Cisco Unified Workforce Optimization Workforce Management

New and Updated Features

New Features

- Support for Cisco Unified Contact Center Express 11.0

- Support for Microsoft SQL Server 2014

- Support for dynamic scheduling

- Support for multiskill scheduling

- Support for mentoring requests

- Support for scheduling incentives

- 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)

- Support for high availability for the Workforce Optimization interface

- Support for non-ACD agents in synced systems.

Updated Features

This section details the updated features in this release:

- 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.

Deprecated Features

This release has no deprecated features.

Important Notes

This section details the installation related 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.

Removed and Unsupported Features

This release has no removed and unsupported features. This section lists the limitations and restrictions in this release.

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.

Third-Party Software Impacts

This release has no third-party software impacts.