



Release Notes for Cisco Workforce Management Release 9.0

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These release notes describe all versions of Cisco Workforce Management Release 9.0.

To view the release notes for 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/type.html?mdfid=281160976&catid=null>

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Introduction

These release notes describe new features, requirements, restrictions, and caveats for Cisco Workforce Management Release 9.0. These release notes are updated for every maintenance 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.

System Requirements

Cisco Workforce Management Release 9.0 is supported with Cisco Unified Contact Center Express Release 8.0, 8.5, and 9.0. See the *Cisco Unified Contact Center Express (Cisco Unified CCX) Software and Hardware Compatibility Guide* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix/crscomtx.pdf

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 Release 9.0 introduces the following features:

Release 9.0(1)

- Support for Cisco Unified Contact Center Express Release 9.0
- Agent access to WFM through the Workforce Management widgets available in Calabrio ONE
- New supervisor applications in Cisco Workforce Optimization
- New administrator application in Cisco Workforce Optimization
- A new Monitoring and Notification service that sends notification of system problems to administrators
- Support for 32-bit Windows Server 2008 R1
- Support for 64-bit Windows Server 2008 R2
- Support for Microsoft SQL Server 2008
- Support for multiple Active Directory domains

Release 9.0(1) SR1

- Localized in French, Portuguese, and Spanish
- Bug fixes

Release 9.0(1) SR2

- Localized in Danish, Dutch, German, Italian, and Swedish
- Bug fixes

Release 9.0(1) SR3

- Support for Microsoft Internet Explorer 9 (32-bit)
- Bug fixes

Release 9.0(1) SR4

- Bug fixes

Installation Notes

For step-by-step installation and upgrade instructions, see the *Cisco Workforce Management Installation Guide for Release 9.0*. To view this document, go to:

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

Important Information about Installing WFM 9.0(1)

To ensure proper functionality, Service Release (SR) 2 must be applied to the system prior to usage. The following steps describe the installation procedure.

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- | | |
|---------------|---|
| Step 1 | Install WFM 9.0(1) base software (setup_WFM_901.exe). |
| Step 2 | Cancel WFM Configuration Setup.
IMPORTANT: Do not complete WFM Configuration Setup. |
| Step 3 | Install WFM 9.0(1) SR3 (WFM_9.0.1.60_SR3ES0_setup.exe). |
| Step 4 | Manually run WFM Configuration Setup (PostInstall.exe) on the base server (C:\Program Files (x86)\Cisco\WFO_WFM\bin). |
| Step 5 | Complete WFM Configuration Setup. |
-

Limitations and Restrictions

Web browser considerations

While WFM fully supports multiple browsers and version levels, our product testing shows substantial performance improvements when loading a page using Microsoft Internet Explorer 8 over Internet Explorer 7. As a result, it is recommended that you use Internet Explorer 8. Furthermore, testing with Mozilla Firefox 3.x or higher shows the highest performance, so should be considered in situations where page load speed is considered critical.

After upgrade, Active Directory data is lost from WFM Configuration Setup

When upgrading to WFM 9.0 from any version earlier than 8.5(2), any Active Directory (AD) information configured in the earlier version will not be carried forward to 9.0. The AD information must be manually reentered on the WFM Authentication step in WFM Configuration Setup.

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).

Exceptions assigned with X occurrences every Y weeks do not start on start of range date

If you assign an exception with weekly frequency, for a certain number of occurrences, to occur every two weeks, the exceptions appear on the schedule a week after the start of the date range. For example:

Assign three exceptions a week, every two weeks, for a total of six exceptions. Set the date range to start on Monday, April 4, 2011. The exceptions are assigned on April 11–13 and April 25–27 instead of the expected April 4–6 and April 18–20.

To work around this issue, start the date range one week earlier than the desired first occurrence of the exception.

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 Calabrio ONE 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.

Email forecasts do not reflect the modified Service% requested

WFM ignores the modified Service% requested in a Forecast Request and generates Email forecasts conforming to the default Service%.

To work around this issue, after the forecast is complete, select Edit Forecast, modify SL% for required intervals and click Recalculate. Save the recalculated forecast.

WFM RTE service intermittently fails to restart on WFM server reboot

When the WFM server is rebooted, the WFM RTE service does not start automatically.

To work around this issue, start the WFM RTE service manually from the Windows Services utility.

Different adherence scores displayed on Adherence page and Agent Details page

The adherence score shown on the Intraday > Adherence page is different from that shown on the detail page for any listed agent.

To work around this issue, use the Real Time Adherence widget on the Calabrio ONE dashboard.

Unable to edit all existing Active Directory information

You are not able to edit more than one cell in the table that displays configured Active Directory domains on the WFM Authentication step in WFM Configuration Setup. After editing one cell, you cannot move to another cell.

To work around this issue, press Esc to exit each cell you edit. When you are finished editing domain information, click Next (if in Initial Mode) or select another step from the navigation tree (if in Update Mode) to save your changes.

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 schedule projects during the night shift.

In a multi-product system, WFM does not reconnect after Monitoring and Recording Services goes down and recovers

In a multi-product system, after Monitoring and Recording Services goes down and then recovers, a user is able to log into Monitoring and Recording Services but not WFM.

The WFM product adapter does not reconnect automatically after Monitoring and Recording Services recovers. To work around this issue, manually restart the WFM product adapter service.

Edit Distribution copy/paste results in deleted and duplicated intervals

When a distribution with intervals that do not contain data is copied and pasted on the Forecasting > Edit Distribution page, it creates duplicate intervals or deleted intervals.

To work around this issue, edit distributions manually instead of using copy and paste.

Caveats

- [Using Bug Toolkit, page 5](#)
- [Open Caveats, page 6](#)
- [Resolved Caveats, page 7](#)

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** on 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 Cisco Workforce Management*

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 Cisco Workforce Management*

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 5).

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

- [Release 9.0\(1\), page 7](#)
- [Release 9.0\(1\) SR1, page 7](#)
- [Release 9.0\(1\) SR2, page 7](#)
- [Release 9.0\(1\) SR3, page 7](#)
- [Release 9.0\(1\) SR4, page 9](#)

Release 9.0(1)

[Table 3](#) lists the caveats that were resolved in Release 9.0(1).

Table 3 *Resolved in Release 9.0(1)*

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

Release 9.0(1) SR1

**Note**

There are no resolved caveats for Release 9.0(1) SR1.

Release 9.0(1) SR2

**Note**

There are no resolved caveats for Release 9.0(1) SR2.

Release 9.0(1) SR3

[Table 4](#) lists the caveats that were resolved in Release 9.0(1) SR3.

Table 4 *Resolved in Release 9.0(1) SR3*

Identifier	Severity	Component	Headline
CSCuc12028	3	wfm	Project colors in Schedule Edit screen remain the default at all times
CSCuc12218	3	wfm	My Schedule app week view, detail is in English in French install
CSCuc12275	3	wfm	When WFM service restart, logged-in user gets server error message
CSCuc12375	3	wfm	Days/date mapping in month view is off in the My Schedule App
CSCuc14606	3	wfm	Skill Group Schedule By Interval Report--CSV format has incorrect values
CSCuc14664	3	wfm	In My Schedule widget, agent filter does not work
CSCuc14686	3	wfm	In Real Time Adherence widget, agent filter does not work
CSCuc27005	3	wfm	In Agent Schedule app - Trade Schedule, agent filter does not work
CSCuc27026	3	wfm	In What If Scenario function, Sundays do not have any non-zero values
CSCuc27079	3	wfm	Adherence drawer does not populate any values
CSCuc29305	3	wfm	In Agent Productivity report values are missing in calls per hour column
CSCuc29324	3	wfm	Handled calls by day/month do not match in Agent Productivity report
CSCuc29459	3	wfm	Average Not Ready metric is blank in the Intraday Statistics view
CSCuc29524	3	wfm	Back button navigation in Schedule Viewer does not work correctly
CSCuc29559	3	wfm	Summary row for Average Handle Time metric is a simple average
CSCuc30504	3	wfm	Service Level info missing in Coverage Agent Sched app Week/Day view
CSCuc30507	3	wfm	Names get out of sync with schedule bars in Agent Schedule app
CSCuc30509	3	wfm	Assigned projects are not scheduled correctly
CSCuc30511	3	wfm	Exceptions are scheduled for more time than they are configured for
CSCuc30515	3	wfm	Activity Type does not change when Exception is chosen for insertion
CSCuc30517	3	wfm	Edit Schedule fails if “,” (comma) is part of Exception/Assignment name
CSCuc30521	3	wfm	AWT and ATT summary rows in Agent Productivity report are incorrect
CSCuc30525	3	wfm	Call Volume/Forecast graph interval shows multi data points per 1/2 hour
CSCuc30527	3	wfm	Occupancy, Calls/Offer values in Agent Percent graph widget are the same
CSCuc30530	3	wfm	Displayed columns do not match between CSV and HTML formats
CSCuc30535	3	wfm	Hover over does not display the exception name in Edit Schedule page
CSCuc30537	3	wfm	Summary rows from CSQ All Data report do not match CSQ Interval report
CSCuc30540	3	wfm	Type and Duration are blank in Approve Exception Request dialog
CSCuc30542	3	wfm	Supervisor application does not load correctly in IE7
CSCuc30544	3	wfm	Reload page warnings are displayed after schedule Edit commit
CSCuc34265	3	wfm	Reload page warning is displayed on cancel of an Edit Schedule session
CSCuc34288	3	wfm	Agent Schedules page in Administrator application loads slowly
CSCuc34306	3	wfm	Summary values in Agent Report Card/Productivity reports do not match
CSCuc34342	3	wfm	Edit Exception Request returns a blank dialog
CSCuc34355	3	wfm	Real Time Adherence status is intermittently incorrect for agents

Release 9.0(1) SR4

Table 5 lists the caveats that were resolved in Release 9.0(1) SR4.

Table 5 Resolved in Release 9.0(1) SR4

Identifier	Severity	Component	Headline
CSCug59981	2	wfm	Unsubscription of alerts fails
CSCug60010	2	wfm	9.0(1) unsubscriptions not managed efficiently by product adapter service
CSCug60028	2	wfm	Distribution requests fail intermittently
CSCtz23710	3	wfm	UCCX: Delay in Running Workforce Management Database Queries
CSCuc75113	3	wfm	Intraday Adherence - Login/Logout missing for some agents

Troubleshooting

See the *Cisco Workflow 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).

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