



Release Notes for Cisco Workforce Management 8.3(4)

Revised: August 9, 2011

These release notes describe all versions of Cisco Workforce Management 8.3(4).

To view the release notes for the previous versions of Cisco Workforce Management, go to:

http://www.cisco.com/en/US/products/ps8293/prod_release_notes_list.html

To access the latest software upgrades for all versions of Cisco Workforce Management, go to:

http://www.cisco.com/cisco/software/release.html?mdfid=281160976&release=8.0%282%29_SR2&relind=AVAILABLE&softwareid=281340090&rellifecycle=&reltype=latest

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Introduction

These release notes describe new features, requirements, restrictions, and caveats for Cisco Workforce Management Release 8.3(4). These release notes are updated for every service release but not for patches or hot fixes. Before you install Cisco Workforce Management, we recommend that you review this document for information about issues that may affect your system.



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System Requirements

Cisco Workforce Management Release 8.3(4) is supported with Cisco Unified Contact Center Express Release 5.0(2), 7.0(1), and 8.0.

Related Documentation

See the product documentation at:

http://www.cisco.com/en/US/products/ps8293/tsd_products_support_series_home.html

New and Changed Information

Cisco Workforce Management 8.3(4) introduces the following features:

- Adds support for Cisco Unified Contact Center Express Release 8.0.

Installation Notes

For step-by-step installation and upgrade instructions, see the *Cisco Workforce Management Installation Guide for Release 8.3(4)*. To view this document, go to:

http://www.cisco.com/en/US/products/ps8293/prod_installation_guides_list.html

Limitations and Restrictions

Schedule Month View right navigation arrow fails and causes schedule table to disappear

When viewing the Monthly/Summary or Monthly/List view of an agent's schedule, arrows appear on either side of the month header at the top of the schedule table. The left arrow functions correctly, but the right arrow does not result in proper navigation. Instead, clicking it causes the schedule table to disappear.

To work around this issue, use the calendar to the right of the schedule table to select a date.

Using F5 or browser refresh button results in an HTTP 500 error

To refresh the data on a page, it is recommended that you click the navigation link that loaded the page. Using F5 or the browser Refresh button can result in an HTTP 500 error. If you do receive such an error, close and then reopen the browser and log into WFM again.

Users receive an HTTP 404 error when accessing the WFM login page shortly after install

Users might receive an HTTP 404 error when attempting to log into WFM after an install or upgrade, during which WFM Configuration Setup restarts the Tomcat service. This is the result of Tomcat hanging when attempting to unpack the c3.war archive.

If this occurs, stop the WFM Tomcat service, delete the c3 folder from the ...\\WFO_WFM\\Tomcat\\webapps\\ folder, and then restart the Tomcat service. After the Tomcat service has restarted, wait approximately five minutes and then verify that the following folders exist under the webapps folder:

- skins
- tasks
- temp

Once these folders appear, users can log into WFM successfully.

Caveats

- [Using Bug Toolkit, page 3](#)
- [Open Caveats, page 4](#)
- [Closed Caveats, page 4](#)
- [Resolved Caveats, page 4](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1, 2, and 3, open and closed bugs
- Significant severity level 4 open and closed bugs
- All severity level 1, 2, 3, 4, 5, and 6 resolved bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

-
- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click **Go**.
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For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

Open Caveats

The caveats in [Table 1](#) describe possible unexpected behavior in the latest Cisco Workforce Management release. These caveats may also be open in previous releases. Bugs are listed in order of severity and then in alphanumeric order by bug identifier.



Note There are no open caveats at this time.

Table 1 *Open Caveats for WFM 8.3(4)*

Identifier	Severity	Component	Headline

Closed Caveats

[Table 2](#) contains information about the known limitations in the latest Cisco Workforce Management release. Cisco has evaluated these defects on a case-by-case basis. For each defect, we have determined that one of the following is true:

- The software functions as designed.
- The issue cannot be resolved.



Note There are no closed caveats at this time.

Table 2 *Closed caveats for WFM 8.3(4)*

Identifier	Severity	Component	Headline

Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases.

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the [“Using Bug Toolkit” section on page 3](#)).

The following sections list caveats that are resolved in Cisco Workforce Management but that may have been open in previous releases:

- [Release 8.3\(4\) SR4, page 5](#)
- [Release 8.3\(4\) SR3, page 5](#)
- [Release 8.3\(4\) SR2, page 6](#)
- [Release 8.3\(4\) SR1, page 7](#)

- [Release 8.3\(4\), page 7](#)

Release 8.3(4) SR4

[Table 3](#) lists the caveats that were resolved in Release 8.3(4) SR4.

Table 3 *Caveats resolved in Release WFM 8.3(4) SR4*

Identifier	Severity	Component	Headline
CSCtr92328	2	wfm	Inconsistent loading observed in the schedule viewer screen
CSCtr92346	2	wfm	Adding new closed day and saving, alters the existing closed days
CSCtr95166	2	wfm	Acmiserver.exe crashes after receiving a Windows logoff event
CSCtr92297	3	wfm	Sort by name doesn't work in Intraday adherence page when viewed by team
CSCtr92339	3	wfm	Agent schedules disappear on work shift deletion
CSCtr92356	3	wfm	Error selecting a day to view schedule if "all skill groups" is selected
CSCtr95109	3	wfm	Adherence/Conformity values for agents not calculated correctly
CSCtr95138	3	wfm	Historical CSQ Service Level field shows greater than 100% values
CSCtr95172	3	wfm	Distribution graph under edit distribution is small and gets compressed
CSCtr95185	3	wfm	Wrong forecast date displayed in a view forecast scenario
CSCts01006	3	wfm	Performance intervals showing multiple repeat intervals
CSCts01026	3	wfm	Adherence and Conformity values are blank in productivity reports
CSCts01054	3	wfm	Discrepancies are found in call volume reported between WFM and UCCX
CSCts01080	3	wfm	Adding an exception on top of another exception in schedule trade fails
CSCts01099	3	wfm	Supervisor Report missing "Not Ready" column data

Release 8.3(4) SR3

[Table 4](#) lists the caveats that were resolved in Release 8.3(4) SR3.

Table 4 *Caveats resolved in Release 8.3(4) SR3*

Identifier	Severity	Component	Headline
CSCtq05983	2	wfm	Unable to login due to Tomcat connection loss
CSCtq25146	2	wfm	Schedule of destination agent after a trade is displayed incorrectly
CSCtq38029	2	wfm	Data inconsistencies in the Agent Productivity Report
CSCtq38054	2	wfm	Processing of capture file stops intermittently
CSCtq38090	2	wfm	Only first day of the week is displayed in schedule viewer page
CSCtq38103	2	wfm	Edit Schedule page is slow to load when > 100 agents are to be displayed
CSCtq05935	3	wfm	Agent calendar view displays only 4 week intervals in a month view
CSCtq05955	3	wfm	Trading schedule after editing to add exception yields incorrect result
CSCtq08417	3	wfm	Deletion of an exception fails with message - Error WMFW2008

Table 4 Caveats resolved in Release 8.3(4) SR3 (continued)

Identifier	Severity	Component	Headline
CSCtq08452	3	wfm	“PROJECT” replaces actual project name when a new exception is assigned
CSCtq08467	3	wfm	Team list in drop down within edit schedule page disappears
CSCtq25124	3	wfm	Service Level Graph Report displays a blank graph
CSCtq25299	3	wfm	Approval of a schedule trade initiated by an agent results in an error
CSCtq30309	3	wfm	Unable to delete teams
CSCtq30343	3	wfm	Average Not Ready Time value displayed is incorrect
CSCtq30381	3	wfm	Minutes Not in Adherence total in Intraday current day page is incorrect
CSCtq38069	3	wfm	Agents Scheduled column in Intraday Dashboard page displays all zeros
CSCtq06018	4	wfm	Intraday post production shows wrong periods for activity length > 420 min
CSCtq25261	4	wfm	Clicking next on a calendar control skips a month
CSCtq25274	4	wfm	Ratio column value in Service Historical page is always 0
CSCtq08486	5	wfm	Edit Schedule workshift drop down contains all instead of only assigned

Release 8.3(4) SR2

Table 5 lists the caveats that were resolved in Release 8.3(4) SR2.

Table 5 Caveats resolved in Release 8.3(4) SR2

Identifier	Severity	Component	Headline
CSCtk02584	2	wfm	OOB not taking gmtOffset columns into account for UCCX
CSCtn06143	2	wfm	Schedule displays abnormal schedule chart in the edit schedule view
CSCtn18628	2	wfm	Getting an HTTP 500 error when modifying ACW in edit forecast screen
CSCtn18639	2	wfm	Exception assigned in post production does not appear on edit schedule
CSCtn18643	2	wfm	Issue with applying exceptions on a schedule for agent with split shifts
CSCtn18687	2	wfm	Schedule swap approval by supervisor results in an error
CSCtn18860	2	wfm	For overnight shifts timings are not displayed properly in schedule page
CSCtj25633	3	wfm	Schedule Month View right navigation arrow fails and causes schedule tab
CSCtn06119	3	wfm	Not in adherence column values in intra day adherence (past days) repeat
CSCtn18664	3	wfm	Agent Productivity Report—calls/hour for a few agents is unusually high
CSCtn18678	3	wfm	Edit schedule page is slow to load for skill groups with 100+ agents
CSCtn18696	3	wfm	HTTP 500 Error is displayed intermittently while trying edit a forecast
CSCtn18709	3	wfm	Skill Group All Data Report—Service Level Threshold shouldn't be a sum
CSCtn18724	3	wfm	Historical Merge—hour gap feature does not work correctly
CSCtn18744	3	wfm	Whole day exceptions with variable shift produces incorrect schedules
CSCtn18793	3	wfm	Post Install not gathering required connection details to connect to QM
CSCtn18809	3	wfm	Users unable to log in WFM due to no connection between AD & Tomcat

Table 5 *Caveats resolved in Release 8.3(4) SR2 (continued)*

Identifier	Severity	Component	Headline
CSCtn18818	3	wfm	Edit schedule page behaves erratically when accessed concurrently
CSCtn18824	3	wfm	Adding paid exception for an unpaid interval saves exception as unpaid
CSCtn18833	3	wfm	“Exception” is default name for exceptions applied in post production
CSCtn18843	3	wfm	Issue—editing exception in a day with multiple exceptions in schedule
CSCtn18853	3	wfm	Slow processing of capture files

Release 8.3(4) SR1

Table 6 lists the caveats that were resolved in Release 8.3(4) SR1.

Table 6 *Caveats resolved in Release 8.3(4) SR1*

Identifier	Severity	Component	Headline
CSCtf78991	3	wfm	Performance daily report: ASA displays a zero
CSCtj23869	3	wfm	Some agents have no performance data when they log into WFM
CSCtj23935	3	wfm	When applying an exception to multiple agents not all agents are displayed
CSCtj23962	3	wfm	Intraday Adherence pane shows repeated lines for login/logout

Release 8.3(4)

Table 7 lists the caveats that were resolved in Release 8.3(4).

Table 7 *Caveats resolved in Release 8.3(4)*

Identifier	Severity	Component	Headline
CSCtf78999	2	wfm	30-min numbers don't match in UCCX vs CSQ report by interval in WFM
CSCtf56743	3	wfm	Dashboard email CSQ doesn't show graphs for Mondays and Tuesdays
CSCtf56767	3	wfm	When running the Performance Daily Report we receive “No Data Found”
CSCtf56778	3	wfm	Performance Interval Report error: “Data Not Found”
CSCtf56781	3	wfm	Error on Agent Report - Agent report card not displayed.
CSCtf78991	3	wfm	Performance daily report: ASA displays a zero

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

(Click **Obtaining Additional Information.**)

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