



CommunityWFM
A RingCentral company

What's New in WFM

Versions 25.03–26.02

Webinar handout
Version: June 18, 2026



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About this document

This document accompanies the CommunityWFM College webinar What's New in WFM. This covers many of the new features added with our multi-tenant platform: versions 25.03–26.02.

To keep up with What's New in WFM, including release notes and detailed step-by-step instructions, [visit our support portal](#).

26.02 (Release date June 16, 2026)

Version 26.02 includes the following new features:

- RingCX users can now add AI WFM to their RingCentral app (RingCX).
- RingCX user sync service can auto-sync agent data with AI WFM.
- Schedule partitions allow agents to select preferred shifts based on a block of schedules from a working schedule.
- RingCentral adapter allows setting AI WFM edition (ultimate or standard), and setting the webhook path for sending adherence data from RingCX. There are also changes to the adapter to support API 3 and 4 and to start using RingCentral UserId.
- Notification to a supervisor when a selfie uploaded by an agent requires approval.

WEM: AI WFM in RingCX

For details, [visit the guide](#) in our support portal.

After configuration by professional services, admins can enable agents to see a tab for AI WFM in their RingCX app. This page includes the basic AI WFM features and includes a link to launch the full AI WFM experience.



Agent

Active calls
All messages
History
Callbacks
AIWFM
Scripts
Stats
Supervisor

Badgett, Gregory

Title: Sales/Service Rep
 Employee ID: GA821234
 Supervisor name: Mitchell, Lauren
 Hire date: 12 Jun 2017

Show your attendance history

Options & Extras

- 🕒 Request Time Off
- 🕒 Request Recurring Time Off
- 📅 Schedule Transactions
- 📅 This Week's Schedule
- 📄 Published Event Summary Report
- 🚀 Launch full CommunityWFM experience

Current schedule bids

You are not a participant in any schedule bid.

Schedule adherence

Event types

	03:00 pm	04:00 pm	05:00 pm	06:00 pm	07:00 pm	08:00 pm	09:00 pm	10:00 pm	11:00 pm
Mon, 12 Feb 2024	Work	Work	Work	Work	Work	Work	Work	Work	Work
Tue, 13 Feb 2024	Work	Work	Work	Work	Work	Work	Work	Work	Work
Wed, 14 Feb 2024	Work	Work	Work	Work	Work	Work	Work	Work	Work
Thu, 15 Feb 2024	Work	Work	Work	Work	Work	Work	Work	Work	Work
Fri, 16 Feb 2024	Work	Work	Work	Work	Work	Work	Work	Work	Work
Sat, 17 Feb 2024	Work	Work	Work	Work	Work	Work	Work	Work	Work
Sun, 18 Feb 2024	Work	Work	Work	Work	Work	Work	Work	Work	Work
Mon, 19 Feb 2024	Work	Work	Work	Work	Work	Work	Work	Work	Work

Schedule adherence summaries

Yesterday -

There is no data for this parameter group.

This Week -

There is no data for this parameter group.

This Month - Feb

In Attendance %: 93.58%

Out of Attendance %: 6.42%

Scheduled Hours: 28.57

In Attendance Hours: 26.73

Out of Attendance Hours: 1.83

Pending & Upcoming requested time off

This list shows you the pending and upcoming scheduled time off hours.

Start time	End time	Request date from	Request date through	Request type	PTO classification	Total hours of time off	Review status	Modifier status	Comments
12:00 pm	06:00 pm	18 Feb 2024	18 Feb 2024	PTO	N/A	6.00	Pending		Long weekend, please



RingCentral User Sync Service

For details, [visit the guide](#) in our support portal.

The RingCentral User Sync Service automatically keeps your AI WFM roster in sync with your RingCentral (RingEX/RingCX) directory. Instead of manually adding, updating, or deactivating agents, this service monitors your RingCentral account daily and applies changes to AI WFM.

Note: If changes are made manually in AI WFM, they will be reverted back to what RingCX values upon the next synchronization.

How the Synchronization Works

The service runs on a scheduled interval (once a day typically during off-hours) and performs the following:

- **Automatic Onboarding:** New users created in RingCentral with "Access WEM" permissions are automatically created as Agents in AI WFM. All Administrators in RingCX will be created as Administrators in AI WFM, unless they are both an agent and administrator in RingCX, in which case they are created with the role defined in the configuration page.
- **Profile Updates:** Changes to an agent's First Name, Last Name, or Role in RingCentral will automatically update their profile in AI WFM.
- **Automated Offboarding:** If a user is removed from RingCentral or their WEM access is revoked, the system will automatically set their status to **Inactive** in AI WFM .
- **Reactivation:** If a previously inactive agent is found in a new RingCentral sync, their AI WFM profile will be reactivated automatically.

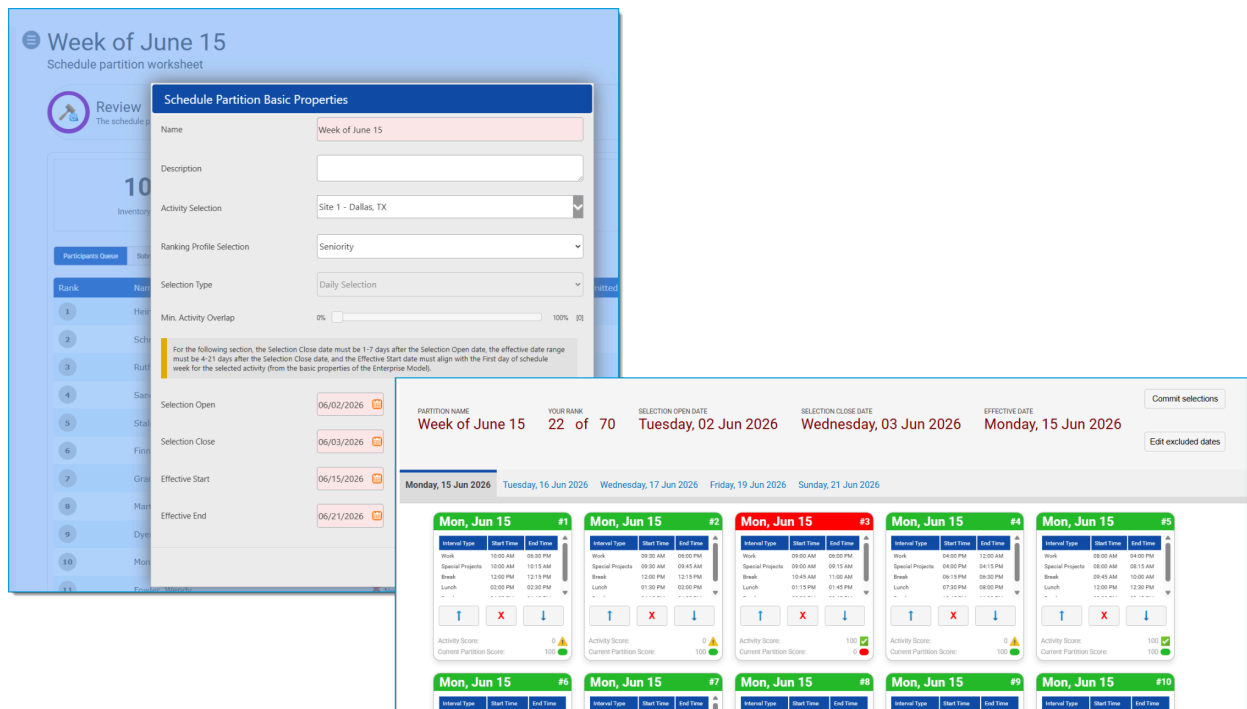


Schedule Partitions

For details, [visit the guide](#) in our support portal.

The schedule partitions feature allows you to offer agents designated shifts from a working schedule during a selection window, giving them the freedom to select their preferred work schedules.

After creating the shifts in a working schedule, import these shifts into the schedule partition. Select participants, dates for the schedules, and a selection window then after agents submit their choices, the system uses their ranking profile to assign the schedules. Finalizing the partition publishes the schedule.



Selfie notification

There is a notification to the supervisor when a selfie uploaded by an agent requires approval.



26.01 (Release date March 26, 2026)

Version 26.01 includes the following new features:

- **ASAP in working schedules**
 - Includes a limited number of ASAP options
- **Targeted surveys**
 - Create surveys visible only to selected activities, supervisor groups, or custom user groups.
 - Have more than one survey available at a time
 - Allows selecting multiple responses (i.e., check all that apply)
 - Add a 'close' date
- **AI anomaly detection**
 - New anomaly detection hub
 - New anomaly detection profiles
 - Option to Run Now
 - Anomaly detection available for attendance
- **RingCentral App (RingEX) as notification channel**
 - Enable notifications via RingCentral App
- **Notifications for agent late/absent check-ins and selfie approval/denial**

ASAP in working schedules

For details, [visit the guide](#) in our support portal.

The Automated Schedule Adjustment Plan (ASAP) feature automates a range of administrative tasks and is now available in a working schedule using selected plan types. Working schedule ASAPs include plans that do not require agent acceptance.

Note: ASAPs in a working schedule—

- are not included in the ASAP calendar,
- do not include participant acceptance or notifications, and
- do not include the option to copy the plan (even if copying the working schedule).

The steps for creating the ASAP are the same as ASAPs in a published schedule, just with a limited selection of plan types.



- **Modify current schedules:** Optimize off-phone events, delete schedule events, edit schedule events.
- **Increase available staff:** Recover off-phone events.
- **Decrease available staff:** Plan a meeting.

Targeted surveys

For details, [visit the guide](#) in our support portal.

Global surveys are still available, but now you can fine-tune your audience to a targeted group by activity, supervisor, or custom user group. Other new options with surveys include—

- Deploying more than one survey at a time.
- Allowing multiple responses within a survey (select all that apply).
- Adding an end (close) date for the survey.

Reminders

- The five most recently created active surveys are visible on the Today page.
- Once closed or archived, the survey cannot be re-opened and no additional voting allowed.
- You cannot edit or copy an existing survey.
- Response totals are visible to all who can view the survey, but **who** responded is anonymous.

Attendance AI anomaly detection

For details, [visit the guide](#) in our support portal.

The automated schedule attendance monitor (ASAM) allows keeping track of who has checked in, who is late, and who is absent and all attendance activity combined. Adding AI anomaly detection will automate the identification of outliers, allowing you to monitor your call center for absenteeism patterns and trends in employee absences.

The anomaly detection engine breaks down complex, noisy data into simple, interpretable parts: a long-term trend, repeating cycles (oscillations), and random noise. It works by transforming a time series into a matrix, decomposing it, grouping similar patterns, and rebuilding the clean data.

Anomaly detection for attendance is only available for daily or weekly intervals and not hourly, since attendance is typically a once per shift occurrence.



Additional updates

Notifications

Configure these notifications in Settings > Application settings > Administrative settings > Notifications | *Configure notification channels* | Agents.

Selfie notification

There is notification to an agent when an uploaded selfie is approved or denied by the supervisor (notification when an agent uploads a selfie added in 26.02).

Agent Check-in Status

There is supervisor notification when an agent checks in as late or absent (manually, via the app, or via the soft check-in monitor).

25.04 (Release date January 15, 2026)

CommunityWFM 25.04 includes

- AI Anomaly detection
- ASAP option for partial acceptance of OT or VTO

AI Anomaly detection

For details, [visit the guide](#) in our support portal.

When enabled, CommunityWFM will monitor incoming data hourly, daily, or weekly using data-driven statistical methodology to detect outlier contact volume, AHT, and calls abandoned. If detected, selected roles receive a notification.

Anomaly detection can help predict staffing needs, identify times of spikes or troughs in call volume (system failure; fraudulent activity), and analyze campaign performance.

ASAP Partial Acceptance

For details, [visit the guide](#) in our support portal.

If designated in the ASAP setup, agents have the option to accept part of a VTO or overtime shift. You control whether to allow partial acceptance and can set minimum and/or maximum amounts of time to accept.

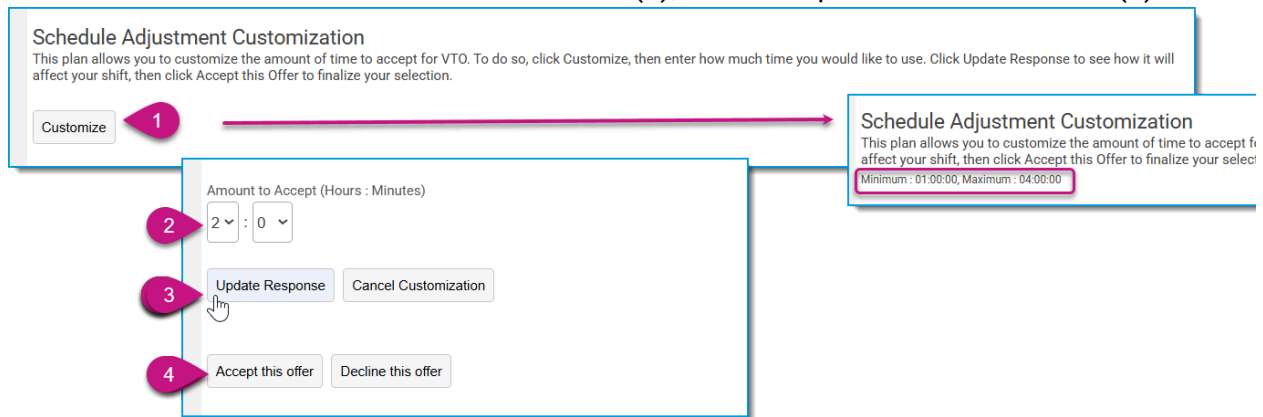


Agent view

OT and VTO ASAP

When an OT shift or VTO event is configured to allow partial acceptance, agents will see a *Customize* button on the acceptance page.

After clicking (1) *Customize*, the minimum and/or maximum numbers appear along with the fields to select the number of hours they would like to accept (2), update the response to view the new shift start/end times in the table (3), then accept or decline the offer (4).



25.03 (Release date October 9, 2025)

CommunityWFM 25.03 includes:

- New AI Forecasting
- Change in URL to access CommunityWFM
- Update to login requirements

AI Forecasting

For details, [visit the guide](#) in our support portal.

Automated forecasting allows the option to use closed-environment, predictive intelligence to automate forecasting, building and managing automated forecasts to model your business activity. Automatically use **your** historical data to create forecasts and, if desired, generate/publish staffing requirements. The more data in your system, the more accurate the forecast, and as always, you can edit and revise the forecast as needed to meet the needs of your center.



Logging in

The landing page URL for CommunityWFM is <https://my.communitywfm.com>

Enter your email address to access the login page for your instance of CommunityWFM.

Accessing CommunityWFM is easier when using single sign-on (SSO). If using Okta/SAML/OAuth2 you will be able to bypass the login page (after confirming your credentials).

If you are using SSO and know the subdomain URL for your CommunityWFM, you can enter your email address and password and enter CommunityWFM. Then when you leave and return you will already be authenticated and not have to log in again.



Email requirement

Each user must have a unique email to access CommunityWFM. This email is only used for authentication purposes – we will not use this information to send emails or spam to a user of CommunityWFM.

You may notice that the email field is not required when creating a new user. This allows you to import people from external systems that may not include an email field, to create agents who are new and may not have an assigned email yet, and to create 'dummy' agents to use in What If scenarios. But for a user to sign in and use CommunityWFM – they must use a unique email address as an identifier along with a password (unless using SSO).

If not using SSO/OAuth2, the option to add a password in the User login credentials tab will not be available until **after** adding an email on the Basic properties tab.



Basic properties Custom properties User login credentials

First name Last name Middle initial
First Agent

Hire date
9/2/2025

Tiebreak value
0

Employee ID

Title

Email address
Empty Email

Basic properties Custom properties User login credentials

User credentials for Web and Mobile applications

Email Address

Save No option to add PW

Basic properties Custom properties User login credentials

First name Last name Middle initial
First Agent

Hire date
9/2/2025

Tiebreak value
0

Employee ID

Title

Email address
myname@company.com

Assigned supervisor

Basic properties Custom properties User login credentials

User credentials for Web and Mobile applications

Email Address
myname@company.com

Application Password
Generate password

Confirm password

Save