



# Release Notes for *Cisco Unified Workforce Optimization Workforce Management*

---

**First Published: June 18, 2014**

**Last Updated: June 30, 2015**

**Release: 10.5**

## Contents

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 3](#)
- [Limitations and Restrictions, page 3](#)
- [Caveats, page 4](#)
- [Related Documentation, page 6](#)
- [Obtaining Documentation and Submitting a Service Request, page 6](#)

## Introduction

These release notes describe the new features, requirements, restrictions, and defects for Cisco Unified Workforce Optimization Workforce Management Release 10.5.

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 10.5 is supported with the following environments:

- Cisco Unified Contact Center Express 9.0, 10.0, and 10.5
- Cisco Unified Contact Center Express 10.6 [WFM 10.5(1) SR5 and later]

## New and Changed Information

### Release 10.5(1)

WFM 10.5(1) introduced the following features.

- Support for Cisco Unified Contact Center Express 10.5
- Support for Microsoft Internet Explorer 10 and 11
- Support for Google Chrome 34
- Application Management and Scheduling moved from the legacy application to Workforce Optimization
- Multi-channel forecasting with enhanced contact server integration capabilities
- Agent schedules viewable on mobile devices and personal computers via an iCalendar feed
- Shrinkage, Adherence State Mapping, and Service Queue Group pages converted from the original Workforce Optimization format to the new Workforce Optimization format
- Report metrics calculation improvements
- Workforce Optimization interface localized in Danish, Dutch, French, German, Italian, Brazilian Portuguese, Spanish, and Swedish
- Contents of the *WFM Reports Reference Guide* moved to the *WFM Application User Guide* and online Help
- Changes in the WFM Configuration Setup utility:
  - Data retention cleanup time is configurable on the WFM Authentication step
  - Support for multiple Active Directory certificates on the WFM Authentication step
  - Addition of the new Enterprise Settings step, which includes options for customizing report logos on reports output in HTML, PDF, and XLS formats, and requiring a secure connection (HTTPS) to access WFM
  - Email authentication method can now be specified on the Email Distribution step
  - Entry validation on the ACD Connection and WFM Authentication steps
  - Addition of the option to capture data manually through GIS instead of automatically is now configured on the ACD Connection step
- Improvements on the Agent Schedules page:
  - Addition of the Abandoned Calls metric on the coverage drawer
  - Addition of date and month drop-down fields to provide quick date navigation
  - Support for viewing real time adherence for non-interactive service queues on the adherence drawer

- Views page now enables administrators to assign a view as a Main View to multiple users
- Bug fixes

## Release 10.5(1) SR4

WFM 10.5(1) SR4 introduced the following features.

- Bug fixes

## Release 10.5(1) SR5

WFM 10.5(1) SR5 introduced the following features.

- Support for Cisco Unified Contact Center Express 10.6
- Workforce Optimization help localized in Danish, Dutch, French, German, Brazilian Portuguese, and Spanish
- Bug fixes

## Release 10.5(1) SR6

WFM 10.5(1) SR6 introduced the following features.

- Bug fixes

# Installation Notes

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

# Limitations and Restrictions

## 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 Workforce Optimization 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.

## 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 to schedule projects during the night shift.

## 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).

## Service queue opening/closing are not validated to be divisible by 5

Values entered for service queue opening and closing hours are not validated; minute values that are not divisible by 5 are allowed, which results in undesirable behavior.

To work around this issue, ensure that the minute values entered as the opening and closing hours are divisible by 5. The exception to this is the entry 23:59, which represents midnight and is valid.

## Project end time cannot be earlier than the project start time

When creating or editing a project (Application Management > Projects) if you set the project's end time before the project's start time (for example, end time = 02:00 and start time = 22:00) you get an error. It is not possible to create a cross-midnight project.

To work around this issue, split the project into two parts, one for the pre-midnight time and one for the post-midnight time.

# 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 10.5*

Identifier	Severity	Headline
CSCua90890	4	ALL- LANG: WFM: Time/date formats are not localized
CSCuo76310	4	ALL-LANG: WFO: Strings show up in English

## Resolved Caveats

### Release 10.5(1)

Table 2 lists the caveats that were resolved in Release 10.5(1).

**Table 2** *Resolved Caveats in Release: 10.5(1)*

Identifier	Severity	Headline
CSCuo43820	3	Unified Workforce Optimization is vulnerable to CVE-2014-0160 Heartbleed
CSCuo76314	4	FRA+ITA: WFO: Wrongly escaped apostrophes
CSCuo76331	4	ALL-LANG: WFO: Left side menu should be resized
CSCuo76337	4	ALL-LANG: WFO: Layout issue in Show All menu
CSCuo76350	4	DEU+SWE: WFO: Button 'Filter By' is too small

### Release 10.5(1) SR4

Table 3 lists the caveats that were resolved in Release 10.5(1) SR4.

**Table 3** *Resolved Caveats in Release 10.5(1) SR4*

Identifier	Severity	Headline
CSCuq43825	3	Adherence mapping changes are not saved correctly
CSCuq43831	3	AQS is blank in the Agent Report Card
CSCuq43843	3	Unable to submit Exception requests
CSCuq43848	3	Supervisors cannot view the Coverage drawer in the Agent Schedules app
CSCuq43852	3	Moving exceptions for pinned agents does not update until unpin/repin
CSCuq43855	3	Inactive agents are listed in Agent Schedule-s
CSCuq43859	3	WFM Agent Schedule Weekly report fails with error WFC1R2001

### Release 10.5(1) SR5

Table 4 lists the caveats that were resolved in Release 10.5(1) SR5.

**Table 4** *Resolved Caveats in Release 10.5(1) SR5*

Identifier	Severity	Headline
CSCus10556	3	Server error when work condition is saved in French language

### Release 10.5(1) SR6

Table 5 lists the caveats that were resolved in Release 10.5(1) SR6.

**Table 5** *Resolved Caveats in Release 10.5(1) SR6*

Identifier	Severity	Headline
CSCuu99776	1	Not able to insert certain types of agent activities
CSCuu99802	2	Agent Productivity Report - No data available by week
CSCus42996	3	JANUARY 2015 OpenSSL Vulnerabilities

**Table 5** *Resolved Caveats in Release 10.5(1) SR6 (continued)*

Identifier	Severity	Headline
CSCut46216	3	MARCH 2015 Open SSL Vulnerabilities
CSCuu99793	3	Percentages in the Performance Interval report are not displaying correctly

## Related Documentation

- *Cisco Workforce Optimization Suite Getting Started Guide*
- *Cisco Workforce Management Installation Guide*
- *Cisco Workforce Management Application User Guide*
- *Cisco Workforce Management Troubleshooting Guide*
- *Cisco Workforce Management GIS API Reference Guide*
- *Cisco Workforce Optimization Suite Firewall Configuration Guide*
- *Cisco Workforce Optimization Error Code Dictionary*
- *Open Source Used in WFM 10.5(1)*
- *Cisco Workforce Optimization Desktop Requirements Guide*

## 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](http://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.

© 2014, 2015 Cisco Systems, Inc. All rights reserved.

© 2014, 2015 Calabrio, Inc. All rights reserved.