Webex Workforce Optimization

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New Features

WFM - Intraday Re-forecasting

Webex WFO now supports WFM Intraday Reforecasting, a powerful enhancement that enables supervisors to realign staffing throughout the day based on the latest demand. By quickly generating and implementing revised forecasts, teams can efficiently address unexpected events like call surges or agent absences with increased precision and flexibility.

This functionality enhances intraday management, supporting contact centers in boosting service levels, minimizing both overstaffing and understaffing, and ensuring well-balanced schedules. With unlimited reforecasts accessible directly from the Intraday Staffing view, supervisors can make informed, data-driven staffing decisions seamlessly, without interrupting current workflows.

For more information, refer to View staffing levels and actual need.

New Media Player Interface

Webex WFO now supports a refreshed Media Player interface designed for a cleaner, more intuitive user experience. This transition from dense, static panels to a sleek, modular design, the new UI ensures that essential information is available exactly when needed , reducing visual clutter and improving workflow efficiency.

Key Benefits:

- **Modernized Aesthetic**: Updated styling and a refined color palette provide a fresh, contemporary look.
- **Flexible, Modular Layout**: Easily expand or collapse sections to optimize your screen space and maintain focus on the task at hand.
- **Contextual Metadata**: Information is displayed on-demand, ensuring you have the data you need without overwhelming your view.

- **Personalized Viewing**: Use a centralized menu to quickly show or hide key elements, such as Transcripts, Audio, Sentiment, and Phrase Hits.

For more information, see Play contacts with the new media player.

WFM - New Forecasts Viewing Page

Webex WFO now supports a new Forecasts Viewing page on the web that provides enhanced visualization of forecast charts alongside workload and skills interval data for specific skills, combining capabilities currently available in the WFM client. This new page will operate alongside the existing web forecast page, giving users flexible options for viewing forecast information and enabling a seamless transition of these features to the web platform.

In addition, editing capabilities for forecast workload and skill data will soon be available on this page, including convenient copy and paste functionality within the workload and skill grid components.

Note The client version of the forecast page will continue to be supported and will not be retired.

For more information, see Forecasts Tool (web).

Manage Workflow Control Sets on the Web

Webex WFO now supports Workflow Control Set management directly on the web. This transition from the WFM client to the browser-based interface provides a more streamlined, centralized administration experience, supporting easier access and ongoing platform modernization.

For more information refer to Manage workflow control sets and profiles in the web.

Note This functionality transitions to the web-based platform through a phased rollout between March 31, 2026, and April 6, 2026. Effective April 6, 2026, all WFM workflow control set operations are exclusively managed via the web portal. To maintain uninterrupted service, ensure that all WFM workflow control sets are fully migrated by this date.

Expanded Language Support in Webex WFO Analytics

Webex WFO Analytics now supports seven additional languages: Turkish, Filipino, Thai, Bahasa, Greek, Hungarian, and Czech. This enhancement extends analytics coverage across both voice and digital channels, enabling broader global adoption. Customers can now leverage key capabilities, including Auto QM, Interaction Summary, Trending Topics, and Advanced Sentiment in these languages, ensuring consistent, AI-driven insights and quality analysis across more regions and customer interactions.

For more information, see Localization and supported languages.

WFM Agent Assist

Agent Assist is now live in Webex WFO, helping administrators streamline schedule-related interactions with agents while maintaining control over workforce policies. The GenAI-powered assistant evaluates every agent request against configured WFM rules, permissions, and eligibility criteria before actions are submitted or approved.

By automating validation and handling common scheduling interactions, Agent Assist reduces repetitive administrator workload while keeping workforce operations compliant and consistent. It is available in 59 languages.

Key Benefits:

- Reduce repetitive agent inquiries related to schedules and availability
- Ensure requests follow defined WFM rules and permissions
- Maintain consistent policy enforcement at scale
- Spend more time on intraday management and agent support

For prerequites and other details, refer to About Agent Assist.

This feature will need the Full WFM SKU.

Enhanced Live Screen Monitoring

Webex WFO has enhanced Live Screen Monitoring to provide supervisors sharper, targeted visibility across agent workspaces. With this enhancement, supervisors will be able to select and focus on individual monitors during live sessions, enabling clearer insights into key workflows.

Key Benefits:

- **Precision Monitoring**: Easily focus in on the most important screen.
- **Improved Clarity**: View details without distraction for better coaching and compliance.
- **Optimized Experience**: Designed for multi-monitor environments to simplify monitoring.

For more information, see the "Monitor an Agent's Screen" section at Monitor agents in real time.

Coaching Effectiveness Dashboard in Performance Management

Webex WFO Performance Management has launched the Coaching Effectiveness Dashboard, a new tool that enables supervisors to gain insights into how coaching is delivered across teams and to assess its overall impact.

Key Benefits:

- View coaching activity and impact across teams in one place
- Spot performance trends quickly and take action with confidence
- Identify which coaching methods are effective and pinpoint areas that have potential for improvement

Performance Management requires customers to sign in through their configured Tenant Specific URL. For more information, refer to Tenant Specific URL for Webex WFO Users.

This feature requires a minimum of Full WFM, Full QM, or WFO Bundle to access Performance Management.

For more information, see View coaching effectiveness in Performance Management.

WFM with Trending Topics

Webex WFO is introducing Trending Topics in WFM, an AI-powered capability that provides deeper operational insights within Workforce Management. By analyzing thousands of customer interactions, Trending Topics identifies emerging themes and topics, helping to explain increases in interaction volume or average handle time.

Key Benefits:

- Identifies emerging trends in customer interactions to support informed staffing decisions.
- Highlights changes in customer discussion topics to optimize scheduling.
- Identifies coaching and training opportunities based on trending themes.
- Flags potential issues early, enabling proactive resolution before escalation.

This feature will need a minimum of Webex WFO Bundle SKU and Enterprise Analytics 100 Interactions Addon SKU.

For more information, see View and analyze topics in WFM.

Vacation Planner Pro

Vacation Planner Pro in Webex WFO streamlines and automates the management of vacation requests for contact centers, ensuring a fair and efficient process. By eliminating the need for spreadsheets or manual approvals, this feature is seamlessly integrated within Webex WFO.

Note This feature will need a minimum of Webex WFO Bundle SKU and Enterprise Analytics 100 Interactions Addon SKU.

What to Expect

- Agents can submit and manage vacation requests directly from the Webex WFO web or mobile app.
- Supervisors can configure vacation rules, including daily allowance, open periods, or required lead times and implement fair assignment methods such as performance-based ranking, seniority, or first-come, first-served.
- Availability is automatically updated whenever vacations are added, modified, or cancelled.
- With Vacation Change, agents can request alternative dates after their initial approvals. Waitlisting and rule-based automatic approvals help maintain a fair process.

Key Benefits

- **Fair and transparent**: Every agent sees a clear and unbiased process, even during peak holiday periods.

- **Time-saving**: Removes the need for spreadsheets and manual reconciliation, saving valuable supervisor hours.
- **Compliant**: Meets union and local labor requirements by ensuring vacations are assigned according to defined rules.
- **Agent-friendly**: Empowers employees with self-service options, supporting better work-life balance.
- **Performance-aligned**: Enables organizations to reward tenure or KPIs by factoring them into vacation approvals.

For more information, see https://wfohelp.com/doc/Content/user-guides/vacation-planning/overview.htm.

Insights Data Export Service

The Insights Data Export Service for Webex WFO provides direct access to your Insights data. Rather than relying on manual downloads, your data is securely delivered to your Amazon S3 bucket, allowing seamless integration with your existing tools and systems.

Note This feature will need a minimum of Webex WFO Bundle SKU and Enterprise Analytics 100 Interactions Addon SKU.

What to Expect:

- Exports data across Analytics, QM, WFM, and Call Recording subject areas.
- Supports incremental exports (records added, changed, or deleted since the last export).
- Ensures secure, reliable transfers with built-in error checking and automatic retries.

Key Benefits:

- **Seamless access**: Data is always available and export-ready with no coding required.
- **Trusted and secure**: Delivered via secure S3 Access Points with integrity safeguards.
- **Scalable**: Built to handle your growing data needs over time.
- **Time-saving**: Automates data workflows, eliminating the need for manual effort by your teams.

Note To enable the Insights Data Export Service, please contact your Cisco Customer Success Manager or Cisco Support for details.

For more information, see Set up Insights data export service and Insights data export service data model dictionary.

Performance Management

Webex WFO has introduced Performance Management, a new solution that unifies coaching, performance metrics, and agent development in one experience. It connects key data from QM and WFM to give supervisors

a complete view of performance, helping them track progress, improve coaching effectiveness, and empower agents with timely visibility into their goals.

For additional details, please refer to Performance Management on Webex WFO.

Note Customers must sign-in through their Tenant Specific URL to access Performance Management. For more information, refer to the https://help.webex.com/en-us/article/nw6wf91/Tenant-Specific-URL-for-Webex-WFO-Users.

Tenant-Specific URL

Tenant-Specific Sign-In URL are now live in Webex WFO. This new tenant-based sign-in process provides each Webex WFO tenant a dedicated subdomain, offering a more secure and streamlined way to sign in. It also enables access to the Performance Management module within Webex WFO.

Your existing sign-in method will remain active for the foreseeable future to ensure a smooth transition for your organization.

Key Benefits:

- A more streamlined sign-in experience when accessing Webex WFO
- Fewer lockouts, fewer errors, and easier password resets
- Seamless switching between modules - no more re-authenticating
- Prepares you for future enhancements
- Delivers a more personalized experience with tenant-specific subdomains
- Access to the new Performance Management application

Actions Required for Administrators

- Administrators are responsible for communicating the new tenant-specific sign-in URL to internal users.
  - To locate your tenant-specific URL and view configuration details, please refer to the instructions provided in the configuration documentation Tenant Specific URL for Webex WFO.
  - Administrators should sign-in to Webex WFO and follow the steps mentioned in the screen modal to access the feature (In product Tip Guide).

Plans

Plans is now available in Webex WFO. This intelligent, web-based scheduling tool is designed to streamline future workforce planning. It introduces dynamic planning groups, configurable periods, and built-in validation checks, all aimed at minimizing errors and reducing manual effort. With one-step scheduling and day-off optimization, planners benefit from faster and more consistent results. Planners stay in control using publishing tools, change tracking, and seamless interoperability with the WFM Client, enabling smarter, scalable, and future ready schedule creation.

Key Benefits:

- Faster scheduling with automated day-off optimization
- Improved accuracy through pre-scheduling validations
- Structured planning periods for consistent scheduling cycles
- Dynamic agent grouping that adapts to staffing changes
- Real-time control and visibility over publishing

For more information, see https://www.wfohelp.com/doc/Content/user-guides/plans/plans.htm.

Advanced Sentiment

Webex WFO has rolled out Advanced Sentiment, offering deeper and more focused insights into customer interactions. Powered by Generative AI, this feature improves understanding of the full context of the entire conversation, bringing greater clarity, stronger coaching potential, and more effective quality monitoring. It helps contact center teams make faster and smarter decisions.

For a detailed breakdown of full capabilities, see Advanced Sentiment on Webex WFO.

New WFM Datasets and Dashboards Available in Insights

Webex WFO has introduced new resources in **Insights** to provide Classic WFM cloud customers with deeper scheduling and performance insights. The "WFM (Classic)" folder now includes 7 new datasets and 5 new dashboards.

The following new datasets are added for WFM:

- **WFM Agent Schedule and Statistics**: Combine planned schedules with actual agent activity for easy comparison.
- **Forecast Workload and Queue Stats**: Supports recreating **Data Explorer Forecast** dashboards and custom versions.

The following new dataset is added for Quality Management and Conversation Intelligence:

- **Contacts with Phrases and Evaluations**: Analyze interaction data alongside evaluations, phrase hits, and Trending Topics.

We have released 13 new datasets supporting the WFM Group Pages feature in Insights. These mirror existing WFM datasets and use the same names with a “(Group Pages)” suffix.

For example:

- **Original dataset**: Agent Schedule Adherence
- **New dataset**: Agent Schedule Adherence (Group Pages)

Note Use these Group Pages datasets only if your dashboard requires Group Pages data. To prevent over-counting, make sure to use the WFM Group Page field as a grouping or filter in each visual.

You can find the new fields in the *Organization* folder within each dataset.

https://wfohelp.com/doc/Content/user-guides/insights-bi/get-started/how-insights-works.htm?tocpath=Data%20Analysts%7CInsights%7C_____1

Contact Queue Enhancements

Webex WFO now includes powerful enhancements to the Contact Queue, making it easier to create, manage, and track Contact Goals across teams and evaluators.

These updates make it easier to manage goals, target on the right conversations, and improve the experience for both Assignors and Assignees. Evaluators can now see more of their queues at once, track progress in real time, and complete evaluations more easily.

Key Benefits:

- Create more precise Contact Goals with flexible team or agent targeting.
- Use advanced logic to surface the most relevant conversations for evaluation.
- View multiple queued contacts at once for better planning and prioritization.
- Track goal progress with clear visibility and status indicators.
- Manage goals more easily with improved user experience.

These enhancements support smarter evaluation workflows, more accurate results, and a better experience across the entire quality process.

For more information, see the following topics:

- https://wfohelp.com/doc/Content/user-guides/application-management/contact-goal-administration-v2.htm
- https://wfohelp.com/doc/Content/user-guides/recordings/contact-queue-v2.htm

Absence and Attributes

Absence and Attributes is an upcoming capability that allows administrators to add additional details to absences using attributes. This update enhances reporting capabilities by enabling custom attributes for personal account balances and absence types and provides more flexibility in tracking and management.

Key benefits:

- Detailed tracking of absence types
- Reporting the number of hours scheduled for each absence attribute

With more detailed tracking and better alignment with specific business needs, Absence Attributes will simplify the management of available balances and improve overall workforce planning.

Basic WFM and QM Offerings

Webex WFO has expanded its portfolio with the launch of Basic WFM and Basic QM. These streamlined options are designed to help contact centers start strong with essential scheduling and evaluation tools. Built for teams moving off spreadsheets or basic recording setups, these packages make it easier to improve staffing accuracy, boost agent engagement, and drive consistent service quality from day one.

For a detailed breakdown of full capabilities, see Basic WFM and QM Offerings on Webex WFO.

Note You can place an order using the relevant SKUs (Basic WFM and Basic QM) and provide provisioning information for services.

For ordering details, see the *Cisco Webex Contact Center Ordering Guide and Cisco Collaboration Flex Plan Contact Center Ordering Guide* at the https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html.

Enterprise Analytics

Enterprise Analytics is now available in Webex WFO, introducing a new set of AI-powered capabilities that help contact centers analyze conversations more effectively, surface key trends, and evaluate performance at scale. With Auto QM, Trending Topics, and Interaction Summary working together, teams can uncover what matters most, reduce manual effort, and drive smarter, faster decisions across every customer interaction.

For a detailed breakdown of full capabilities, see, Enterprise Analytics on Webex WFO.

For additional information, see the following topics:

- https://wfohelp.com/doc/Content/user-guides/analytics/navigating-autoQM.htm
- https://wfohelp.com/doc/Content/user-guides/analytics/understanding-AutoQM-evaluation.htm
- https://wfohelp.com/doc/Content/user-guides/analytics/trending-topics.htm
- https://wfohelp.com/doc/Content/user-guides/media-player/data-insights-panel.htm
- https://wfohelp.com/doc/Content/user-guides/analytics/interaction-summary.htm

Note You can place an order using the relevant SKUs (Basic WFM and Basic QM) and provide provisioning information for services.

For ordering details, see the *Cisco Webex Contact Center Ordering Guide and Cisco Collaboration Flex Plan Contact Center Ordering Guide* at the https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html.

Activity Requests

Activity Requests is now available in Webex WFO, improving Agent Self-Scheduling by enabling agents to request time for non-scheduled activities like training, administrative tasks, and development opportunities directly within their assigned schedules. Automation plays a crucial role in the process. When an agent adds an activity, the system handles the request according to the following predefined rules:

- The system instantly approves activities classified as auto-approved.
- Activities requiring manual approval stay pending until reviewed and approved by a team lead.
- Staffing-dependent activities are automatically approved or denied based on real-time staffing levels.

Key benefits:

- Minimize manual work through automated approval workflows
- Align scheduling decisions with staffing requirements and business objectives
- Balance oversight and flexibility while enabling a more agile and self-directed workforce

For more information, see **Configure activity request settings in WFM**.

Periodization of Agent's Work Hours

Periodization is now available in Webex WFO, enabling contact centers to balance an agent's working hours over extended periods, such as a quarter or year, to align with contractual targets.

Benefits of Periodization:

- Improves work-hour flexibility
- Prevents agent overtime costs
- Manages agent under-utilization
- Controls regulatory violations
- Optimizes staffing based on time-based demand patterns
- Ensures that the required number of agents with necessary skills are scheduled for both peak and off-peak times
- Improves service levels while reducing costs
- Enhances resource allocation and scalability for long-term workforce planning

For more information, see Periodization.

New Transcription Engine Now Live

We are excited to announce the rollout of the New Transcription Engine for Webex WFO customers, offerring significant improvements in accuracy, speed, and scalability.

This cloud-based solution is designed to provide faster turnaround times and more consistent transcription quality across supported languages.

What to Expect:

- Experience up to 20% increase in accuracy for US English, along with significant improvements across other supported languages.
- Transcriptions are now delivered more quickly, enabling faster access to insights and accelerating workflows.
- Seamless Transition.
- Historical transcription data remains unchanged.
- All new and ongoing transcriptions automatically benefit from the upgraded engine.
- Built on a cloud-native architecture to support rapid processing and scalable deployment.

- Designed with data localization and compliance in mind to meet business and regulatory requirements.

Why It Matters:

- Delivers more accurate and actionable transcriptions for QA, compliance, and insights.
- Enhances business intelligence through improved text analytics, sentiment tracking, and searchable conversation data.
- Drives operational efficiency with faster access to conversation transcripts, enabling quicker follow-up and coaching.

Support for 15+ global languages, including English, Spanish, French Canadian, German, Arabic, and more.

Insights

Insights is a modern, fully featured BI solution with a range of features and improvements designed to significantly enhance your data access and visibility within Webex WFO.

Reasons to get excited about Insights:

- The Insights experience is designed for streamlined data exploration and analysis, while being easy for non-technical users to independently create reports and dashboards.
- AI-powered and highly customizable to help accelerate decision making
- Offers a broad range of visualizations
- Suitable for both efficient ad-hoc analysis and rich dash-boarding

Here is a **short video** to provide an overview of all the new capabilities that Insights brings to the table.

Note **Insights has replaced Data Explorer.** However, for **Workforce Management (WFM) customers:**

- Most WFM customers are already using Insights and many have manually disabled Data Explorer.
- Classic WFM customers have started their transition to Insights since April 30, 2025. Many customers who also use QM and Analytics have already begun the transition.
- In a few cases, alternate timelines have been arranged for some customers. These customers have already been notified of their timelines.
- Some customers using Data Explorer export APIs are waiting on release of the new Insights Export Service to complete their journey.

  For all these WFM customers mentioned above, Data Explorer is planned to be decommissioned on **June 30th, 2025.**

Improve Workforce Efficiency using Webex WFO Notifications

Notifications is an enhancement in Webex WFO designed to improve awareness and response for both agents and supervisors.

Key use cases supported by Notifications:

- **Shift Bidding Window Closing Notifications** - Agents who haven't placed their bids receive alerts 24 hours before the deadline via the MyTime Web App, Mobile App, and browser notifications. This helps optimize shift allocations and prevents missed bids.
- **Absence Request Notifications** - When an agent submits a time-off request through the Request Module, their team lead or supervisor receives a persistent in-app notification, pop-up notification, or system push notification.

The system applies rules to auto-approve, deny, or waitlist the request. If no rule applies, the request remains Pending, triggering a notification for supervisor review. Since these notifications operate at the team level, any transferred agent's new supervisor automatically receives the request for action.

Benefits of Notification

- Delivers timely notifications
- Enhances scheduling efficiency
- Reduces administrative workload
- Ensures seamless communication between agents and supervisors

For more information, see the following topics:

- Notification Settings
- Display User Info
- Manage Basic User Info
- Configure Organization Hierarchy

Introducing Sessions for Streamlined Scheduling and Enhanced Agent Management

Sessions is now live, streamlining the scheduling and management of agent activities beyond traditional shift planning. It allows managers to efficiently allocate time for training and other unscheduled tasks across a group of agents.

With features like automated, evenly distributed activities and drag-and-drop scheduling, Sessions reduces administrative effort and enhances flexibility.

Benefits of the Sessions feature:

- Provides clear visibility into agent allocation and performance for data-driven decision-making.
- Boosts operational efficiency.
- Supports agent development and engagement.
- Helps contact center teams stay organized and balanced.
- Keeps teams focused on continuous improvement.
- Aligns with broader business objectives. For more information, see Manage Session.

Global Language Support for Phrase Categories

Webex Workforce Optimization (Webex WFO) now offers improved multilingual support, simplifying the management of mixed-language conversations while maintaining accuracy across various contexts. Users can now utilize the same category name in multiple languages.

Key Updates:

- Accurate representation of multilingual contexts, including mixed-language conversations.
- Effective handling of consistent terms, such as brand names, that remain unchanged across languages.
- Enhanced flexibility in categorizing the same word or phrase across different languages.
- These enhancements make Webex WFO even more attuned to customer needs, providing a smoother and more user-friendly experience.

For more information, see the following topics:

- Create and manage phrases and phrase categories
- Localization and supported languages

Bulk Interaction Tool for Deletion and Updates

Webex WFO has introduced a self-service bulk contact deletion feature, enabling users to efficiently remove multiple contacts simultaneously without the need for manual, one-by-one deletions.

- Effortlessly delete interactions recorded in error or those containing unredacted sensitive data.
- Minimizes the need for development team intervention, conserving engineering resources.
- Empowers users with greater control over data management, thereby reducing the volume of support cases.

For more information, see Delete or update multiple contacts at once.

Bulk Transfer User Data

Webex WFO Bulk transfer of user data provides a more efficient and user-friendly solution to transfer data from one user to another when an employee has more than one user account. This feature also enables you to transfer data for up to 2,000 users in bulk at once.

For more information about bulk data transfer, see the *About user data transfer for QM and Analytics* and *Transfer user data for QM and Analytics* topics at:

- Transfer User Data
- About Transfer User Data

Updated Features

Sessions for Streamlined Scheduling and Enhanced Agent Management

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Deprecated Features

None.

Removed and Unsupported Features

The features listed in the following table are no longer available.

Feature	Effective from Date	Replacement	Notes
Webex WFO Data Explorer	24 October, 2024	Webex WFO Insights	

Feature	Effective from Date	Replacement	Notes
			The shutdown timeline for Webex WFO's Data Explorer has been extended from June 30, 2025 to July 30, 2025. After July 30, 2025, customers will no longer have access to Data Explorer and are expected to leverage Webex WFO Insights for all reporting needs. With the recent launch of Classic WFM datasets, this extension provides Classic WFM customers with additional time to familiarize themselves with Insights and move comfortably to the new reporting experience. Here is a summary of Webex WFO Insights: Insights is a modern, fully-featured BI solution with a range of features and improvements designed to significantly enhance your data access and visibility within Webex WFO. **Reasons to get excited about Insights**: • The Insights experience is designed for streamlined data exploration and analysis, while being easy for non-technical users to independently create reports and dashboards. • Highly customizable to help accelerate decision making

Feature	Effective from Date	Replacement	Notes
			• Offers a broad range of visualizations • Suitable for both efficient ad-hoc analysis and rich dash-boarding. Here is a short video to provide an overview of the capabilities that Insights brings to the table. https://wfohelp.com/doc/Content/user-guides/insights-bi/get-started/[illegible]1. If your organization has already completed the transition to Insights, you also have the option to manually disable Data Explorer before it is automatically decommissioned. [illegible]