



CommunityWFM V.5.1 Cumulative Service Release 1.1

Technical Release Notes
Version February 26, 2024

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Overview

Community Version 5.1 SP1.1

This service pack (SP1.1) addresses several technical issues that apply to Enterprise and Essentials editions.

Community Version 5.1 SP1.1 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), 5.0SP3 (build 5.0.696), and 5.1 (build 5.1.671) and 5.1SP1 (build 5.1.801.540).

Any clients still using 4.x versions will need to upgrade to 5.0 prior to upgrading to 5.1 SP1.1.

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), 5.0SP3 (build 5.0.696), 5.1 (build 5.1.671), and 5.1SP1 (build 5.1.801.540).

Build details

Build version: 5.1.836.1041 Cumulative Service Release 1.1

Build date: SP1.1 February 26, 2024

Release date: SP1.1 February 26, 2024

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)	<p>Requires upgrading to version 5.0 prior to upgrading to 5.1 SP1.1</p> <p>Requires generating a new license code and activation key (using appropriate customer ID and email addresses) and activate the software.</p>	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), 5.1 (5.1.671), 5.1SP1 (build 5.1.801.540).	<p>Requires generating a new license code and activation key (using appropriate customer ID and email addresses) and activate the software.</p> <p>Webex channel: A new license is required if the client is upgrading from version 5.1 (build 5.1.671) and has purchased the Webex notification channel (5.1 SP1 license required).</p>	New license
<p>Note: License key for Enterprise product edition has three options: 5.0, 5.1, 5.1 SP1.</p>		

What's New

iFrame

Created single Community iFrame page for presentation integration with key CCaaS partners consolidating key components of Community Agent user experience into one iFrame page.

What's Fixed

Grammar corrections and typo fixes.

Data sources

Adapter: Talkdesk: Historical lookback change the time to be at an interval.

Admin/Superadmin view | Settings > Data sources > <adapter> > Setup options > Device states | The UI limits device states and state descriptions to 50 characters.

Settings

People

Settings > People & agent templates > Synchronize people > Synchronization templates | Agent synch template allows for an agent to be their own supervisor, creating a circular reference can causing significant performance issues on the serve.

Admin/Superuser View | Settings > People & agent templates > People > Current list > Personal profile | Profile photos | Remove current image: Attempting to "Remove current image" when user has no image results in error.

Admin/Superuser View | Settings > People & agent templates > People > Current list > Personal profile | Profile photos | Choose File: File type is unspecified and unrestricted. If the file type is not GIF, JPG, PNG or BMP, user will get error.

Settings > People & agent templates > Synchronize people > Synchronization templates | when you select activities as the synch properties, it is synching the property to everyone instead of just synch targets.

Services

Automated schedule attendance monitor (ASAM)

Today page | ASAM -- When the refresh interval setting is set to no automatic refresh, it is still refreshing based on default value (every 30 seconds).

Today page | ASAM | Modify the default refresh interval to 300 seconds.

Today's page | ASAM | Change the auto refresh options in the UI to 5, 10, and 15 minutes.

Forecasts

Forecast > Working Forecasts > Customize forecast cluster information > Review the agent cross-training matrix | Inactive agents are included in the cross-training matrix report.

Schedules

Settings > Schedule templates > Schedule templates > Composite schedule members: error report "Input string was not in a correct format" after clicking Refresh.

Schedule > Working schedules > Schedule worksheet | Interactive Schedule Reports | Unassigned participant report: showing empty boxes instead of agent photo, name, etc. on the bottom of the report.

ASAP

Schedule > ASAP Calendar | Modify Current Schedules | Optimize Off-Phone Events/ Edit Scheduled Events | Customize notifications | edit message on the any channels | Supported Replacement Tokens section is showing empty.

Schedule > ASAP Calendar | Modify Current Schedules | Optimize Off-Phone Events and Increase Available Staff | Recover Off-Phone Events | Customize notifications | edit message on the any channels | text is cut off make it fit to the screen.

Reports

Report > Schedule adherence > Device state detail report | Enterprise Model: Enterprise Model report no longer loads. Supervisor and Custom User Group reports load correctly.

Report > Schedule adherence > Adherence alerts: agent image and links (Show today's adherence transactions, Send a message, etc.) are missing.

Report > Intraday analysis > Schedule analytics > This week | Getting error when the report is loaded.

Report > Schedule adherence | Schedule adherence comparison | Getting 400 error when you click on view full scope summary.

Known/Deferred Issues

Deferred

Talkdesk | full CommunityWFM Experience | Plan > Time off worksheet | Agents are unable to delete upcoming PTO via the full CommunityWFM site link.

Report > Published schedule > Schedule analysis | Schedule analysis details | the report start and end date labels are not displayed on the end report.