

2021 Release Notes: Cisco Webex WFO for Deployments with New WFM

December 20, 2021

These notes list new features and bug fixes for Cisco Webex WFO for Deployments with New WFM that came out in 2021.

December

Here's what's happening in Webex WFO in December 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in November 2021.

Suite-Wide/Platform

Protection against Log4j vulnerabilities (December 11): This update protects Webex WFO against exposure created by the Log4j Java logging tool. Cloud customers whose Webex WFO implementations do not include edge components do not need to do anything further. Cloud customers who do use edge components (for example, Data Servers) should update those components as soon as possible. These vulnerabilities do not affect WFM.

Call Recording and QM

Predictive score criteria for contact goals (December 21): Customers with Cisco Analytics can now use predictive evaluation scores and predictive net promoter scores as criteria for contacts that Webex WFO selects for the Contact Queue. You can create goals that include contacts with a predictive score above or below a specific number.

Name filter retired (December 14): To improve performance for searches on the Recordings page, we have retired the Name filter. To locate contacts for a specific agent, you can use the Organization filter instead.

Updated Smart Desktop Capture to work better with non-English versions of Windows and time zone settings (December 8): With some Windows language settings, the unicode characters in the time zone name caused the desktop client to fall back to the tenant's default time zone. This resulted in recordings showing the wrong time zone if the machine's time zone was not the tenant default. With this update, recordings will consistently show the desktop client's time zone.

Smarter error logging for Avaya integrations (December 8): Webex WFO now supports Avaya DMCC CallInformationServices linkUp and linkDown events. This update helps prevent excessive error logging. If a linkDown event appears in the logs, customers should troubleshoot the status of the Avaya Call Manager (CM) whose link went down. Either the CM failed, or a network connection issue occurred on the link between the Avaya AES and CM.

WFM

APIs for historical data collection now generally available (GA) (December 15, v. 654.197): These new APIs allow third-party developers to import historical data from different contact center platforms into WFM. They are easier to use and develop against and have more accessible and intuitive documentation, giving third-party integrators control over the historical data generation provided to WFM. The APIs cover data import for queue statistics, on which the WFM forecast analysis is based; agent queue statistics, such as average handle time (AHT) and customer time per queue; and agent statistics to follow up on agents' performance and productive activity. The APIs also allow the third-party integrator to get the status of the integration by retrieving the latest date and time for the imported data. Documentation is available in each customer environment at [CUSTOMERURL]/historical-data/docs/index.html. Please contact Cisco Support to receive the credentials to authenticate on these APIs.

Better support for Google SSO when a user signs in with the wrong account (December 15, v. 654.197): For customers using Google single sign-on (SSO), people who are signed in to the wrong Google account will now be prompted to choose which account they want to use to log in.

Redesign of agent info display, including assigned shift patterns (December 14, v. 654.170): We have redesigned how agent information appears on the People page. User info now appears in one tab and date-based employment info in a separate tab. Past, present, and future shift patterns for agents who have completed a shift-bidding process appear in another tab.

WFM version appears in API documentation (December 9, v. 654.121): API documentation now shows the WFM version, making it easier to see which version of the API you are looking at.

Manage overtime hours on the Schedules page (December 9, v. 654.121): You can now add, edit, and delete overtime hours from the Schedules page.

Updated Time Zone Database (December 8, v. 653.206): We have updated to IANA tz database version 2021e, which reflects recent changes in timezone standards.

Shift Bidding (December 3, v. 653.206): With shift bidding, agents bid for the weekly shift patterns they prefer. The resource planner creates these shift patterns to match the expected workload for a typical week. Agents are assigned shift patterns based on their rank and preferences. They can then be scheduled according to the assigned patterns each week until there is a new bid process.

Set leaving date for person on the People page (December 3, v. 653.206): You can now set a leaving date for one or more people in the organization from the People page. The General Audit Trail report tracks these changes.

Data Management

“New Report” option removed from Data Library page (December 14): The Actions drop-down list on the Data Library page no longer includes New Report as an option. You can still create new reports from the Reports page.

Resolved issues

These tables list the issues that we fixed in each release in December. The most recent release is first.

December 21 (build 970)

This release does not include any resolved issues.

December 15 (WFM version 654.197)

Issue	Component	Subcomponent	Issue Description
103269	WFM	General	Chrome would become unresponsive if a user logged in twice.
101627	WFM	Windows Client	Users encountered an error when attempting to access the Windows client.

December 14 (WFM version 654.170)

Issue	Component	Subcomponent	Issue Description
101916	WFM	Shift Bidding	The Site/Team dropdown was not scrollable for large numbers of sites or teams.

December 14 (build 969)

Issue	Component	Subcomponent	Issue Description
99848	Data Explorer	Dashboards	One dashboard was running very slowly or timing out for one customer.

December 8 (WFM version 653.206)

Issue	Component	Subcomponent	Issue Description
99406	WFM	Meetings	Users could not add meetings for agents whose person period start date was in the future.
100991	WFM	Teams	Users who accessed the Teams page through the Real-time Analysts link could not do anything.
98233	WFM	Windows Client	The contract schedule day off was tagged incorrectly during scheduling.

December 8 (Build 965)

Issue	Component	Subcomponent	Issue Description
54566	QM	Screen Recordings	Screen recordings were failing if an agent changed their primary display resolution in the middle of a chunk recorded call. Fixed so that the entire recording will not fail, but if the resolution changes during a chunk recording call, the screen will record at the first resolution and then show a black screen after the resolution change.

November

Here's what happened in Webex WFO in November 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in November 2021.

WFM

API returning forecast and staffing per skill (November 30, v. 652.150): Exposes an endpoint on the API where external apps can query forecast coverage numbers for one or more skills. The numbers are the same as in the Staffing web page.

Refresh Schedules to display changes done in other parts of WFM (November 30, v. 652.150): A refresh button has been added in order to update the Schedules view to include changes done in other parts of WFM while still keeping your filters intact. The button lights up to notify you when a reload of data is needed.

Extra attributes added to /query/Absence/AllAbsences API (November 25, v. 651.185): New attributes called in-contract time, tracker type, and IsDeleted have been added. The API now takes a new optional filter parameter to decide to display only active absences (default) or all absences including deleted ones.

Get optional column value for a person with APIs (November 25, v. 651.185): You can now retrieve the optional column values for people within the organization with APIs. This is done by sending in an optional parameter to include OptionalColumns for the various query/person methods.

Get current Employee defaults with APIs (November 25, v. 651.185): With /query/EmployeeDefaults/GetEmployeeDefaults you can now retrieve the default settings for Employee import. Employee defaults for Site/Team, Contract, Contract schedule, Part-time percentage, and Work week start are set within the System settings in WFM. These will be used when adding new employees with /command/AddPerson, unless another value is given.

IsDeleted attribute in /query/Activity/AllActivities API (November 19, v. 651.124): This API now returns IsDeleted. The API takes a new optional filter parameter to decide whether to display only active activities (default) or all activities including deleted ones.

Move entire shift (November 19, v. 651.124): You can now move an entire shift on the Schedules page. Drag and drop a single agent's shift, or use the Move Shift action to enter a new start time for several agents at the same time. You need the Web/Schedules/Move Shift permission to use this feature.

More details in the ForecastBySkill API (November 10, v. 650.476): The API `/query/Forecast/ForecastBySkill` now returns tasks, average task time, and average after-task time for each interval. You can also retrieve the forecast for a skill in a specific scenario by sending an optional Scenario ID.

“Updated by” column added to Requests page (November 3): The “Updated by” column lets you view and sort by the person who made the last update to an absence, shift trade, or overtime request. This update makes it easy to investigate who granted or denied a request.

Set Shrinkage for a skill with API (November 3): Third-party applications can now set shrinkage for a skill with the new API `/command/SetShrinkage`.

New login flow for the admin client (November 3): You now log in to the admin client in your default browser. After logging in, you can return to the client. This update provides increased security and aligns with current security best practices.

Get persons by skill or skill group (November 3): You can now get person by skill and by skill group from the API, using the `PeopleByGroupPageGroup`, `PeopleBySkillGroup`, or `AllSkillGroups` commands.

“WFM System” appears as the user for automatically approved or denied requests (November 3): When a request is automatically approved or denied, “WFM System” appears as the user who updated the request. This update appears on the Requests page, in the Schedule Audit Trail report, and in schedule history. “WFM System” replaces earlier mentions of “System System” as the approver.

Fetch many persons at the same time using API (November 3): You can now fetch details about multiple people with the API using `/query/Person/PeopleByIdentities`.

Manage requests on the Requests page only (November 3): Supervisors can now manage requests only on the Requests page. This page offers improved functionality and flexibility to manage all types of agent requests. The Requests button in the client's Schedules module now sends you to the Request page. Please contact Cisco Support if this change causes any issues for your operation.

Analytics

Improved Phrase Manager page (November 5): The newly refactored Phrase Manager page is now faster and more efficient and features a clean, updated interface.

NOTE The new version of this page is currently available to customers in Cisco's US East and US West regions only. People in these regions can move back and forth between the new page and the classic page for a limited time.

Data Explorer

Real-time adherence data set (November 4): You can now create reports with these measures: adherence, in adherence, in neutral adherence, out of adherence, late for work, late for work count, and time in shift.

Adherence in agent and supervisor dashboards (November 4): The agent and supervisor dashboards now include an adherence report instead of the previous ready time adherence report.

Resolved issues

These tables list the issues that we fixed in each release in November. The most recent release is first.

November 30 (build 963)

Issue	Component	Subcomponent	Issue Description
91758	QM	Recording Settings	Fixed an issue for VPN users and chunk recording that caused recording settings to use the default behavior.

November 30 (WFM version 652.150)

Issue	Component	Subcomponent	Issue Description
83383	WFM	MyTime	Agent can move a break to the end of a shift when there is personal activity outside the shift.
98229	WFM	Windows Client	Wrong heading for Find in People

November 25 (WFM version 651.185)

Issue	Component	Subcomponent	Issue Description
99924	WFM	MyTime	The overtime request probability bar was not shown correctly.

November | Resolved issues

Issue	Component	Subcomponent	Issue Description
98945	WFM	Requests	Absence requests were denied due to technical issues involving short requests not spanning a whole interval.
43651	WFM	Requests	Shift Trades were denied due to max continuous work time when there is full day absence on contract day off.
99124	WFM	Windows Client	An issue saving forecasts in one specific case was fixed.
85425	WFM	Windows Client	Users could not block a schedule (schedule period, same shift) when an agent had one skill open until 1:00 AM Monday-Saturday.

November 22 (WFM version 651.139)

Issue	Component	Subcomponent	Issue Description
99746	WFM	MyTime	Full-day absence requests that agents created from the new absence requests view were being added to the previous day.

November 19 (WFM version 651.124)

Issue	Component	Subcomponent	Issue Description
98385	WFM	Meetings	Users could not manually add a meeting time if the date format was Finnish.
95623	WFM	Requests	Agents could not edit some pending absence requests that Webex WFO had already handled.
98821	WFM	SDK	Absence imports could not replace new full-day absences.

November 17 (WFM version 650.658)

Issue	Component	Subcomponent	Issue Description
95514	WFM	MyTime	The week view did not show overtime probability to

Issue	Component	Subcomponent	Issue Description
			agents.
98480	WFM	People	Login values were out of sync, preventing some agents from logging in or resetting their passwords.
86220	WFM	Reports	The new way to select a report was taking longer than the old way.
99115	WFM	Reports	The General Audit Trail Report showed a change of identity as made by an agent.
98493	WFM	SDK	The GetPayrollExportByQuery was timing out before completing.

November 16 (build 961)

Issue	Component	Subcomponent	Issue Description
70879	QM	Data Server Logs	If a user specified a date range as part of a data server log request, the log file would be blank.
40311	QM	Evaluation Form Manager	The Evaluation Form Manager page was blank for users whose computers had the Chinese Windows operating system.
86238	QM	Legacy Reports	If a user exported a report with data that contained commas (for example, an evaluation question) to a CSV, Webex WFO would separate this data into different columns.

November 10 (WFM version 650.476)

Issue	Component	Subcomponent	Issue Description
84427	WFM	MyTime	The self scheduling pen was disabled in some cases.
96822	WFM	Requests	If users were using the dark theme, the text in requests was hard to read.
96720	WFM	Windows Client	In one case, users encountered an error when copy/pasting

Issue	Component	Subcomponent	Issue Description
			in the People module.

November 9 (build 960)

Issue	Component	Subcomponent	Issue Description
37632	Analytics	Predictive Evaluation Scores	Predictive evaluation scoring stopped running for some customers.
70971	Data Explorer	Filters	Absolute time range filters were not working correctly for timezones with an offset from Greenwich Mean Time of +12 or greater.
86157	QM	Live Monitoring	Fixed an issue that occurs when multiple people are monitoring the same agent at the same time.

November 3 (WFM only, v. 650.307)

Issue	Component	Subcomponent	Issue Description
85428	WFM	Forecasts	Users could not export forecasts for skills open across midnight for dates around the Daylight Saving Time change.
91739	WFM	General	Signing in to Windows Virtual Desktop was not working in some cases.
83362	WFM	Intraday	Staffing data was sometimes slow to load on the Intraday page.
86656	WFM	Meetings	Users encountered an error when removing meetings from secondary business units.
87647	WFM	Meetings	Users encountered an error when moving meetings outside of shift hours.
84923	WFM	MyTime	The timeline in the new overtime request view showed one hour off on the Daylight Saving Time change date.

Issue	Component	Subcomponent	Issue Description
86341	WFM	People	The list of sites and teams was not sorted when users set a new team.
79944	WFM	Real-Time Adherence	There was a UI issue with the adherence bar.
85716	WFM	Reports	The wrong date appeared in reports if users entered the date manually.
85417	WFM	Requests	Users could not cancel all validated absence requests on adjacent days.
84927	WFM	Requests	The view allowance feature was showing less leave than actual.
72463	WFM	Teams	Partial absences were turning into full-day absences.
83908	WFM	Windows Client	An error occurred in the client if a multisite main skill was deleted from the Forecasts page.
84929	WFM	Windows Client	There was an error with overnight shifts and rotations at the spring Daylight Saving Time change.
83931	WFM	Windows Client	Rotations were not being scheduled during the spring Daylight Saving Time change.
83555	WFM	Windows Client	The option when optimizing schedules would reset back to 12:00 AM from 12:00 AM +1.

November 2 (build 959)

Issue	Component	Subcomponent	Issue Description
48563	QM	Recordings	If users searched for an agent who was within their scope but who was in a team or group that the user did not have scope over at the time of the contact, the user could see (but not play) recordings for that agent. This fix removes recordings for these out-of-scope groups and teams from the user's view.

Issue	Component	Subcomponent	Issue Description
33946	QM	Recordings Filters	The Time Range filter was not returning all contacts for the selected time from the past year. This fix makes Time Range an optional filter instead of a required filter. To use Time Range, you must also use one of the required filters.
83912	QM	Screen Retention	Screen recordings were not being deleted per the retention settings.

October

Here's what's happening in Webex WFO in October 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in October 2021.

Call Recording and QM

New notification names (October 19): We've updated the names of some of our notifications. Subscribe to these and all other notifications on the Notifications page (Application Management > Monitoring > Notifications).

Old name	New name
dataServerServiceMissedHeartbeat	Data Server Missed Heartbeat
recordingMaxLimitCall	Recording Maximum Length Error
signalingServerActiveAfterInit	Signaling Server Active
signalingServerForcedStandby	Signaling Server Forced Standby
signalingServerPartnerFailed	Signaling Server Uncontrolled Failover
signalingServerPartnerMaintenance	Signaling Server Maintenance Failover
signalingServerTelephonyProviderFailed	Signaling Server Telephony Provider Failed

Line parameter for Contact Basic Search API (October 12): The Contact Basic Search API now supports “line” as an optional parameter.

WFM

Shift categories appear in schedule history (October 6): The schedule history on the Schedules page (which is currently in preview mode) now shows shift category changes.

Overtime requests allowed outside full-day absence hours (October 6): Agents can now submit an overtime request on a day when they are scheduled for a full-day absence, as long as the overtime request is for hours outside their scheduled absence. This is useful for customers that allow agents to work extra hours before or after their scheduled absences.

Faster display of coverage in multi-channel and multi-skill environments (October 6): Webex WFO now calculates resources faster and more precisely in large and complex environments with multi-skill and multi-channel dependencies.

Clearer denial message for absence requests submitted too close to their start time (October 6): When agents request an absence with a start time that is too soon (as defined in the workflow control set), the denial message more clearly explains why their request was denied.

More accurate absence probability bar (October 6): The absence probability bar in MyTime now appears only for absences that are checked against intraday or intraday-with-shrinkage staffing levels. The probability bar does not appear if absences are checked against budget groups or not checked against staffing at all.

Edit skills on the Forecasts page (October 6): Users with the Modify Skill permission can now use the Forecasts page to change a skill’s name, adjust the expected abandon rate, change opening hours, and add or remove queues connected to a skill. The General Audit Trail report tracks these changes.

Remove skills on the Forecasts page (October 6): Users with the Remove Skill permission can now use the Forecasts page to delete a skill. The General Audit Trail report tracks these changes.

Schedule multiple 1:1 meetings with a host at one time (October 6): You can now simultaneously schedule one-on-one sessions for several agents, together with a scheduled host. You can set the frequency and roll out the sessions with an even distribution at times when both the host and participants are available.

Copy/paste meeting participants (October 6): You can now copy and paste a list of meeting participants by names or email addresses. When creating a new meeting, you can import participants who belong to a site or a team by adding a list of names or email addresses separated by semicolons.

New WFM APIs (October 6): We have made the WFM APIs generally available. These new APIs allow third-party developers to import, export, and interact with Cisco WFM data using external applications. The APIs cover scheduling, people, and forecasting use cases, and we plan to add more functionality in the future. These APIs are easier to use and develop against and have more accessible and intuitive documentation than our legacy SOAP APIs. Documentation is available in each customer environment at [CUSTOMERURL]/api/docs/index.html. To access this site, you must first create a WFM user with appropriate permissions and sign in as that user. After signing in, go to User Settings and add a Personal Access Token specific for one integration.

Improved intraday staffing check for asynchronous skills (October 6): Webex WFO is smarter about granting or denying overtime, absence, and self-scheduling requests that involve asynchronous skills like email or back-office work. It now considers several days back to reflect the impact of tasks incoming on previous days.

More alternative suggestions for agents whose requests are denied (October 6): When an agent requests an absence for a date that is not open for requests, the denial message offers them multiple open periods instead of only one.

Teams page shows absences added outside of shifts (October 6): Absences that are added outside of shift hours now also appear on the Teams page, showing as a marker and a tooltip on the shift category.

Analytics

Improved Task Manager page (October 1): The newly refactored Task Manager page is now faster and more efficient and features a clean, updated interface.

NOTE The new version of the page is currently available to customers in Cisco's US East and US West regions only. People in these regions can move back and forth between the new page and the classic page for a limited time.

Data Explorer

periodShiftValue function (October 12): With this new function, you can create formulas that compute values for time ranges which are relative to a Time filter in the current query. The function looks up the current filter time range for the specified Time subject or property, computes an adjusted time range from the start of this range using the provided period name/offset/nPeriods arguments, and uses this to evaluate the value expression (instead of the original query time filter).

Resolved issues

These tables list the issues that we fixed in each release in October. The most recent release is first.

October 26 (build 957)

Issue	Component	Subcomponent	Issue Description
72507	QM	Application UI	Fixed an issue with how time zones are reported for the “Date Evaluated” and “Date Responded” fields in CSV file exports.

October 19 (build 955)

Issue	Component	Subcomponent	Issue Description
72422	QM	Live Monitoring	Logs indicated that some agents had multiple open live monitoring sessions.
72465	QM	Retention	The Settings section of the Retention page displayed the text “undefined, undefined.”
70113	QM	Screen Recording Uploads	Fixed an issue that prevented screen recordings from uploading when the duration was improperly set.

October 12 (build 954)

Issue	Component	Subcomponent	Issue Description
70883	Data Explorer	Dashboards	When users first opened a dashboard, it would use the default filters taken from the first report that was added to the dashboard. However, when users refreshed a dashboard (for example, after drilling into a report and clicking Return to Dashboard), it would use the default filter from the first report bound in the parameter bindings.

October 6 (WFM only, v. 647.201)

Issue	Component	Subcomponent	Issue Description
54923	WFM	Analytics	A person set to be deleted was not removed from the analytics database.

Issue	Component	Subcomponent	Issue Description
38751	WFM	Gamification	Badge recalculation was not working.
44195	WFM	Meetings	If a user clicked Save before Meetings was finished loading, conflict error messages would not always appear.
42747	WFM	Meetings	Users could not schedule meetings that started or ended on 15-minute intervals in PM hours.
44293	WFM	Meetings	Meetings would not sync to the schedule if a participant left during a recurring period.
68727	WFM	MyTime	Screen readers could not correctly interpret activities in MyTime.
69884	WFM	MyTime	The new UI for absences worked only for agents who had self-scheduling permissions.
70575	WFM	Permissions	Users were able to access pages that were removed from the product access key.
56529	WFM	Real-Time Adherence	In some cases, the adherence view would switch between old and new schedules.
34598	WFM	Real-Time Adherence	Schedules for new agents were not appearing on the Adherence page.
70748	WFM	Reports	A custom report would not load in the new report selection format.
70201	WFM	Requests	Shift trade requests from the mobile day view would not load.
54461	WFM	Requests	Users encountered problems when planning personal activities that were scheduled for the date of the Daylight Saving Time change.
54922	WFM	Requests	Agents could not cancel adjacent part-day absence requests.
70353	WFM	Requests	Overtime on a full-day absence was scheduled as an

Issue	Component	Subcomponent	Issue Description
			absence, not an activity.
28494	WFM	Staffing	BPO Exchange was not included in the New WFM product access key.
46981	WFM	Windows Client	Users attempting to add identity logins were seeing an incorrect message saying that someone else had already made changes.
60994	WFM	Windows Client	If a user used cut/paste special, absences would sometimes not paste.
73043	WFM	Windows Client	Agents could not be scheduled in some cases.
55048	WFM	Windows Client	Users could not schedule overtime if a recurring meeting was scheduled for an agent's day off.
46141	WFM	Windows Client	If an absence overlapped with overtime, users encountered an error when running the standard payroll time export.

October 5 (build 953)

Issue	Component	Subcomponent	Issue Description
70886	QM	After-Call Surveys	Workflows configured to delete contacts were not deleting contacts associated with after-call surveys.
44070	QM	Media Player	Users were seeing the error message, "ERROR Unable to retrieve audio energy data" if they clicked Play on a contact was pending a screen recording upload, but the audio would still play despite the error message.
74451	QM	Screen Recordings	Fixed a problem with screen-only INI files that prevented screen recordings from uploading.

September

Here's what's happening in Webex WFO in September 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in September 2021.

Call Recording and QM

Maximum retention period for reconciliation data (September 21): System administrators can now set the maximum retention period for reconciliation data using the Tenants page (Application Management > Tenant Administration > Tenants). This setting can apply to an individual tenant or across all tenants within the administrator's scope. Tenant administrators can set a different retention period using the QM Global Settings page, but this period cannot be longer than the period set on the Tenants page.

Customizable percentage of matched screen recordings retained with end-of-call workflows

(September 14): You can now set the percentage of matched screen recordings (i.e., those associated with voice recordings) that Webex WFO retains via end-of-call events.

WFM

View and edit notes from the Schedules page (September 1): You can now view and edit private and public notes on the Schedules page (which is currently in preview mode). Public notes let you communicate changes to agents. Planning teams often use internal notes to communicate internally.

“Today” button in date picker (September 1): Click “Today” in the calendar dropdown on the Teams page to see the current day (or week in the week view).

Standard payroll exports in user’s timezone (September 1): Standard payroll exports now display in the time zone of the person running the export, according to that person’s profile in the People module.

More accessible week view (September 1): We have reworked the weekly schedule in MyTime to work better with assistive technology like screen readers.

Change shift categories in Schedules (September 1): On the Schedules page, you can see the shift category for each shift and change the shift category when needed.

Added schedule audit actions (September 1): We’ve improved the logging of audit actions in schedule histories. The Schedule Audit Trail report now includes added and deleted absence requests from MyTime.

More details in the Schedule Audit Trail report (September 1): The Schedule Audit Trail report now displays more detailed information on what kinds of changes have been made and from which part of the system.

Improvements for submitting overtime requests (September 1): Agents can now submit overtime requests from the new daily schedule view, which they can access from the standard schedule. In this view, agents can see their schedule and the overtime probability at the same time and can drag and drop the overtime request where it suits both themselves and the business.

Date-specific information on the employee display card (September 1): The employee display card on the People page now shows employee information for a specific date. The card also highlights information that has changed, and you can move backward or forward to show what team, skill, contract, etc. an agent had on other dates.

Data Explorer

Easier use of custom measures within custom measures (September 21): When creating custom measures, you can now refer to other custom measures by name within the custom report. This makes it much easier to model reports with custom measures and gives you extra flexibility in designing custom measures.

Resolved issues

These tables list the issues that we fixed in each release in September. The most recent release is first.

September 28 (build 951)

Issue	Component	Subcomponent	Issue Description
55014	QM	Device Associations	If a user clicked Last Page on the Device Associations page and then clicked Previous Page or First Page, the screen would go blank.
46262	QM	Device Associations	If a user clicked the browser's back button on the Device Associations page, the page would reload. Users had to click back a second time to return to the Application Management page.
39535	QM	Legacy Reports	The Section Weight and Question Weight fields in the Section Scores, Question Scores, and Evaluation Scores reports would always display "NA."
53871	QM	Recording Uploads	Fixed a timing issue that prevented a recording from uploading if it completed a few seconds before the

Issue	Component	Subcomponent	Issue Description
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automated task started.

September 21 (build 950)

Issue	Component	Subcomponent	Issue Description
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54791	QM	Smart Desktop Capture	Fixed a problem where NPCAP randomly uninstalled itself.
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NOTE Restart Smart Desktop Capture to remove the failed version and reinstall a working NPCAP.

54950	QM	Browser Extensions	Fixed an issue that prevented the Firefox and Internet Explorer browser extensions from communicating with the Smart Desktop Client.
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45695	QM	Contact Import	Users were seeing error messages when attempting to import media files over 2 GB.
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September 14 (build 949)

Issue	Component	Subcomponent	Issue Description
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43818	QM	Contact Import	Validation that verifies that agents are active and configured for voice recording was not accounting for hoteling agents.
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September 1 (WFM only, v. 644.250)

Issue	Component	Subcomponent	Issue Description
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43188	WFM	Analytics	The teams dimension table was not updating if a team name changed.
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53872	WFM	Forecasts	An update to efficiency was not reflected in the Forecaster.
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38761	WFM	Meetings	Meetings were not visible in agents' schedules and could
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Issue	Component	Subcomponent	Issue Description
			not be deleted or edited.
39490	WFM	Meetings	New web meetings were not adjusting to agent timezones in some cases.
45457	WFM	Meetings	If the user's browser time zone differed from the meeting time zone, the Meetings page would display the wrong meeting time and length.
42311	WFM	Reports	Reports would not remember the last workload or queue that a user selected.
35564	WFM	Reports	A canceled part-day absence was still visible in reports in one case.
41968	WFM	Reports	Users were seeing the message, "An error occurred. Please try again." when attempting to run a report.
42263	WFM	Requests	Agents could not cancel absence requests that were converted into full-day absences.
39746	WFM	Schedules	The Schedules module was taking too long to open if there were many shift categories.
44143	WFM	Schedules	Users could not add part-day absences.
44605	WFM	Teams	Staffing numbers were not appearing in some cases.
40853	WFM	Teams	Part-day absences were not displaying correctly in the AM hours of the UTC+8 timezone.
44211	WFM	Teams	The list of time zones was partly hidden behind navigation.
41186	WFM	Windows Client	Users encountered an error when changing their passwords from the Windows client in some cases.
39696	WFM	Windows Client	Exported schedules were showing the wrong date in some cases.
35576	WFM	Windows Client	Users encountered an error when changing a specific part-

Issue	Component	Subcomponent	Issue Description
			time agent’s availability.
39125	WFM	Windows Client	Hourly availability was not scheduling minimum time when overstaffed.
43449	WFM	Windows Client	The queue import wizard did not have a default time zone. When users import queue statistics into a workload, the time zone now defaults to the time zone of the skill.
44609	WFM	Windows Client	ATW was added automatically to the Project skill type.
45973	WFM	Windows Client	A customer was unable to schedule a team in the UTC+5:30 time zone.

August

Here’s what’s happening in Webex WFO in August 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in August 2021.

Call Recording and QM

Updated support for NPCAP (August 24): The Smart Desktop Client now installs NPCAP version 1.31 by default. You can specify older and newer versions, including version 1.5, during configuration.

API for reconciliation jobs (August 24): The new “Jobs” API gives tenant and system administrators information about the status of current reconciliation jobs and details about past jobs.

Smarter STUN/TURN Server field (August 17): On the QM Global Settings page, a STUN/TURN server is no longer required for integrations that don’t use one.

More resilient reconciliation (August 17): We’ve improved reconciliation so that a single misconfigured user no longer halts the whole process.

Resolved issues

These tables list the issues that we fixed in each release in August. The most recent release is first.

August 31 (build 948)

There are no resolved issues in this release.

August 24 (build 947)

Issue	Component	Subcomponent	Issue Description
44376	QM	Capture and Upload	(Cisco CJP integrations) Screen recording chunks were not merging into valid recordings. As a result, screens were not uploading, chunks files stuck in the chunks directory were filling up disk space, and the video upload state was blank for the majority of calls.
40514	QM	Contact Search	Contact searches were running slowly for customers in Cisco's US East region.

August 17 (build 944)

Issue	Component	Subcomponent	Issue Description
42244	QM	Contact Import	The contact import API was not importing contacts as expected. Imports were getting flagged with an import reason of -8 and thus being deleted. We no longer validate if a user was active at the start of the call import. The existing logic for deactivation validation and record audio permission validation remain in place.

August 10 (build 943)

Issue	Component	Subcomponent	Issue Description
42888	QM	Screen Recordings	Short-duration screen recordings were being saved with errors that caused new recordings to be deleted before they were uploaded.

August 3 (build 941)

Issue	Component	Subcomponent	Issue Description
40199	Platform	Language Options	There was no difference in the UI text between North American Spanish and European Spanish. There was also no difference between US English and UK English. This fix consolidates the language options into a single Spanish option and a single English option.
34490	QM	Dashboards	Fixed an issue that could cause incorrect gamification scores to display.
32529	QM	Two-Stage Upload	Fixed an issue that was leaving recordings on the client computer, requiring users to use the “download on demand” feature to play them.

July

Here’s what happened in Webex WFO in July 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in July 2021.

Call Recording and QM

Updated media encryption (July 27): The Smart Desktop Client and Voice Record Server now use AES-256 to encrypt all new audio, screen, and Analytics capture media files that are recorded by Webex WFO. This update replaces our previous AES-128 encryption for media files. Recordings that existed before the July 27 release will remain encrypted with AES-128. All existing recordings using AES-128 will still be accessible for playback and export.

NOTE You must update the Smart Desktop Client and the Data Server to version 11.0.2.939 to receive this enhancement.

Smarter contact creation (July 20): When Webex WFO imports contacts, it now checks to make sure that the agent associated with the call was active at the start of the call and is configured for voice recording if the contact contains audio. This enhancement prevents issues that can arise in CCaaS environments where zero-duration contacts can be created for deactivated agents.

Easier decryption (July 20): The Data Server and Smart Desktop Client can now decrypt 128 and 256 files without a separate installation step.

Better handling of sporadic network connection problems (July 20): If the Webex WFO data collection framework has trouble connecting to the Webex WFO App Server, it now immediately attempts to connect three times in quick succession. If all three attempts fail, Webex WFO will throw a single error message and stop trying to connect. This enhancement cuts down on the number of notifications customers receive in the event of network hiccups.

Improved Call Length fields (July 20): On the QM Global Settings page, it's now easier to manually enter times that start with "0" in the Minimum Call Length and Maximum Call Length fields.

New color scheme on Recordings page (July 13): To make the Recordings page consistent with the rest of the website, we've changed the header from blue to gray.

WFM

Delete multiple planned meetings at the same time (July 7): From the Agenda view on the Meetings page, you can now delete multiple sessions at once.

Enhanced Adherence report (July 7): The Adherence Per Agent report now includes these metrics: shift time, late to work time (hh:mm:ss), overall time in adherence (hh:mm:ss), overall time out of adherence (hh:mm:ss), and overall neutralized time (hh:mm:ss).

Improved shifts after actions (July 7): After you make adjustments to schedules on the Schedules page (which is currently in preview mode), shifts now look nicer and are easier to work with within the Windows client. This enhancement makes it easier for companies that rely on the Windows client to adopt the Schedules page.

Schedule history / audit trail available on Schedules page (July 7): You can now see the schedule history / audit trail, including which action was done with each change, directly from the web on the new Schedules page (which is currently in preview mode).

Remove skills from agents (July 7): With the correct permission, you can now remove one or more skills from agents on the People page. The change is applied from a date you specify and onwards. You can track these skill changes in the General Audit Trail report.

Open PDF reports in a new tab (July 7): When running a standard report as a PDF, you can now choose whether the report should open in a new browser tab or be downloaded.

Click outside the input box to save meeting intervals between full and half hours (July 7): You can now save meeting intervals between full and half hours by clicking outside the input box. This option joins the previous options for setting meeting times: pressing the Enter or Tab key.

Set Workflow Control Set on the People page (July 7): With the correct permission, you can now set the Workflow Control Set for agents on the People page. You can track these changes in the General Audit Trail report.

Drag and drop to change existing absences (July 7): You can now modify absences on the Schedules page with drag and drop. Easily adjust a partial-day absence into a full-day absence, and vice versa.

Data Explorer

Beginner's guide to Data Explorer Reports (July 15): This text guide helps people new to Data Explorer understand and start using reports.

Resolved issues

These tables list the issues that we fixed in each release in July. The most recent release is first.

July 27 (build 939)

Issue	Component	Subcomponent	Issue Description
36222	QM	Desktop Capture	If an agent had a browser tab open but not in focus and that tab automatically logged the agent out and attempted to reload, Desktop Analytics would show a mismatch between the information in the URL field and Title field.
41800	QM	Legacy Reports	Data in the Agent Contact Detail report was appearing under the wrong headers.
33204	QM	Metadata	The Abstract Historical Data Collector would occasionally fail when it was initialized, resulting in errors after uploading CDRs.
34466	QM	Reconciliation	DB Cleaner was failing often and stuck deleting from the CDR table, causing upload issues with CDR data.

July 20 (build 937)

Issue	Component	Subcomponent	Issue Description
36190	Platform	Login Screen	A tenant administrator who was associated with multiple customer accounts was seeing the error message “Login failure” on the login screen after successfully changing their password.
38840 / 42364	QM	Contact Import	Root screen recordings with no associated agent were displaying as “pending upload” in the UI when they had actually been deleted.

July 13 (build 933)

Issue	Component	Subcomponent	Issue Description
35996	Data Explorer	Reports, Widgets, and Dashboards	If users were running Data Explorer reports in a timezone other than their organization’s default, the offered call volume reported in Data Explorer did not match the information in the WFM Queue Statistics report before the user clicked Save.
30880	QM	Evaluations	Some comments on evaluation forms were not appearing in Data Explorer.
34340	QM	Reports	Users were unable to delete a saved report that included the character “Â” in the title.
28821	QM	Screen and Audio Recordings	Fixed an issue that prevented some chunked calls from uploading if the agent logged out before the upload was completed.
28847	QM	Screen Recording	Fixed an issue where old or corrupted files were preventing new chunked screen recordings from uploading.

July 7 (New WFM only, v. 639.280)

Issue	Component	Subcomponent	Issue Description
34176	WFM	Meetings	In some cases, users encountered a problem navigating to Meetings.
33778	WFM	MyTime	In some cases, absence probability was only showing half of the day.
35539	WFM	MyTime	The header in the report based on the Groups page showed “Agents” twice.
36219	WFM	MyTime	Users encountered a graphical issue when selecting absence types using Firefox.
34386	WFM	Windows Client	In some cases, super administrators could not restore write-protected schedules.
33992	WFM	Windows Client	In some cases, users were encountering an error in the People module when using copy/paste special.
34377	WFM	Windows Client	Users encountered an error when using the mouse with horizontal scroll.
38766	WFM	Windows Client	Block scheduling was not working if agents had several personal activities in the week.
36433	WFM	Windows Client	A second full-day absence would not replace the first full-day absence if users did not check the “full day” box.

June

Here’s what happened in Webex WFO in June 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in June 2021.

Call Recording and QM

Improved handling of hoteling agents (June 29): We've made some backend changes to how we handle hoteling agents, ensuring that contacts handled by these agents are consistently recorded.

Notification for disconnected servers (June 29): The "dataServerServiceMissedHeartbeat" notification alerts you when a CTI Server, SIPREC Recording Server, or Recording Server has been disconnected from the wfoadapter server for more than ten minutes. Subscribe to this and all other notifications on the Notifications page (Application Management > Monitoring > Notifications).

Autocomplete for Evaluation Form filter (June 22): On the Recordings page, the Evaluation Form filter now includes autocomplete. Start typing the name of a form, and suggestions appear. This enhancement is especially helpful for organizations with a large number of evaluation forms.

Updated Google Chrome extension (June 22): The Cisco Analytics Plugin version 0.2.0.0 includes more logging and an option to create generic events that our CCaaS integration partners can send and receive using Webex WFO-automated and agent-triggered recording pause and resume controls. This extension is updated automatically. Users and Webex WFO administrators do not need to do anything to use the new extension.

Improvements to Voice Record Server (June 15): We've increased the number of agents that can be recorded at one time on a Voice Record Server and made some general performance improvements to the Voice Record Server and Smart Desktop Capture.

Support for additional SRTP ciphers (June 8): For integrations using SIP and SRTP, Webex WFO now supports ciphers AEAD_AES_256_GCM and AEAD_AES_128_GCM.

WFM

Remove absences in Schedules (June 2): You can now remove absences in Schedules (preview). With this change, you can now manage all absence-related tasks in this new tool.

Replace existing absences in Schedules (June 2): You can now change from one absence type to another in Schedules (preview), making it easier to correct added absences.

See supporting employee information (June 2): You can now look up employees' Site/Team, Contract, and Skill information in Schedules (preview). This makes it faster to check various details before changing a shift.

Access the Daily schedule view by clicking on the day's schedule (June 2): Agents can now open the daily schedule view by clicking on the shift for that day. From this view, they can move breaks or lunches with self-scheduling and easily request absences. This change gives agents an easier and more pleasant experience.

Better handling of absences when there is a blocked activity (June 2): Agents using the new interface for absence requests now get direct feedback if there is a blocked activity in their schedule. They cannot submit an absence on top of a blocked activity. This change makes it easier for agents to understand where an absence can be submitted. Blocked activities are configured in a Workflow Control set.

Improved access to request view in weekly schedule (June 2): Agents can now open the request view in the weekly schedule by clicking on a PLUS button at the top of the schedule for the day.


Custom view for columns in People (June 2): Users can now choose which columns to display in People. Webex WFO remembers the chosen columns for next time.

Show Identity and Application logins when working with Access Management (June 2): Users with permission for Access Management now see Identity and Application logins as columns in the Access view in People. This makes it easier to see users' current configurations.

Easier to select time from drop down (June 2): The list of start or end times for actions is now in sync with the layer you select in the schedule. This makes it more pleasant to do various actions in Schedules (preview).

Optional columns visible in Custom view (June 2): The Custom view on the People page now includes optional columns.

Introducing Meetings, the new web tool for planning and scheduling meetings (June 2): With Meetings, you can quickly and easily select and schedule individuals and groups for trainings and meetings, both one-offs and recurring sessions. This is a preview and does not contain all features yet. With the first release, you can schedule single and recurring meetings at a fixed time. You can also edit and delete single occurrences without breaking the series. Help out by trying it and tell us what you think!

 **NOTE** Meetings must be enabled in Permissions before people can use it.

New Meetings available from Teams (June 2): With the new Meetings, you can add, edit, and delete ad-hoc meetings and training from Teams. Working from Teams makes it easy to see the best time to place a meeting in an existing schedule.

Remember my selection (June 2): Reports now remember your last selection.

Improved mobile experience for new absence request view (June 2): We have improved the user experience for requesting absences in the new day view on a mobile device. The Submit button and “Full day absence” toggle are now always visible at the bottom, making them easier to find and use.

Find one agent and do one action (June 2): You can now easily search for one agent, find them, and do one action. This makes Schedules (preview) faster to use when you want to report one agent absent.

Improved accuracy for BPO Exchange with email skills (June 2): The gap exported with BPO Exchange is now more accurate for email skills with longer SLAs. This helps improve staffing coverage for BPO Exchange users.

Add Absence assumes full-day absence if it covers the entire shift (June 2): Webex WFO now automatically adds an absence that covers an entire shift as a full-day absence. Agents no longer have to click “Yes, I'd like it to be a full day please,” which will save time.

Move between days in daily schedule view (June 2): You can now move between days in the new day view for self-scheduling and absence requests. This makes it easier to do changes on more than one day.

Improved accessibility on Shift trade board and Shift trade request (June 2): We have made Shift Trade Board and Shift Trade Requests much more accessible for people using either only the keyboard or screen readers and other assistive technologies.

Easier to work with agents in other timezones (June 2): We have improved multiple actions to work better with agents in faraway time zones.

Data Explorer

Enhanced formula editor for dashboard parameters (June 29): The redesigned editor gives you easy access to formula builders, error checking, and more, making it easier to create dashboards. It is similar to the current formula editor in the report design tool.

Redesigned My Schedule widget (June 15): We've redesigned the My Schedule widget with a new, more modern look and feel and improved user experience. The redesigned widget is available for Cisco customers with New WFM.

Resolved issues

These tables list the issues that we fixed in each release in June. The most recent release is first.

June 29 (build 932)

Issue	Component	Subcomponent	Issue Description
36428	QM	Logging	An earlier bug fix removed an expected logging configuration. This fix returns the logging configuration to its original state.
34995	QM	Signaling Servers	A primary signal/capture server stayed active and continued to receive recordings after being put into maintenance mode.

June 22 (build 929)

Issue	Component	Subcomponent	Issue Description
27595	Analytics	Predictive Analytics	Predictive evaluation and net promoter score tasks were failing to start because Webex WFO Analytics was not able to connect to an SQL port other than the default port. This fix adds the ability to use a non-default SQL port for Predictive Analytics.
30805	Platform	Group and Team Import	Users were seeing the error message, “Cannot assign scope group because it’s not in your scope” when attempting to import groups and teams with the same name. This fix standardizes the validation for imported groups and teams and provides a more useful error message.
36139	QM	Device Associations	Customers in Cisco’s US West region were seeing a large “i” icon on the Device Associations page.

June 15 (build 928)

Issue	Component	Subcomponent	Issue Description
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June 8 (build 927)

Issue	Component	Subcomponent	Issue Description
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June 2 (New WFM only, v. 635.4030)

Issue	Component	Subcomponent	Issue Description
31270	WFM	Analytics	The Update_date column for Fact_Forecast_Workload was not updating.
25640	WFM	Intraday	Low values were displaying for reforecasted agents for Skill group in Intraday.
34094	WFM	MyTime	Users had problems opening Excel files when using Danish as their language.
31592	WFM	Reports	Report dates always showed one day in the future.
31321	WFM	Reports	No data was appearing in reports based on optional columns.
31763	WFM	Reports	Custom reports were not working after WFM updated to the version with the new look of standard reports.
33462	WFM	Reports	The Finnish date format was not correct.
30366	WFM	Schedules	Adding a part-day absence on a day without a shift might fail if the agent was in zero or negative UTC.
32428	WFM	SDK	Errors that occurred on SDK when using UpdatePerson led to SDK down.
31822	WFM	SDK	Errors were occurring in SDK UpdatePerson when using custom culture.
33342	WFM	SDK	An error occurred on SDK when using UpdatePerson in one case.
31617	WFM	Teams	Improved the display of actions with very specific permissions.
34583	WFM	Teams	Sometimes teams would show agents where the user did not have teams permissions.
30529	WFM	Windows Client	The system would freeze if users used the Delete button when deleting rule sets in wcs.

May

Here's what's happening in Webex WFO in May 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in May 2021.

Suite-Wide/Platform

Additional language options (May 4): The Webex WFO interface is now available in Swedish, Norwegian, Danish, and Finnish.

Call Recording and QM

Notifications for signaling server status (May 26): Users with the Administer Tenant permission can now subscribe to a variety of notifications about the activation and deactivation of signaling servers.

Updates to storage offerings for screen and audio files (May 17): We have replaced our standard and archive storage options with a new lower-cost short-term storage option and improved user experience for long-term storage. Webex WFO Standard Storage is now replaced by Webex WFO Short-Term storage. Webex WFO Archive Glacier Storage is now replaced by Webex WFO Long-Term storage. There is no impact on the use of Webex WFO, and no action is required from customers.

Improved performance on Agent Monitoring page (May 4): We've changed the way the Agent Monitoring page gathers data, resulting in faster load times.

Notification for calls reaching the maximum call length (May 4): The "recordingMaxLimitCall" notification alerts you whenever a contact reaches your organization's maximum call length (by default, this is four hours). Subscribe to this and all other notifications on the Notifications page (Application Management > Monitoring > Notifications).

WFM

Improved user experience for submitting absence requests (May 5): Agents can now submit absence requests from a new daily schedule view accessed from the standard schedule. In a unified view, agents see their schedule and the absence probability. With drag & drop functionality, they can place the absence request where it suits both themselves and the business. Agents can also see information on already submitted (pending or waitlisted) requests and more easily know what they have already submitted. This enhancement makes requesting absences much easier and more pleasant. The existing way of submitting absence requests is still available and can, for instance, be used for requesting longer absence periods.

Grant the chatbot will not suggest extra hours when “Check staffing” is set to No (May 5):

Grant will now no longer offer agents extra hours if “Check staffing” is set to No. This enhancement makes the functionality work better for customers with this configuration.

Improved user experience for self-scheduling (May 5): We have improved the self-scheduling functionality. Agents with self-scheduling permission can now access self-scheduling via a new daily schedule view, where they see all movable lunch and break activities. When moving an activity, agents see where they can move it and get immediate feedback if they cannot move an activity. This enhancement makes self-scheduling easier and more pleasant.

Personal Access Token authentication for the SDK (May 5): Third-party developers have traditionally signed in to the WFM SDK with a user name and password. Now you can use a Personal Access Token instead, an authentication method more suited to machine-to-machine communication. To use this, first create a WFM user with appropriate permissions and sign in as that user. Then go to User Settings and add a Personal Access Token specific for one integration. Set the username to __token__ and the personal access token as password when using the SDK.

Add skills to agents (May 5): For users given permission, you can now add one or more skills to persons on the People page. The change is set from a specified date and onwards. These changes are tracked in the General audit trail report.

Drag-and-drop snap to interval (May 5): A supervisor can now decide if drag-and-drop editing should snap to every 5-, 15-, or 30-minute interval, making Schedules easier to use.

Improved accessibility of select menus in MyTime (May 5): We have made the dropdown menus in MyTime much more accessible for users using screen readers or other assistive technologies.

Schedules page for easier schedule editing (May 5): The new Schedules page offers schedule editing for supervisors, real-time analysts, and even planners. From day one, you can change activities’ start and end times using drag-and-drop and do various other actions. This is a preview and does not contain all features yet. Help out by trying it and tell us what you think! Schedules must be enabled in Permissions before people can use it.

New selection page for many reports (May 5): We’ve redesigned the selection pages to use more modern server-side frameworks. The functionality has not changed.

Data Explorer

Enhanced word cloud now generally available (May 25): We've improved our existing word cloud view option to provide better visualization of the data within the word cloud, making it easier for you to compare the general frequency of words within the data set and interpret the overall results.

NOTE By default, words and phrases in word clouds are limited to 15 characters. To change this limit, Data Explorer customers can contact Support.

Dashboard content panel—list panel (May 11): We've added "list" as a dashboard content panel option. With list content panels, you can add a list of relevant reports and dashboards to a dashboard, making reporting faster and more efficient.

Repack materialization database microservice (May 11): This new service makes customers' databases more efficient, resulting in better throughput and faster report-processing times (results will vary).

NOTE Beginning May 11, this feature is available to customers in Cisco's Canada region only.

Resolved issues

These tables list the issues that we fixed in each release in May. The most recent release is first.

May 25 (build 925)

Issue	Component	Subcomponent	Issue Description
32121	QM	Evaluation Forms	Questions that an evaluator had answered would occasionally revert and appear to not be answered as an evaluator was completing a form.
26949	QM	Recording Client Monitoring	If users were viewing live screen monitoring and then attempted to listen to live audio monitoring, they could not hear the audio.

May 18 (build 920)

Issue	Component	Subcomponent	Issue Description
32267	Data Explorer	Agent Profile Dashboards	The left pane in the dashboard was not updating if a user selected a different agent.

Issue	Component	Subcomponent	Issue Description
27470	QM	Screen Recording	(Cisco CJP/Webex CC integrations) The Video File Upload State column was blank for contacts that should have had screen recordings.
31253	QM	Smart Desktop Record Service	Screen recordings were not uploading correctly and were stuck in a “pending upload” state.
30129	QM	Text Analytics	Chat contacts were not displaying line breaks.

May 11 (build 919)

Issue	Component	Subcomponent	Issue Description
30067	Data Explorer	Model	Time measures were displaying as ending at 60 seconds instead of the next full minute.
30515	Data Explorer	Data Library	Data was not transferring properly from Data Explorer to the Cisco database or UI, causing problems with reporting.

May 5 (New WFM only, v. 628.3790)

Issue	Component	Subcomponent	Issue Description
29499	WFM	Forecasts	Users were seeing an error when applying skill templates.
29470	WFM	Intraday	Users were seeing a 500 Internal Service Error on Intraday +1 day when viewing the Table tab or making an Excel export
26661	WFM	Reports	Group pages would occasionally disappear in reports.
28730	WFM	Reports	No percentage was displayed in the Adherence per Agent report for days with absence.
28219	WFM	Requests	An agent’s absence request exceeded their Personal Account in one tricky cross-midnight, cross-account scenario.
25370	WFM	Staffing	Staffing numbers were incorrect after a reduction of open

Issue	Component	Subcomponent	Issue Description
			hours.
27553	WFM	Windows Client	Users would get an error if they scheduled an agent without a schedule period and checked Troubleshooting.
27886	WFM	Windows Client	Clicking Impact when creating a meeting caused an error in one special case.

May 4 (build 918)

Issue	Component	Subcomponent	Issue Description
26847	QM	Agent Explorer	Made a fix to reduce the mismatches between URLs and documents when a user navigates to a new page before the one they were on fully loads.
27338	QM	Audio Recording	On recordings of outbound calls, the recording of the called party was sped up, resulting in the screen and audio recordings being out of sync.
28272	QM	Evaluations	Contact goals were not correctly assigning contacts to users.

April

Here's what happened in Webex WFO in April 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in April 2021.

Suite-Wide/Platform

Upgraded Java version (April 13): We've upgraded to Java version 1.8.0_282 (Amazon Corretto) to apply the latest security patches.

Call Recording and QM

Smarter gathering of historical data (April 27): If Webex WFO's backend query for historical data times out when attempting to retrieve data, Webex WFO now ends the query and retries. This enhancement prevents problems with gathering data.

Smarter use of Smart Desktop Client extension (April 6): If the Capture Desktop Analytics and Capture Desktop Events permissions are disabled via the Webex WFO Roles page, the Smart Desktop browser extension is also disabled, improving performance.

WFM

Prevent users from accessing the system after their leaving date (April 7): To cover for night shifts and time zone differences, Webex WFO waits up to two days after a user's leaving date before deactivating the user. Retroactive changes to termination dates (both deactivating and activating) should sync immediately.

Outbound tool discontinued (April 7): Outbound (optional) as a standalone planning tool has been discontinued and is no longer available. Please contact Support or your Account Manager if that causes any issues for you.

Example data to aid product onboarding (April 7): A new customer can now follow the Get Started guide and easily populate the system with example data to aid self studies and training.

Grant to offer extra hours for today or tomorrow, which is a day off (April 7): Grant the chatbot can now offer agents extra hours when the agent is on a day off, either on the current day or the day after. This new functionality makes Grant useful for more situations.

New layout of admin client menu (April 7): We have redesigned the menu in the admin client. You can now access different modules through the vertical side menu.

Overtime denied when there is a full-day absence (April 7): Webex WFO now denies overtime requests from agents who are scheduled for a full-day absence.

Historical Adherence per Agent report - Daily adherence score (April 7): This new report displays historical adherence per agent and day. The data comes from the new historical adherence based on adherence rules and the real-time adherence feed.

Analytics

"Title change" event trigger (April 6): You can now create desktop events that are triggered when a window's title changes. This enhancement is especially helpful for customers who use Epic software.

Data Explorer

Enhanced word cloud (April 27): We've improved our existing word cloud view option to provide better visualization of the data within the word cloud, making it easier for you to compare the general frequency of words within the data set and interpret the overall results.

NOTE This is a new feature that is not yet generally available. If you would like early access to this feature, contact your Cisco Account Manager.

More resilient tenant provisioning (April 27): Data Explorer now stores the full details of a tenant creation request, allowing for easier recovery in the event of errors in provisioning tenants or tasks.

Additional list formula functions (April 20): We've added productOfList, repeat, take, drop, dropLast, splitAt, tails, and group formula functions to help you work with and manipulate lists more precisely.

Updates to data set contribution configuration (April 13): The data set Contribution Usage field on the Data tab is now read-only. You can set the actual configuration by editing the data set and making the change on the Data Set Details tab.

Resolved issues

These tables list the issues that we fixed in each release in April. The most recent release is first.

April 20

There are no resolved issues in this release.

April 13 (build 916)

Issue	Component	Subcomponent	Issue Description
26710	QM	Recording-Capture	If an agent was connected to Citrix and was using monitors with different screen resolutions, the mouse would behave unpredictably while Webex WFO was recording the screens.

April 7 (New WFM only, v. 622.3276)

Issue	Component	Subcomponent	Issue Description
4559	WFM	Analytics	Windows_domain and Windows_username were showing

Issue	Component	Subcomponent	Issue Description
			as “Not defined.”
99610	WFM	MyTime	Screen readers could not read short activities on mobile MyTime.
99424	WFM	Requests	In one case, an absence request was denied with a confusing deny reason.
3530	WFM	Requests	The favorite search as default was not working in Requests for one role.
3523	WFM	Requests	In one case, absence requests were stuck in pending.
3529	WFM	Teams	Activities were being scheduled on top of a “non-overwritable” activity.
4620	WFM	Windows Client	The client login screen was not using the OS language.
3510	WFM	Windows Client	The payroll export was displaying incorrect absences.
98600	WFM	Windows Client	In one case, schedulers could not schedule with rotations over the Daylight Saving change.
4218	WFM	Windows Client	Users were getting an error when using Adjust Shifts to Match Shift Bag on a day with overtime.
26984	WFM	Windows Client	Drilling down in requests caused an error in one special case.

April 6 (build 915)

Issue	Component	Subcomponent	Issue Description
5659 / PQMUI-523	QM	Application UI	If a user exported the Recordings page table data to CSV, the exported file did not include all the columns that were displayed on the page.
18229 / SAAS-63497	QM	Data Movement	Contacts exported in .wav format were not properly handling offset data.

Issue	Component	Subcomponent	Issue Description
26006	QM	Recording-Capture	If a user had multiple Chrome windows open and jumped between them, the Document and URL fields in Agent Explorer would not match.

March

Here's what happened in Webex WFO in March 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in March 2021.

Suite-Wide/Platform

Call Recording and QM

Enhanced WebSocket reconnect logic (March 30): We've reduced the time to wait before retrying when Smart Desktop has WebSocket connection problems.

Smarter handling of duplicate device names (March 16): If multiple devices in the same signaling group have the same name, Webex WFO now logs the issue and configures only one of the devices.

Hold information added to bulk contact export (March 16): The bulk contact export CSV file now contains these fields: Total Hold Duration, Hold Events, Max Hold Duration, Min Hold Duration, Average Hold Duration, and % of Hold.

Data Explorer

Last formula function (March 30): Users working with list values can now access the last element of a list via the formula function.

Tail formula function (March 23): Users working with list values can now access the tail of a list via the formula function.

Greater message broker resources (March 9): We've increased our message broker's memory resources, improving product stability.

Resolved issues

These tables list the issues that we fixed in each release in March. The most recent release is first.

March 30 (build 912)

Issue	Component	Subcomponent	Issue Description
23432 / PREP- 7118	Data Explorer	Engine	If a report involved more than one grouping which required a to-multiple expansion, Webex WFO would not handle either grouping. Now it will handle the grouping with the simplest binding. Values for the other groupings may still be populated if the grouping subjects are related. Also, if grouping and filtering on the same subject (involving a to-multiple expansion), extra groupings were appearing in the output. Now, only the filtered subject instances should appear.
SAAS- 65787	QM	Contacts	If a customer used the “Display contacts in user’s time zone” setting, the Specific Date filter and the Today and Yesterday criteria for the Date Range filter would still display contacts using the tenant time zone.

March 23 (build 910)

Issue	Component	Subcomponent	Issue Description
18251	QM	Recording Capture	Fixed a logging issue that could cause the CPU to spike on a voice record server.
SAAS- 65713	QM	Smart Desktop Record Service	Made a change that allows screen recording chunks (that were damaged by a prior bug) to be processed.

Known caveat

Component	Issue Description
Data Explorer with New WFM	Using an external login person bridge returns incorrect results when adding additional subjects to groupings. When adding a report for Agent

Component	Issue Description
	<p>Talk Time plus ACW and using person filter/grouping, inconsistencies are observed:</p> <ul style="list-style-type: none"> ▪ No filter group by team ▪ No filter group by team and person ▪ Group by team and person and filter on team

March 16 (build 903)

Issue	Component	Subcomponent	Issue Description
PREP-6880	Data Explorer	Engine	The dashboard member picker would not function correctly if items in the pick list contained both single and double quotation marks.
PREP-7221	Data Explorer	Front End	The data tooltip was not appearing on tables or charts for numbers 1,000 and greater.
PREP-7229	Data Explorer	Front End	Languages with a region specified (for example, Canadian French) were defaulting to English in the UI.
PREP-7059	Data Explorer	Front End	If a user clicked a report on the Sentiment Analysis dashboard, the report would not load.

March 9 (build 901)

Issue	Component	Subcomponent	Issue Description
SAAS-53318	Analytics	Desktop Analytics	On the Desktop Manager page, if a user used the Shift key to select multiple apps or websites and then changed the status for all the selected items, items that were not selected would also change.
SAAS-65938	QM	Server-Based Recording Service	Fixed a problem with a proxy service.

March 2 (build 900)

Issue	Component	Subcomponent	Issue Description
SAAS-65718	QM	Evaluations	Users were receiving Evaluation Audit notifications for evaluations they did not complete.

February

Here's what happened in Webex WFO in February 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in February 2021.

Call Recording and QM

Cisco shared ACD lines (February 9): For integrations with Cisco Unified Contact Center Enterprise (UCCE) and Packaged Contact Center Enterprise (PCCE) version 12 or 12.5, you can now use the Webex WFO Device Associations page to associate a single agent to two devices that share the same ACD line (DN). This enhancement is especially helpful for organizations with agents who use physical phones when in the office and softphones when working from home. Most of the configuration for this feature takes place within the Cisco ACD.

Data Explorer

Localized New WFM Data Library (February 9): Users can now view data from the New WFM data library in their preferred languages. Languages include United States Spanish, Canadian French, Brazilian Portuguese, German, Dutch, French, Portuguese, Polish, Italian, Japanese, Korean, Simplified Chinese, and Traditional Chinese.

Advanced Reporting

Localized New WFM Data Library (February 9): Users can now view data from the New WFM data library in their preferred languages. Languages include United States Spanish, Canadian French, Brazilian Portuguese, German, Dutch, French, Portuguese, Polish, Italian, Japanese, Korean, Simplified Chinese, Traditional Chinese, Danish, and Norwegian.

Resolved issues

These tables list the issues that we fixed in each release in February. The most recent release is first.

February 23 (build 895)

Issue	Component	Subcomponent	Issue Description
SAAS-53926	Platform	General	The “root recording end of call workflow” query was running slowly. This fix optimizes this query’s performance.
SAAS-56748	QM	General	The User Recording Status report was causing an out-of-memory error.
SAAS-65737	QM	Recording Client Monitoring	Worked around a Windows and WebRTC issue that caused screens to not scale correctly in live monitoring for some user-selectable options.
SAAS-65742	QM	Server-Based Recording Service	Fixed an issue that prevented Webex WFO from sending some types of notifications.
SAAS-65637	QM	Smart Desktop Record Service	Fixed a problem caused by the computer going to sleep before Smart Desktop Capture had fully started up.
SAAS-65809	QM	Smart Desktop Record Service	Fixed a problem that AES-256 recordings encryption was causing with other file types.

February 16 (build 892)

Issue	Component	Subcomponent	Issue Description
SAAS-65443	Analytics	Desktop Analytics	Added a check for duplicate event names to prevent users from giving an event a name that already exists.
SAAS-60721	QM	Evaluations	If an evaluator clicked Add Comment or Update Comment more than once, the comment would be duplicated on the evaluation form.
SAAS-65798	QM	Smart Desktop Record Service	Fixed a recording problem caused by a conflict with the exclusion list.

February 9 (build 886)

Issue	Component	Subcomponent	Issue Description
SAAS-65622	QM	Contact Explorer	If users exported a contact, a notification told them the exported file would be automatically deleted after 24 hours, even if the user's system was configured to delete files after a different amount of time.
SAAS-65702	QM	Server-Based Recording Service	Updated the SDC and VRS to use current WebRTC capabilities to reduce issues other applications (that use WebRTC) can cause.
SAAS-65308	QM	Workflows	Users could not add secondary conditions to an existing workflow condition or import a list of conditions that use the "Contained in list" operator.

February 2 (build 884)

Issue	Component	Subcomponent	Issue Description
SAAS-65604	QM	Contact Explorer	Ad-hoc review tasks that required the assignee to listen to 100% of the call were not removed from the Contact Queue when completed.
SAAS-65591	QM	Recording Reconciliation	(Cisco Unified Contact Center Enterprise integrations) Metadata was not correctly attaching to calls.
SAAS-65648	QM	Workflows	Users were not able to save workflows if the Is or Contains conditions contained special characters. This fix allows special characters with these operators.

January

Here's what happened in Webex WFO in January 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in January 2021.

Call Recording and QM

Support for Secure RTP transmission of Acme Packet recordings (January 19): This enhancement allows audio files to be securely sent from the SBC to Cisco Record Servers. It functions similarly to how we handle Cisco network recordings.

Root recording retention separated for audio and screen files (January 6): On the QM Global Settings page, you can now set separate retention periods for root audio and root screen recordings.

Easier to create ad-hoc tasks (January 5): In the Ad-Hoc Task Configuration window, you can now type in the Assign To and Evaluation Form fields to narrow down the list of options and more quickly assign evaluation, calibration, and review tasks. This enhancement is especially helpful for organizations with large numbers of agents or forms.

Data Explorer

Beginner's guide to Data Explorer dashboards (January 12): This text guide helps people new to Data Explorer understand and start using dashboards.

Data Explorer quick start guide: Build a QM evaluation report (January 5): This text guide gives step-by-step instructions for building a report on question-level evaluation scores.

Data Explorer quick start guide: Build a speech analytics report (January 5): This text guide gives step-by-step instructions for building a report on phrase hits for a specific phrase category.

Resolved issues

These tables list the issues that we fixed in each release in January. The most recent release is first.

January 26 (build 882)

Issue	Component	Subcomponent	Issue Description
SAAS-65569	QM	Application Management	If a search on the Device Associations page returned no results, the Device Name option would disappear from the list of search options.
SAAS-65514	QM	Contact Explorer	If a user clicked the Time column to sort recordings, contacts would order from oldest to newest. If the user clicked Time again to sort from newest to oldest, the order would not change.

Issue	Component	Subcomponent	Issue Description
SAAS-65322	QM	Contacts	Recording files were too large to be played despite being reported as a normal size in the database and in the logs when recorded.
SAAS-65401	QM	Contacts	The Contact API was returning a “Resource not found” error.
SAAS-65545	QM	Evaluations	If a user completed an evaluation form with the Evaluation panel undocked, they could not use any of the UI until they redocked the panel.
SAAS-65585	QM	Evaluations	Text that users entered into custom metadata fields would disappear when users clicked Save, requiring users to refresh the page to see the text.
SAAS-65396	QM	Recording Reconciliation	Added a fix to reschedule reconciliation jobs if another job already in progress doesn’t work correctly.

January 15

NOTE This release applies to the US East and US West regions only. It does not have a new build number. Other regions received this bug fix on January 19.

Issue	Component	Subcomponent	Issue Description
PREP-6906	Data Explorer	Engine	Cisco rest API jobs were failing with an “invalid status” error.

January 12 (build 875)

Issue	Component	Subcomponent	Issue Description
SAAS-65397	Analytics	Transcription	If an ad-hoc transcription task had no phrase categories assigned, the task would fail.
SAAS-65436	QM	Workflows	If a workflow rule’s name contained a hyphen, users could not save the rule.

January 5 (build 871)

Issue	Component	Subcomponent	Issue Description
SAAS-65340	Data Explorer	Database Schema Management	Data for contact centers in the Southern Hemisphere was not reflecting Daylight Saving Time.
SAAS-65345	QM	Evaluations	If a user attempted to save an invalid evaluation form (for example, the percentages did not equal 100%), the Close button in the warning dialog was not always visible.

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