



Release Notes for *Cisco Unified Workforce Optimization Workforce Management*

First Published: August 27, 2015

Last Updated: August 27, 2015

Release: 11.0

Contents

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 2](#)
- [Limitations and Restrictions, page 3](#)
- [Caveats, page 3](#)
- [Related Documentation, page 4](#)
- [Obtaining Documentation and Submitting a Service Request, page 4](#)

Introduction

These release notes describe the new features, requirements, restrictions, and defects for Cisco Unified Workforce Optimization Workforce Management Release 11.0.

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 11.0 is supported with the following environments:

- Cisco Unified Contact Center Express 8.5, 9.0, 10.0, 10.5, and 11.0

New and Changed Information

Release 11.0(1)

WFM 11.0(1) introduced the following features.

- Support for Cisco Unified Contact Center Express 11.0
- Support for Microsoft SQL Server 2014
- New features:
 - Dynamic scheduling
 - Multiskill scheduling
 - Mentoring requests
 - Scheduling incentives
- Advanced bundle features of Vacation Planning and Strategic Planning now available to all WFM customers
- Support for high availability for the WFO interface
- Support for non-ACD agents in synced systems
- Addition of the Balanced Schedule option when running a schedule
- Block scheduling (MSAQ) is now always on
- Improvements in how service level percentage rollups are calculated
- Interface localized in Danish, Dutch, English, French, German, Italian, Portuguese (Brazilian), Spanish (European) and Swedish
- Help localized in Danish, Dutch, English, French, German, Spanish (European), and Portuguese (Brazilian)
- Bug fixes

Installation Notes

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

Recalculating Actual Service Level after Upgrade

The actual service level for the period before WFM 10.5(1) SR3 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 date.

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.

Limitations and Restrictions

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

PC validation incorrectly indicates that Google Chrome is an invalid browser

The Validate my PC configuration feature will return a result of Bad for the browser type and version if a WFM user’s desktop uses the Google Chrome browser, even though Chrome is a supported browser. The user can ignore this incorrect result and log into WFM normally.

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 11.0

Identifier	Severity	Headline
CSCuv19888	5	ALL-LANG: WFM: Truncated strings in table in Dynamic Scheduling

Resolved Caveats

Release 11.0(1)

Table 2 lists the caveats that were resolved in Release 11.0(1).

Table 2 Resolved Caveats in Release: 11.0(1)

Identifier	Severity	Headline
CSCus42996	2	JANUARY 2015 OpenSSL Vulnerabilities
CSCut46216	2	MARCH 2015 OpenSSL Vulnerabilities
CSCuv26336	2	Evaluation of wfo for OpenSSL July 2015 vulnerability
CSCuu79482	3	Security Testing - Display active TCP/IP Services
CSCuo76310	4	ALL-LANG: WFO: Strings show up in English
CSCuo76337	4	ALL-LANG: WFO: Layout issue in Show All menu
CSCuv19639	4	ALL-LANG: WFM: Missing buttons

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 11.0(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>.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation, as an RSS feed and deliver content directly to your desktop using a reader application. The RSS feeds are a free service.

This document is to be used in conjunction with the documents listed in the "Related Documentation" section.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2015 Cisco Systems, Inc. All rights reserved.

© 2015 Calabrio, Inc. All rights reserved.

