Cisco Unified Workforce Optimization Workforce Management

New Features

The following is a summary of the new features added to the 11.5(1) release.

- Added support for Intraday Dynamic Scheduling feature.

- Added support for Workflows feature.

- Support for Unified CCX 11.0, 11.5.

- Support for Windows 10.

- Support for 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.

- Support for SQL Server Reporting Services (SSRS).

- 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.

- Schedule history tracking captured in database tables (SSRS reporting is required to access the data).

Updated Features

The following is a summary of the updated features added to the 11.5(1) release.

- 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 profilese 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.

Deprecated Features

The following support been deprecated from this release 11.5(1) onward:

- Support for Unified CCX 8.5.

Important Notes

None.

Removed and Unsupported Features

None.

Third-Party Software Impacts

None.