

# 2022 Release Notes: Cisco Webex WFO for Deployments with New WFM

January 10, 2022

These notes list new features and bug fixes for Cisco Webex WFO for Deployments with New WFM that came out in 2022.

## January

Here's what's happening in Webex WFO in January 2022.

### Product features and enhancements

We added these new features and enhancements to Webex WFO in January 2022.

#### WFM

**Import queue data with the Forecasts page** (January 4, v. 656.110): You can now use the Forecasts page to import queue statistics. This update makes it easier to manually add historical queue data to the system.

**Easier to start using Schedules** (January 3, v. 655.210): The Schedules page stays as your primary scheduling tool on the web until you switch back to the Teams page.

**Permissions to add, edit, and remove specific absences** (January 3, v. 655.210): New permissions let users add, edit, and remove specific absences from agents' schedules. Assign these permissions to user roles in the Permissions section of the Schedules page.

**Permissions to add, edit, and remove specific activities** (January 3, v. 655.210): New permissions let users add, edit, and remove specific activities from agents' schedules. Assign these permissions to user roles in the Permissions section of the Schedules page.

### Resolved issues

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

### January 11 (build 971)

Issue	Component	Subcomponent	Issue Description
101051	QM	Legacy Reports	Agent data was not appearing in saved QM evaluation reports.

### January 4 (WFM version 656.110)

Issue	Component	Subcomponent	Issue Description
106382	WFM	Reports	Users encountered an error if they ran a standard report after using the date picker to change dates.

### January 3 (WFM version 655.210)

Issue	Component	Subcomponent	Issue Description
103836	WFM	API	The AllWorkflowControlSets API endpoint did not include names, just IDs.
102248	WFM	Meetings	Users were seeing the error message, “Failed to call API” when attempting to navigate between dates on the Meetings page.
103514	WFM	Requests	The details for absence request denials were showing time in UTC instead of the agent’s time zone.
102262	WFM	Windows Client	Lunches would move to the wrong row if a pre-approved partial-day absence was added before the shift.

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