



# CommunityWFM

## Release Notes GA 5.1

Technical Release Notes  
Version 1.0  
September 20, 2023



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## Overview

### Community Version 5.1

This release adds new functionality and addresses several technical issues that apply to Enterprise and Essentials editions.

Community Version 5.1 is a full install that supports installing new clients as well as upgrading directly from Community versions 5.0 (Build 5.0.337), 5.0 (build 5.0.378), 5.0 SP1 (build 5.0.398), 5.0 SP2 (build 5.0.546), 5.0 SP2.1 (build 5.0.561) and 5.0SP3 (build 5.0.696).

Any clients still using 4.x versions will need to upgrade to 5.0 prior to upgrading to 5.1.

This release includes all previous hot fixes and patches released for version 5.0 GA (build 5.0.337), 5.0 (build 5.0.378), 5.0 SP1 (build 5.0.398), 5.0 SP2 (build 5.0.546), 5.0 SP2.1 (build 5.0.561) and 5.0SP3 (build 5.0.696).

## Installation Files

### Included installation packages

Community server installation packages:

- WFMSG.Community.Database.5.1.671.596.Full
- WFMSG.Community.Database.5.1.671.596.3.6.Patch
- WFMSG.Community.5.1.671.596.Full
- WFMSG.CommunityWebApi.5.1.671.596

### Build details

**Build version:** 5.1.671.596 General Availability

**Build date:** September 11, 2023

**Release date:** September 12, 2023



## Activation and Licensing Requirements

Install Path	Requirements	License Type
Installing the application for a new client	Requires generating a new license code and activation key (using appropriate customer ID and email addresses) and activate the software.	New license
Upgrading from version 4.4 (4.4.825)	Requires upgrading to version 5.0 prior to upgrading to 5.1.  Requires generating a new license code and activation key (using appropriate customer ID and email addresses) and activate the software.	New license
Upgrading from version 5.0 (5.0.337), 5.0 (5.0.378), 5.0 SP1 (5.0.398), 5.0 SP2 (5.0.546), 5.0 SP2.1 (5.0.561) & 5.0SP3 (build 5.0.696)	Requires generating a new license code and activation key (using appropriate customer ID and email addresses) and activate the software.	New license

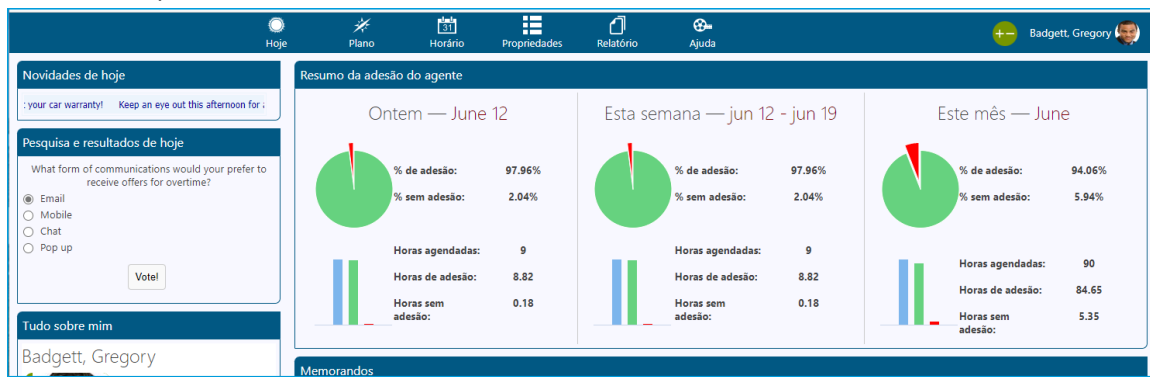


## What's New

### Region / Language

With 5.1 there is an option to view CommunityWFM in Spanish for Mexico, Canadian French, and Portuguese for Brazil. An administrator may change the region / language for everyone in the global settings and preferences or at the agent level to see reports, pop-up instructions, buttons, and menu items in the preferred language in the web version and the mobile app.

In places where there is client-entered text, it will not be translated (e.g., Hot News, Survey & Results, etc.).



There is a sync option if changing language setting for multiple agents, and users must log out / log back in to see the new language.

### Agent Self-Service Kiosk (ASSK)

The ASSK allows configuring a non-work event so an agent can ASSK to add it to their schedule without intervention from an administrator.

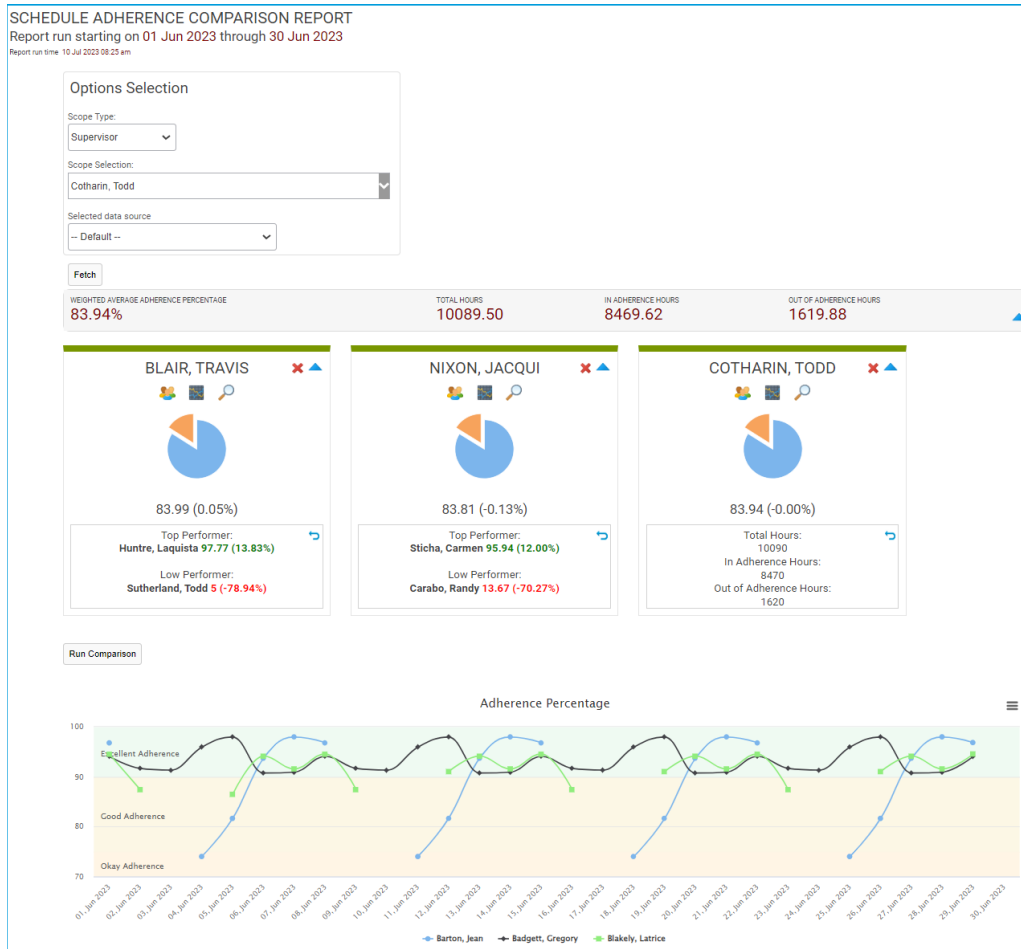
Administrators determine the eligibility of events and configure any applicable business rules, including a Schedule Performance Rule (allowable staffing variance), which run when the agent makes the request. If there are no rules applied, the event is automatically added to the schedule.

Upon request approval, a memo is sent to the supervisor tree.



## Adherence comparison report

Using the summary adherence data, the comparison report allows selecting up to five people or groups ("scopes") to compare schedule adherence for an unlimited date range. From an executive summary to details, see the top and low performers for each group, total adherence hours and percentages, trends, and the performance of individual agents. As with most reports, this one includes the ability to export the data for further review.





## Data Subject Rights and GDPR

General Data Protection Regulations (GDPR) are statutes governing the use and distribution of personal data for users of a website or application. CommunityWFM 5.1 allows viewing the collected personally identifiable information (PII) and requesting removal, restriction, or correction of PII. There is also an option for agents to view a list of their previous data subject rights requests.

### Data subject rights

As a user of the CommunityWFM application, you have certain rights under applicable data privacy laws and regulations related to your personal data. To view the CommunityWFM data subject rights policy, please click the link below.

[Click here to review the data subject rights policy.](#)

#### Review your data subject rights requests

You may review your data subject rights requests and any responses provided by your data privacy advocate by clicking the link below.

[Click here to review your data subject rights requests.](#)

Contact centers will need to designate an administrator in the *Global settings & preferences* as a data privacy advocate who can fulfill the data subject access/use requests. There is also an option to select the default data identity masking algorithm:

### Global settings & preferences

The global settings and preferences dictate the behavior of key application functions. Please consider carefully the impact of changing these system-wide preference variables.

**General**

Current connection string:	Data Source=(local)\SQLEXPRESS;initial Catalog=Community3,user id=sa,password=*****;Min Pool Size=5;Max Pool Size=50;
Default Hours for FTE:	8.0 Hours ▾
Maximum Detail Report Length in Rows:	1000
Default Service Administrator	Account, Service ▾
Impersonated user for Data Collection	Account, Service ▾
Identified data privacy advocate	Cotharin, Todd ▾
Default Chart Color Palette	Bold Colors ▾
Community API Web Service URI:	https://DocEnterprise5.wfmsg.com/CommunityWebApi/api/
Selected data identity masking algorithm:	<div style="border: 1px solid #ccc; padding: 2px;"> <span>Full data anonymization</span>  <span>Data pseudonymization</span>  <span><b>Full data anonymization</b></span>  <span>Partial data anonymization</span> </div>
Maximum Accrued PTO Hours:	1000

**Note:** if electing to mask a user's data, this is not reversible or recoverable. Once masked, no one, not even the support desk, can retrieve the PII data.



## UI

Spelling corrections throughout the application.

Date format for reports and pages is consistent using global date format dd/mon/yyyy (01 Dec 2023).

## Licensing and Login

Mobile App ID Char length is same as application user id in both the admin view and agent view – 50 characters.

Agent View | Login | Enhanced the `Restricted login` message for Agents on a RAP that restricts logins.

Supervisor View | Devices | server side: added Devices page to the supervisor view on the web app that includes QR code for mobile app setup.

## Services

Forecast: Redesigned the staffing forecast engine to address performance issues generating staffing requirements forecast.

Enable Private Key authentication for SFTP in Data Targets.

## Data Sources

New adaptor for Thrio.

New adaptor for Zoom.

Settings > Data sources | Import | Import contact volume from Excel: detects duplicate intervals during validation and check for milliseconds.

Settings > People & agent templates > Data source logins | Export: when you download the csv or xls report, modify the name of the report instead of data export and include modified name inside the report header.

Settings > Data sources | Create new | Data source name: Clear the default text once the user starts typing a new name.



## Notifications

When an agent **deletes** a denied, pending, or approved time off request, there is a notification to the supervisor tree.

Today | Memos | Create New Folder / Rename Folder: added Cancel button.

Today > Send a message: changed the character limit for text sent from 'Today > Send a message' to the same limit as text sent from client profile or published scheduled links.

## Settings

Breakset Properties set up: In Off-phone interval properties, add "hours" to the early start/late start field (had no indication if it should be in minutes or hours).

Event type settings > Reminders: First field – Reminder length –added that it's measured in minutes.

## Forecast

Forecast > Forecast profiles | Contact Volume | Excel forecast profile data | Step 1: Upload the Excel spreadsheet file: Updated Excel data import example template to have actual values/formats.

## Schedules

Support Event Type Names in schedule view intervals.

Support the ability to navigate from published schedule event summary to the published schedule event details reports.

Report > Published schedule > Published event summary: allow the user to jump from the summary report to the actual published schedule detail (sausage screen) for a selected agent and use the summary report's time range.

Published Schedules, Weekly Schedules, Adherence Schedules, etc.: allow users to filter and focus the schedules on the events type(s) selected within "Event type legend" [Spotlight View].

Agent View | Schedule > Schedules for your supervisor group: Added 'Show options' control to allow users to pick a date range.



Allow users to temporarily disable net-line stats on activity-based schedule and adherence views.

ASAP | Verify and execute the plan | View results: Added 'Export' options for 'View results' report.

Schedules > Working Schedules > Click Any Working Schedule > Select Forecast Data > Click the Forecast name: Report is missing the last day/date specified in the date range.

## All Things Time Off

On the request time off form: changed the default selection for "Should all dates in the date range be approved together?" to *No, some of the dates can be approved and some denied.*

Plan > All things time off > Time off settings > Accrual schedules | Total annual accrual (in hours): Added ability to customize the maximum number of accrued hours used in PTO policy configuration.

Plan > All things time off > Time off events > Create intraday events: When creating an intraday event for multiple people at Step 3 - select people, added a Select All button.

Settings > People & agent templates > Synchronize people: Added agent time off rules source setting to agent sync.

Settings > People & agent templates > Synchronize people| Synchronization templates: added time off rules assignment to sync template.

Agent View | Time off worksheet | request planned time off | Waitlist option is not (and shouldn't be) available for partial day time off requests.

Plan > All things time off > PTO Calendars > Working accrual calendars: Added "success" message when publishing a working accrual calendar.

Agent view | Plan > Time off Requests > Request planned time off | Agents are misinterpreting the green checkmark as confirmation that the PTO request has been submitted. Added note under green checkmark "Click the Save Request/Finish button to complete your time off request."

Agent View | Partial day request submission: When the event has the default start and end time with 7.5, and when agent tries to submit the partial day with default hours on the validation screen, it is rounding up to 8 hours.



## Reports

Reports > Published Schedule > Published Event Summary |Date picker: added the ability to select a single day.

Administrative & utility > Change audit log | Application: Created an Audit Log regarding changes to AutoApprove Rules and Settings.

Today | Schedule Adherence Monitor | Display data as list: Added a button on the launch section to take user to that specific agent's Adherence Summary report.

Report > Administrative & utility > Change audit log: added audit report that logs agent's activity assignments.

Agent Login | Report > Schedule adherence | Agent: added date validation.

Report > Administrative & utility > Data source logins: added supervisor column.

Enhanced audit trail reporting for changes to Agent Profiles: Report > Administrative & utility > Change audit log: Added audit logs for agent profiles.

Enhanced audit trail reporting for changes to the Enterprise Model.

Settings > People & agent templates > People > Current list: added the ability to export people. And added columns for Login ID, Email, Status, and Supervisor.

Settings > People & agent templates > Data source logins | Export: added the ability to export the reports.

Forecast > Working forecasts| Agent/Activity Cross-training cluster report: added an export feature for this report.

Report > Published schedule | Shrinkage Report: Do not round up the values Discretionary, Non-Discretionary and Total Shrinkage % on the report.



## What's Fixed

### UI

Admin/Superuser View | Today > Hot News | Edit | Supervisor tree: the super admin cannot see the list of supervisors and only sees themselves.

Today > Send a message | Support for French Accent/Special Unicode Characters: user is able to type the messages correctly but preview and playback is displayed incorrectly.

When the Password Requirement is set to require strong password, the Generate password button in the agent's profile does not use the strong password criteria when generating the password (neither the criteria nor character minimum).

### Forecast

Forecast > Working forecasts > Forecast worksheet | Staffing Requirements | Generate Clusters | Forecast participant list: Generating staffing requirements with forecast participant list gives you very low staffing requirements when using agent activity.

Forecast > working Forecast | open existing one | working forecast SERVICE TARGET REPORT and Working Forecast Shrinkage Percentages: when viewing forecast report with corporate time zone getting a 400 bad request error.

Forecast > published Forecast | SERVICE TARGET REPORT and Shrinkage Percentages | when viewing forecast report with corporate time Zone getting a 400 bad request error.

Forecasts > Working forecasts | when you have the working forecasts staffing requirements filtered by the interval charts only, it is not showing the interval time on the report. Instead, it is showing ~intervalDetailDisplay~

Forecast > Forecast profiles | Set up a new one | The title and description for Static Profile from Special Days is incorrect.

Forecast > Forecast profiles | Create new | on the Step 3 of the Shrinkage Forecast Profile (manual entry method) displays "Forecasted Contacts" and "Average Handle Time" on the legend instead of "Discretionary" (blue) and "Non-Discretionary" (black).



## Agent View

Schedule > Schedule transactions | Agent Schedule Transaction Worksheet | Post a Response: error is reported after attempting to post a response using the defaults and without checking "I volunteer..." box.

Memos | Notifications | Published Schedule Change Notification | Recurring Time Off: approved/denied time off request notifications are pointing to old URL for published schedule.

## Services

Settings > Application settings > Administrative settings > Services | Auto approve services | When you update the default approval text on basic options and save it, then reopen the auto-approve services basic options, the updated message is not saving.

## Data Sources

Settings > Data sources| Import Contact volume from Excel | Review the import log | Contact volume data collection log: call volume data imported from xlsx not logged in the import log.

## Schedule Adherence Monitor

Today | Schedule Adherence Monitor | Edit | Participant list type: warning is presented after changing 'Participant list type' when another component is referencing it. User is allowed to save and lots of buttons in home page become unresponsive.

## Automated Schedule Attendance Monitor

When you are viewing today's summary and click on pm data and go back on viewing am data, it is showing different date (not today's date).

Today page | ASAM | auto-refresh on ASAM not working or not refreshing.

## Settings

Settings > People & agent templates > People > Current list > Personal profile | Profile photos: users are allowed to click 'Upload' without selecting a photo that causes an error: Parameter is not valid.



Settings > People & agent templates > People | Click here to show advanced sort and filter options | Filter by agent name: the filter only works when using lower case agent names.

Settings > People & agent templates > People > Current list > Personal profile > Adherence setup: admins should not be able to edit and save an empty/null for LoginID/DeviceID (required field) for assigned data sources.

People | Login: Community should not allow saving the same User Login ID to multiple agents. Last user saved is only one allowed to login. If the last user inactive, login will fail for it and all the agents with duplicate ID.

Settings > Application settings > People settings > Custom user groups (CUG): members of CUG do not get listed when adding any event if members were not assigned directly to the CUG.

Settings > Application settings > People settings > Ranking profiles > New ranking profile: no validation check and SQL error message is displayed after saving the form without adding a name.

Settings > People & agent templates > People > Personal profile: When creating a new schedule template assignment for an agent, the window remains open after you click Save, and the same template will assign to the agent as many times as you click Save.

## Schedules

Schedule > Working schedules > Schedule worksheet | Schedule detail by Date | Export: both xlsx and csv are generated but only has headers and no values.

Plan > Special calendar events | Delete: a second popup message with a number is displayed after the user clicks OK to delete special event.

Plan > Special calendar events: creating working schedule using special event forecast is not working as expected. When the office is closed on special event on working schedule it should show warning message of conflict.

Schedule > Working schedules > Schedule worksheet | Review events & exceptions: when refreshing the report by clicking PC, keep the report on the day you are working.



Schedule > Working schedules > Schedule worksheet | net staffing hours, daily paid time, weekly days off reports under schedule analysis and summary reports: The display is wrong when you generate the report using different time zones. The hours and days are off.

Schedule > Working schedules > Schedule worksheet | Use Agent templates | Manage agent schedules | Create a new intraday event: invalid sa\_agent\_id error reported after attempting to add an intraday event on agent template schedule.

Schedule > Working schedules > Schedule worksheet: first schedule bar (working schedule) is off by 1 hour, but the second bar (published schedule) is correct.

Schedule > Working schedules > Schedule worksheet | Printer-friendly Schedule Reports: Schedule detail by participant— when you download the report by xlsx or CSV, in the report it is not showing the agent name.

Settings > Schedule templates > Schedule templates: you should not be able to add inactive agents to schedule template assignment.

Schedule> Working Schedule| Review events and exceptions report: If enterprise model first day of the schedule week starts on Sunday and a new working schedule is created & PTO requested on the last day of the working schedule, request is not showing on the report.

## Schedule Bids

Schedule > Schedule bids | Bid item inventory: When creating by hand and clicking on the finish button, the page is breaking.

When you assign the schedule bid, there is no close button or finish. It is very easy to click it again (because nothing happened) and end up assigning the same schedule twice to the same agent.

## ASAP

Schedule > ASAP Calendar | Increase Available Staff | Extend Scheduled Shifts | When you create ASAP with "Specify a fixed early arrival time." and when you copy the ASAP to another day and view the pop-up message, eligible hours are multiplied.



## All things time off

Plan > All things time off > Time off reports | Enterprise Model and Plan > Auto-approve service > Rules > Enterprise model: when an agent requests a partial day off after 6pm, on the event summary report the start and end date was showing previous day date.

Plan > All things time off > Time off settings > PTO policies | Creating new | PTO classification | Configure | Basic settings | when you create a new policy and use the option "Enter a specific number of PTO hours for each participant," the option for generating hours with Community in the working accrual calendar is not available.

Plan > Auto-approve service > Rules > Enterprise model/Supervisor Tree | Brownout Rule/ Minimum Request Interval | Add date validation when you are creating rule.

Agent View | Plan > Time off worksheet | Calendar Partition | Available calendar view: Calendar view of available hours was presenting differently to different agents in the same calendar partition.

Agent view | Plan > Time off worksheet | Calendar Partition | Available time off calendar | Showing the Red color when there are no rules in place.

Agent View | Plan>Time off worksheet | Calendar Partition | Available time off calendar: When viewing available PTO calendar in a calendar partition, if there are no rules in place the Available PTO daily detail now shows maximum available PTO hours based on FTEs.

Supervisor / Admin view: Plan > All things time off > PTO Calendars > Calendar partitions | Bid | Supervisor/admin is not able to override the bid/block validation when agent has committed the hours.

Plan > All things time off > PTO Calendars | Published accrual calendar: When agent requested the time off on the end of the calendar day and used all of their hours, still they are getting rollover accrued hours.

Plan > All things time off > Time off settings > PTO policies | PTO Classifications | Configure | Rollover settings: Need to add validation and not allow users to put null values for 'Hours of PTO eligible for rollover'.



Plan > Time off worksheet | Time off overview | When the agent is in (GMT+12:00) Fiji, Kamchatka, Marshall Islands. and the agent submitting an all day or partial day request, the start and end date is showing wrong dates.

Plan > Auto-approve service > Rules & Plan > All things time off > PTO Calendars > Calendar partitions: "Import from rules applied using legacy Auto-Approve" failing because users are allowed to put in decimal values for brownout rules.

Plan > All things time off > PTO Calendars > Calendar partitions | New PTO Calendar Basic Properties | The `Include accrual transactions` option is limited to 31 days, which prevents including PTO accruals > 31 days old.

Plan > Time off worksheet | Calendar Partition | Bid | create new or importing brownout rule: brownout rule failing to validate when we have number of approved request or by percentage.

Plan > All things time off > PTO Calendars > Calendar partitions > Bid Rounds | when you have a brownout rule with only "1" number of approved requests per day, rules are not validating as expected.

Plan > Time off worksheet | Calendar Partition | Available time off calendar: displaying the wrong colors for available PTO (displayed in red) and unavailable PTO (displayed in green).

Plan > All things time off > PTO Calendars > Published accrual calendar | After publishing the working accrual calendar and when you open published accrual calendar not showing hours or it is showing as zero hours.

Plan > Time off worksheet | Calendar partitions: time off: the calendar eventually times out due to using brownout rules for 249 participants and the full year.

Plan > All things time off > Time off events > Create Intraday Events | Step 3: Choose participants: When creating an Intraday event & choosing participants either from the supervisor tree or manually from the list of people in the organization, the list of agents is not in alphabetical order. The list of agents is in alphabetical order when using any of the other `How do you want to choose your participants?` selections.

Plan > All things time off > Time off settings > PTO policies | create new or open existing one: when you include all people from the enterprise model, the participant pie chart is showing only 99%, looks like it is considering inactive agents as well.



Plan > All things time off > PTO Calendars > Calendar partitions | Add | Rounds | Add New Bid Round | Bid round properties | Date and time to open the bid round: add validation for date fields. User gets 400 error when field is left blank.

Plan > All things time off > PTO Calendars | Working accrual calendars | when you have generated accrual hours using "Community Native Accrual Provider" and if you import the hours from Excel, instead of removing the existing hours and adding the new hours like it says in the warning message, it keeps adding up the hours.

Having issues with the Forfeiting hours for rollover policy. It is forfeiting more hours than the hours specified in the rollover policy.

Plan > All things time off > PTO Calendars > Calendar partitions: It's failing to validate Brownout Rule when the request is configuring to a partial day request.

PTO Event Notifications | Memos | PTO Event Created by Admin: the duration of the PTO event is 00:00 in the memo text body for planned time off requested/created by the admin.

When Agent requests planned all day PTO/LOA, and it approves from the today's page pending request or from All things Time Off report the schedules are not removed from the agent's schedule plate.

Plan > All things time off > Time off reports | Enterprise Model | Show Event Details: Incomplete error message when you try to delete the events.

## Reports

Report > Schedule adherence > Schedule adherence summary | Report run time: 'Report run time ' does not get updated after updating/Applying changes to the 'Show Options' form.

Report > Published schedule > Schedule details | Select a report date: 'Select a report date' does not show the first day that was listed under options. The report shows the schedules for the agents for the first date selected in 'From date'.

Report > Contact volume > Data source | Show options: report gets stuck loading if user clicks on 'Apply options' without selecting a data source.

Report > Published Schedule > Shrinkage Report: The grouped information table is ignoring the Enterprise's configured First day of schedule week when grouping by week.



Plan > All things time off > Time off reports | Enterprise Model: When an agent is approved for an overnight PTO request, the Time off report summary by date is only reporting on the hours prior to midnight.

Report > Schedule adherence > Daily schedule adherence | Agent with no adherence Device ID and No Default Source checked: error 404 reported when going to agent card.

Report > Contact volume > Enterprise model & Settings > Enterprise model > Activity hub  
Today's contact volume & handle time: Interval Charts are using wrong time zone when using the report option ' Use Corporate time zone'.

Report > Published schedule > Schedule details | After Mar 12, 2023, DST change, the Published schedule displays the start time one hour later although it is displayed correctly in the Schedule Adherence report.

Report > Schedule adherence | Schedule adherence history and Schedule adherence summary: Comparing the historical adherence report with the schedule adherence summary report and some agents are reporting different Total Adherence numbers.

Report > Published schedule | Shrinkage Report: Do not round up the values Discretionary, Non-Discretionary and Total Shrinkage % on the report.

Report > Published schedule > Schedule details (printer): After Mar 12, 2023 DST change, the report displays the start time one hour later.

Report > Published schedule > Published event summary & First day of schedule week: 'Summary by event type' and 'Summarize by DOW' is summarizing data for a day earlier when first day of week is set to Sunday.

Report > Schedule adherence > Daily schedule adherence: error is reported when loading the adherence report because one of the agents has a very long user id.

Report > Published schedule | Shrinkage Report | Denied and Pending PTO Requests are being included in the Shrinkage Report, in the percentages/hours (Non-Discretionary Shrinkage Hours) of shrinkage for the day.



## Known/Deferred Issues

### Translations

Some areas of the application do not yet have translations for all languages, including some date pickers, adapter/data source connections, pop-ups, and tool tips.

### Forecasts

Admin View | Forecast > Working forecasts: When we use Excel contact volume/Shrinkage Percentage/Staffing requirements profiles to generate or import data, we are getting error or page is breaking.

Forecast > Published forecast | Quick forecast | there is no validation between from and through date before clicking on generate button on quick forecast.

### Agent view

Agent View | Properties | Agent Login Properties | Mobile application username: users are able to login to the Community web app using the mobile username in the admin-login.aspx page.

Agent View - Today | Weekly Schedule | Show Options | Show this report in full-screen view: ">" should not be visible since agent does not have access to agent card.

### Login

Community Everywhere | Agents are able to log on to the mobile app using either the Web login ID or the Mobile login ID.

Agent View | Properties | Agent Login Properties | Login Id & Admin view | People > Current list > Personal profile > Basic properties | User ID: the labels are not consistent in the admin and agent sides "Login Id" and "User ID".

### Settings

Settings > People & agent templates > People | Import from Excel | Duplicate mobile login ID: import validation is not checking for duplicate mobile ID when used as web login ID and allows user to import.



Settings > Application settings > Administrative settings > Notifications | SMS / Text Messaging | MessageMedia: MessageMedia not sending SMS messages to the end user and errors reported on the server application log.

Settings > People & agent templates > Agent templates | Copy this agent template: the copied agent template does not copy the original 'Schedule template', It just defaults to the subfolder.

Admin/Superuser View | Settings > People & agent templates > People > Current list > Personal profile > User Login Credentials | Unable to change an agent's Login ID without also setting/resetting/changing the user's password.

Admin/Superuser View | Settings > Enterprise model > Activity calendar | Special calendar events are not displaying on an activity's calendar.

Admin/Superuser View | Settings > Enterprise model > Enterprise properties | Community Enterprise Model | Forecast defaults | The "Please fill out this field" tool tip does not display until the "Service metric type" dropdown selection is changed.

Settings > Application settings > Administrative settings > Notifications: there is no memo settings for ' Time off request updated'.

## Notifications

Intraday Notification | Memo Text: denied intraday event added by admin fires notification text that states the request was approved and that it was recurring although it is intraday.

Plan > All things time off > Time off reports | enterprise Model | when the agent is in (GMT-05:00) Eastern Time (US & Canada) time zone and requested the time off, when you click on agent's name to edit the time off the date is showing wrong.

## Auto approve

Auto approve rules | When we have the brownout rule with 1 for number of approved requests and the auto approve services setting is set to UTC, multiple requests are approving on the same day.

Auto Approve Service | Changes to the Auto Approve Service in the CommunityWeb UI do not take effect until the Windows service is restarted.



## Schedules, ASAPs, ASAM, and schedule adherence

Schedule adherence > Daily schedule adherence: Schedule start time is off when selecting time zone that does not honor DST.

Schedule > ASAP Calendar | Modify Current Schedule | Optimize Off-phone Events: page times out after 5 minutes after executing the plan but it finishes in the background.

Schedules | Event type legend | Filter/focus: when the user updates the schedule by either changing the report options or clicking on PC, the event selections are maintained, but no focus until a change is made to the legend.

Schedule > Working Schedule | Create New | When you generate optimized schedule with enterprise model and sites have different time zone other than central, scheduled hours are way less and it is way off from the working habit hours.

Admin/Superadmin View | Schedule > ASAP Calendar | Create a Plan a Meeting ASAP | There is a missing space in the text when choosing meeting participants.

Admin/Superuser View | Today | Automated Schedule Attendance Monitor | Interval people zoom | Mark people late: the short description field is not validated and admins are able to put agents in late without putting description.

## All Things Time Off

When an agent requests all day PTO time off with the selection "No, some of the dates can be approved and some denied" and supervisor approves on published schedule event summary report, it is not removing the underlying schedule.

Agent View: Plan > Time Off Requests: when we are entering the details and click on tab, it is not highlighting the fields.

Plan > Self-service validation plans | create new or open existing one | when you open basic properties the date icon is not aligned.

Admin/Super Admin View | Plan > All things time off > Time off events > Create Intraday Events | Step 3: Choose participants | Sort order is confusing when creating an Intraday event & manually choosing participants.



Plan > All things time off > PTO Calendars > Working accrual calendars | Loss of feature or 5.0 functionality | When using Excel import on working calendar, most of the headers are not mapped like it used to on 5.0.

Admin/Superadmin View | Plan > All things time off > Time off events > Create recurring time off events > Step 3: Choose participants | The `All Approved` button toggles individual agent's Approved button status instead of setting all to Approved.

## Reports

Report > Schedule adherence > Schedule adherence history | Supervisor level: Executive Summary exported file has no data.

Report > Schedule adherence > Schedule Adherence Summary, Schedule Adherence History and Daily Schedule Adherence/agent card: Total adherence percentage variance discrepancy between summary report and historical report/agent card when agent work extra time outside their schedule.

Cross-training and Cluster Report - Activity Assignments - People Photos: the image displayed in the tiles are not maintaining aspect ratio.

Report > Intraday analysis | Large Tiles | Intraday performance monitor | Description: styling issue with descriptions.

Report > Schedule adherence > Device state detail report | Agent State Transaction Report |DST: report is adjusting start and end times when the DST is changed in db (UTC) rather than user time zone.

Report > Schedule adherence > Daily schedule adherence | Show options | Through date | Validation: users are unable to select Through dates that are 3 days after the start date.

Admin/Superadmin View | Report > Schedule adherence > Schedule adherence history: The error `Through date must be greater than from date` displays regardless of whether the through date is > the from date.

Report > Schedule adherence > Schedule adherence comparison | Print table contents: the headers are missing.



Report > Schedule adherence > Schedule adherence comparison | Chart: should remove the chart if the user clicks on the chart a second time.

Admin/Superadmin | Report > Schedule adherence > Schedule adherence comparison | When exporting the adherence comparison report to csv, the headers for the last two columns are merged (with a ").