



# Release Notes for Cisco Workforce Management Release 8.5(2)

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These release notes describe all versions of Cisco Workforce Management (WFM) Release 8.5(2).

To view the release notes for previous versions of WFM, go to:

[http://www.cisco.com/en/US/products/ps8293/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps8293/prod_release_notes_list.html)

To access the latest software upgrades for all versions of WFM, go to

<http://www.cisco.com/cisco/software/type.html?mdfid=281160976&catid=null>

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## Introduction

These release notes describe new features, requirements, restrictions, and caveats for WFM Release 8.5(2). These release notes are updated for every maintenance release but not for patches. Before you install WFM, we recommend that you review this document for information about issues that may affect your system.



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**Americas Headquarters:**

**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

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# System Requirements

WFM 8.5(2) is supported with Cisco Unified Contact Center Express Release 8.5(1) and any service releases issued for it.

## Related Documentation

- *Cisco Workforce Management Administrator User Guide*
- *Cisco Workforce Management Agent Application User Guide*
- *Cisco Workforce Management Troubleshooting Guide*
- *Cisco Workforce Management Reports Reference*

These documents are available on the Cisco website at this location:

[http://www.cisco.com/en/US/partner/products/ps8293/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html)

## New and Changed Information

WFM 8.5(2) introduced the following features.

In WFM 8.5(2):

- Support for Cisco Unified Contact Center Express Release 8.5(1)

In WFM 8.5(2) SR1:

- Bug fixes

## Installation Notes

For step-by-step installation and upgrade instructions, see the *Cisco Workforce Management Installation Guide for Release 8.5(2)*.

## Limitations and Restrictions

### Special events might be ignored in forecasts with reference periods 3 weeks or longer

If the reference period for a forecast request is three weeks or more long, the forecast request might ignore special events that are assigned to it. The special events can be ignored because when the reference period is three weeks or longer, there are then at least three of each day of the week, and the process ignores the high and low values for those three days (the outliers) and uses the remaining values for the forecast.

In order to avoid this issue, if you are using special events, it is recommended that you keep the reference period to a maximum of one to two complete weeks for the best results.

## Caveats

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

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- 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 WFM 8.5(2) 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.

**Table 1** *Open Caveats for WFM 8.5(2)*

Identifier	Severity	Component	Headline
CSCty07824	3	wfm	QM evaluation score is not calculated properly in Agent Report Card

## Closed Caveats

Table 2 contains information about the known limitations in the latest WFM 8.5(2) 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 8.5(2)*

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 WFM but that may have been open in previous releases:

- [Release 8.5\(2\) SR1, page 4](#)
- [Release 8.5\(2\), page 5](#)

### Release 8.5(2) SR1

Table 3 lists the caveats that were resolved in Release 8.5(2) SR1.

**Table 3** *Resolved in Release 8.5(2) SR1*

Identifier	Severity	Component	Headline
CSCtx17751	3	wfm	SL value updates in Forecast Request page are ignored while forecasting
CSCtx17764	3	wfm	MANA reports product adapter is down in a dual product configuration
CSCtx17778	3	wfm	Legacy login authentication mechanism not same as C1
CSCtx17790	3	wfm	Incorrect values in Scheduled Agents column of Intraday Coverage page
CSCtx17819	3	wfm	Coverage of Requirements bar is not refreshed on Schedule Edit
CSCtx22384	3	wfm	Manually applied exceptions are not reflected in Statistics Report
CSCtx22389	3	wfm	Adherence state is incorrect when an agent is in working state
CSCtx22400	3	wfm	Incorrect adherence calculations in case of overnight shifts
CSCtx28324	3	wfm	Upgrade from 8.3(3) to 8.5(2) does not work correctly
CSCtx28343	3	wfm	Forecast Request - Even with multiple services selected only one is run

**Table 3** Resolved in Release 8.5(2) SR1 (continued)

Identifier	Severity	Component	Headline
CSCtx28370	3	wfm	Schedule requests do not wait for forecast and distributions to complete
CSCtx28380	3	wfm	Adding new closed day(s) and saving alters existing closed days
CSCtx30719	3	wfm	WFM folder in Jetty work folder needs to be removed before Jetty restarts
CSCtx30746	3	wfm	ACC service fails when unexpected values are in the table fields
CSCtx33300	3	wfm	Acmiserver.exe crashes after receiving a Windows logoff event
CSCtx35626	3	wfm	Distributions request should not fail if closed days are included
CSCtx35653	3	wfm	In Schedule week view, clicking a day column throws an error
CSCtx35715	3	wfm	In Forecast Scenario, total number of calls/day mapping is incorrect
CSCtx35732	3	wfm	Unable to delete an agent
CSCtx41008	3	wfm	Error accessing Schedule Viewer page
CSCtx41045	3	wfm	Process start time changes every time request list/details are viewed
CSCtx41066	3	wfm	Schedule trade requests analyze page data is not correct
CSCtx43504	3	wfm	Create a project fails to save
CSCtx43524	3	wfm	Forecast request fails when closed days are part of the selected period
CSCtx43555	3	wfm	Display failures in Intraday Statistics page due to Number Format Errors
CSCtx43613	3	wfm	No Data Found Error when running reports for a virtual skill group
CSCtx43634	3	wfm	Interval level reports list multiple instances of the same interval
CSCtx46756	3	wfm	Unable to delete CSQs
CSCtx46768	3	wfm	Errors while trying to generate an Agent Report Card Report
CSCtx46792	3	wfm	Active agents are being allowed to be deleted
CSCtx46813	3	wfm	No. of calls abandoned is always 0, offered in WFM do not match UCCX.
CSCtx35700	4	wfm	Display size of distribution graph under edit distribution is compressed
CSCtx28358	4	wfm	Public Offer - First letter of each word in the Comments is capitalized

## Release 8.5(2)

Table 4 lists the caveats that were resolved in Release 8.5(2).

**Table 4** Resolved in Release 8.5(2)

Identifier	Severity	Component	Headline
CSCtk02584	2	wfm	OOB not taking gmtOffset into account for UCCX
CSCtn06143	2	wfm	Schedule displays abnormal schedule chart in the edit schedule view
CSCtn06119	3	wfm	Not in adherence column values in intra day adherence (past days) repeat

# Troubleshooting

See the *Cisco Workforce Management Troubleshooting Guide* for troubleshooting information.

# Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, 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**.)

## Obtaining Upgrade Media

If you are upgrading, use the [Product Upgrade Tool \(PUT\)](#) or the [PUT for registered customers only](#) to obtain a media kit and license or purchase the upgrade from Cisco Sales.

To use the PUT, you must enter your Cisco contract number (Example: Smartnet, SASU, or ESW) and request the CD/DVD set. If you do not have a valid contract, you must purchase the upgrade from Cisco Sales. It is the contract that validates your entitlement to updates through the Cisco Product Upgrade Tool (PUT).

## Documentation Feedback

You can provide comments about this document by sending email to the following address:

[ccbu\\_docfeedback@cisco.com](mailto:ccbu_docfeedback@cisco.com)

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