Community v 5.0 Cumulative Service Release 1

Technical Release Notes
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Overview

Community Version 5.0 Cumulative Service Release 1 is the first service pack release for Community Version 5.0 that adds new functionality and addresses several technical issues that apply to Enterprise and Essentials editions.

Community Version 5.0 Cumulative Service Release 1 is a full install that supports installing new clients as well as upgrading directly from Community versions 4.4 SP2 (build 4.4.825) and 5.0 (Build 5.0.337).

This release includes all previous hot fixes and patches released for version 5.0 GA (build 5.0.337).

Installation Files

Included installation packages

Community server installation packages:

- WFMSG.Community.Database.5.0.378.665.Full
- WFMSG.Community.Database.5.0.378.665.3.6.Patch
- WFMSG.Community.5.0.378.665.Full
- WFMSG.CommunityWebApi. 4.4.825.695

Community server installation package for Teams notification:

- CommunityTeamsApi.5.0.86.850

Build details

Build version: 5.0.378.665

Build date: December 14, 2021

Release date: December 16, 2021

Installation file location

ftp://wfmsg@wfmsgftp.com/community/GA%20Releases/5.0%20Releases/5.0%20Cumulative%20Service%20Release%201%20%20(Build%20version%205.0.378.665)

Activation and Licensing Requirements

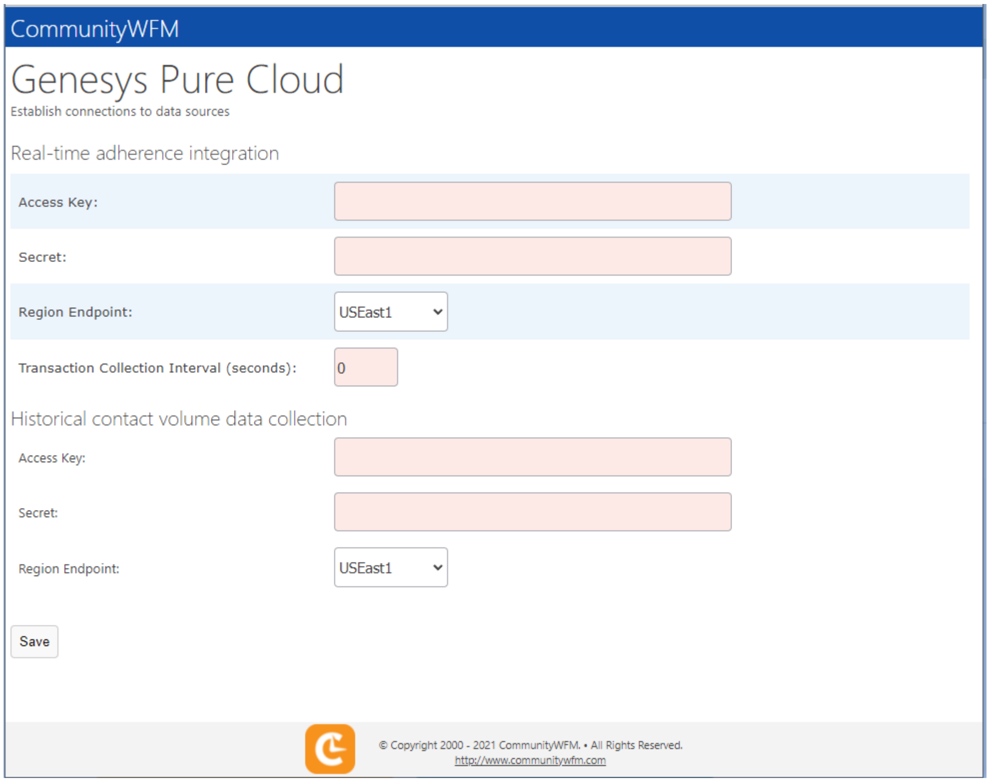
Community Version 5.0 Cumulative Service Release 1 is a full install that supports installing new clients as well as upgrading directly from Community versions 4.4 SP2 (build 4.4.825) and 5.0 (Build 5.0.337):

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 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)	Requires re-activating the software with the current license key and activation code.	Existing license re-authorized

What's New

Data Sources

Settings > Data sources: added new Genesys PureCloud Connect data source with support for importing Collection Points, People and Call Volume:



Schedules

Schedule > Working schedules > Schedule worksheet | Review events & exceptions: keeps the report on the day you are working on to prevent accidently editing another date.

Mobile Application Settings and Capabilities

Settings > Application settings > Administrative settings > Mobile application setup: added the ability to control mobile users access to Recurring Time Off and Planned Time Off.

What's Fixed

Login

Login | Reset: user is unable to login after resetting the login using 'Reset'. Tested Chrome and Edge browsers.

Agent Role | SSO Login | Properties > Devices: the QR code generated for mobile app uses the SSO username and login and not the Mobile application user name when scanning the QR code using the mobile application.

Services

Plan > Auto-approve service > Rules > Enterprise model | Agent Brownout Date Rule: all agent time off requests within the brownout range are denied by the validator and auto approve service.

Plan > Auto-approve service > Rules > Enterprise model | Community Enterprise Model: Agent Brownout Date Rule, when you edit the existing rule by updating the date and saving multiple times, it is clearing the values of the rule when you re-open them.

Plan > Auto-approve service > Rules > Enterprise model | Agent Brownout Date Rule: modifying the form then clicking Save will result in the form reverting back to the old, saved data and not the new data, and error is in console although the new data is saved.

People

Client Issue | Settings > People & agent templates > People > Current list > Personal profile > Scheduling setup | Create a new schedule template assignment: 'Schedule type' dropdown list is empty, and all web users are logged out after attempting to add new assignment.

Client Feature | Settings > People & agent templates > People > Current list > Personal profile | User login credentials | User ID: UI limits user to 40 characters but database allows 50. Limit for UI increased to 50 characters.

All things time off

Plan > All things time off > Time off events | Create planned time off events | Partial day: error is reported after adding participants to the time off request "<target>. Duration and <source>. Duration has conflicting properties: DataType property mismatch."

Client Issue | Agent View | Plan > Time Off Requests | Request planned time off | Partial day | Validation | Total hours requested: issue with rounding the total hours requested in the validation message but reports and schedules are correct.

ASAP

Client Issues | ASAP open for feedback notifications all sending "Extend Overtime Shifts" notification text regardless of ASAP type.

Client Issue | ASAP | Increase Available Staff | Create Overtime Shifts | Eligible Participants: all agents under the selected activity are marked eligible although some are not eligible.

Client Feature | ASAP | Increase Available Staff | Create Overtime Shifts | Open for Feedback: multiple notifications are sent to the agents because client kept clicking 'Open for feedback' button. Now, we only allow users to click the button once and present ‘Loading…’ message.

Schedules

Client Issue | Inconsistency | Published Schedules | Add Events | Comments: When an Admin/Scheduler/Supervisor adds a new Event to an Agent's schedule, the 'Comments' field should not be required, as in previous versions.

Reports

Client Issue | Report > Intraday analysis > Intraday performance monitor: IDP reporting full-day call volume and AHT instead of “ToCurrent”.

Client Issue | Report > Schedule adherence > Schedule adherence history | Agent Data | Export: xlsx and csv export files are missing agent names in the export files.

Client Issue | Schedules | Event: rounding issues with displaying events with duration such as 20 minutes as 19 minutes.

Client Issue | Report > Schedule adherence > Schedule adherence history | Executive Summary | Export: xlsx and csv export files of executive summary has no data.

Client Issue | Report > Published schedule > Schedule details | Net line reports: rounding results are different for Required FTEs in 'Subordinate activity analysis' vs. Published schedule.

Multiple Reports | Show options: report 'Show options' does NOT auto hide after clicking 'Apply'.

Schedule > Working schedules > Schedule worksheet | Compact Service Metric summary: '400 bad request' error reported after applying report.

Client Issue | Published schedule event summary report | Summary by date | Summarized by date | Detailed published event report by Activity: drill down to event (by selecting the report date), it is showing events for whole month and not date specified.

Essentials edition

Essentials - Agent view - Schedule | Schedule Bid | Permission: suppress 'Schedule Bid' for agents.

Essentials upgrade to Enterprise | Settings > Application settings > Administrative settings > Notifications | Teams & Slack: Teams & Slack notification channels not listed in UI after upgrade from Essentials to Enterprise, both channels are licensed.

Essentials- Schedule > Working schedules > Schedule worksheet | Permission: suppress display of Participants, User Group Schedules, Security, Weekly schedule analysis & Assignment Profile assignments.

Misspelling

Forecast > Published forecast | Report | Staffing requirements | Staffing hours and Staffing FTEs, when you click Print on the report section "Forecast Report - Staffing" misspelled as Forecat Report – Staffing.

Forecast > Published forecast | Report | Staffing requirements | when you download the report as either CSV or XLSX the report name is misspelled to Forecat instead of Forecast.

Forecast > Published forecast | Report | Staffing requirements | Staffing hours and Staffing FTEs report Total Adjusted FTEs is misspelled as Total Adjuested FTEs.

Forecast > Working forecasts > Forecast worksheet | Working Forecast Staffing Requirements | View forecast reports | on the report section Total Adjusted FTEs is misspelled as Total Adjuested FTEs.

Plan > All things time off > Time off events > recurring event | How show this event influence existing work hours?: 'Show' should be changed to 'Should'

Client Issue | Agent View | Plan > Time Off Requests > Request planned time off: misspelling of 'requstesting ' in 'Are you requstesting off a portion of a day or a whole day(s)?'

Agent view - Schedule | Self check-in | tile description: typo in 'applicaiton'.

Known/Deferred Issues

Settings

Client Issue | Supervisor View | Custom Menu | Settings > Application settings > Administrative settings > Application menus | Working Schedule Steps to Success (Left menu) & tiles: supervisors are unable to expand items on left-side menu and icons.

Custom Menu | Settings > Application settings > Administrative settings > Application menus | Published Forecast Steps to Success (Left menu) & tiles: supervisors are unable to see tiles.

Reports

Report > Published schedule > Shrinkage report: unable to see shrinkage data for periods before current date (today).

Report > Published schedule | Shrinkage report: on the show option section it is not supposed to show the time zone until you select "use selected time zone" on the time zone dropdown.