workforce Management Installation Guide*.

Limitations and Restrictions

Changes in how adherence and conformity are calculated

In versions earlier than WFM 9.0, the ACC service computes adherence and conformity values using data gathered through historical capture and stored in the WFM database. Beginning with WFM 8.9, the ACC service instead uses data gathered through the Real Time service. This data is stored in tables in the WFM database that did not exist before WFM 8.9. As a result, data for computing adherence and conformity is available only from the date and time of installation.

By default, the ACC service is configured to recompute adherence and conformity 5 days into the past (the number of days is configurable). Due to the change in the source of the data, after upgrading from a pre-8.9 version, if the ACC service runs with the number of recomputation days set to any number of days greater than 0, the adherence and conformity values for all those days before the date of upgrade will be computed as 0 and will overwrite any existing values in the database for those days.

To work around this issue, it is recommended that you set the value for the `lastHistoricalDay` property in the `com_odysoft_calabrio_scheduler.properties` file to 0 for the first week after upgrading. After the first week, change the value back to the default 5 days (-5) or whatever number of days you desire.

For email services, forecast number of agents, scheduled services level, and edit forecast recalculation do not work properly

For email services:

- The forecast number of agents might not be correct and might not match what is shown in coverage displays.
- The scheduled service level might not be shown correctly.
- The recalculate button in the edit forecast screen might not work properly.

To work around these issues, use projects to schedule agents for email activities.

In a multi-product system, WFM does not reconnect after Cisco Quality Management goes down and recovers

In a multi-product system, after Cisco Quality Management goes down and then recovers, a user is able to log into Quality Management but not WFM.

The WFM product adapter does not reconnect automatically after Quality Management recovers. To work around this issue, manually restart the WFM product adapter service.

Files remain after services are uninstalled

When uninstalling the WFM services, it is possible that folders in the Jetty file structure are not deleted. If WFM is reinstalled, these files can prevent Workforce Optimization users from logging in.

To avoid this issue, after uninstalling WFM and before reinstalling WFM, manually delete the Jetty folder and subfolders located at `C:\Program Files\Cisco\WFO_WFM\Jetty`.

Projects are not scheduled in the night shift

On the Agents > Projects page, if the Weekly Distribution check box is not selected for a project, that project is not scheduled for a night shift.

To work around this issue, select the Weekly Distribution check box for all projects where you to schedule projects during the night shift.

Schedule exceptions are not assigned to agents after schedule interval trade

If an exception is added to an agent's schedule after that schedule is run (Schedule > Edit Schedule), and then that exception interval in that agent's schedule is copied to other agents' schedules to give them the same exception (Intraday > Schedule Trade), the exception will appear in all agents' schedules. However, it will appear only in the original agent's list of exceptions (Agents > Agent Detail > Exceptions tab).

Caveats

Open Caveats - Release 10.0

- CSCua90890
Time/date formats are not localized.
- CSCuj50005
FRA: WFO: Missing space before colon in Agent Schedules

Resolved Caveats - Release 10.0(1)

- CSCua55162
Unlocalized strings.
- CSCuj42534
Tomcat log files with double byte character names are seen in log folder
- CSCuj50143
ALL-LANGS: WFO: Strings on login page are not localized
- CSCuj50160
Words "Hr" and "Mn" are not localized in Agent Schedules
- CSCul02801
Copyright mismatch in WFO

Related Documentation

- *Cisco Workforce Management Installation Guide*
- *Cisco Workforce Management Administrator User Guide*
- *Cisco Workforce Management Troubleshooting Guide*
- *Cisco Workforce Management Reports Reference Guide*
- *Cisco Workforce Management Application User Guide*
- *Open Source Used in WFM 10.0(1)*
- *Cisco Workforce Optimization Desktop Requirements Guide*

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

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