



CommunityWFM v. 5.0 Cumulative Service Release 3

Technical Release Notes
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Overview

Community Version 5.0 Cumulative Service Release 3 is the third service pack release for Community Version 5.0. This release adds new functionality and addresses several technical issues that apply to Enterprise and Essentials editions.

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), and 5.0 SP2.1 (build 5.0.561).

Build details

Build version: 5.0. 696.655

Build date: October 28, 2022

Release date: November 4, 2022



What's New

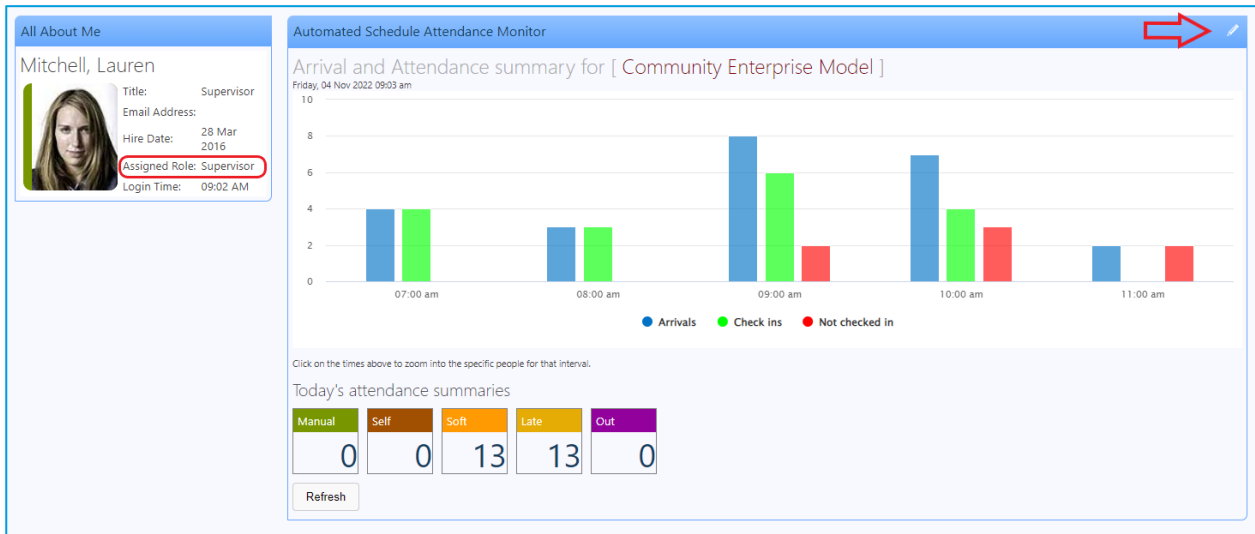
Community Services

Settings > Application settings > Administrative settings > Services | Process delay: modified the minimum value for process delay to 1 minute for the following Community Services: Agent Synchronization Monitor, Auto-Approve, Automated Schedule Attendance Monitor, PTO Calendar Partition Monitor, Published PTO Accrual Calendar Monitor, Schedule Adherence Summary, and Schedule Bid Monitor.

Automated Schedule Attendance Monitor

Today's Home Page | Automated Schedule Attendance Monitor: added the ability for supervisors to configure ASAM.

Notifications



Notification memos are sent when agents submit a Late Check-In or Absentee Check-In using Community Everywhere Mobile App.



Adherence Reporting

Page refresh interval (seconds) for adherence reports: Automatically refresh every 10 minutes. ▾

Ignore prior intervals in intraday projections: Do not ignore prior intervals when projecting future intervals

Save

Ignore 12 prior intervals
Do not ignore prior intervals when projecting future intervals
Ignore 1 prior interval
Ignore 2 prior intervals
Ignore 3 prior intervals
Ignore 4 prior intervals
Ignore 5 prior intervals
Ignore 6 prior intervals
Ignore 7 prior intervals
Ignore 8 prior intervals
Ignore 9 prior intervals
Ignore 10 prior intervals
Ignore 11 prior intervals
Ignore 12 prior intervals

Settings > Application settings > Global settings & preferences | Adherence Reporting | Ignore prior intervals in intraday projections: Added new drop-down selection that allows users to ignore 0 intervals (default selection and will create the same results set as the previous Community versions) and up to 12 intervals (3 hours):

INTRADAY REPORT MONITOR
 Selected Activity: **Community Enterprise Model** | Selected Forecast: **May forecast [Skill-Based Forecasting Methods]** starting on 04 Nov 2022 through 05 Nov 2022 Show options
 Report run time: 04 Nov 2022 10:51 am

Report Date	Scheduled Staff	Forecasted Requirements	Forecast Variance	Projected Requirements	Projected Variance
04 Nov 06:30 am	4.00	0.00	4.00		✓
04 Nov 06:45 am	5.27	0.00	5.27		✓
04 Nov 07:00 am	5.00	0.00	5.00		✓
04 Nov 07:15 am	5.00	0.00	5.00		✓
04 Nov 07:30 am	5.00	0.00	5.00		✓
04 Nov 07:45 am	5.13	0.00	5.13		✓
04 Nov 08:00 am	5.40	0.00	5.40		
04 Nov 08:15 am	5.60	0.00	5.60		
04 Nov 08:30 am	4.00	0.00	4.00		
04 Nov 08:45 am	3.53	0.00	3.53		
04 Nov 09:00 am	7.00	0.00	7.00		
04 Nov 09:15 am	6.07	0.00	6.07		
04 Nov 09:30 am	7.53	0.00	7.53		
04 Nov 09:45 am	9.27	0.00	9.27		
04 Nov 10:00 am	10.60	0.00	10.60		
04 Nov 10:15 am	11.27	0.00	11.27		
04 Nov 10:30 am	14.00	0.00	14.00		
04 Nov 10:45 am	12.33	0.00	12.33		

Reports — Shrinkage Summary

Report > Published schedule > Shrinkage report: optimized performance and execution speed/time of Shrinkage Summary report to address CPU load and timeout issues.



Reports — Data Source

Report > Contact volume > Data source: Display date and time on the interval section of the contact volume by data source report.

CONTACT VOLUME BY DATA SOURCE REPORT
 Report run for **LiveVox - Billing** starting on **11/4/2022** through **11/4/2022**
 Report run time: 04 Nov 2022 10:11 am

Executive Summary | Detail | Total | Average

CONTACTS OFFERED	CONTACTS NOT HANDLED	CONTACTS HANDLED
519.00	93.00	426.00

Hide options

Selected data source: LiveVox

Collection point: Billing

From: 11/4/2022

Thru: 11/4/2022

Time zone selection: Use my default time zone

Chart Display Options: **Display Charts Sorted by Interval**

Apply options

Interval	Contacts Offered
04 Nov 09:00 am	6.00
04 Nov 09:15 am	7.00
04 Nov 09:30 am	7.00
04 Nov 09:45 am	8.00
04 Nov 10:00 am	6.00
04 Nov 10:15 am	7.00

Devices

Settings > People & agent templates > People > Personal profile | External Devices: Removed phone number mask to allow the use international numbers.

Licensing & Activation

Licensing & Activation | Products: Removed unavailable products (e.g., Community Everywhere Mobile for Agents PAID EDITION & Community Everywhere Mobile for Supervisors PAID EDITION).



CommunityWFM

Licensing & activation

This installation has been activated using license key:
686750ed-6c69-4ec2-b083-926b6aae0cf9

Overview People Data sources **Products** Features

Show licensed products

Product eligibility

The following table shows the eligible, licensed products for this product activation.

Eligible?	Product description
	Community Web, ENTERPRISE editon
	Community Web, ESSENTIALS edition
	Community Everywhere Mobile Application



What's Fixed

Agent View

Agent View | Properties | Agent Login Properties: agent is required to enter a strong password when attempting to update their own password although the server is set to 'No, simple passwords are acceptable'.

Agent Login: agents are unable to self-check-in from the web application getting the error "Cannot find a current schedule interval for check-in. Please verify your published schedule." even though agent has schedule. Agents now are allowed to self-check-in 1 minute before schedule start time or anytime during the schedule start/end times.

Agent View | Plan > Time off worksheet | Upcoming Time off | Pending & Upcoming requested time off: Time off worksheet showing time of request in incorrect time zone. E.g., Time off request made for 9a–10a by agent who resides in ET. When reviewing Time off worksheet, request is showing time in PST (Corporate Time).

Administrative Settings

Settings > Application settings > Administrative settings > Notifications | Notification event details | Edit Message | Mobile Push, Microsoft Teams & Slack: error report after selection the action "Edit Message" for Mobile Push, Microsoft Teams & Slack.

Settings > Application settings > Administrative settings > Application menus: added Properties > Devices to the menu for Supervisor role to be able to scan code and configure the Community Everywhere App.

Services

System Monitor Service | Schedule Adherence Summary Service: issues with most data not getting summarized in 'Published event summary' report possibly due to Community3.dbo.spScheduleIntervalSummarySync causing tempdb log to grow.

System Monitor Service | Schedule Adherence Summary Service: Community Summary Synchronization process is triggered when a copied working schedule is saved, or new working schedule is generated.



Plan > Auto-approve service > Rules > Enterprise model: Number of eligible people is showing wrong count (it is including all the admins / supervisors and counting inactive agents).

Two misspellings in the auto-approve rules headers:

1. Rules Applied to Activities tab - Show all auto-approve rules applied to the enterprise model.
2. Rules applied to Supervisors tab - Show all auto-approv.

Data Sources

Data Sources | AWS Adapter: Client has modified their AWS system to dynamically create and remove Shards based upon demand. Currently the adapter only reads the number of Shards at startup. Need to automatically pick up new Shards and delete old Shards while running.

Data Sources | InContact Adapter: InContact adapter is adding the same state multiple times with different start times because that is the way the API is giving us the data.

Data Sources | LiveVox Adapter: Call Volume numbers are off for certain LiveVox clients. Need to add session id to allow the summing of Operator Transfer and Operator Transfer Successful for Termination and Disposition calls.

Schedule Templates

Settings > Schedule templates > Schedule templates > Existing schedule templates: unable to delete templates with single quote in the name.

Settings > Schedule templates > Assignment profiles | Add people | Enterprise Model: Enterprise Model icons/images for activities and sites are missing.

People

Settings > People & agent templates > People | Choose using the organizational chart: people are missing from organizational chart tree but are in list on the right-side. Issue in all Supervisor trees.

On the Devices page, please change one word in "Automatically configure mobile app" section. Change "Mobile" to "Everywhere."



All things time off

Time Off Reports | Enterprise Model: When partial day off (PTO/VTO) is submitted by an agent in a different time zone, the wrong date is displayed in the report.

Time Off Reports | PTO Event Detail Report | Show Options | show all PTO Events, or only Events for 'Active Participants': Whichever choice is made (show all is the default), inactive Agent's already created/approved PTO requests are not showing in the list.

Time off settings > PTO classifications | Display image: error is reported in Application Exceptions report when using the default display image.

Advanced PTO:

Advanced PTO: PTO Calendars > Calendar partitions | When an agent in an open selection calendar is requesting PTO and there are a fixed number of approved requests for a brownout rule, auto-approve is considering inactive agent's PTO requests while validating the rule and failing the validation.

Advanced PTO: PTO Calendars > Calendar partitions | Bid: when an agent in a calendar partition bid is requesting PTO or adding a block, and there are a fixed number of approved requests for a brownout rule, auto-approve is considering inactive agent's PTO requests while validating the rule and failing the validation.

Advanced PTO: PTO Calendars > Calendar partitions with supervisor rule | When an agent in an open selection calendar is requesting PTO and there are a fixed number of approved requests for a brownout rule, auto-approve is considering inactive agent's PTO requests while validating the rule and failing the validation.

Advanced PTO: Agent View | Calendar partitions | Vacation Bid: after a user adds a block and commits the hours, the available PTO calendar is not showing the agent's committed hours when viewed by other agents.

Advanced PTO: PTO Calendars > Working accrual calendars | Accrual Tables | Import from Excel: error is reported in browser console and not all transactions are imported.

Advanced PTO: PTO Calendars > Published accrual calendar: The published accrual summary report when filtered for transaction detail does not freeze header rows like it does when filtered for the detail summary report.



Advanced PTO: PTO Calendars > Calendar partitions: validation is failing on the bid calendar.

Advanced PTO: PTO Calendars >When using the Excel import for accrual, it imported with no issue but in the review page (Step 5), the transaction dates were out of order.

Advanced PTO: Time off worksheet 'Accruals/Hours Scheduled' field not respecting Priority Layering.

Schedule Bids

Schedule > Schedule bids: schedules are different although the IDs are the same when opened within the Bid Response Report and the Schedule Template Report.

Schedule > Schedule Bids: Even though the agent has Saturday or Sunday in their schedule, it is not showing on the schedule view in "Schedule Bid Inventory" on the opened schedule but is in the "Bid response report".

Schedule > Schedule bids: start/end time of agent's assigned schedule bid template is off by 1 hour.

ASAP

Schedule > ASAP | Decrease Available staff | Plan a meeting: When you click on "Show" button under Participant Error column, the pop-up window is stuck on loading.

Schedule > ASAP | Decrease Available staff | Plan a meeting: missing labels on meeting planner.

Schedules

Report > Working Schedule: When a customer resides in a time zone that is PAST GMT, there is an issue with the First Day of Week setting advancing by one day when Generating Optimized Schedules in a Working Schedule.

Schedule > Working schedules | Manage agent schedules | Layered view: In the Working Schedule, if you view an Agent's schedule in layered view and attempt a drag/drop change, it will present an error at top of page: "Invalid AgentID".

Schedule > Working schedules > Schedule worksheet | on the Review events & exceptions when you filter by event types, it is showing wrong name on the participant list, but it is showing right name on the pop-up.



Reports

Report > Published schedule > Schedule details | Enterprise Model: when user create an All day PTO request with the option "No, some of the dates can be approved and some denied", it is not removing the underlying schedule.

Report > Published schedule > Schedule details | Enterprise Model: When you request an intraday event of 9 hours and it was approved, only 8.99 hours have been deducted from the PTO balance on the agent view.

Report > Published schedule > Schedule details & Schedule adherence > Daily schedule adherence | Convert work event to time off | Time Zones: when using default time zone in 'Show options', the start and end time of the converted schedule is off.

Report > Published schedule > Shrinkage report | Through date: End/Through date is not included in the calculations in the Executive Summary and Date reports within the summary report.

Report > Schedule adherence > Schedule adherence summary | Through date: End/Through date is not included in the calculations in the Executive Summary and Date reports within the summary report.

Report > Published Forecast > Shrinkage percentages: In the Forecast Shrinkage Report, the total shrinkage percent goes out 17 decimal places in the graph (it rounds down to a more reasonable hundredth in the table).

Report > Published schedule > Published event summary: discrepancies between the data reported in published schedule and in the published summary

Report > Published schedule > Published event summary: Summary report for specific date shows no data when user drills down and error reported in console.

Report > Published schedule > Published event summary | Launch the report by Activity: When the settings for approving or denying pending requests is set up for "Scheduler and above" in the Global settings & preferences, supervisors are able to approve or deny requests on Published event summary report after clicking on validation icon on the pop-up window with "Approve" or "Deny" buttons.



Report > Published schedule > Published event summary | Summary by participant | Participant Totals | Multiple Participants: error reported when attempting to view an event that is assigned to multiple participants.

Report > Published schedule | shrinkage report and the published schedule event summary report are showing different totals for shrinkage.

Report > Shrinkage and published event summary report | Discrepancy with Shrinkage Reports: discretionary and non-discretionary values are not same for the same date range.

Report > Intraday analysis > Intraday performance monitor: the green line is not honoring corporate time selection although the enterprise, site, browser, and PC are all set to the same time zone.

Report > Intraday analysis > Intraday performance monitor: the green line is not honoring time zone selection.

Report > Schedule adherence > Schedule adherence summary | Show options: an error is reported after selecting and applying the option "Use corporate time zone".

Report > Intraday analysis > Intraday performance monitor | Projected Requirements vs. Forecasted Requirements: values are switched.

Report > Intraday analysis | Intraday performance monitor: When Intraday performance monitor report is filtered by STAFFING ANALYSIS, AHT and SERVICE ANALYSIS then user hovers over the chart values, all of them says 'Contacts'.

Report > Intraday analysis > Intraday performance monitor: graph's Y axis label will always show current date.

Report > Intraday analysis > Intraday performance monitor | green line: the color of the highlighted time is hard to see when the text is white, and the background color is light green.

Report > Intraday analysis > Intraday performance monitor: Projected requirements column in the table should be empty prior to the current time but it shows data.

Report > Schedule adherence > Schedule adherence summary | Adherence Percent, Totals, and Daily Intervals: agents with multiple data source IDs assigned will cause the intervals, total hours, and adherence % to be doubled, tripled, etc.



Report > Schedule adherence > Daily schedule adherence: net line data and 2nd/3rd rails/bars not showing for adherence and states bars after upgrade only for a single client.

Report > Schedule adherence > Schedule adherence summary | Enterprise Model: Inactive agents are showing on Schedule Adherence Summary report.

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.

Miscellaneous

GDPR | People > Current list > Personal profile > Basic properties | Custom properties: Add warning banners for potentially sensitive or private data being captured in Agent Custom Properties (list and agent profile properties page).

GDPR | Report > Administrative & utility > Data targets: Add warning banners for potentially sensitive or private data being Exported as part of a Data Target.

Settings > Application settings > Global settings & preferences | SAML 2 Configuration | SAML Logging Configuration: When enabling SAML logging after UTC time changes to tomorrow and local time is still today.

Help Videos | Cloud-hosted MP4 files | Editing schedules: remove the word "working" from the description in the tile menu.

Copyright Year: Update year to 2022 or make it dynamically update every year.



Known/Deferred Issues

Home Page / Today

Automated Schedule Attendance Monitor | When you are viewing today's summary and click on PM data, then go back to viewing AM data, it is showing different date (not today's date).

Administrative Settings

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.

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 and was denied.

Data Sources

Settings > Data sources | Import | Import contact volume from Excel: need to inform users of removed duplicate intervals during validation/importing.

Schedule Templates

Settings > Schedule templates > Schedule templates | users should not be able to add inactive agents to schedule templates assignment.

People

Settings > People & agent templates > People > Personal profile: When creating a new schedule template assignment for an agent, close the window when you click Save otherwise the same template will be assigned to the agent as many times as it is saved.

All things time off

Agent View | Time Off: When an agent requests planned All day PTO/LOA, and it is approved from today's page pending request or from all things time off report, the schedules are not removed from the agents schedule; agents will have both work and PTO on their schedule.



ASAP

Schedule > ASAP | Decrease Available staff | Plan a meeting: When we create and execute plan a meeting ASAP, and one of the agents who was in the ASAP requested all day time off, the meeting ASAP is not being removed from their schedule. Agents will have both ASAP and PTO on their schedule.

Reports

Reports | Date format for reports needs to be consistent, using global date format (e.g., 01 Dec 2022).

Reports & Today's Home Page: warning message reported in browser console: "Deprecation warning: moment().add(period, number) is deprecated. Please use moment().add(number, period). See <http://momentjs.com/guides/#/warnings/add-inverted-param/> for more info."

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 (ex. 54 characters).

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

Report > Schedule adherence > Daily schedule adherence: Schedule start time is off when selecting time zone that does not honor DST (e.g., Arizona).

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.