



Release Notes for *Cisco Unified Workforce Optimization Workforce Management*

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Release: 11.5

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Introduction

These release notes describe the new features, requirements, restrictions, and defects for Cisco Unified Workforce Optimization Workforce Management Release 11.5 SR5.

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 11.5 is supported with the following environments:

- Cisco Unified Contact Center Express 9.0, 10.0, 10.5, 11.0, 11.5, and 11.6.

New and Changed Information

WFM 11.5(1) includes the following new features.

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- Intraday Dynamic Scheduling feature
- Workflows feature
- Audit Trail report
- Support for Cisco Unified Contact Center Express Release 11.0, 11.5
- Support for Windows 10
- Reporting functionality for non-interactive service queues
- Option to capture real-time data for non-interactive service queues via native support or through GIS
- Notifications page enables you to configure the types of alert notifications sent to users
- Import and Export page enables you to import and export user, agent, and team data
- WFO alerts and notifications now delivered via the Windows system tray and toaster popups
- Ability to configure minimum/maximum hours per agent
- Dynamic Availability feature
- Range-based work conditions
- Partial day schedule trades and offers
- Ability to restrict agents from viewing other agents' schedules
- Ability to customize a supervisor's ability to edit agent schedules either individually or by group
- Ability to customize when agents can view specified weeks in future schedules
- Ability to optimize lunches and breaks by service queue for better coverage
- Redesigned Dynamic Scheduling Events feature
- Added paging to the Agent Schedules page to make navigating a long list of agents easier
- Added Calls Offered field to the View and Edit Historical Data page
- Added coverage information for non-interactive service queues in the Schedule, Reforecast, and Intraday Data coverage drawers on the Agent Schedules page
- Strategic Forecasts features has been moved to the Planning application, and new metrics have been added to strategic forecasts
- New alert types have been added: agent notifications for schedule changes, schedule reminders, and request status changes

- Forecast editing functionality has been expanded to allow users to make edits at the daily, weekly, and monthly total levels
- MANA reporting for the WFM RTE service has been enhanced to report ACD and WFM database connection issues
- All WFM services except for the WFM RTE service have been converted to 64-bit
- Increased data retention times
- Real Time Adherence enhancements
- Vacation Plan enhancements
 - Custom date ranges for vacation plans
 - Assign multiple plans to a single agent
 - Customize/add new vacation types
 - Add up to 20 vacation types to a vacation plan
- Work condition enhancements:
 - Create and assign work condition profiles to agents for simplified management of work conditions
 - Work conditions can be either of two types: Shift Length work conditions or Paid Hours work conditions
- Bug fixes

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- WFM authentication can now use LDAP (Lightweight Directory Access Protocol) to query for user authorization against the customer's AD (Active Directory) domain controllers.
- Allow the option of not automatically associating all new agents to the NewAgent team. If turned off, new agents are associated with their ACD team, which is configured as the agent's main team. If turned on, new agents are synced with both the NewAgent and Main teams.
- Assign workflow administrators to modify workflow, vacation type, and exception type settings.
- Set the rate at which real time adherence metrics are refreshed on the screen.



Note Note: WFM captures RTA metrics in real time, regardless of the real time adherence refresh rate. Calculated RTA metrics (adherence and conformance percentages) are captured every 15 minutes. The real time adherence refresh rate you select takes effect after the next scheduled calculation (up to 15 minutes after you make your selection).

- Workforce Management version 11.5(1) user interface localized in Danish, Dutch (Standard), German, English (US), French (European), French (Canadian), Italian, Portuguese (Brazil), Spanish (International/Neutral), and Swedish.
- Bug fixes

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- Added support for Cisco Unified Contact Center Express Release 11.6.

- Added the ability to select the preferred method of generating variable schedules for agents who have assigned exceptions. You can opt to avoid assigned exceptions in order to maximize coverage, or include assigned exceptions (which might be for required events like team meetings) but that might result in insufficient coverage.
- Added mobile device support for agents. Agents can now access My Schedule and Messaging on smart phones and tablets.
- Bug fixes.

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- Bug fixes.

Installation Notes

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

Work Conditions

Work conditions now have two types: paid hours work conditions and shift length work conditions.

- Paid hour work conditions can extend shifts for unpaid lunches and breaks. They preserve the number of paid hours when applied. This work condition type is used for traditional work shifts, dynamic scheduling, dynamic availability, and intraday lunch/break optimization.
- Shift length work conditions do not extend shifts for any reason. They preserve the shift length when applied. This work condition type is used for intraday dynamic scheduling (overtime), partial day swaps, and intraday lunch/break optimization.

When you upgrade to 11.5:

- All existing work conditions are considered to be paid hours-based. Note that typically it is desired to have one of each type for each duration or duration range.
- Work conditions are no longer associated with dynamic scheduling events and intraday dynamic scheduling events. Work conditions do continue to be associated with traditional work shifts.
- Dynamic scheduling and intraday dynamic scheduling schedules will not have any lunches or breaks until you configure work conditions and work condition profiles.

It is recommended that you start using work condition profiles to manage and assign work conditions.

Effects of Vacation Planning Enhancements

As part of vacation planning enhancements, vacation types can now be added or renamed.

Due to this change, the import/export file formats for HRMS integration have changed. Any HRMS integration files must be changed to conform to the new formats.

For complete information on the required new file format, see “Integrating Your HRMS with WFM” in the *Workforce Management Data Import Reference Guide*.

Also, the Vacation Start Month setting on the Global Settings page has been removed. Instead, WFM 11.5 creates annual vacation plans for the current year, next year, and the past 10 years. These start on the first day of the month that was previously selected as the vacation start month.

Effect of Importing Agents After Upgrading to 11.5

Release 11.5 has added two new fields of data that can be associated with agents: schedule release profile and work condition profile. If you exported agents from WFM from a version prior to 11.5, and then want to re-import those agents after upgrading to 11.5, that import file will not have the two new fields and can result in an import failure.

The possible scenarios for users who have an agent export file from an earlier version of WFM that they want to re-import are as follows:

- You attempt to import an old version file as is. Result: You receive an error message about missing columns and the import does not continue. Any schedule release profile and work condition profile data in your 11.5 install is preserved.
- You add the new columns to the old version file, but leave the columns blank for all agents. Result: All agents are updated, but the new fields are cleared in the WFM database, thus deleting any data that was added to those fields in your 11.5 install.
- You add the new columns to the old version file, and the new columns are populated with data for all agents. Result: All agents are updated to with the new data. The behavior is effectively as if the agents file was exported from 11.5 and then reimported into 11.5.

Database Schema Refactoring Can Cause Long Upgrade Time

Due to the refactoring of the WFM database schema, upgrades can take up to 30 minutes or more to convert existing database tables to the new format. This conversion occurs after moving past the WFM Database step in WFM Configuration Setup for the first time after upgrading.

Strategic Forecasts Lost on Upgrade

New metrics have been added to strategic forecasts in WFM 11.5. Because of this, any strategic forecasts created in previous versions of WFM are lost when WFM is upgraded.

Recalculating Actual Service Level after Upgrade

The actual service level for the period before WFM 10.5 or newer was installed will not be correct unless the data for that period is recaptured. Data acquired after the date of the upgrade will display the correct actual service level.

See “Historical Data” in the *Workforce Management User Guide* and “Historical Data Capture” in the *Workforce Management Data Import Reference Guide* for more information on how to capture your historical data.

Reports Folder Default Location Changed

The location of the Reports folder is configured on the Enterprise Settings step in WFM Configuration Setup. In WFM 11.5, the default location has been changed to C:\Program Files\Common Files\WFM from the previous default location of C:\Program Files (x86)\Common Files\WFM.

In an upgrade scenario, this step will bring forward the location that was configured in the previous version of WFM. This might be a custom location or the old default location. If you want to use the new default location you will have to change it manually on the Enterprise Settings step when you run WFM Configuration Setup.

Limitations and Restrictions

The following sections identify limitations of the product, and any workarounds that exist to deal with issues.

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).

To work around this issue, select the “This service queue allows block scheduling” check box on the Service Queue page and run the schedule again.

Caveats

Open Caveats

The caveats in [Table 1](#) describe possible unexpected behavior in the latest Cisco Workforce Optimization release. These caveats may also be open in previous releases.

Table 1 *Open Caveats in Release: 11.5 SR5*

Identifier	Severity	Headline
CSCvc16034	3	ALL-LANG: WFM: Default dashboard widgets are unlocalized

Resolved Caveats

Release 11.5(1)



Note

There are no resolved caveats for release 11.5(1).

Release 11.5(1) SR5

Table 2 lists the caveats that were resolved in Release 11.5(1) SR5.

Table 2 *Resolved Caveats in Release: 11.5(1) SR5*

Identifier	Severity	Headline
CSCvc14360	3	ALL-LANG: WFM: "Required parameter <sessionid>..." not translated
CSCvc15937	3	ALL-LANG: WFM: Strings 'XXX Import Success' are unlocalized
CSCvc15956	3	ALL-LANG: WFM: String 'Clear' is unlocalized
CSCvc16028	3	DEU+FRA: WFM: Corrupted quotation marks in many strings
CSCvc16161	3	FRA+DAN+ITA: WFM: Overlapping strings 'LATEST START TIME' and 'EARLIEST START TIME'
CSCvc16215	3	ALL-LANG: WFM: String 'Resource Name' is unlocalized
CSCvc16226	3	FRA+ITA: WFM: Strings 'SCHEDULE START DATE' and 'DURATION (WEEKS)' are almost overlapping
CSCvc17416	3	FRA: WFM: String "Weight in %" is overlapping outside of box boundaries
CSCvc17438	3	FRA: WFM: String "Multiskill Group" is overlapping outside of box boundaries
CSCvc17448	3	FRA+PTBR: WFM: String "Workflow exception" is overlapping outside of box boundaries
CSCvc17490	3	ALL_LANG: WFM: Concatenated string "One resource is needed for every" is missing space
CSCuv19499	4	ALL-LANG: WFM: Strings in navigation menu truncated
CSCuv19814	4	ALL-LANG: WFM: Error descriptions not localized
CSCuv19888	5	ALL-LANG: WFM: Truncated strings in table in Dynamic Scheduling

Release 11.5(1) SR6

Table 3 lists the caveats that were resolved in Release 11.5(1) SR6.

Table 3 *Resolved Caveats in Release: 11.5(1) SR6*

Identifier	Severity	Headline
CSCvd79237	2	Unable to export distribution or forecast: 401 error occurs.

Release 11.5(1) SR7



Note

There are no resolved caveats for release 11.5(1) SR7.

Related Documentation

- *Cisco Workforce Management Installation Guide*

- *Cisco Workforce Management User Guide*
- *Cisco Workforce Management Troubleshooting Guide*
- *Cisco Workforce Management Data Import Reference Guide*
- *Cisco Workforce Optimization Error Code Dictionary*
- *Open Source Used in WFM 11.5(1)*

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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