UKG

Release Notes

UKG Pro® WFM 2023.R2.1

This document contains summary descriptions of the enhancements for this release and resolved issues.

Legal Statement

Document Revision History

Revision	Update Version *	First Publish Date
A	Pro WFM 2023.R2.1 Includes - Express Upgrade 1 - Express Upgrade 2	February 6, 2024
B	- Express Upgrade 3	February 13, 2024
C	- Express Upgrade 4	February 20, 2024
D	- Express Upgrade 5	February 27, 2024
E	- Express Upgrade 6	March 5, 2024
F	- Express Upgrade 7	March 12, 2024

Revision	Update Version *	First Publish Date
G	- Express Upgrade 8	March 19, 2024
H	- Express Upgrade 9	March 26, 2024
I	- Express Upgrade 10	April 2, 2024
J	- Express Upgrade 11	April 9, 2024

* = See your local Trust Site for the date on which each update is applied, as these vary by location.

Contents

UKG Pro WFM 2023.R2.1

To familiarize you with the current state of the product, the release documentation is detailed as follows:

- This Release Notes document provides information about the latest version of UKG Pro WFM: 2023.R2.1.

- Express Upgrades for this release are included in this document for this product version. Express Upgrades are regularly released updates that include New Features and Resolved Issues.

What's New?

This section contains the new Features, new Feature Switches, and the new APIs for this release.

> **ℹ Note:**
> - Most Pro WFM features are not enabled by default, and need to be enabled (for example, via **F**unction **A**ccess **P**rofiles or **D**ata **A**ccess **P**rofiles). The exception is features that are incorporated within the existing product capabilities (for example, data being added to a Dataview, or API additions/updates).
> - New and enhanced API operations are not listed in the What's New Table. However, they are listed in the Important Notes on the Developer Portal, and new API operations are listed in the New API Operations tables below.
> - To view a list of Dataview/Report Data Object columns (the labels and descriptions), refer to the Data Dictionary, or search for the entity name in the Column Selection User Interface (UI) in **Application Setup > Display Preferences > Dataview Management**.

What's new for Pro WFM 2023.R2.1 Express Upgrade 11

The features below were added for Pro WFM 2023.R2.1, EU11:

People

People Information fields now available for reporting (SSP-98) - revised

> **ℹ Note:** This feature was delivered in the first release of 2023.R2.1. The description in these release notes inaccurately listed an option, *Pay Rule - People Information*, that is not actually included in the feature. When generating dataviews and reports for people pay rule information, select the **Employee Pay Rule** field.
> This is the corrected description of the feature.

The following People Information fields are now available within Information Access in the Employee Details (People) Entity. Use these fields when creating a Dataview or report, including Employee Dataview,

Employee Time-Series Dataview, Report Data Objects (RDO), and Report Data Object Time-Series. Fields include:

- Cascade Profile (Employment Terms)

- Accrual Profile (Employment Terms)

- Holiday Profile

For more information, see the *Administration > Application Setup > Display Preferences > Create a Dataview* help topic.

What's new for Pro WFM 2023.R2.1 Express Upgrade 10

The features below were added for Pro WFM 2023.R2.1, EU10:

UKG Flow

Employee name in Shift Swap recommendations (SCHED-801)

UKG Flow shows employee names in shift swap recommendations in Microsoft Teams™ and Slack™ without the need to switch applications.

Relevant Schedule paths now visible (SCHED-802)

UKG Flow shows relevant schedule paths in Microsoft Teams™ and Slack™ without the need to switch applications.

What's new for Pro WFM 2023.R2.1 Express Upgrade 9

The features below were added for Pro WFM 2023.R2.1, EU9:

Extensions

Leave Time Request (EXT-146)

The Leave Time Request extension now:

- Allows an employee to submit a cancellation request for an approved leave time request.

- Supports cancellation notification for the employee and manager

Press Ganey NDNQI Report (EXT-185)

The Press Ganey NDNQI Report has been enhanced to capture transferred-in hours at all levels of the business structure. The report now includes hours worked by employees who:

- Transfer in from an external unit.

- Transfer to a job that differs from their primary job.

What's new for Pro WFM 2023.R2.1 Express Upgrade 8

The features below were added for Pro WFM 2023.R2.1, EU8:

Extensions

Totalizer Extensibility Setup + Overtime Preference (EXT-142)

The **Totalizer Extensibility Setup** Extension acts as a step-by-step configuration aide to specifically support Totalizer extensibility.

The **Overtime Preference** Extension automates overtime handling based on employee preference.

Combining both Extensions empowers employees to determine how their worked overtime hours are processed.

What's new for Pro WFM 2023.R2.1 Express Upgrade 5

The features below were added for Pro WFM 2023.R2.1, EU5:

Gaming

Tip Compliance Rate improvement (PS-178532)

When configuring Tip Compliance Rates, you can now enter a value of 0.00 and leave the Pay Code field empty. When the rate is set to 0.00, tip calculation does not occur for the period of time between effective date and expiration date and a pay code is not entered in the timecard.

What's new for Pro WFM 2023.R2.1

The features below were added for Pro WFM 2023.R2.1

Activities

Display Option for Activity Details (ACT-22)

A new field, **Activity Details At All Levels**, has been added to the Activity Query Profile page (*Application Setup > Activities Setup > Activity Query Profiles*) . When this checkbox is selected, users see Activity Details for all levels of an Activity. When not selected, users see Activity Details for only the lowest level of the Activity.

System defaults are tied to the existing **Query Access Level** field on the Activity Query Profiles setup page. By default, **Activity Details At All Levels** is enabled when "All Activity Levels" is selected in the "Query Access Level" dropdown and disabled when "Lowest Activity Level" is selected.

API Gateway

API Gateway - App Key Not Needed (APIM-78)

You no longer need an Appkey to call API operations. If an AppKey value is defined, it is ignored. The My Apps setup page is no longer available.

Data Import Tool

Enhancements to Error Log Information and Layout (DIT-67)

In the past, users could only view errors in downloaded templates by going to the home page of the Data Import Tool. Users can now view these errors in a downloadable template file. Users can view the error message, address it and then reimport data after the issue has been resolved. To improve readability, the file import status and row number now appear as fixed columns along the left side of the file outputs. Mandatory fields, which previously required users to swipe several columns to view, now appear on the left side of the template page; users can now view the Template Information for details on mandatory and optional columns and location.

Device Management

Enforce Biometric Consent On for All New Enrollments (DM-458)

Biometric consent is required for employees who perform biometric enrollments at Touch ID, Touch ID Plus and TouchFree ID devices. This change affects employees who will perform initial biometric finger or face scan enrollments. The Finger and Face Scan Consent for UKG Pro Workforce Management FAQ contains extensive details, including:

- An overview that explains what the changes are and why the changes were made.

- A table with required firmware versions and recommendations on the firmware update process.

- Links to the *UKG Finger and Face Scan Data Statement* and the *UKG Default Consent Text*.

- Links to job aids that explain how to obtain consent from employees who previously enrolled without consent and how to mass delete biometric enrollments.

- Details about entering additional consent text, including additional consent text for each supported language.

Administrators should be aware of these changes in Pro WFM UDM:

- The feature switch **UDM Property feature.switch.bioconsent.required** is set to True and it cannot be turned off.

- On the device profile > Cards and Readers > Biometric tab, the **Enable Biometric Consent** check box is enabled and dimmed under the Finger Scan Biometrics and Face Biometrics sections. This means that employees who are performing new biometric face scan or finger scan enrollments at clocks will be required to provide biometric consent.

- The release note for *DM-402 Enforce Consent During Biometric Enrollment* contains additional related details.

For customers who are deployed in the US data center, Finger and Face Scan Consent for UKG Pro Workforce Management is on by default and cannot be turned off for new biometric enrollments. This feature remains off by default and configurable for customers deployed in the EU, CAN, and AUS data centers.

Missed Punch Attestation Supports All Paycode Types (DM-438)

Smart View transactions configured with Manual Time Entry (MTE) workflows that support missed punch attestation now support both Hours Worked and Hours paycode types.

Engines

Schedule Generation Engine documentation improvements (ENGI-29)

The documentation for the Schedule Generation Engine was updated to make improvements to the configuration information. Updated parameters, detailed descriptions, and best practices for configuring the schedule engine have been incorporated in the online help.

For more information, see the *Configure a Schedule Generation Strategy* help topic.

EZCall

EZCall Custom Tile

You can configure a custom tile that shows the EZCall™ application in a smart tile on the Home page so that managers can schedule physicians, hospitalists, residents, advanced practice nurses (APNs), and clinical staff in highly dynamic procedural environments.

Forecasting

Duplicate Labor Standards (FCST-52)

System administrators can now duplicate an existing labor standard without the need to fully configure it from scratch.

Machine Learning Daily Explorer (FCST-36)

Users can use the Machine Learning Daily Explorer to better understand how each feature of the machine learning forecaster contributed to the final forecast result. View how specific features impact a predicted forecast volume value for a selected location, volume driver, and date combination (values are calculated for a specific driver on a specific day).

Forecast Home - Volume Daily Details (FCST-202)

The Daily Details view allows users to drill into their daily volume data and understand how it is distributed every 15 minutes. This new view matches the functionality in the grid where users can currently drill into their volume data and see how it is distributed every 15 minutes.

Data Import Tool - Create Labor Forecast Limits template (FCST-201)

A new template, Labor Forecast Limits, has been added to the available templates in the Data Import Tool to provide a way of configuring Labor Forecast Limits. Users can now easily load configuration data using templates, eliminating the need for manual data conversion and manipulation.

HCP (Healthcare Productivity)

Merge Cumulative Exceptions for Payroll Import for Healthcare Productivity (HCP-86)

The **processHistoricalErroneousRecords** parameter allows the Payroll Import integration for Healthcare Productivity to merge cumulative exception records with new records in the payroll import when the pay period end date and employee number match the exception records.

Produce Cumulative Import Integration Exceptions (HEPR-47)

The Healthcare Productivity Volume Import integration presents new columns that help troubleshoot exceptions: EXCEPTION_CREATION_DATE and WILL_PERSIST_UNTIL_PURGED. Note: The updated integration will be available at the end of March 2024.

Gaming

Shifts for Tip Declared (GAME-99)

You can now create a Gaming Event that collects shift data for tip declaration employees. Data for the entire shift is collected based on the Shift Time Settings configured in Gaming. This data can be used to create Dataviews for tip declaration employees.

> ℹ️ **Note:** Tip amounts are not allocated among the shifts within a day. Data records show the entire tip amount for the worked day.

To configure this, create an event in Gaming with the new "Tip Declaration" event type.

For more information, see *Time > Gaming > Gaming events* in the online help. For information on reporting with this data, see the following topic (GAME-98).

Expose Gaming Tip Data columns for Dataviews (GAME-98)

In addition to the reports available in Gaming, you can now create Dataviews that include Gaming data. There is also a new Gaming category available when creating a Dataview so that gaming Dataviews can be grouped together in the Dataview Library.

Before you can report on Gaming data, do the following:

1. Generate the Dataview Workflow Authorization Key. The Gaming Seed user must perform this task.

    a. In Gaming, go to Administration > Gaming Configuration.

    b. For Dataview Workflow Authorization Key, click Generate. The authorization key is saved to the Gaming database.

2. Enable the feature switch.

    a. Go to *Administration > Application Setup > System Configuration > Feature Switch*.

    b. Select "Gaming Entities available for Dataviews" and click Edit.

    c. Enable the feature switch and Save.

3. Configure the Gaming Event for Tip Declaration. For more information, see "Tip Declaration Gaming event (GAME-99)" or "Time > Gaming > Gaming events" in the online help.

The new entities and columns for Gaming data include the following.

New entities:

- Tip Shift Details
- Employee Tip Method

New columns for the Tip Shift Details entity:

- Tip Shift Date
- Tip Shift Location
- Tip Shift Job
- Tip Shift Number
- Tip Shift Hours
- Tip Shift Rate
- Tip Shift Total Amount
- Tip Shift Amount
- Tip Pay Code
- Tip Method
- Tip Method Effective Start Date

- Tip Method Effective End Date

- Labor Category

New columns for the Employee Tip Method entity:

- Tip Method

- Tip Method Effective Start Date

- Tip Method Effective End Date

For more information, see *Administration > Application Setup > Display Preferences > Create a Dataview* in the online help.

Tip Method Effective Dates (GAME-63)

In previous releases, you could set effective dates only for the Tip Compliance tip method. Now you can set effective dates for all tip methods.

To enter tip method effective dates:

1. In the Gaming application, go to Maintenance > People Information.

2. Expand the Gaming group and use the table to select the Tip Method and enter the Start Date and End Date.

3. Click Save.

> ℹ **Note:** You cannot select a date that is in a signed-off time period.

In order to leverage new capabilities for Tip Method Effective Dates, new v2 API for Gaming Person needs to be leveraged. The existing v1 API does not support effective dating for the tip method. Please reference the Gaming API documentation for details on the v2 API.

On Demand

New Hyperfind Conditions (WFMAAS-262)

The following new Hyperfind Conditions are now available: Worker Type, Worked State, Time Zone.
See the *Administration > Application Setup > Common Setup > Hyperfind conditions* help topic for more

information.

Search support for Accrual Profiles and Accrual Policies (TKEEP-855)

When you open the Accrual Profiles or Accrual Policies pages (*Administration > Application Setup > Accruals > Accrual Profiles* or *Accrual Policies*) you can now search for profiles or policies by name in the new Search box.

Searches using wildcards are supported. Search results include the Accrual Profiles and Accrual Policies that meet the search criteria and that the user is allowed to access according to their GDAP (generic data access profile).

Add comments and notes for pending timecard change requests (TKEEP-104)

When a manager approves or refuses a pending timecard change request, they can now add comments and notes to give employees more details about why the request was approved or refused. Managers can add comments and notes for pending changes from the Control Center (Add Comments button on the toolbar) and from the employee timecard (View Pending > Pending Changes panel).

When comments or notes are added to the request, an entry is added to the Audit (Timecard Change Comment – Add). There is a new column (Comments and Notes) in the Timecard Changes entity for reporting purposes. There is also a new custom tag (Comments and Notes for timecard changes) that can be added to Timecard Request Review notifications.

For more information, see the following help topics:

- *Home > Control Center*
- *Time > Timekeeping > Use the Employee Timecards page > Approve or deny a submitted timecard change (Pending Changes)*

Automatic invalidation of expired Cover requests submitted to Shift Market (OD-58)

You can now configure a request to cover so that requests submitted to the Shift Market are invalidated when the request expires. The invalidation of the request is automatic; the system sends a notification to the requester's Control Center when the request is invalidated.

For more information, see the *Configure Requests to Cover* help topic.

Business Structure View Support for Schedule Availability Entities (OD-51)

The Schedule Availability and Schedule Segment Availability entities can now be used in business structure dataviews.

Support multiple URLs on a custom tile (OD-49)

Both External URL and Internal URL custom tile types now allow you to specify multiple URLs on a single tile. This functionality is supported for new External URL and Internal URL custom tiles; you can edit existing External URL or Internal URL custom tile types to add additional URLs.

You can create an unlimited number of URLs for these custom tile types. The system adds a scroll bar to the tile if there is not enough room to display all the URLs you have defined.

For more information, see the *Configure Custom Tiles* help topic.

Enhanced flexibility for shift break compliance rules (OD-48)

In previous releases, depending on how schedule rule sets, work rules, and self-service request subtypes were configured, employees could be prevented from seeing some shifts when submitting Open, Swap, Cover, and Self-Schedule self-service requests. This could occur when the break length of those shifts differed from the break length specified in the employee's work rules, even when the request subtype was configured to adjust breaks automatically upon approval.

A new parameter for the **Shifts conform to Break Rules** shift rule, **Break Length Threshold**, allows the system to make eligible those shifts whose break lengths are less than or greater than the break definition specified in the employee's work rules. The **Break Length Threshold** can be useful in organizations in which say, work rules specify different break lengths for full-time and part-time employees, which might limit employees' ability to submit requests for certain shifts.

For more information, see these help topics:

- *Configure Schedule Rule Sets*
- *Ensure break compliance for employee self-service requests*

> ℹ **Note:** This feature is enabled by the "Enable Break Length Threshold rule parameter" feature switch. It is disabled by default.

Accessibility enhancement for Hours of Operation (OD-50)

An accessibility enhancement was made to the Hours of Operation user interface in the Schedule Planner so that it is now fully accessible for screen readers and keyboard-only users.

Ensure unique employee email addresses (OD-45)

To ensure employees in a specific locale have unique email addresses, you can configure the system to check for duplicate email addresses. When you create or update an employee record and then save, if the email address already exists for any other employee, an information message appears to indicate this. You can then enter a unique email address for the employee and save the record.

To configure the system for this:

1. Enable the "site.email.enforceUniqueness" system setting.

2. Open the locale policy (or create a new one) and select the "Email Uniqueness" option.

For employees assigned a locale policy with the Email Uniqueness option selected, email duplication is checked when their employee record is created or updated.

> ⓘ **Note:** If your organization has existing employee records that you do not need to update but still need to verify if there are duplicate email addresses, you can run a Dataview to discover existing duplicate email addresses across the locale and correct those as needed.

For more information, see the following help topics:

- *Administration > Application Setup > System Configuration > System Settings > E-mail*
- *Administration > Application Setup > System Configuration > Locale Policy*

Hide open shifts from view in the Staffing Dashboard (DSCHED-80)

The Staffing Dashboard now enables you to hide the display of open shifts. By default, open shifts are listed first at the top of each unit. In order to better focus on the scheduled employees, you may want to hide the open shifts from view.
In **Show/Hide**, under **Display**, you can select the new **Open Shifts** option to display the open shifts in the Staffing Dashboard. This option is selected by default. To hide the open shifts, clear the **Open Shifts** option. For more information, see the *Manage Staffing Dashboard* help topic.

Exclude segment tags from coverage (DSCHED-703)

The Coverage Counting setup has been enhanced to enable administrators to exclude segment tags from coverage calculations.

By default, segment tags are counted toward coverage. You may want to exclude segment tags, such as **Absent** or **Training**, that represent when an employee is not working their scheduled job.

In Application Setup > Scheduler Setup > Location Settings > Coverage Counting, a new section called Segment Tags has been added. You can exclude the desired segment tags by moving them from the **Available Segment Tags** list to the **Exclude Segment Tags** list.

Note that segment tags that are available for you to include or exclude depend on what is configured in the general data access profile (GDAP) assigned to you.

For more information, see the *Configure Coverage Counts* help topic.

Shift labels synchronized with shift start and end times (DSCHED-627)

Shift labels are now synchronized with shift start and end times when you modify shifts or shift labels in the Edit Shift panel in the Schedule Planner.

> ⓘ **Note:** This feature is released with limited availability. For more information, contact your UKG representative.

When you modify a shift label and then click **Apply**, the following behavior now occurs:

- If the new label matches an existing shift template name, and the segment start and end times of the shift template match those of the segments in the shift, the label is saved and displays on the shift.

- If there is no existing shift template with the new label, the label is saved and displays on the shift.

- If the new label matches an existing shift template name but the segments in the shift do not match those in the shift template, an error message displays.

- If you delete a shift label, no label displays on the shift unless you manually enter a new label or reapply a new shift template.

When you modify a shift and then click **Apply**, the following behavior now occurs:

- The shift label is removed from the shift if you change the shift start or end time.

- The shift label is removed from the shift if you change any shift segment times that do not affect the overall shift start and end time.

- Shift labels are not removed when you add job levels, labor levels, work rule transfers, segment tags, or skills and certifications to a shift.

> ℹ️ **Note:** The **Shift Label and Time Synchronization** feature switch must be enabled to use this feature.

For more information, see the *Edit a Single Shift* help topic.

Filter skills and certifications in the Staffing Dashboard (DSCHED-385)

The Staffing Dashboard has been enhanced to enable staffing managers to filter and sort skills and certifications to identify the best employees to fill coverage gaps. When the dataview assigned to the Staffing Dashboard includes skills and certifications columns, you now have the ability to filter and sort on those columns using the tabs on the Refine panel.

In addition to the typical filter operators, you now also have the option to select the **Expression** operator when filtering the following skills and certifications dataview columns :

- Certification Display Name

- Certification Name

- Certifications Details

- Employee Certifications

- Employee Certifications Display Names

- Employee Skills Display Names

- Employee Skills

- Skill Display Name

- Skills Details

- Skill Name

When you select the **Expression** operator, you can then click **Add** to display a panel where you can build your filter expression to filter by multiple values.

> ℹ️ **Note:** The Expression operator is only available if the new feature switch, **Expression Filtering Supported in Staffing Dashboard**, is enabled.

For more information, see the *Manage Staffing Dashboard* help topic.

Support for Shift-based Paycode Edits in a Multi-shift Scenario (DSCHED-379)

An enhancement was made to the Schedule Planner that now enables managers to choose how they want paycodes applied on days with multiple shifts.

When adding a shift-based paycode on a multi-shift day, a new **Apply To** option enables you to specify whether you want the paycode applied to the **Whole Day** or the **Selected Shift**. The **Apply To** option is available both in Quick Actions > Paycode and in the Add Paycode panel that displays when you select **Add Paycode** from a glance.

A new feature switch, **Shift-based Pay Code Edit Support for Multiple Shift Days**, must be enabled to use this functionality. This feature switch is disabled by default.

For more information, see the *Add Paycode* help topic.

Configure Matching Assignments rule for Current Shift (DSCHED-626)

You can configure the Matching Assignments rule for Current Shift to include shifts that have a specific work rule. Employees who are assigned shifts that match this work rule can be included in the call list, and the list of eligible employees for shift-swap requests or requests to cover.

Example: The Request to Cover request type allows a scheduled employee to find a replacement to work a shift. The requesting employee can choose fellow employees to receive the request. If another employee has an on-call or standby work rule, that employee is now included in the list for selection. When the request is approved, the on-call shift is replaced or partially replaced by the assigned shift. The goal of including on-call shifts is that these employees are already available for work and are being paid, and you get a selection of more employees who can cover a shift.

Display coverage counts to employees when self-scheduling (DSCHED-72)

In previous releases, coverage count information – the number of staff required for a shift versus the number of staff scheduled – was available only to managers, on the Daily Coverage tab of the Schedule Planner. This information can now also be configured for display to the employee.

For each day in the request period, a new **Coverage** section on Request Self-Schedule panel displays:

- The shift label or zone name (as configured in the workload for the selected job)
- The number of scheduled/needed staff for that shift.

> ℹ **Note:** A value of 0/0 indicates that no coverage is needed for the selected shift, or that coverage requirements were not specified (as configured in the shift set specified for the location in the Workload Planner).

- An icon whose color is based on colors configured for coverage counts in scheduler setup (see the "Configure Coverage Counts" topic in the online help for more information).
- A coverage label (Fully Staffed, Overstaffed, or Understaffed).

The Request Self-Schedule panel can also display a new **Employees requesting this shift** section. This section displays a list of all employees who have requested the same shift for the same job. The label displays the total number of employees who have requested the shift, including the employee making the request. The list is sorted based the procedure set specified when you configure the attribute associated with this function; the name of the employee making the request appears in bold.

These features are supported only for Self-Schedule request subtypes for shift templates. You use two new attributes on the Request Subtypes page to enable and configure these features:

- **Show Coverage Information** – Controls whether the new Coverage section is displayed on the Request Self-Schedule panel.
- **Show and Sort Employees Requesting Same Shift** – Controls whether the new **Employees requesting this shift** section is displayed on the Request Self-Schedule panel.

For more information, see these help topics:

- *Configure Self-Schedule Requests*
- *Ensure break compliance for employee self-service requests*

Audit add-on identifies what changed for Shift Change transactions (DSCHED-30)

The Audit add-on in the Schedule Planner has been enhanced to provide more information regarding when a schedule was posted or unposted.

Two new columns – **Posted** and **Reason** – are now available in the add-on when the Audit Type is set to **Schedule**.

- The **Posted** column will display a selected checkbox when the job associated to the shift is posted or was previously posted. This item is verified for all types of modifications made to the schedule, including **Shift Added**.

- The **Reason** column will display one of the following reasons for the modification made to the shift: Add note; Delete note; Update note; Add tag; Delete tag. If multiple modifications are made to a shift, the reasons display in a comma-separated list.

For more information, see the *View Audit Data* help topic.

People

People Information fields now available for reporting (SSP-98)

The following People Information fields are now available within Information Access in the Employee Details (People) Entity. Use these fields when creating a Dataview or report, including Employee Dataview, Employee Time-Series Dataview, Report Data Objects (RDO), and Report Data Object Time-Series. Fields include:

- Cascade Profile (Employment Terms)
- Accrual Profile (Employment Terms)
- ~~Pay Rule (People Information)~~
- Holiday Profile

For more information, see the *Administration > Application Setup > Display Preferences > Create a Dataview* help topic.

People Information fields now available in the People Audit report (SSP-120)

The following People Information fields are now available in the People Audit report:

- Reviewer List Assignments
- Attestation Profile
- Work Rule Profile
- Approval Method
- Worker Type

For more information, see the *Dataviews & reports > Reports > Standard reports > People Audit Report* help topic.

Scheduling

New Shift Move schedule change criteria parameters for Predictive Scheduling (DSCHED-679)

To ensure that correct premium payouts are made in compliance with Los Angeles predictive scheduling legislation for users in Los Angeles jurisdictions, two new schedule change criteria parameters have been added to the Schedule Change Criteria configuration in the Predictive Scheduling setup. Administrators can use these parameters to configure a predictive scheduling rule that pays a different premium for shifts moved within the same day versus shifts moved to a different calendar day.

In Application Setup > Scheduler Setup > Predictive Scheduling > Schedule Change Criteria, one or both of these new parameters can be selected to track the start time of moved shifts:

- **Start time of moved shift remains on the same calendar day** — Use to track schedule changes where a shift has moved within the same calendar day.

- **Start time of moved shift is no longer on the same calendar day** — Use to track schedule changes where a shift has moved to a different calendar day.

> **ⓘ Note:** These parameters are only available if the **Shift Moved Parameters for Predictive Scheduling Schedule Change** feature switch is enabled.

For more information, see the *Configure Predictive Scheduling* help topic.

Self-Scheduling enhancements (DSCHED-766)

This release introduces several enhancements to self-scheduling requests designed to improve the user experience.

- **Submit partially successful requests** – The new **Allow Submission of Partially Successful Requests** Self-Schedule request parameter makes it possible to configure self-schedule requests so employees can successfully submit a request when only some of the shifts they have selected are available. In previous releases, all shifts selected for a request had to be available in order for the request to be submitted successfully. Existing behavior is preserved if the **Allow Submission of Partially Successful Requests** setting is not selected (the default).

- **Add shifts to a submitted request** – The new **Allow Submit and Add More Shifts** Self-Schedule request parameter adds a **Submit** button to the Request Self Schedule panel, allowing employees to add shifts to a request in a serial fashion. In previous releases, to submit a request, employees needed to first review the request; and to add shifts to a request, employees needed to edit an existing request. Existing behavior is preserved if the **Allow Submit and Add More Shifts** setting is not selected (the default).

- **Improved error messages** – In previous releases, when a Self-Schedule request violated a rule in the employee's Schedule Rule Set, Pro WFM would display only the rule name (*Maximum Shifts Per Day*, for example), but not the reason for the violation. Now the system explicitly displays the reason for the violation (*Scheduled for 3 shifts, which is more than the daily maximum of 2 shifts*, for example), which gives the employee the opportunity to reconfigure the request and submit it again.

    For more information, see these help topics: *Configure Self-Schedule Requests* and *Request Self-Scheduling.*

Swap Shift and Cover requests remain valid when shift ID is updated (DSCHED-680)

In previous releases, Shift Swap and Cover requests could become invalidated when the shift ID was updated. Updated shift IDs could occur when a shift was inadvertently deleted, when a Schedule Pattern was reapplied to an employee, or when Rotation Schedules published or updated schedules within the Schedule Planner. In any of these cases, the request would become invalidated because the shift, based on the shift ID, no longer existed.

Now, when evaluating a Shift Swap or Cover request for a shift with an updated ID, the system considers the complete composition of the shift (its start and end time, segments, breaks, transfers, and so on) to find an exact match. If an identical shift is found, this shift is used to complete the request.

New My Absence Calendar provides yearly view of absences and availability (DSCHED-648)

In previous releases, absence and availability information was displayed only as a layer in My Calendar; because the calendar also included information about shifts and other events it could become dense with information, making it difficult to read at a glance. In this release, planned time off, leaves, team absences, availability, and holidays are displayed on a dedicated yearly calendar call My Absence Calendar, with separate tabs for absence and availability events.

Users can access My Absence Calendar from the:

- **Main Menu > My Information > My Absence Calendar**

- **My Schedule > My Absence Calendar** (widget)

The new My Absence Calendar page opens to the Absences tab with the focus on the current day and month, but users can scroll to other months in the current year and change the display to past or future years. The calendar is fully accessible, and its name can be customized (to My Time Off, for example). Employees can submit requests using the **Request** button at the top of the page, or by clicking directly on a date in the calendar. Available requests types vary based on the active tab.

The Absences tab

The Absences tab is the default tab on My Absences Calendar. It displays calendars for every month in the current year and opens with the focus on the current date. By default, it displays these event types:

- Team absences

- Time-off requests

- Leaves of absence

The administrator controls which event types are displayed, and employees can choose to the hide event types that are displayed using the filter at the top of the calendar.

Event types are displayed as color-coded tags on the appropriate dates; the tag is elongated to cover the days in the span of multi-day requests and absences. The **Legend** button displays a legend of the icons and colors used in the calendar. The tag label displays all or part of the absence type (Planned Time Off, for example) based on available space and the browser's zoom level.

Calendar dates also display the status of requests.

When a date has more events than can be displayed within the date's cell, the system displays a +n tag, where n is the number of the other events associated with the date that cannot be displayed in the cell. Clicking the cell displays the event details.

The Absences tab can also display team absence quotas icons on days for which:

- No absences are allowed

- The absence quota has been met

- There is high demand for time off

The Availability tab

The Availability tab displays calendars for every month in the current year and opens with the focus on the current date. These availability preference types are available for display:

- Available

- Unavailable

- Preferred available

- Preferred unavailable

The administrator controls which availability preference types are included in the calendar; employees can choose to hide one or more of these availability preference types using the filter at the top of the calendar. Availability preferences appear as color-coded tags on the applicable days; the tags display all or part of the preference type (Available and Pref avail, for example) based on available space and the browser's zoom level. The **Show Labels** switch on the calendar can be used to hide preferences labels in these tags to simplify the display.

For more information, see the My Absence Calendar help topic.

> ℹ **Note:** My Absence Calendar is enabled by the "My Absence Calendar" feature switch, which is enabled by default.

Configuration

My Absence Calendar is available only if:

- The "My Schedule" feature switch is enabled

- The "My Absence Calendar" widget is enabled

- The employee "My Absence Calendar" ACP (**Function Access Profile > Employee > My Absence Calendar**) is enabled.

> ℹ **Note:** The Availability tab is available only if the "My Availability" ACP (Function Access Profile > Employee > My Availability) is enabled.

The information displayed on the calendar itself – whether or not team absence information is included, for example – is configured using Calendar Configuration (**Application Setup > Calendar Views Setup > Calendar Configuration**).

For more information, see these help topics: *Calendar Configuration* and *Configure My Absence Calendar*.

Printing

In the previous release, printing was not supported by the new My Schedule. You can now print the schedule, and the printing interface has been enhanced in several ways. You can now select:

- The date range you want the printed schedule to cover

- The events and request statuses you want to include

- Whether you want to print shift information in summary or detail

The printed report reflects the content and layout of the events list displayed in My Schedule.

> ⓘ **Note:** As in previous releases, printing is controlled by the employee "Print Schedule" ACP (**Function Access Profile > Employee > Calendar > Print Schedule**).

For more information, see the *Print My Schedule* help topic.

Multiple assignments support for Self-Scheduling and Open Shift requests (DSCHED-573)

In previous releases, multiple-assignments employees could submit Self-Schedule or Open Shift requests for shifts associated with only their primary assignment. Now, multiple-assignments employees can select the assignment they want to use when making Self-Schedule and Open Shift requests. Open shifts are filtered by the assignment selected by the employee, and requests and notifications are routed to the appropriate manager, that is, the Reports To manager for the shift's assignment, which might differ from the employee's Reports To manager.

On the Request Open Shift and Request Self-Schedule panels, any shifts that have already been scheduled are also displayed, regardless of whether they are associated with the selected assignment, to give employees the complete picture of their schedule across all assignments. The shift totals displayed at the bottom of the Request Self-Schedule panel display totals for shifts associated with the selected assignment by default, but you can expand this section of the panel to show totals for scheduled shifts for all assignments.

Assignment information is displayed in the request's shift summary and shift details, in the events list on My Schedule, and in the Control Center.

A new Assignment Name custom tag for notifications has been added for both Open Shift and Self-Schedule request types.

Assignment names can also be added to Open Shift Request and Self-Schedule Requests Dataviews.

For more information, see these help topics: *Request Open Shift*, *Request Self-Scheduling*, and *Create a Dataview*.

This functionality is enabled by default in environments using multiple assignments.

Multiple assignments support for cover requests (DSCHED-290)

In previous releases, multiple-assignments employees could submit Cover requests for shifts associated with only their primary assignment. Now, multiple-assignments employees can offer and accept Cover requests for shifts for any of their assignments. The system can now retrieve employees that are eligible to cover the shift, regardless of their assignment, and requests and notifications are routed to the appropriate manager, that is, the Reports To manager for the shift's assignment, which might differ from the employee's Reports To manager.

When making a Cover request, the embedded calendar on the Cover My Shift Request panel displays icons only on the days for which the employee has scheduled shifts for the selected assignment. Assignment information is displayed in the request's shift summary and shift details, in the events list on My Schedule, and in Control Center.

Several new custom tags for notifications have been added for Cover request types:

- Cover Assignment Name - Recipient

- Cover Assignment Name - Requester

A new column, owner_position_id, was added to the swap_request_expr table. This column stores the assignment ID of the request recipient. The REST API has two new optional parameters for position ID and position name.

For more information, see these help topic : *Request to Cover My Shift*.

This functionality is enabled by default in environments using multiple assignments.

Shift Fill

New SMS Shift Fill configuration page (SHF-32)

A new setting on the SMS Shift Fill configuration page, **Multiple SMS allowed for longer cost center length**, when enabled, allows users to send open shift SMS messages that display the full location path in the

message, regardless of the number of characters. When disabled, messages can have only fewer than 160 characters which may or may not include the full location path.

Strategic Workforce Planning

Create versions of a model without impacting the live model (SWP-10)

Within Strategic Workforce Planning, you can create different versions of a model in which effective attributes can be overridden and leverage in What-If scenarios without impacting the live model. From the side bar, click Labor Model to access a list page with the available models. Based on the selected model, the different versions of that model appear in the model version list. Individual model versions can be distinctly managed and the inputs tested within Scenario iterations

Talk

Group Rules Enhancements (TALK-72)

For this release of Talk, automated rules used to create groups have been enhanced to help monitor rule status and flag group name conflicts.

Rule Status

When you open the Automation Rules page to work with rules, there is a new Status column that shows the status of each rule. Statuses include:

- **Draft**. Rule is in an unfinished draft state.

- **In progress**. Rule is in the queue to be executed or is currently running.

- **Completed**. Rule execution has finished.

Resolve Group Name Conflicts

Talk group names must be unique. When Talk admins create groups using automated rules, the Talk Admin Dashboard now automatically checks to see if groups with the same names already exist on the Talk tenant.

When a rule has groups with potential name conflicts, you are alerted on the Automation Rules page where you review group name conflicts and edit the names to be unique.

Note the following:

- If the updated name is also a duplicate, then you can edit the name until the system accepts it as unique.

- You can review and change conflicting group names at any time.

- Automated groups are not created until their names are unique.

> ℹ **Note:** Previously, all automated group names were appended with a unique, random number. The names of groups created before this release will not change.

For more information, see the Talk Admin Dashboard online help topic *Manage Automated Rules*.

Content Calendar Initial View (TALK-106)

For Talk content administrators, there is a new Content Calendar that provides a view of all content published and scheduled in Talk. The calendar is shared so that all content admins on the Talk tenant can review admin-generated published and scheduled posts by day, week, or month.

The shared calendar helps admins review how and when content is published. Coordinate and manage scheduled events, announcements, and promoted posts with those of other Talk content admins.

The Content Calendar in the Admin Dashboard gives content admins the tools to:

- See an at-a-glance view of all posts scheduled for a month, week, or day.

- Identify communication gaps and plan the post publishing schedules to be more effective.

- Filter the calendar page for only the types of posts you want to see or posts only meant for specific groups.

- Hover over the calendar to see more information about a post including the post type (survey, events, poll, announcement, and so on), the post name, and the date and time a post is scheduled to expire (if any).

For more information, see the Talk Admin Dashboard online help topic *Content Calendar*.

Tasks Dashboard View (Mobile and Web) (TALK-108)

In Pro WFM R9U4, Talk tasks were introduced. Tasks allow supervisors to create tasks and assign them to employees to help coordinate and manage their work. Now, a dashboard screen/page is available for task creators to review all the tasks they have created, monitor task progress, and act on tasks.

> ℹ **Note:** Tasks require the UKG Pro suite. Tasks are not supported in the standalone UKG Talk mobile app.

From the Tasks dashboard, creators:

- Review task details such as the date the task is due, names of people assigned to a task, and any supporting materials attached to a task.

- See the status for each task and for each person assigned the task. Statuses include Not started, In progress, Overdue, Completed, Canceled, and Draft.

- Use shortcuts to group tasks that are overdue, pending, or due this week.

- Filter tasks by task name, due date, creation date, status, and assignee names.

- Cancel a task for all people assigned the task or for individual assignees.

- Edit or delete task drafts.

- Open the Create task screen/page.

To open the Tasks dashboard:

- Talk mobile: Tap **Menu > Social > Engagement Apps > Tasks**.

- Talk desktop: Click **Tasks**.

> ℹ **Note:** For Talk on desktop, the Tasks dashboard lists rows of tasks in a table view. There are four columns that display task names, statuses, due dates (if any), and the initials of the task assignees.

For more information, see the Talk online help topic *Talk Tasks*.

Timekeeping

Stop reprocessing cascading paycode and leave edits (TKEEP-954 and TKEEP-883)

When you make a paycode edit, if there is a cascading paycode edit or leave rule cascade that draws from the same accrual as the edit, then the cascades reprocess. This is the expected behavior. You can stop reprocessing of cascades, if needed, using system settings.

The global system settings allow the cascade to occur when it is first entered and then stops subsequent cascades when other edits are made (through the UI or API). Those edits include standard paycode edits that draw from the same accrual. You can stop reprocessing in signed-off and unsigned-off time.

To configure this:

1. Find the following global system setting and enter a date for when you want the behavior to begin. When this setting is enabled, reprocessing is stopped in signed-off and unsigned-off time.

`global.WtkTotalizer.StopReprocessingCascades`

To stop reprocessing of cascades only in signed-off time, continue to the next step.

2. To allow reprocessing of cascades in unsigned-off time, but stop reprocessing of cascades in signed-off time, enter a date for the previous setting and also set the following system setting to true:

`global.WtkTotalizer.AllowReprocessingCascadesInUnsignedOffTime`

When this setting is enabled (and a date is entered for the `global.WtkTotalizer.StopReprocessingCascades` setting) reprocessing occurs in unsigned-off time, but does not occur in signed-off time.

For more information, see "*Administration > Application Setup > Pay Policies > Stop reprocessing cascading paycode and leave edits*" in the online help.

Leave on Scheduled days and with Multiple Assignments (TKEEP-936 and TKEEP-1043)

Leave can now be sent based on the employee's scheduled days for the number of hours scheduled.

When applying Leave time based on scheduled days to multiple assignment employees, the active assignments of the employee can be selected.

New Position Code field in People Information/ Editing an assignment name and external ID (TKEEP-871)

A new effective dated field is available in People Information that allows you to track an employee's position code for integration purposes. The new Position Code field is available for single and multiple assignment employees and can be found here:

- For single assignment employees: People Information > Employee > Information

- For multiple assignment employees: People Information > Assignments > Multiple Assignments > General

In addition, you can now edit the assignment name and external ID for single assignment employees and multiple assignment employees that have only one assignment. To enable editing for assignment name and external ID, set the following system setting to true:

`global.peopleeditor.multipleassignments.editAssignmentNameExternalID.enabled`

For more information, see the "*Maintenance > People Information > Multiple Assignments > Configure multiple assignments*" help topic.

General Availability for Multiple Assignments (TKEEP-818)

The Multiple Assignments feature is now generally available. For more information, see *Maintenance > People Information > Multiple Assignments* in the online help.

Initiate workflows using Approve and Sign-Off Attestation buttons (TKEEP-779)

In previous releases, only the "Save" Attestation button subtype could be used to initiate workflow extensions. Now, using new and updated Timecard Action Attestation button subtypes, users can implement additional workflow validations. The "Sign Off" button subtype is new, and the existing "Approve" button subtype has been enhanced to support calls to workflow extensions. These button subtypes are supported in both Manager Attestation and Employee Attestation profiles.

Any core validations you have defined continue to be initiated first, followed by any validations defined in the workflow extensions called by "Sign Off" and "Approve" button subtypes. Examples of validations and restrictions that could be implemented using workflows called from these buttons include:

- Disallowing approval or sign off on days the employee did not work for the approving manager

- Disallowing approval or sign off if the timecard contains unreviewed exceptions

- Disallowing approval or sign off for compliance violations (paycode edit for a Sick day followed by a Casual Leave, for example)

Attestation reports have been enhanced to include new button subtypes.

For more information, see these help topics: *Attestation Buttons, Attestation Daily Detail report.*

Add Leave Time until Tracking is Exhausted (TKEEP-718)

When adding Leave time, Leave Administrators may now select to add leave time until the takings are exhausted.

Character limit system setting (TKEEP-1199)

A new system setting is available that allows you to configure a character limit for the ruleData field for the totalizer extensibility processor API. The new setting is:

`global.totalizer.extensibility.ruleData.maxSize` and the default value is 15000.

Extra Data Requests now available (TKEEP-1051)

Payroll Extract Services (PES) allows you to request extra data - including person dates, comments and notes - with minimal impact on performance. Submit a Salesforce request for this enhancement.

Payroll Extract Services (PES) Person Dates (TKEEP-1046)

Payroll Extract Services (PES) allows you to request extra data - including person dates, comments and notes - with minimal impact on performance. Submit a Salesforce request for this enhancement.

Manage Timecard tile translation setup data (TKEEP-1019)

You can now add translated values for Exception Categories and Exception Tiles. This includes exception category labels and the Pending Changes and Clean Timecard labels on the Manage Timecard tile (Exception Tile).

The following entity types are now available in Translation - Setup Data:

- Exception Categories
- Exception Tiles

For more information, see *Administration > Application Setup > System Configuration > Translation - Setup Data* in the online help.

WFMaaS

Auth0 Localization Support (WFMAAS-317)

Localization is supported for Auth0 tenants.

Auth0 Access Method Profiles (WFMAAS-274)

Access Method Profiles were tested and validated for Auth0 tenants.

Auth0 Browser Session Management Back End (WFMAAS-248)

The back end of Browser Session Management has been updated to support Auth0.

Auth0 Browser Session Management Front End (WFMAAS-245)

The front end of Browser Session Management has been updated to support Auth0.

Auth0 Account Management (WFMAAS-222)

For Auth0, User Management Services (UMS) moved to Account Management.

Auth0 Logon Profiles (WFMAAS-194)

End-to-end operations between Auth0 tenants were tested and validated for Logon Profile and password policy changes.

Auth0 End-to-End Operations (WFMAAS-172)

End-to-end operations between Auth0 tenants were tested and validated for all service and API calls.

Feature Switches

This table lists the feature switches introduced in this version, including the default settings. For more information on their use, refer to feature descriptions using the tracking number.

Headline	Tracking Number	Feature Switch	Default
Ability to attach an On-call Work Rule to a Request to Cover	DSCHED-626	Attach a Work Rule Profile to Request to Cover	Off
New My Absence Calendar provides yearly view of absences and availability	DSCHED-648	My Absence Calendar	Off
Swap Shift and Cover requests remain valid when shift ID is updated	DSCHED-680	Allow shift ID change	Off
Enhanced flexibility for shift break compliance rules	OD-48	Enable Break Length Threshold rule parameter	Off
Reporting on Gaming data	GAME-98	Gaming Entities available for Dataviews	Off

New API Operations

The following API operation(s) were added for 2023.R2.1

Domain	Resource	Operation	Method	URL endpoint
Employee Self-Service	Employee Cover Requests	Invalidate Cover Request	POST	/v1/scheduling/employee_cover_requests/invalidate
Forecasting	SHAP Value Metrics	Extract Local Explainer	POST	/v1/forecasting/shap_values/metrics/local_explainer/apply_read
Healthcare Productivity	Raw Volume Data Errors	Retrieve All Raw Volume Error Records	GET	/v1/hca/raw_volume_errors
Healthcare Productivity	Raw Volume Data Errors	Create or Update Raw Volume Error Records	POST	/v1/hca/raw_volume_errors/multi_upsert
Person Assignments	Supervisor Assignments	Retrieve Supervisor Assignments by Person ID	GET	/v1/commons/persons/supervisor/{personId}
Person Assignments	Supervisor Assignments	Retrieve Supervisor Assignments for Multiple Employees	POST	/v1/commons/persons/supervisor/multi_read
Person Assignments	Supervisor Assignments	Add or Update Supervisor Assignment for Multiple Employees	POST	/v1/commons/persons/supervisor/multi_upsert

Timekeeping	Brazil Compliance Companies	Retrieve Brazil Compliance Company by ID	GET	/v1/timekeeping/brazil_ compliance/companies/{id}
Timekeeping	Brazil Compliance Companies	Retrieve All Brazil Compliance Companies	GET	/v1/timekeeping/brazil_ compliance/companies
Timekeeping	Brazil Compliance Companies	Create Brazil Compliance Company	POST	/v1/timekeeping/brazil_ compliance/companies
Timekeeping	Brazil Compliance Companies	Update Brazil Compliance Company by ID	PUT	/v1/timekeeping/brazil_ compliance/companies/{id}
Timekeeping	Brazil Compliance Companies	Delete Brazil Compliance Company by ID	DELETE	/v1/timekeeping/brazil_ compliance/companies/{id}
Timekeeping	Brazil Compliance Device Groups	Retrieve Brazil Compliance Device Group by ID	GET	/v1/timekeeping/brazil_ compliance/device_groups/{id}
Timekeeping	Brazil Compliance Device Groups	Retrieve All Brazil Compliance Device Groups or by Specification	GET	/v1/timekeeping/brazil_ compliance/device_groups
Timekeeping	Brazil Compliance Device Groups	Create Brazil Compliance Device Group	POST	/v1/timekeeping/brazil_ compliance/device_groups
Timekeeping	Brazil Compliance Device Groups	Update Brazil Compliance Device Group by ID	PUT	/v1/timekeeping/brazil_ compliance/device_groups/{id}
Timekeeping	Brazil Compliance Device Groups	Delete Brazil Compliance Device Group by ID	DELETE	/v1/timekeeping/brazil_ compliance/device_groups/{id}
Timekeeping	Brazil Compliance Devices	Retrieve Brazil Compliance Device by ID	GET	/v1/timekeeping/brazil_ compliance/devices/{id}
Timekeeping	Brazil Compliance Devices	Retrieve All Brazil Compliance Devices or by Specification	GET	/v1/timekeeping/brazil_ compliance/devices
Timekeeping	Brazil Compliance Devices	Create Brazil Compliance Device	POST	/v1/timekeeping/brazil_ compliance/devices
Timekeeping	Brazil Compliance Devices	Update Brazil Compliance Device by ID	PUT	/v1/timekeeping/brazil_ compliance/devices/{id}
Timekeeping	Brazil Compliance Devices	Delete Brazil Compliance Device by ID	DELETE	/v1/timekeeping/brazil_ compliance/devices/{id}
Timekeeping	Brazil Compliance Identity Types	Retrieve Brazil Compliance Identity Type by ID	GET	/v1/timekeeping/brazil_ compliance/identity_types/{id}
Timekeeping	Brazil Compliance Identity Types	Retrieve All Brazil Compliance Identity Types or by Specification	GET	/v1/timekeeping/brazil_ compliance/identity_types

Timekeeping	Brazil Compliance Paycode Attributes	Retrieve Brazil Compliance Paycode Attribute Definition by ID	GET	/v1/timekeeping/brazil_ compliance/paycode_attribute_definitions/ {id}
Timekeeping	Brazil Compliance Paycode Attributes	Retrieve All Brazil Compliance Paycode Attribute Definitions or by Specification	GET	/v1/timekeeping/brazil_ compliance/paycode_attribute_definitions
Timekeeping	Brazil Compliance Paycode Attributes	Create Brazil Compliance Paycode Attribute Definition	POST	/v1/timekeeping/brazil_ compliance/paycode_attribute_definitions
Timekeeping	Brazil Compliance Paycode Attributes	Update Brazil Compliance Paycode Attribute Definition by ID	PUT	/v1/timekeeping/brazil_ compliance/paycode_attribute_definitions/ {id}
Timekeeping	Brazil Compliance Paycode Attributes	Delete Brazil Compliance Paycode Attribute Definition by ID	DELETE	/v1/timekeeping/brazil_ compliance/paycode_attribute_definitions/ {id}
Timekeeping	Brazil Compliance Paycode Attributes	Retrieve Brazil Compliance Paycode Attribute Definition Key by ID	GET	/v1/timekeeping/brazil_ compliance/paycode_attribute_definition_ keys/{id}
Timekeeping	Brazil Compliance Paycode Attributes	Retrieve All Brazil Compliance Paycode Attribute Definition Keys or by Specification	GET	/v1/timekeeping/brazil_ compliance/paycode_attribute_definition_ keys

Online Help Modifications

Pro WFM 2023.R2.1

The following documentation modifications were made for Pro WFM 2023.R2.1.

Online Help Resolved Issues

Common Components - Help Server

PS-171227 17839512 - The help menu displayed incorrectly on some help topics.

PS-170711 17664910 - Known IP Address Configuration documentation incorrected listed IPv6 as a a configuration option.

PS-166408 17000010 - Examples in the "Use wildcards and shortcuts in IP addresses" section of the Known IP Address online help topic contained typographical errors in several IP addresses.

PS-159562 3731108 -The SeedUser Account Settings online help topic incorrectly stated that the Seeduser password must have a minimum of 8 characters. The Seeduser password must have a minimum of 15 characters.

PS-158781 3711782-The Timecard Indicators online help topic displayed incorrect icons for "A comment has been added" and "A note has been added" actions.

Gaming

PS-172142 17416960 - The Reserved Characters online help topic did not include a section for Gaming. The topic now includes information about the reserved characters for Gaming.

HCP (Healthcare Productivity

PS-174424 - The Daily Productivity Tile is designed for front-line managers who need a daily view of employee productivity in a small number of work units.
The Configure the Daily Productivity Tile help topic provides the following information - along with examples - to aid in configuring an appropriate amount of information for the tile: (Total number of jobs in the work unit) x (number of days) x (number of selected columns) = 35,000.

To manage employees in large numbers of work units, use reports.

Scheduling

PS-166051 16925953 - The Configure Schedule Rule Sets online help topic incorrectly included information about two global settings that were obsolete.

PS-165720 16400852 - The Configure Shift Profile Sets online help topic incorrectly included a section explaining that location profiles could be configured for shift profile sets.

PS-165197 16726271 - The Data Dictionary was missing information about the Schedule Weekly Hours column in the Schedule Summary Entity.

PS-164301 16483564 - The online help topics – *Job Groups, Workload Planner Optional Steps,* and *Configure Coverage by Zone or Shift Set* – incorrectly referenced the Schedule Generator as Calculate Open Shifts (COS).
Additionally, the *Configure Coverage by Zone or Shift Set* help topic incorrectly included a section explaining how to schedule employees by shift and view coverage by zone.

PS-168357 17260068 - The Manage Staffing Dashboard online help topic incorrectly stated that forecasted sales data from Forecasting would display in the Volume fields in the Staffing Dashboard.

Resolved Issues

Within each section, issues are listed in numeric order by WFD or PS tracking number. Salesforce case numbers are also included, when applicable.

Pro WFM 2023/R2.1, Express Upgrade 11

The issues below were resolved for 2023.R2.1, EU11:

Activities

PS-224834 - When entering Activity durations using Time Period Entry, not all IDLE records were being converted into Activity Durations as they should have.

Engines

PS-240326 - Schedule Generation was violating "No Save" restrictions for minor employee for Maximum Hours per Week.

KPI

PS-264677 - Performance issue: Slow general response times since the last system upgrade.

Scheduling

PS-283708 - When trying to view a timecard, a "*WFS-100000*" error occurred.

PS-242449 - When employees had Multiple Assignments, they were only able to self-schedule under a single assignment. Employees should be able to switch assignments and self-schedule when all of their assignments are in an open Self-Scheduling Visibility Period.

PS-240692 - Business Structure transfers were added, but the cost center incorrectly defaulted to the employee's home cost center. It is expected that the Cost Center would not default to the home cost center, but to the cost center that the employee was "floated" to.

PS-188894 - Problem when attempting to print "My Schedule" in the new Schedule/Calendar feature. The options for printing appeared, but the Preview button just launched a new Dashboard homepage on another tab and did not print.

PS-176428 - Manager could not cancel the time off for one employee.

Timekeeping

PS-237932 - Employee had two shifts for a day and when doing a time off request for whole day, the total amount was correct in schedule planner but was incorrect in the timecard. System was taking the in-punch from second shift and the out-punch from the first shift, resulting in a "late out" exception.

PS-221672 - Durations were calculating incorrect length when yoked via a day cascade. When adding a duration via a day cascade, the behavior should be consistent and use the duration of the shift as the source, not shorten the day.

PS-220773 - When schedules were imported from Telestaff and a Pay Code edit was added for a Duration Pay Code and transfer, the schedule did not re-totalize. This caused an issue in accuracy with totals.

PS-220462 - Two employees were "stuck" in the background processor (BGP). A system error was encountered during CT Call.

PS-177912 - Duplicate Historical corrections were getting generated after making a historical edit.

UDM

PS-178324 - Dataview issue: When running a 'Biometric Status' dataview, the 'Finger Scan Consent Date" column displayed a different time zone than the logged-on manager viewing the dataview.

Pro WFM 2023/R2.1, Express Upgrade 10

The issues below were resolved for 2023.R2.1, EU10:

Activities

PS-178093 - Kiosks intermittently stopped accepting employee punches and an "*Authentication Error*" message appeared. Users had to restart the kiosk in order for it to accept punches again.

Forecasting

PS-243549 - Integration was being used to delete labor standards. The Integration checks to see if the end date of the standard is '3000-01-01' All records were being disqualified because the end date of "*forever*" was being returned as '2999-12-31'. The API being used was `v1/forecasting/labor_standards/multi_read`.

PS-241227 - Labor Forecasts were not generating correctly for newly created stores.

KPI

PS-216016 - Performance issue: Integrations were experiencing delayed Start Times.

People

PS-176911 - Trying to terminate via API with the authentication type's Active flag set to false was giving a "*WCO-101299*" error message. The error message should have been more informative, indicating that the

Active flag status was what was causing the error.

Scheduling

PS-278289 - When attempting to use certain dataviews, the following error appeared: "*Information Data within Creation Date, Duration, Employee and 6 more columns cannot be retrieved. Contact your system administrator*."

PS-277683 - Employees were unable to see their schedule through My Calendar.

PS-252722 - Manager was unable to approve a Shift Swap in Control Center - "*Unknown error*" message appeared.

PS-252491 - Although the Self-Scheduled requests appeared to be submitted, the requests never appeared on the employee's Schedule in their Calendar View or in the Schedule Audits.

PS-247194 - Performance issue: During payroll processing, it was taking approximately 3 minutes from the SSO login to land on the desired WFM page (about 30-60 seconds of this were just to load the Home page).

PS-208396 - Workload Planner pattern data was not being synchronized to Schedule Planner beyond 1/1/2024. This caused Scheduling to function incorrectly: inaccurate coverage information, not generating schedules, and not allowing Schedule Score Results.

PS-175637 - When an organizational rule was assigned to a location, any violations to that rule did not display in the Schedule Planner for the stores that were hierarchically under that location.

Timekeeping

PS-224767 - Duplicate Paycodes were being generated when performing a SDM transfer for Pay code Mapping. Trying to delete the duplicates resulted in the following error: "*Error PE-003116 Paycode should be unique*."

PS-222774 - After changing from one hyperfind to another and then back, the results were not being re-evaluated. The results seemed to have come from cache and did not reflect that change in the hyperfind.

PS-207318 - PersonalityTriplet does not exist in cache as well in database as it should. When the employee attempted to add a timestamp, the following error appeared: "*WFP-00926 An invalid null parameter was detected*."

UI Platform

PS-279045 - A watermark was appearing on certain chart views.

WFMaaS

PS-256123 - Attempting to enable a feature switch for "Shift Label and Time Synchronization". Although the switch was visible on the Feature Switch page, attempting to edit it resulted in the following error: "*The feature switch could not be found*."

PS-219949 - When using the workflow tag to pass data to the task notification, the data was incorrectly being truncated after 745 characters in the notification.

PS-176708 - When a manager has an active delegation, they can choose it under Delegated Roles, which shows the active delegation(s) and an option to return to their normal role (*Myself*). In English only, this option was not appearing.

Pro WFM 2023/R2.1, Express Upgrade 9

The issues below were resolved for 2023.R2.1, EU9:

Engines

PS-260938 - Unable to view Machine Learning Explorer for Automatic ML Forecast Model.

Forecasting

PS-176511 - All valid job assignments were not appearing when viewing the Task Groups.

Information Access

PS-176495 - The data returned in the dataview when using a hyperfind was not accurately reflecting recent timecard edit changes.

Integrations

PS-252893 - Integration was generating additional entry in TA with no values inside. One error should only show one entry in the TA and should have the values in the entry.

Mobile

PS-207139 - Employees unable to add transfer in mobile app. When attempting to search/apply a transfer, the app would return to the punch tile.

People

PS-247294 - Unable to unlock the services and support accounts in any of the tenants. After Cloud Support unlocked the services/support accounts in Open AM, support users could then log in; however the accounts were still showing as locked in the tenants.

Scheduling

PS-243567 - When a Request to Cover that had been created prior to the last release, the shift was deleted in the latest release.

PS-228515 - The team Absence Calendar was not displaying the Time off Requests for team members when the Team Definition did not have a quota defined. Also, if there is a quota on a specific day but no Time-off requests, you should see there is a quota, but could not.

PS-177923 - The Schedule Event Rule "broke" with a duration pay code applied when the duration triggered a deduction rule. The deduction should not have broken the Event Rule.

Timekeeping

PS-233397 - Accrual Takings were doubling for terminated employees with signed-off timecards. Setting the employee's status back to Active removed the doubling.

PS-207318 - PersonalityTriplet did not exist in cache as well in database as it should have. When the employee attempted add a timestamp, the following error appeared: "*WFP-00926 An invalid null parameter was detected.*"

PS-187647 - In the multiple assignments operation, different Employment Terms had two different Assignments (the different Employment Terms had the same Duration Pay Code but with different work rule transfers). When entering the Duration Pay Code on the Timecard, the work rule that was applied was always from the Employment Term of the Primary Assignment, even though a different assignment was chosen. Could not get the Duration Pay Code to use the Work Rule which was assigned in the Employment Term and that was assigned to the applicable Assignment.

PS-177747 - A large number of employees were being improperly excluded from totalization.

PS-176532 - When editing Timecards/Schedules, the display should accurately display the grid headers aligned with the grid itself. Schedulers were seeing a misalignment with the Timecard Headers and Timecard Grid. A secondary issue reported with this was they were sporadically seeing the horizontal scroll bar disappear as well.

PS-176126 - A REST API was causing the following to fail: when employees have a transfer on the first segment of their shift, the totals for the remainder of that shift should be associated with that same transfer.

UI Platform

PS-176332 - Pressing the "back" button on the browser was resulting in a "*connection not established*" error.

WFMaas

PS-174799 - Blank screen appeared when using impersonation and trying to switch roles to Delegator. The application should allow the employee to switch roles to the Delegator when using impersonation.

Pro WFM 2023/R2.1, Express Upgrade 8

The issues below were resolved for 2023.R2.1, EU8:

Activities

PS-175183 – Kiosk mode was not working in properly SSO environments - double login was being required.

KPI

PS-230207 - Shift Swap was invalidated after Publish of Rotation Schedule.

PS-175917 - Performance issue: Slow performance when saving Pay Codes.

Mobile App

PS-178337 - Android users were unable to perform a Cost Center transfer from the mobile app.

People

PS-254322 - The API `v1/commons/persons/extensions/multi_read` was failing with the following error message "*The action required an existing person, but either the person for the key could not be found, the user does not have access rights to that person, or a database error occurred.*"

PS-176337 - The API `v1/commons/persons/multi_update` API was not locking / unlocking accounts until the account had been unlocked manually in People Information. The API should unlock accounts without manually updating the record first.

Scheduling

PS-266966 - Integration being affected by the following update: The API `v1/commons/location_sets/apply_upsert` has changed and no longer allows empty location sets. The following error appears: "*WCO-183285 At least one node ref is required for a location set.*"

PS-230199 - When an employee attempted to request an open shift, they received a generic "error" and were unable to see or request any open shifts.

PS-230066 - A number of latency issues arose, most notable in the Request to Cover operation.

PS-221646 - Calls to */applications/wtk/html/staffing-editor-schedule-zone-sets.jsp* resulted in a heapdump.

PS-178269 - The Manage Schedule Tile showed one out of the four Exempt employees as 'Missing', when the employee was not actually missing. The "missing" employee also had a different Time Zone (MST) compared to the other employees and their manager (EST time zone).

PS-230199 - When an employee attempted to request an open shift, they received a generic "error" and were unable to see or request any open shifts.

Timekeeping

PS-226243 - The new search function on the Accrual Policy screen was returning duplicate values, one for each effective-dated Accrual Policy.

PS-224922 - An employee submitted requests for three different time periods and requests were approved. Later, it was noticed that the requests were for 20:00 per day instead of 08:00. The time off requests were approved (after the periods had been signed-off), but only two of the three historical corrections were made.

PS-223293 - Call to REST API `/api/v1/timekeeping/timecard/multi_read` resulted in a negative response related to *payCodeEdits.scheduledShiftIds*.

PS-172516 - Accrual tab displayed "No data to display" for some employees. This behavior was incorrect as the Accrual tab in the timecard should display accruals for those employee since they had a valid accrual profile assigned.

Pro WFM 2023/R2.1, Express Upgrade 7

The issues below were resolved for 2023.R2.1, EU7:

API Gateway

PS-224746 - Could not call `v1/commons/payroll/export/async`. Received 401 Unauthorized response. Cannot call as post or as get to retrieve export async requests.

Engines

PS-177027 - The Volume Forecast for some stores (not all) was about 50% of last year's actual values. Based on historical volume, the volume forecast should have been much higher

Forecasting

PS-175471 - Shifts edited by manager were not displaying on screen and when trying modify again, the following error was generated: "*You are trying to update an item that has been deleted by another user or process. Reload and try again*".

Platform

PS-199706 - Scheduled Monthly Reports were showing incorrect Report Date and Time & Time Frame after the reports were scheduled.

Scheduling

PS-229457 - No one was able to submit Time Off Requests in the system, due to a database error during processing of task class.

PS-220646 - An employee (with no schedule) could not pick up open shifts due to the "Maximum Consecutive days that the employee can be scheduled" schedule rule. When this was changed from Warning to Informational, the user was able to see shifts. When an employee has no schedule, they should not trigger consecutive day rules.

PS-202407 - The Shift Moved Parameters for Predictive Scheduling Schedule Change feature switch was not present in the list of Feature Switches as it should have been.

PS-176681 - When Manager Locale was set to Canadian French, the Call List in Schedule Planner was including employee(s) that should not be shown. It worked fine when changing the language to American English. The Call List should work the same regardless of Locale setting.

PS-176002 - Data Hub was making calls to REST API `/v1/scheduling/schedule/multi_read`, but the following error appeared: "*This issue was previously reported via and fixed in R9 U4 but the error is still occurring.*"

PS-175836 - When an employee attempted to submit their Work Preferences as part of their Employee Preferences request, they received the error message "*Error Request category cannot be changed.*" and the Work Preferences were not saved.

PS-175180 - When testing Change Location scenarios, the change location penalty was triggered unexpectedly. Location Type was set to Store-Site. Penalty was triggered when job was changed.

Timekeeping

PS-241151 - My Accrual Custom Tile verbiage changed and the tile is not reflecting correct Accrual Balance for these fields.

- *Earned to Date* changed to *Recent Grants*

- *Taken to Date* changed to *Recent Takings*

- *Pending Grants* changed to *Anticipated Grants*

- *Planned Takings* changed to *Anticipated Takings*

PS-176175 - An attempt to update the Display Profile resulted in an error that "*Duplicate effective dates are not allowed in Manager Role-Assignments.*"

UDM

PS-248110 - Tenant failure at UDM during a refresh operation.

Pro WFM 2023/R2.1, Express Upgrade 6

The issues below were resolved for 2023.R2.1, EU6:

External Technologies

PS-17762 - The check box for single line publish did not appear in some published Rotation Schedule templates.

PS-232780 - When users edited a template, the system generated the following error: *Error: Unknown error*. After some time, the error disappeared. When attempting to export the same template, the error reappeared and the template was not exported.

PS-223157 - When accessing a Rotation Schedule template, the last saved user loaded as the user who accessed it even if the accessed user did not edit the template.

Platform

PS-223215 - When Importing a Rotation Schedule template, the following error appeared: "*Error Occurred while trying to retrieve employees by jts*".

PS-188882 - The system was not allowing conditions to be added to existing hyperfinds; would not save.

Scheduling

PS-232511 - Calls to `AuthN/V1/getUserInfo` resulted in a heapdump.

PS-177035 - Employee was unable to select a particular shift to swap with another employee, even though they both had access to the job in their job transfer set and that the shift did not violate any schedule rule set.

Timekeeping

PS-229483 - Pay Rule IDs are successfully retrieved using `/v1/timekeeping/setup/payrules/multi_read`. However when the IDs were used in the `/v1/commons/pay_period` API, they failed with the following error: "errorCode: *WCO-124001, message: Invalid pay rule id 60*."

PS-214626 - After marking a punch as reviewed and trying to save the timecard, the following intermittent error occurred: "*Both position and userEnteredPosition must be specified if transfer is specified*." Saving the timecard after marking a punch as reviewed should not result in an error.

PS-178420 - Caching issues were causing ConstraintViolationExceptions from repeated calls to API `/v1/commons/labor_categories/multi_create.`

PS-178396 - Dataview created for Leave Tracking information had actual data in it , but it showed the error "*Data within Case Approval Status, Case Category, Case Frequency and 18 more columns cannot be retrieved. Contact your system administrator*."

PS-173197 - A single employee was being excluded in Totals Calculation under System Information -> Background Processor Tab.

UDM

PS-233337 - Load Firmware event created in UDM Event Manager failed to load firmware to the InTouch DX G2 clock. The event would kick off, however, it would only run on a test device. No firmware was sent to the clock.

UI Platform

PS-177562 - When accessing the control center, the manager was presented with this warning and could not act upon any notifications: "*Warning: System is retrieving results. More results may follow ...*"

Pro WFM 2023/R2.1, Express Upgrade 5

The issues below were resolved for 2023.R2.1, EU5:

Activities

PS-222958 - The Activity system setting created to control the Multiple Idle Percent Allocations features (*Enable Effective dated Defaults and Idle percentage allocation*), caused integrations to break when set to enabled. The setting was disabled by default. Therefore, this Activity Setting has been removed from the list of system settings. The following feature is disabled as a result:

- ACT-199 - Compress Multiple Idle Rows in the Timecard and Consolidated Glance

PS-207145 - Time edits were not re-calculating correctly

Gaming 9.6.2

PS-175838 - When running the person update API, if *earlyOutShiftLength* was not included in the payload and the employee had an existing value for *earlyOutShiftLength*, the value was changed to null.

Platform

PS-178399 - Processing a group edit for sign off on employees stopped processing employees and then failed completely.

PS-178310 - The Data Import Tool and the template "*Data – Pay Code Edit Historical – Import*" was only processing one entry per file; additional rows were showing with the error "*Data cannot be changed until processing of historical corrections is complete*".

PS-178399 - Processing a group edit for signed-off on employees stopped processing employees and then failed completely.

PS-178158 - Calls to `/controlCenter/notification/count` resulted in hundreds of "errors".

PS-177141 - PublicHolidayPaycodeImport integration was failing and the following appeared: "*errorCode":"API-10001","message":"Some Internal Server Error Occurred. Please contact System Administrator*."

Scheduling

PS-224722 - When making calls to REST API `/v1/scheduling/audits/multi_read`, the following error appeared: "*Some Unknown Error Occurred. Error Details Not Available.*"

PS-222689 - Incorrect date was displayed when canceling a Time-off request.

PS-222481 - When some employees logged in to the application and navigated to the My Schedule tile, the following error occurred: "*Some unknown error occurred. Error details not available*". and the My Schedule tile details do not load.

PS-178162 - When attempting to view the My Calendar tile, the following error message appeared: "*You are trying to update an item that has been deleted by another user or process. Reload and try again.*"

PS-174177 - Accrual was not calculating (deducting) when an employee applied (in hours) for a day based accrual code.

Timekeeping

PS-230189 - When leveraging Manual Time Entry and using a workflow that should put you on the timecard, the manual time entry was not prompting in My Timecard.

PS-203229 - Totalizer issue: An employee had a 12.5 hour scheduled. The employee added an in-punch to the Timecard. The employee then punched out. This sequence of events led to Timecard Totals for the shift of: 102:23. So the employee was paid for the 102:23 shift that she actually didn't work.

PS-178354 - Managers were unable to view Accrual balances when moving from Schedule Planner to Timecards.

PS-177481 - Scheduled and worked days were showing up as unexcused absences for one employee. If a range of dates was used, then it showed correctly.

PS-177025 - A pay code edit that was performed after Sign Off and Enable Edits for a previous period did not generate a historical correction as it should have.

PS-171210 - Holiday Credit was incorrectly paid when Timecard was signed-off.

Pro WFM 2023/R2.1, Express Upgrade 4

The issues below were resolved for 2023.R2.1, EU4:

Engines

PS-216160 - When Schedule Generation strategy was run at the store level, it was assigning Shifts to Departments and Jobs with no workload coverage. It was bypassing the System Setting for "*AllowWorkloadAtZeroToBeCovered*" for Schedule Generator which was set to False. This was causing shifts to be assigned to employees when the coverage was zero for that Department's Jobs.

Scheduling

PS-225775 - Error approving a Timeoff Request using the Document Attachment extension. "*Some Unknown Error Occurred. Error Details Not Available.*"

PS-222565 - Performance issue: Significant delay when populating the Call List.

PS-207400 - Employees were showing in the Schedule Planner when they should not have because they did not meet the location selection.

PS-178424 - Previous employment term schedules were not being removed and this was causing duplicate schedules.

PS-175373 - Shift not being restored in Calendar once timeoff request was canceled. An employee had annual leave on a particular day. The employee then submitted a cancellation and this was accepted. The shift returned on the planner, but on the employee calendar the day was blank. In Requests, it showed the cancellation had been approved, but the shift was not visible as returned.

PS-174124 - Inconsistent Hyperfind results when going from Location to Hyperfind results.

PS-173605 - The Rule Violation and Schedule Planner were not following the Organizational Rule Set configuration for the location assigned. Specifically, if the Location/Job to which the Organizational Rule Set is assigned is not loaded in the Schedule Planner, but a transfer is performed to that Organizational Rule Set's assigned Job/Location, a violation should trigger. The triggering was not happening.

Timekeeping

PS-220361 - Hidden accrual policies were not enforcing the minimum taking limit and/or overdraft limit in the accrual policy when the taking was a pay code added to the timecard. If the taking was added to the

schedule or the accrual policy was not hidden, the limits were correctly enforced. All limits in the hidden accrual policy should be enforced on the timecard the same way they are on the schedule.

PS-178401 - The Payrule GET API (`v1/commons/pay_period`) was correctly returning a list of all pay rules, but when using the ID from that list to execute the Get Pay Period API, some of the Payrule IDs were not found.

PS-169425 18359018 - Managers and employees had MyAccrual tile configured using old dataview accrual columns to display the grants / available balances etc. These columns call the API `/wfc/restcall/v1/timekeeping/internal/ia/accrual/multi_read` which internally calls CT. Since there is a CT call every time someone logs in, it was causing a performance issue.

UDM

PS-221620 - Devices could not be updated when biometric was selected. UDM showed the error "*Download package building failed for Employees without schedules*".

Pro WFM 2023/R2.1, Express Upgrade 3

The issues below were resolved for 2023.R2.1, EU3:

KPI

PS-220123 - Multiple WFM Core errors have been fixed.

Platform

PS-177131 - Failed compliance audit due to there being no Username or IP address reported when a CRT (Cross Reference Table) was downloaded or uploaded from within the app interfaces page.

Scheduling

PS-178427 - The following error was encountered after a manager approved an Availability Pattern Change request. "*The availability template ID should not be specified; the availability template segment ID should not be specified*".

PS-178351 - Multiple active Employment Terms were being allowed via API `"v1/commons/persons/employment_terms/multi_upsert"`. The system should not allow more than one Active Employment Term or overlapping employment terms.

PS-177068 - Network / database errors with the API `v1/commons/persons/assignments/multi_upsert` errors have been fixed.

PS-176790 - Procedure sets in the Call List were disqualifying employees based on the required skill rule. Employees with the required skill assigned and active in their person- record should not have been disqualified.

PS-176025 - After receiving an update, the Schedule indicators were providing an incorrect message on Self Scheduling requests. Specifically, a self schedule request indicator was showing the shift as a remaining partial shift from a partial cover request. It actually was not from a cover request; it was a self scheduled shift. It should have displayed the shift as Self-Scheduled.

PS-172403 - Incorrect behavior of paycode availability when added as part of a pattern against the schedule group vs adding a pattern against employees. The pattern assignment should have picked up availability regardless of whether it was added to the schedule group or to the employee.

Timekeeping

PS-220691 - Employees were not able to enter punches on the day when there was a time off pay code added for the same day. The following error appeared: "*Paycode not found for reference Id: 132*".

PS-187549 - Unable to approve timecards. Manager and superusers were receiving the following error "*The timecard cannot be approved because it contains one or more configured exceptions that must be resolved*".

PS-187503 - Target Hours tab was not refreshing as it should have when cycling between employees.

PS-178186 - Error occurred during payroll process execution during integration run.

PS-178077 - Employees enabled with multiple assignments were recording only In-punches, regardless of the assignment selected. For example, if an employee clocked in at 8am then tried to punch out at noon, the punch was inserted as an In-punch resulting in an "unexpected punch" flag on the timecard.

PS-177337 - Dates for 2024 Holidays were added into the application, but none of these were being recognized by the Background Processor or the callable totalizer for calculations of holiday credits or holiday worked zones.

PS-173525 Performance issue: Accessing Employment Terms in setup was taking 15-20 seconds.

PS-170794 - A duration Pay Code (used in Justify Exception) was not picking up a Zone Rule and, thus, not paying penalty as it should have. If you added the same paycode (by paycode edit) directly to the timecard, it did qualify for the Zone and paid the penalty correctly.

PS-170545 - Problem with a Canada Holiday pay code, configured as "*Stat Pay*" (for hourly pay code) and "*StatPay$*" (for money pay code). The **Stat Pay** was working fine, however the **StatPay$** was not.

UDM

PS-175231 - Thailand language pack added into customer CLOCKS as per the business requirement.

Pro WFM 2023/R2.1, Express Upgrade 2

The issues below were resolved for 2023.R2.1, EU2:

Platform

PS-175927 - A bogus entry ("*Logging Filter Counter value in 195 value loop*") was showing up constantly in the logs.

PS-172328 - The new My Schedule Calendar "feature toggle" was disabled, and there was an intermittent issue where new and old calendars were showing for different users.

People

PS-176517 - The API `v1/commons/data/multi_read` was intermittently not returning expected results resulting in multiple configuration issues.

PS-176127 - When running a new custom read-only report (Weekly Wall Schedule), the Custom Field "Seniority Order" was not returning for all employees as it had been.

PS-173283 - Admin was not being allowed to change a manager's Function Access Profile. Error: "*Access validation failed.*"

Scheduling

PS-177908 - Notifications for self scheduling visibility periods not received as they should have been.

PS-177779 - Extremely slow performance was causing the payroll process to not complete.

PS-177624 - Employee's Calendar was not loading all of the employee's scheduled shifts and events for a specific time period. An "*illegalStateException*" log entry indicated a DuplicateKey condition which should not have been allowed to occur.

PS-176598 - Available Employee dragged to Location wasn't visible until after Save in the Staffing Dashboard. If the manager dragged an available employee to an Open Shift, the employee was removed from Available and the number of available employees was reduced correctly. However, The employees name was not visible in the Open Shift Location window with the Open Shifts until a save was done. A save should not have been necessary.

PS-174812 - Intermittently, employees were unable to review open shifts that had posted. Employees should have been able to review the open shifts and act on them accordingly.

PS-174568 - The Schedule Rule Set violation "Maximum Hours per Day" was causing no employees to show up as available to Shift Swap for 24hr On Call Shifts. When the 24hr On Call Shift's Work Rule is unpaid (with no paycodes configured in the PCD or in the Call In Rule) the On Call Shift's hours should not count towards the Max Hours Per Day rule violation pre-filter in the Shift Swap Request.

Timekeeping

PS-175558 - The Holiday Credit Rule Change was not triggering a historical correction as it should have. The historical period totals should reflect the appropriate calculation after the configuration change.

PS-175012 - One employee failed to Totalize and was stuck in the background processor. There were no errors in the corresponding timecard, so a "Submit and Re-totalize" should have been possible.

PS-173452 - An incorrect Accrual Cascade sequence occurred when an employee had a Termination Date In the future.

PS-173298 - Duplicate effective dates were occurring when trying to create Adjustment Rule and Percent Allocation Rule with the same name.

Pro WFM 2023.R2.1, Express Upgrade 1

The issues below were resolved for 2023.R2.1, EU1:

Authentication

PS-177646 - Alert "Disk Usage (Above 90%)" caused by *data/tenantrouter/logs* folder taking most of the disk space.

Engines

PS-177138 - Breaks were not being added to Open Shifts that were using Schedule Generator. Open Shifts should generate with breaks from the assignment in the *Location Profile - Open Shift Pay Rule* Setting.

KPI

PS-175548 - Business Structure Time Series Dataview was not populating data for some KPIs.

Platform

PS-176696 - In the Batch Job List, users were unable to view the results of a successfully run job.

Scheduling

PS-178048 - A Shift Swap request was incorrectly showing more than one shift to the recipient.

PS-177378 - When a manager reviewed a metric in Schedule Planner that grouped by Zone, the Zones were displayed incorrectly; in Alphanumeric order. Zones should always be displayed in order of the zone's Start and End Times.

PS-177211 - A hidden Paycode was appearing in Control Center Notification in My Calendar.

PS-175544 - Performance issue: slow response times from attestation business process APIs.

PS-175222 - Schedule Rule violation wasn't updating and sometimes actually disappeared. Schedule Rule violations should update immediately after the schedule changes without even doing a refresh.

PS-174413 - Heapdump resulted in JDBC pool emptying.

Timekeeping

PS-173810 - Scheduled Transferred-In employees were not returned on Exceptions Report.

Pro WFM 2023.R2.1

The issues below were resolved for 2023.R2.1.

Absence Management

PS-173501 18376256 - When the user used the browser back button and then selected a new Leave Rule the data for the previously selected Leave Rule was returned.

PS-167005 17088804 - When using the symbolic time period, Previous Pay Period, in a Hyperfind Query on an Attendance Action employees who had the attendance action outside of the timeframe were included.

PS-166273 16970447 - Users were unable to mark a Leave of Absence request as done or read in Control Center to remove the notification indicator if another user already rejected the request.

Activities

PS-173925 18019825 - When viewing the Activities dataview from the current or previous pay period, totals were not displayed for the selected date.

PS-173424 18410409 - The **Create or Update Persons** (`POST /v1/commons/persons/multi_upsert`) API operation stopped successfully updating certain Activity-related properties due to new, incompatible defaults for the affected properties. The "Enable Effective dated Defaults and Idle percentage allocation" setting has been introduced with a default value of `false`, which resolves the error. If the setting is set to `true`, the old behavior is enforced.

PS-169312 17453087 - When the **Retrieve Activity Shifts** (`POST /v1/work/activity_shifts/multi_read`) API operation was used with the `SEGMENTS_WITH_TOTALS` option, it incorrectly returned only whole hour amounts instead of the amounts reflected in the Timecard and reports.

PS-166784 17123259 - A system account was available to assign to managers in Kiosk Mode.

PS-166728 16763543 - A Transaction Ended message was returned when processing Duration forms.

Authentication

PS-174474 18519121 - You could not create user accounts manually or by an integration if the password had fewer than 15 characters regardless of the configuration in the Logon Profile and exemption from the enhanced password policy.

PS-173999 INC5657979 - Performance: Memory limits were exceeded during simultaneous updates. Changes to token methods resolved this issue.

PS-173888 18348911 - The system prompted for a password reset regardless of Logon Profile settings or system settings. API connections failed authentication because of the reset prompt.

PS-171376 INC5597079 - You could not log in because the DNS address was not found. This issue is resolved.

PS-170671 INC5576135 - Performance alerts were activated for high usage of memory.

PS-175113 - Integrations that use the HTTP Client Connector can fail on tenants that use AuthN authorization. Instead, use the Kronos Workforce Dimensions Connector.

Data Science

PS-175351 18670473 - Some Control Center notification mappings and Workflow Notifications were not being updated and appeared in greyed-out text.

PS-171117 17753229 - When running Auditor, the system generated an error: Some Internal Server Error Occurred. Please contact System Administrator.

Engines - Forecasting and Scheduling

PS-171625 18050655 - The Schedule Generator was not creating shifts with Work Rule Transfers as expected.

PS-170428 17506735 - The Priority Scheduling Engine was not assigning shifts as expected when using the following procedure set:
Unassign Only First, Then Assign Only, by Employee Based On Seniority Date

Extensions

PS-174672 18483490 - When criteria selections were specified in the Hyperfind or Location and the Individual Employee IDs parameter, the Dynamic Paycode Allocation for Activities integration processed both criteria instead of only one.

PS-174533 18545353 - The Meal Penalties integration failed with a document cache error when it included an employee with a worked shift that spanned the previous and current pay periods.

PS-173051 18346750 - The Meal Penalties integration included the time duration from the first meal penalty when calculating a subsequent meal penalty.

PS-172512 18233897 - The Jours de Fractionnement integration failed when a comma existed in the accrual profile name assigned to the employee.

PS-172184 18229012 - When the Leave Loading integration completed with partial success, the status icon did not display in red to indicate that a review was needed.

PS-170747 17660512 - The Dynamic Paycode Allocation for Activities integration was not picking up system-generated activities.

PS-169645 17459043 - The Dynamic Paycode Allocation for Activities integration returned vague and unhelpful error messages when a paycode, that was defined in the paycode display access profile, was entered in the timecard with a symbolic amount.

PS-169630 17459043 - The Dynamic Paycode Allocation for Activities integration returned vague and unhelpful error messages when the timecard response did not contain activity segments.

PS-168098 17297808 - The Press Ganey NDNQI Report totals did not break out by year and quarter when the report was run for a date range or symbolic period that spanned multiple months.

PS-166341 16976730 - The Average Absence Calculation behaved inconsistently when longer look back periods were selected.

PS-166183 16822273 - To prevent time-out errors during bulk data handling by the Jours de Fractionnement integration, the employment terms GET API was replaced with the POST API.

PS-165745 16824060 - An error occurred when the TImecard Save Validation integration attempted to update the timecard as a system user.

PS-165693 16830556 - The Average Absence Calculation sometimes inserted negative adjustments when Minimum Time-off was configured in the Time-off Rules.

PS-165371 16704414 - The minimum and maximum validation logic in the Global Time-off Request (GTOR) Validation Rules extension excluded non-working days that fell at the beginning and end of the time-off request date range.

External Technologies

RS-7 - When managers made changes to an org group, they were unable to open the rotation schedule.

Forecasting

PS-175191 18659308 - The Developer Hub entry for the **Retrieve Labor Tasks by Name and Department** (`GET /v2/forecasting/tasks`) API operation incorrectly documented an ability to retrieve all labor tasks if no query parameters were specified. The documentation has been updated to correctly describe the operation's behavior, which requires query parameters to be passed.

PS-173333 17632594 - In some cases when users tried to view a Daily Labor Forecast, they were unable to view the same forecast in 15-minute increments. The system generated following error: Entity or entities not found. Type: Org job Name or names or ID or IDS.

PS-172836 - Labor Standards using Volume Drivers at a Generic Site level did not produce labor.

PS-172054 18082716 - When delete actions were included in the request payload, the **Import Labor Standards, Tasks, and Task Groups** (`POST /v2/forecasting/labor_standard_tasks/import`) API operation returned HTTP status code 200 but, in some cases, did not delete all of the specified entities.

PS-169237 17424761 - When passing multiple locations in the request payload, the **Import Volume Forecast** (`POST /v2/forecasting/volume_forecast/import`) API operation sometimes returned an incorrect error message. The incorrect error message was: "Provided categories should belong to same parent category per given date span." The corrected error message is: "The categories must be in the same organizational node as the parent site for the date span. Only one site is allowed for each request."

PS-168281 17108894 - During the Clean Up Generic Departments event, the system was not able to delete a Labor Standard even though the Labor Standard was not associated with a Task or Task Groups.

Gaming

PS-170737 17460248 - When there was only one employee in a Toke Pool, the full amount of the toke pool was not paid out and $0.01 was carried over.

PS-170118 17560430 - In Gaming, when accessing Main menu > Reports > Gate Access Reports, this error appeared: "Operation not allowed"

PS-168042 17297652 - When running /v1/gaming/persons/apply_update with APIMaxPeople smaller than the number of people in the hyperfind, an Internal Server error was returned.

PS-167817 17248463 - A misleading error message was returned when a reserved character was included in the certification number field for an API call.

PS-160244 3753768 - In Gaming, when configuring a Device duplicate Device Names were allowed.

Globalization

PS-170091 17459044 - Hyperfinds could not be edited when the locale policy was set to Spanish Spain.

PS-169452 17490008 - A French-language status message for an in-progress historical correction misspelled historiques as hostoriques.

HCM

PS-172518 18288724 - For the HCM Payroll Export V2 integration, Additional Details did not show complete details about errors. For example, Additional Details reported errors for a single record even if multiple errors had occurred.

PS-170344 - The HCM People Import-v2 integration did not update unassigned licence profiles.

PS-170233 17565550 - The HCM People Import-v2 integration did not update License profiles correctly. For example, the integration did not update managers who switched to employee roles even though the License profile was correct in HCM, and the Manager Role was false in the Standard Profile.

PS-169330 17452078 - The HCM Skills and Certifications Import-v1 integration incorrectly imported Expiration Date and Issued Date for certifications. These dates did not match the Locale Date Format process property of YYYY-MM-DD.

PS-168863 17341803 - The HCM People Import-v2 integration did not assign the Emancipated Minor setting if the Emancipated Minor was true in the Scheduling Standard Profile.

PS-167893 17153955 - The HCM People Import-v2 integration reverted Primary Labor Category assignments to None.

PS-167721 17250962 - The HCM People Import-v2 integration removed Labor Category assignments from people records.

PS-166608 17092073 - The HCM People Import-v2 incorrectly rounded Full Time Equivalency (FTE) values in the Employee Standard Hours by removing decimal values.

HCP (Healthcare Productivity)

DIM-548535 - The employee limit wasn't high enough in some instances. HCP can now support organizations that have up to 250,000 employees.

PS-174839 18605765 - Healthcare Productivity reports showed the "METRIC CALCULATIONS IN PROGRESS" message when recalculate integrations were not running.

PS-172350 18258587 - Healthcare Productivity reports showed the "METRIC CALCULATIONS IN PROGRESS" message when recalculate integrations were not running.

PS-170112 17577241 - For Healthcare Productivity, the Recalculation limit was increased to 15 Recalculate integration runs each week. The week is defined from Monday midnight to Sunday end of day.

PS-169336 17414228 - For Healthcare Productivity, the Work Unit report data object (RDO) with a type of Payroll could not be saved.

PS-165974 16879374 - The Healthcare Productivity reports showed the "Metric Calculations in Progress" message even after all productivity calculations were completed successfully. Now, the message and log reports are correct, and the reports are generated successfully.

PS-171288 - For Healthcare Productivity, the Volume Import Exception file has a new EXCEPTION_ CREATION_DATE column that shows the date an exception first occurred. If an exception persists because of incorrect key columns, even if the exception was cleared, this column shows a blank value for that exception. This blank value remains in the file until the exception is purged.

Information Access

PS-172930 18289681 - When adding a chart to a Dataview that included parameters to show the top 10, the top 10 counts were not properly displayed.

Integrations

PS-176338 18636977 - The Scheduled Integrations page froze if you tried to resize a column in the list of scheduled integrations.

PS-173218 18369100 - You could not edit cross-reference tables (CRT) directly in the Microsoft Edge browser. However, you can download the CRT, edit in Microsoft Excel, and upload the edited CRT.

PS-164315 16311995 - The UKG Pro People integration (UltiProPeopleImport-v1) did not run when scheduled.

PS-161508 03773213,16507957, 18658620 - Scheduled export integrations failed to run because of errors in the SFTP connection.

KPI

PS-175548 18650508 - The Business Structure Time Series Dataview was not populating data for some KPIs.

Mobile

PS-171621 18080221 - The list box for WiFI Networks: Access Points was in random order.

PS-171037 17461410 - The GoTo selection on a notification was not directing to the date of the exception as it should have.

PS-168714 17322077 - The Developer Hub documentation for the following API operations did not display the correct response model: **Retrieve Known Places** (`POST /v1/commons/known_places/multi_read`) **Retrieve All Known Places or by Specification** (`GET /v1/commons/known_places`).

PS-159572 3602354 - Custom forms were being cut off in the mobile app.

Omni Data Hub

PS-170315 17621279, 18758167 - The service account dedicated to executing the API that runs pipelines did not have permissions.

People

PS-176303 18759951 - The **Create or Update Persons** (`POST /v1/commons/persons/multi_upsert`) API operation returned an unhelpful error message when bad data was passed in the request payload for the license type object.

PS-169052 17445723 - The **Modify Assignments for Multiple People** (`POST /v1/commons/persons/assignments/multi_upsert`) API operation threw a Null Pointer Exception instead of a validation error when Attendance Profile Name was omitted from the request payload of certain calls.

PS-169022 17430063 - The **Update Multiple Persons** (`POST /v1/commons/persons/multi_update`) API operation incorrectly threw an HTTP status code 500 'Internal Server Error' when `NaN` was passed as the Base Wage in the request payload.

PS-166635 16994564 - The **Retrieve Photos for Multiple Employees** (`POST /v1/commons/persons/profile_photos/multi_read`) API operation would not allow a logged-in employee with the correct permssions to retrieve their own photo unless that employee had the Manager role.

Platform

PS-174830 18533149 - In Batch Processing, after duplicating an existing Batch Task, every time a new row was added another "Copy of" appeared in the name.

PS-173822 18429231 - Hyperfind queries did not return all employees who were active during the selected time period.

PS-173321 18290013 - A Role Profile that was no longer in use could not be deleted.

PS-171213 17748679 - A manager's FAP had the "Manager - System Configuration" and the "HCM Profile Setup" access control points both set to Disallowed, but the HCM Profile Setup heading still appeared in Application Setup for the manager.

PS-169548 17452061 - When importing Labor Category Entries and the description contained the reserved word "INSERT", the import failed.

PS-168930 17400277 - At random, scheduled integrations could run multiple times if a scheduled run was turned off then turned back on (enabled).

PS-168719 17328957 - Japanese translations of system messages were incorrect or nonsensical.

PS-168570 17378153 - Events could fail to run from the Event Manager. Changes to the request headers resolved this issue.

PS-167951 17228598 - The Data Import Tool duplicated jobs which resulted in duplicated data items.

PS-167619 17183782 - The Data Export Tool dropped the first character from the name of labor categories.

PS-167091 17116595 - The CSV file output from the Security Report audit did not include the appid and application columns. Now, all columns are available regardless of the selected output format (csv, xlsx, pdf).

PS-165757 INC5440758 - Improved performance of the **Retrieve Data** (`POST /v1/commons/data/multi_read`) API operation, which sometimes timed out when aggregating Timecard Attestation data.

PS-162306 3804655- Improved cache handling of the **Create or Update Persons** (`POST /v1/commons/persons/multi_upsert`) API operation to prevent unexpected transaction assistant errors, especially when called by an integration.

Reporting

PS-165565 16268572 - An email was not sent as expected for a scheduled report when the attachment in CSV format exceeded 10 MB.

Scheduling

PS-176247 18803419 - In the Schedule Planner, when the timeframe was set to Current Schedule Period and the selected location was set to All Home Locations, no shifts were displayed for employees in the schedule.

PS-175469 18600689 - In the Workload Planner, the error message "Error: Some jobs are not valid for all date range" displayed when the manager selected a location.

PS-175424 18355114 - When an employee inherited shifts from their assigned Schedule Group, where the schedule pattern for the Schedule Group included a Labor Category Transfer, the Labor Category Transfer did not appear in the employee's assigned shift.

PS-175174 18626213 - When administrators attempted to reopen the Schedule Change Criteria page in Administration > Application Setup > Scheduler Setup > Predictive Scheduling after making configuration changes, a blank page displayed with the error "Some unknown error occurred. Error details not available".

PS-175072 1849330 - Previous edits made to the Staffing Matrix were deleted when subsequent additional edits were made.

PS-174609 18547067 - When copying Workload Shift Sets to the DEV environment using Setup Data Manager, an error message displayed that there were illegal characters in the Shift Description even though acceptable characters had been used.

PS-174478 18502533 - When Employment Terms were changed for an employee, pay codes from the previous Employment Terms remained in the employee's schedule.

PS-174418 18491387 - When administrators created a Predictive Scheduling rule, the error message "Predictive Scheduling Rule provided tag definition not found" occurred when they attempted to save the rule.

PS-174316 18357900 - In the Add Shift panel in the Schedule Planner, using the slider to change the start or end time of a shift resulted in the error "The date or time format is invalid".

PS-174239 18450948 - Minors were incorrectly being returned as eligible employees in the Call List when there was a No Save rule violation that blocked minors from being valid for shifts.

PS-174234 18358103 - When viewing request details in the Control Center, the system did not always refresh information displayed in Comments & Status History after selecting a different request.

PS-174230 18502777 - This error appeared when trying to display My Schedule:
"Error Some Unknown Error Occurred. Error Details Not Available"
In addition, duplicate My Calendar entries were displayed in the My Information menu.

PS-174180 - These endpoints contributed to the high CPU and memory usage, negatively affecting performance:
/scheduling/v1/widget/employee/selfservice/content
/scheduling/v1/widget/employee/selfservice/contentSummary

PS-173823 18441160 - In the Employee Schedule - Weekly report, the display order of days incorrectly changed to Monday – Sunday in the middle of the report, instead of consistently displaying Sunday – Saturday throughout.

PS-173776 18409863, 18438414, 18508247 - The Staffing Plan by Zone report did not return accurate staffing data.

PS-173470 18407080 - The zones displayed in the Staffing Plan by Zone report were not sorted chronologically.

PS-173405 18385056 - When administrators attempted to access the Schedule Planner setup in Administration > Application Setup > Scheduler Setup, the following error occurred:
"Error OrgNode(s) OrgObjectRef [id=1, qualifier=] could not be found, or you do not have access rights to it."

PS-173316 18371121 - The Developer Hub documentation for the Update Generic Job by ID (POST /v1/commons/jobs/{jobId}) API operation did not display the correct request model.

PS-173178 17291725 - The **Retrieve Schedule** (`POST /v1/scheduling/schedule/multi_read`) API operation failed when both symbolic periods and Hyperfind queries were included in the request payload and the `excludeOvernightShiftsOnStartDate` boolean was set to `true`.

PS-173159 18306652,18513776, 18483805, 18445574 - When submitting a self-schedule request, the system sometimes displayed this error:
"Error Some Unknown Error Occurred. Error Details Not Available."

PS-173140 18360324 - When changing the value in the Available Shifts field on the Request Shift Swap panel from "All employees" to one of the employees displayed in the list of available shifts, the system displayed this message:
"No shifts were found. Changing the filter settings could result in available shifts."

PS-172941 18344621 - The system incorrectly displayed the business structure path for open shifts in the Request Open Shift panel (My Calendar > New Request > Open Shift).

PS-172911 18294449 - When managers attempted to select a location in the Daily Schedule view, the drop-down list was missing an expected unit and approximately one-third of the business structure.

PS-172827 17799944 - Employees with one locked shift on a day were prevented from submitting a request to cover for any other shifts in the same request period if the Minimum Rule Severity to Validate parameter on the request subtype was set to anything other than "Not Considered".

PS-172769 18268957- Under certain circumstances, the **Create or Update Persons** (`POST /v1/commons/persons/multi_upsert`) API operation produced an incorrect schedule after a schedule group update.

PS-172647 18302779 - The system displayed duplicate shifts in My Schedule when you scrolled to the bottom of the list and clicked Load More.

PS-172269 17634687 - The total number of hours shown for open shifts in the Open Shifts section of the Schedule Planner and on the Metrics tab under Planned Hours by Department did not match.

PS-172136 17712952 - The system did not display this message after submitting an Open Shift request when the subtype was set to Auto Approve:
"Information Your open shift request has been approved."

PS-171853 17720030 - When the budget was edited in the Workload Planner and a start date in the future was entered, the following error occurred:
"Some jobs are not valid for all date range."

PS-171441 1746036 - Users in the Location Schedule were unable to select any Business Structure node above the Job level from the Locations & Jobs drop-down.

PS-171426 - Enhanced the performance of the **Retrieve Timecard as Manager** (`GET /v1/timekeeping/timecard`) API operation.

PS-171045 17451995 - The **Retrieve Data** (`POST /v1/commons/data/multi_read`) API operation was unable to filter response data on the SCH_SCHEDULE_EVENT_CALENDAR_DATE Data Dictionary key.

PS-170751 17082372 - Intermittent performance issues occurred when using the Schedule Planner for any number of employees.

PS-170465 17372850 - In the Schedule Planner, the scroll bar in the Open Shifts section was not correctly aligned with the main scroll bar used for viewing employee schedules.

PS-170300 17322303 - When an administrator selected an Organization Set to edit in Application Setup > Business Structure Setup > Organizational Sets, there were no assigned jobs displayed.

PS-170135 17262180 - When a manager added a shift template that contained a work rule transfer to an employee's schedule, and then subsequently edited the work rule transfer to include a job transfer, the work rule transfer was removed from the shift.

PS-169936 17477014 - When the Employee Schedule – Weekly report was printed, the report header and page numbers were being cut off. Additionally, the font color in the table header row did not provide enough contrast per accessibility standards.

PS-169848 INC5554884, INC5561998 - When attempting to retry a failed schedule builder task, an Out of Memory error occurred.

PS-169542 17437292 - If a multiple assignments employee submitted a Global time-off request for a shift with a different assignment than one associated with a scheduled shift, the system deleted the shift when the request was submitted and did not restore the shift when the request was canceled.

PS-169436 17454901 - Managers were incorrectly allowed to delete shifts in the Schedule Planner when they did not have access to the job for the shift, and only received an error when they attempted to save the schedule.

PS-168903 17363657 - When adding a pay code to the Schedule, the system sometimes added it with a zero value, even though a shift existed and had been saved.

PS-168611 17341414 - When users right-clicked to add a pay code to a shift in the Schedule Planner, an incorrect start time of 12:00 AM populated instead of the shift's actual start time.

PS-168429 17341959 - On the Audits tab in the Schedule Planner, date filters did not work as expected to accept the data input according to the users locale policy.

PS-168388 17295182 - In the Tag Definitions setup, the location configured for the Default Business Structure option was no longer shown as the selection on the following day.

PS-167727 17184889 - Users were unable to perform a labor category transfer for multiple employees and received an error.

PS-167556 17091449 - Enhanced the **Retrieve Employee Schedule Changes** (`POST /v1/scheduling/schedule/changes/multi_read`) API operation's Developer Hub documentation to explain that `startDateTime` and `endDateTime` values are always evaluated using UTC.

PS-167343 - The system exhibited poor performance when opening My Schedule a second time after navigating to another page.

PS-167137 17121027 - The Accruals tab in the request details panel in Control Center did not display accruals balances for employees for whom Team Absences was configured.

PS-167026 16974200 - The **Bulk Create or Update Workload Patterns** (`POST /v1/scheduling/workload_patterns/multi_upsert`) API operation returned an unhelpful error message when duplicate properties were present in the request payload.

PS-167012 17140370 - The **Create Employee Schedule Pattern** (`POST /v1/scheduling/employee_schedule_patterns/apply_create`) API operation returned an incorrect error message when the pattern template reference in the request payload did not match any pattern templates in the system.

PS-166929 17131763 - The **Retrieve Schedule Audits** (`POST /v1/scheduling/audits/multi_read`) API operation failed to return any audit data when a Skill Certification Profile was not found for any reference in the request payload. The API now gracefully handles such requests and returns audit data.

PS-166896 17099621 - The Schedule Planner was experiencing performance issues and slow response times when a large number of employees was loaded.

PS-166808 16692076 - Control Center notifications displayed rule violations associated with the original full shift and not the partial shift request.

PS-166590 - When using a Request Subtype transition in a Business Process, the 'QueryDateSpan' variable was populated with a reference to the Java object and not a date.

PS-166349 16985771 - Batch jobs were not being completed in a timely manner and appeared to be stalled.

PS-166229 16731254 - An error occurred when managers attempted to change the end date for a Schedule Group.

PS-165971 16643740 - An informational message was erroneously displayed with the data for the Float Details dataview.

PS-165915 16733195 - A dataview incorrectly showed Scheduled Productive Hours for an employee on a day when they were not scheduled to work.

PS-165849 16878991 - The system displayed an error like the following when a user attempted to approve requests from the Control Center when logged in as a delegate:
"Error Database error during processing of task class com.kronos.scheduling.swap.impl.managertask [...] Exception :javax.persistence.PersistenceException"

PS-165771 16838670 - The system disabled actions (Approve, Refuse, Add Comments, and so on) displayed on the Control Center page for Time-off requests that had become corrupted in the database.

PS-165532 16776842 - When the Availability Change request subtype setting Minimum Rule Severity to Validate was set to "Informational" and Automatic Approval was selected, the system allowed employees to submit their Availability Change request on a day that violated their Schedule Rule Set. The system should have displayed an error messag

PS-165170 16432414 - The Save button did not display in the Schedule Planner when using the Mobile App.

PS-164953 4917000 - When managers end-dated old Schedule Patterns, Shift Builder failed to queue and did not remove these shifts from the end-dated Schedule Patterns.

PS-162899 - The My Time Off tile did not use the "Enter Hours as Start Time + Duration" setting configured in the Time Off Request subtype for its time entry fields.

PS-160292 3729971 - There was inconsistent behavior with dates made for historical corrections made in Metrics versus the Projected Wages Summary Data View.

PS-154585 - Enhanced the performance of the **Post or Unpost Schedule** (`POST /v1/scheduling/schedule_management_actions/apply_update`) API operation.

PS-152879 3546544 - Incorrect availability records were returned in Schedule Planner causing confusion on employee availability.

SDM

PS-170852 17720002 - The Publish History page in the Setup Data Manager would not load successfully and files could not be downloaded.

Talk

PS-171872 18068953, 18154567, 18293808, 18293834, 18264715 - The SeedUser account could not be used to log in to the UKG Talk tenant.

PS-171549 18076648, 18077585, 18077552 - When users tried to log in to UKG Talk, they received the error "Your session has expired. Please re-login."

PS-170125 17593865 - In the Talk Admin Dashboard, alphanumeric and numeric entries were not valid when entered in the same custom fields.

PS-170039 17464988 - Field changes in Pro WFM employee records were not automatically updated in the Talk groups that used the related custom fields.

PS-169955 17519076 - In the Talk Admin Dashboard, the defined order of custom fields was getting automatically changed.

PS-169762 17513880 - An incorrect error message displayed in the Talk Admin Dashboard when admins created an automation rule with the same custom field definition as an existing rule.

PS-165852 16844977 - Talk notification updates were duplicated when viewed on mobile.

PS-165661 16785117 - On mobile, the count of Talk notifications did not match the number of notifications.

Timekeeping

PS-176442 18263975 - In rare cases, the data returned by the **Retrieve Timecard Data for Multiple Employees** (`POST /v1/timekeeping/timecard_metrics/multi_read`) API operation did not apply an adjustment rule to a payrate consistent with the full precision of the adjusted rate in the timecard.

PS-176298 18565034 - The **Update Timecard as Manager** (`POST /v1/timekeeping/timecard`) API operation sometimes returned an incorrect error message. The incorrect error message was: "For duration paycode edit, amount value must be blank." The corrected error message is: "For duration paycode edit, amount is not a valid input; you must enter a symbolic value or an In time and Out time."

PS-175784 18541396 - When running the Timecard Audit Dataview, data did not display for a specific date in the date range.

PS-175430 18547030 - In rare cases, the **Retrieve Timecard Data for Multiple Employees** (`POST /v1/timekeeping/timecard_metrics/multi_read`) API operation did not return all historical corrections in the specified timeframe.

PS-175011 3732524 - When adding an In punch to the timecard, a Bonus Applied exception incorrectly appeared.

PS-174935 18507569 - Under certain specific circumstances, the **Retrieve Timecard as Manager** (`GET /v1/timekeeping/timecard`) API operation returned employees with a `totalizationStatus` of `require_totalization` even when those employees were already totalized.

PS-174851 18556579 - The **Stage Payroll Asynchronously** (`POST /v1/commons/payroll/staging/async`) API operation returned all employees regardless of date range and active or terminated status within the range. The operation now returns only active employees within the specified date range.

PS-174635 18560545 - When trying to apply "Mark as Reviewed" to an out punch that was performed prior to the transition to daylight savings time (DST), the system incorrectly rejected the action and displayed this error: "Error Duplicate Punches are not allowed."

PS-174390 Case 18482757 - The system displayed this error after adding comments to punches when the "Comments in My Timecard" function access control point (FACP) was set to "allowed":
"Access right violation: editing comments is not allowed."

PS-174367 18475439 - In the timecard, the Mark as Reviewed option was unavailable for a Break Out of Sequence exception.

PS-173993 18483541 - In some cases, the **Retrieve Timecard Data for Multiple Employees** (`POST /v1/timekeeping/timecard_metrics/multi_read`) API operation did not return combined pay codes.

PS-173800 18346437, 18392211 - The **Retrieve Pay Period Timespans** (`GET /v1/commons/pay_period`) API operation incorrectly threw an error when a default tenant timezone was not set.

PS-173717 18334551 - In the timecard, when a manager attempted to mark a late out exception as reviewed, the following error appeared:
"Access right violation: cancel deductions are not allowed."

PS-173311 18365027 - In People Information, when attempting to select any time period for Override Wage & Work Rules the page did not load.

PS-173169 18362765, 18703418 - The **Retrieve Pay Period Timespans** (`GET /v1/commons/pay_period`) API operation returned an incorrect `spanStartDate` and `spanEndDate`.

PS-173023 18286057 - After adding a work rule transfer and a duration paycode to a shift in the schedule planner, when viewing the shift in the timecard the paycode appeared but the work rule transfer did not appear in the Transfer column.

PS-172428 18263975 - When performing a payroll export, the Payrate column had inconsistent and incorrect values when there were six decimal places.

PS-171496 18296291, 18511718 - Whether or not the "Timecard Validation v3" workflow was correctly started varied based on whether the workflow was assigned only to the manager's Attestation Profile, or to both the manager's Attestation Profile and Process Profile.

PS-173169 18362765, 18703418 - The **Retrieve Pay Period Timespans** (`GET /v1/commons/pay_period`) API operation returned an incorrect `spanStartDate` and `spanEndDate`.

PS-171345 17576407 - A late in exception that had been marked as reviewed in the timecard still appeared in a Dataview as an exception.

PS-171064 17766858 - After selecting several holiday rules and making edits to one, when selecting the option to move to the next holiday rule an incorrect error message appeared indicating changes would not be saved.

PS-170853 17463462 - After duplicating an existing pay rule in the user interface and then running the Retrieve Timekeeping Pay Rules API, the duplicated pay rule was 10 characters longer than the original.

PS-170836 17495890 - In the timecard, the start time for a cascading paycode edit changed to reflect the start time of the unallocated time span when the accrual balance was depleted.

PS-170319 17513827 - The **Update Timecard as Manager** (`POST /v1/timekeeping/timecard`) API operation returned an HTTP status code 500 Internal Server Error in certain situations when the required `id` property was omitted.

PS-170207 Case 17442880 - When punches occurred exactly on the hour (at 5 hours, for example), Attestation incorrectly interpreted the timestamp as a greater than condition (">5hr", for example) and presented the user with an extra workflow.

PS-170019 17444571 - When performing an accrual payout in the timecard, two paycodes were added to the timecard for the payout.

PS-169586 17345363, 17396591 - After making a change to the date of a holiday in application setup, the changed holiday date was never reflected in the employee's timecard or schedule.

PS-169184 17457728 - When Shift Guarantee, Approval Restriction, and Auto-Resolve Exception were configured, an employee that received a shift guarantee also received an Early Out Exception that could not be resolved or marked as reviewed.

PS-169113 17430719 - In the timecard, after adding a comment to a Pay from Schedule (purple) punch and saving, the comment disappeared.

PS-168345 17297385 - The **Update Cost Centers** (`POST /v1/commons/cost_centers/multi_update`) API operation returned an unhelpful error message when updating `LaborCategoryEntry` (including `CostCenter`) and the version was omitted from the request payload.

PS-168274 17329413 - When running a Dataview, the following error was received:
"Information: Data within Missed In Punch, Total Actual Hours (CO), Total Actual Hours (EC) and 2 more columns cannot be retrieved. Contact your system administrator."

PS-167884 17156252 - An employee that had been delegated to act as their manager was not able to edit their own timecard.

PS-167866 3669755 - When using Setup Data Manager for Adjustment Rules with triggers that contained expired jobs, the following error was received:
"Data validation exception occurs due to bad input data while request processing. Please verify input data."

PS-167703 16715546 - The Apply Updates to Accrual Balances for Multiple Employees (POST /v1/timekeeping/accruals/updates) API operation sometimes returned an incorrect accrual code name in the response.

PS-167553 17104426 - In a Dataview, hours displayed incorrectly in decimal format when they should have displayed in hours and minutes format.

PS-167455 17137386 - The **Export Payroll Asynchronously** (`POST /v1/commons/payroll/export/async`) API operation returned an unhelpful error message when tables were not defined after data was refreshed.

PS-167088 17173027- The Developer Hub entry for the **Stage Payroll Asynchronously** (`POST /v1/commons/payroll/staging/async`) API operation included an incorrect dateRange object in the request schema.

PS-166706 16429030 - In the timecard, a "Duplicate punches are not allowed" error appeared and could not be resolved.

PS-166695 16888214 - The **Create or Update Persons** (`POST /v1/commons/persons/multi_upsert`) API operation did not throw an error when the order for a position was not passed as `1` but `Is Primary` was set to `true`.

PS-166521 16943186 - In the timecard Totals tab, an employee's overtime hours were allocated correctly but the overtime wages were incorrectly calculated and allocated.

PS-166450 16870680 - When using Setup Data Manager, the transferred work rules were missing the paycode distributions.

PS-166119 16927594 - The following API operations did not return the proper array of validated punches when `validateAsTimestamp` was set to `true`: (PS-166119)
- Update Timecard as Employee (`POST /v1/timekeeping/employee_timecard`)
- Update Timecard as Manager (`POST /v1/timekeeping/timecard`)

PS-166119 16927594 - The following API operations did not return the proper array of validated punches when `validateAsTimestamp` was set to `true`: (PS-166119)
- Update Timecard as Employee (`POST /v1/timekeeping/employee_timecard`)
- Update Timecard as Manager (`POST /v1/timekeeping/timecard`)

PS-164819 16424085 - A manager that did not have permission to make edits to approved timecards was able to add a paycode to an approved timecard via a Dataview group edit.

PS-164306 16476876 - When attempting to open a timecard for one specific employee with a time period prior to April 2021, a "There are not items to display" message was received even though there was data for this time period.

PS-164036 1649090, INC5374547 - In the timecard (hourly), when attempting to open the Totals add-on the following error was received: "ObjectRef with id: 1352 could not be found"

PS-166119 16927594 - The following API operations did not return the proper array of validated punches when `validateAsTimestamp` was set to `true`: (PS-166119)
- Update Timecard as Employee (`POST /v1/timekeeping/employee_timecard`)
- Update Timecard as Manager (`POST /v1/timekeeping/timecard`)

UDM

PS-176634 18806270 - The **Update Biometric Consent Form > Additional Consent Text** field was not allowing users to enter up to 3000 characters.

PS-175103 18648654 - The **Event Management > Event Editor** was not allowing multiple e-mail addresses in the Email field on the Event Details tab.

PS-173750 18436667 - A TMS error occurred when UDM failed to rotate the password.

PS-173113 18350318 - An internal server error occurred when UDM failed to refresh data.

PS-171131 17771178 - A plus sign (+) preceding the Phone Number prevented the **TeleTime IP > Configuration > Auto Transfer Groups** functionality from working properly.

PS-171061 17114336 - When an InTouch DX device was initialized after making changes to the device profile or after adding employees to the home employee list, the device's Contact information was deleted.

PS-171039 17746613 - UDM components produced unexpected behavior when attempting to delete a tenant.

PS-171026 17514486 - When the Punch Collection Time was specified with "Capture Time Before Attestation" for an attestation button, an incorrect timestamp was presented to the employee.

PS-169566 17445803 - The **TeleTime IP Configuration > Job Alias Assignment > Alias Assignment** did not allow leading zeroes in the Alias string.

PS-168928 17425242 - Users were unable to perform any actions in UDM.

PS-168788 17396532 - When a scheduled event launched, the Dashboard displayed duplicate rows for devices with Device Errors.

PS-168532 17363523, 17374078 - The Time Zone drop-down list on the Add/Update Device modal did not contain a list of time zones. As a result, devices failed to initialize.

PS-168532 17363523, 17374078 - The Time Zone drop-down list on the Add/Update Device modal did not contain a list of time zones. As a result, devices failed to initialize.

PS-166345 16872354 - When a Pay Code Edit was entered online at a device, the amount did not convert properly for the Hours type pay code in the timesheet.

UI Platform

PS-173764 18452650 - When using the German locale some UI button labels are cut off.

PS-170771 17659965 - When clicking the more (…) icon on some tiles, the system displayed the code value and not the label for the available actions ("common.tiles.actions.refresh" instead of "Refresh", for example).

PS-165076 - Custom Tiles can contain an unlimited number of links to external or internal URLs. The URLs must correspond to the type of tile; that is, you cannot specify external URLs on the Internal URL custom tile type, or vice versa.

UltiPro Data Integration

PS-176312 18775081 - For some employees with multiple positions, the Pro People import iPack was including position statuses with no corresponding entry in the order list.

PS-175625 18695745 - The Pro People import iPack was assigning the same position order to multiple secondary positions.

PS-174529 18517583 - When the Pro People import iPack was run, the 404 Error WCO-123472 message "The feature switch could not be found" was being returned.

PS-172155 18163928 - The Pro People import iPack template was not properly allowing Employee-Role employees to be changed to Manager-Role employees.

PS-171152 17746288 - The Pro People import iPack was generating a "The value for Position External ID is not unique" message when attempting to change the Assignment Name field when importing multiple positions.

PS-170765 17643014, 17799072, 17795033, 18343267 - The Pro People import iPack was failing during execution with the script error "String index out of range: -2"

PS-168953 17402457 - The Pro People import iPack was failing to import or update changes and returned the error, "Found more than 1 document in the document cache."

PS-168624 17356781 - When the Pro People import iPack was run, employees' License Profiles were not properly updated to include the Communications entitlement.

PS-167735 16392312 - Pro WFM employees disqualified from the holiday credit were exported to Pro as 0 Wages instead of 0 hours.

PS-167613 17175986 - When the Pro People import iPack was configured to auto create the Employee Job Transfer Sets (JTS), the integration failed resulting in a 413 error message.

Known Issues

There are no Known Issues in this release.

International and customization considerations

Besides US English, Pro WFM provides translation of the application into the following additional languages:

- Chinese (Hong Kong) also called Traditional
- Czech
- Dutch (Netherlands)
- English (UK)
- English (US)
- French (Canada)
- French (France)
- German (Germany)
- Japanese (Japan)
- Polish
- Spain (Mexico)
- Spain (Spain)
- Swedish (Sweden)

To change the user interface to one of these languages:

1. Go to **Administration** > **Application Setup** from the Main Menu.
2. From the Application Setup page, select **System Configuration** > **Locale Policy**. The **Locale Policy** page contains regional settings (language locale, date format, number format, and currency format) that can be assigned as the tenant default or to individual users. The users' settings take precedence over the default setting for the tenant default settings. Users see the user interface in the language and regional settings assigned to them in their locale policy. The locale policy is assigned to users in **People Information**.

3. To change the default setting, select one of the listed languages in the **Tenant Default** column.

4. To have one or more languages selectable from the logon page, select the applicable languages from the **Selectable at Logon** column.

   Users can then change their locale profile by clicking one of the options on the logon screen. The new locale profile is valid only during the logon session.

5. To assign different languages for people to select at logon:

   a. Go to **Maintenance** > **People Information** from the Main Menu.

   b. Select **Access Profiles** and then select a Locale Policy from the **Locale Policy** drop-down list.

Translation and customization

In addition to the translations provided, you can translate and customize the user interface using a language or terminology that is familiar to your users. From the Translation Support - Locale Support page, you can:

- Extract, customize and import text strings used by the user interface.
- Extract the text strings to Excel.
- Extract text strings from selected domains of the product (for example, Timekeeping, Scheduling).
- Extract text strings in their context (for example, exceptions).
- Use find and replace functionality when editing individual property files.

For example, you want to change the name of "Employee Timecards" to "Associates Timecards."

1. On the Translation Support - Locale page:
   a. Select **English** as the baseline language and specify the **United States** as the country.
   b. Select the **Timekeeping** domain and then select the **wtk_web-timekeeping_timecard_strings.propertie**s group.
   c. Click **Export**.
2. Open the downloaded **en_US.xls** file and locate the **html5.timecard.pages.title** key, then enter **Associates Timecards** in the TRANSLATED_VALUE column and save the file.
3. On the Translation Support - Locale page, click **Import**, then click **Choose File** and locate the **en_US.xls** file in the download folder. Click **Upload**.
4. Navigate to the Employee Timecards page, and verify that the title is now Associates Timecards.

Translation Language setting

The **Language** drop-down on the *Translation - User Interface* page and on the *Translation – Setup Data* page includes all languages, enabling you to select any language as the baseline and ensures that the UI will be 100% translated.

Implementation considerations

Because Pro WFMis hosted in the cloud, implementation considerations are minimal, but you should be aware of the following.

- Pro WFM device-specific support on page 92
- Pro WFM supported data-collection devices (terminals) on page 93
- Implementation considerations on page 92
- Homepage wallpaper on page 94
- Enhanced Branding Capabilities on page 94

Pro WFM device-specific support

Pro WFMcan be accessed through browsers on desktop and laptop computers as well as through tablets and mobile devices such as smartphones.

Desktop requirements

	CPU	Memory
Recommended for best performance	4 Core Intel i7 2.3GHz or equivalent	16 GB
Minimum	2 Core Intel i5u 1.9GHz or equivalent	4 GB

Browser support by operating system

Browser	Windows 7	Windows 10/11	OSX	iOS	Android
Microsoft Edge (HTML)*		✓			
Microsoft Edge (Chromium)		✓			
Internet Explorer 11*	✓	✓			
Chrome	✓	✓	✓		✓
Safari			✓	✓	
Firefox	✓	✓			

For these browsers, "https://.mykronos.com" must be added to the browsers Trusted Sites setting.

Mobile app: minimum operating system support

- **Android OS**
  - Phones and tablets with Google Services support version 6 or greater
  - Zebra devices (TC51/TC52) with Google Services Support version 6 or greater
- **iOS**
  - iPad and iPhone: iOS version 12 or greater
- **iPadOS**
  - iPadOS version 12 or greater

Pro WFM supported data-collection devices (terminals)

Pro WFM supports the following devices:

Device Type	Part Number	Minimum Software/Firmware required
Kronos 4500*	8602000-xxx	Not supported
Kronos 4500*	8602004-xxx	Not supported
Kronos 4500*	8602800-0xx through -499	Not supported
Kronos 4500*	8602800-500 through -999	Not supported
Kronos InTouch 9000	8609000-xxx	02.02.02 and greater
Kronos InTouch 9100	8609100-xxx	03.00.02 and greater
Kronos InTouch DX	8610000-xxx	All versions

ⓘ **Note:** For customers migrating clocks from UKG Workforce Central to Pro WFM, it is required to update the clock to the latest version of Firmware that is available.

Accessibility support in Pro WFM

You can access most features of Pro WFM using low vision accommodations, the keyboard, and common screen readers. Supported screen readers are JAWS (with Chrome browser) and NVDA (with Firefox browser) on Windows, and VoiceOver (with Safari browser) on MacOS and iOS. The online help includes component-specific guidelines.

For more specific component information, refer to the MasterTopics > Accessibility > Accessibility help topic.

Homepage wallpaper

Change the homepage wallpaper – you can now change the background image which appears on the homepage.

From the Main Menu, and **Administration > Application Setup > Common Setup > Branding**, the following default value has been added:

🗒️ **Wallpaper** – The Wallpaper will support a maximum file size of 1 Mb. There is no maximum height or width. The supported file types are JPG and GIF.

Enhanced Branding Capabilities

In addition to adding a logo and wallpaper background image, companies can now customize the colors used in the Main Menu as well as the page header. Specifically, the UI branding functionality (**Administration > System Settings > Common Setup > Branding**) has been enhanced for the following:

• Main Menu – Administrators can change the background color and label color. They can also change the label color when the user's mouse hovers over it and when the user selects it.

• Header – Administrators can change the color of the background, text, and icons as well as the color of the icon when the user's mouse hovers over it or selects it. They can also change the color of disabled icons and the color of the number of notifications.