

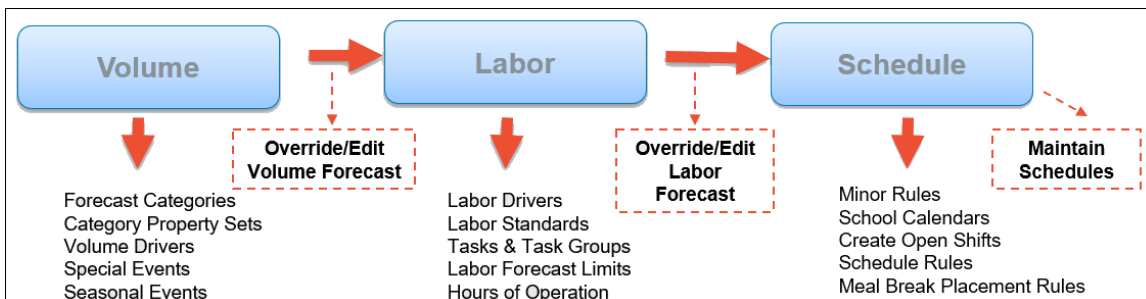


The momentum is building and Workforce Dimensions functions and features to streamline your workforce management processes are continually being added and refined. And by working in a modern cloud, you have full access to the functionality right away from any place and on any device.

## What's new?

### Forecasting

Forecasting has been added for R4.0. It provides accurate volume and labor forecasts to enable optimal employee scheduling. This aligns the workforce with the customers, controlling labor costs and avoiding costly overstaffing while minimizing understaffing and lost sales.



Forecasting provides managers with the tools they need to:

- Reduce scheduling inefficiencies keeping labor costs down.
- Improve both the employee experience and the manager experience by generating schedules that align to labor needs and meet expectations of employees and customers.
- Deliver exceptional customer service with engaged employees and labor allocations aligned to business volume.

Workforce Dimensions Forecasting provides state of the art volume forecasting with a new algorithm, Machine Learning.

- Self-learning: Adjusts models based on new volume data.
- Extensible: Easily incorporates factors like traffic and social events (i.e. sporting events, concerts).
- Data Efficient: Combines large volumes of data from similar locations to minimize run times.

Forecasting also provides two standard algorithms for volume forecasting: Daily Trend and Exponential Smoothing. Because of their agility and ease of setup, these are useful tools for simpler business needs.

The screenshot shows the 'Forecast Planner - Preparation' interface. It includes a top navigation bar with icons for 'Manage Factors', 'Run Volume', 'Add Special Event', 'Override Hours', 'Add Custom Labor Drivers', 'Refine', and 'Add New Factor'. The main area displays a grid for 'Forecast Factors' with columns for 'Mon 01/20', 'Tue 01/21', and 'Wed 02/01'. Below this are sections for 'Sales - Forecasted (Current)', 'Sales - Past (Nov. 30 - Dec. 5, 2016)', 'Items - Forecasted (Current)', and 'Items - Past (Nov. 30 - Dec. 5, 2016)'. A 'Special Events' sidebar on the right lists events like 'Half-price tickets' and 'Superbowl' with their respective dates and descriptions.

## Forecast Manager workspace

New User Experience will simplify forecasting for both the corporate office and store managers:

- Simpler, more intuitive user experience.
- Easily compare forecasted and actual current values by locations and drivers.
- Create custom views appropriate to business needs and compare two sites in the same view.
- Forecast Factors interface presents all the elements that drive a volume forecast.
- Enhanced navigation / editing in the grid.

The screenshot shows the 'Operational Dashboard' for a 'Convenience Store' in Colorado. It features a table with columns for dates from Sun 2/10 to Sat 2/16, and rows for various metrics. The 'Volume Driver' is set to 'Sales' and 'Metrics/KPI' is set to 'Sales'. The table includes a 'Week to Date' and 'Total' column.

Operational Metric	Sun 2/10	Mon 2/11	Tue 2/12	Wed 2/13	Thu 2/14	Fri 2/15	Sat 2/16	Week to Date	Total
X Budget	12.00	1.00	0.00	1.00	0.00	1.00	1.00	15.00	16.00
X Forecast	50.00	50.00	50.00	50.00	50.00	50.00	50.00	300.00	350.00
X Actual	50.00	50.00	50.00	50.00	50.00	50.00	50.00	300.00	350.00
X Actual % of Budget	416.67	5,000.00		5,000.00		5,000.00	5,000.00	20.00	2,187.50
X Actual % of Forecast	100.00	100.00	100.00	100.00	100.00	100.00	100.00	1.00	100.00
X Forecast % of Budget	416.67	5,000.00		5,000.00		5,000.00	5,000.00	20.00	2,187.50
<b>Labor Hours</b>									
X Budget Hours	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
X Budget Cost	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
X Forecasted Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

## Operational Dashboard:

- Operational Dashboard lets managers see the volume and labor forecasts relative to the amount of actual business being done in a schedule period

- The volume driver table displays volume data for a selected driver for each day of the week in the selected time period
- The labor hours table displays labor hours data for each day of the week for the selected location.
- The Key Performance Indicators (KPIs) table presents calculated productivity values created using the KPIs and Metrics from the KPI framework.

## Employee Self Service

Employee Self Service continues to add enhanced functionality to Workforce Dimensions with the following features:

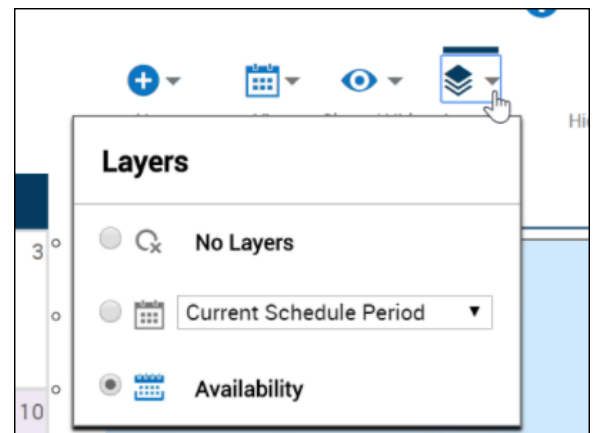
- View Availability
- Sort Open Shift request by rank
- View Rule Violations
- Display Open Shifts requests in Schedule Planner

### View Availability

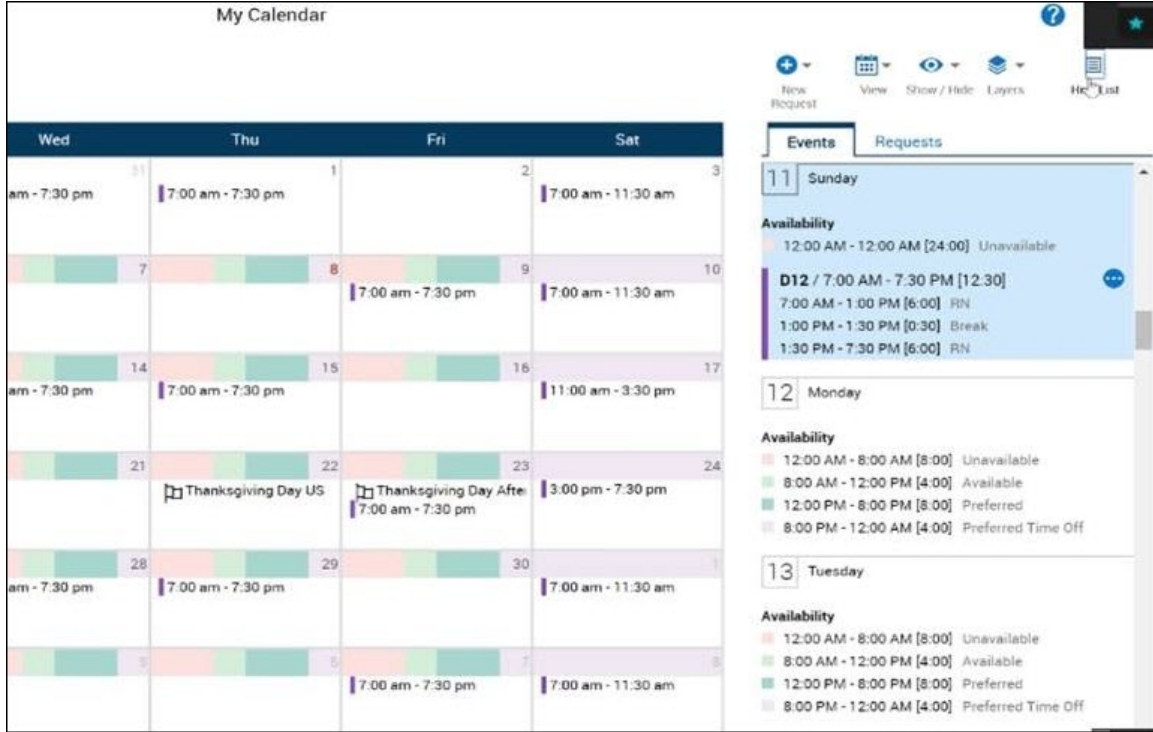
Employees can view their availability at any time by viewing their calendar or event list.

The manager configures this new feature in **Function Access Profiles > My Availability and the Calendar Views Setup > Calendar Configuration**.

The employee clicks Layers in the calendar and selects Availability from the list. Availability can be the default layer.



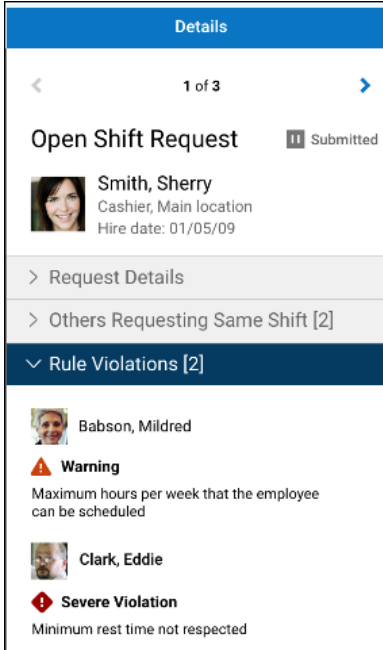
The view is based on a pattern set in the Schedule Planner. Availability can be seen in different views, such as week, month, etc. and the availability colors are prorated by time. Details are shown in the Event list and include: Availability type, Start time, End time, and duration.



## Sort Open Shift request by rank

Managers can view in the Control Center if multiple employees have requested the same shift, viewing them by ranking, to have a clear idea about which employees should have their request approved first. The ranking is determined by a previously established procedure set, otherwise it appears in alphabetical order.

The screenshot shows the 'Details' view for an 'Open Shift Request'. The request is for 'Smith, Sherry', a Cashier at the Main location, with a hire date of 01/05/09. The request is for 'Requesting Same Shift [2]'. Below this, there are 'Open Shifts Available [4]' listed for 'Babson, Mildred' and 'Clark, Eddie'. At the bottom, there are navigation options: 'Go to Schedule', 'Request Details', 'Rule Violations [...]', 'Comments & Status History', and 'System Settings'.



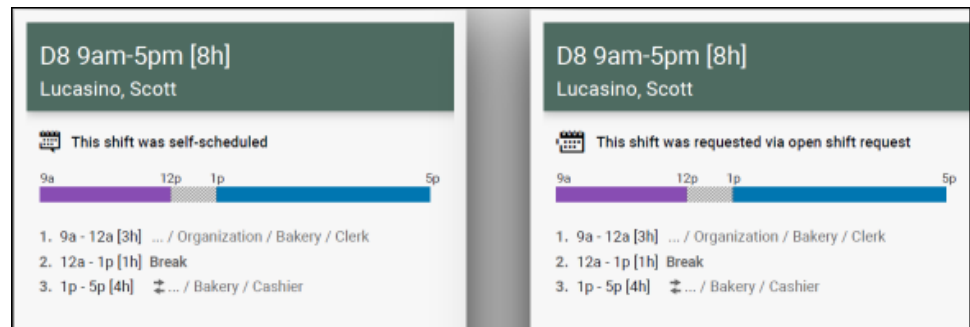
## View Rule Violations

Managers can view the rule violations in the Control Center. This information indicates the rules that would be broken if they approve an employee's request.

The Rule Violation header shows the number of requests in brackets. The expanded list shows the rule violations in order of severity.

## Display Open Shifts and Self Scheduling requests in Schedule Planner

If shifts have been self scheduled or are the result of an open shift request the shift hours show in bold. The glance (tooltip) shows an informational message that the request is the result of an open shift request or self scheduling.



## TeleStaff Data Integrations

Integrations exchange data between Workforce Dimensions and TeleStaff™. Workforce Dimensions is the system of record for business structure, person records including skills and certifications, and accruals balances.

The following data is integrated:

- A business structure defines the organizational hierarchy of locations and jobs that people work. Example: **Fire Institution > Fire Agency > Battalion > Station > Engine > Job**. The export business structure integration synchronizes business structure with organization structure in TeleStaff in order to identify cost centers for payroll.
- People records are related to scheduling and include skills and certifications. The people export integration synchronizes people records with TeleStaff to identify where people can work.
- Schedules continue to be managed in TeleStaff. The schedule import integration synchronizes schedule records for payroll calculations, and contains two integrations:

- **Batch:** Imports schedules for multiple employees and multiple dates. Typically, you run this integration once a day.
- **Schedule integration:** Updates schedules for one employee at a time over short time periods, this integration is event-driven and is triggered by events in TeleStaff.
- **Accruals balances** are not exchanged with TeleStaff by way of an integration but instead directly by way of API calls. When employees request time off in TeleStaff, accruals balances must be exported to TeleStaff in order to validate the accruals before approval. After approval, any changes to accruals are imported from TeleStaff so that the balances remain updated.

## Manage Integration Properties

It's now possible to download and upload integration property values from a central location, so that values can be preserved before a Tenant Refresh operation or proliferated after a Tenant Clone or SDM Copy operation. This greatly reduces the effort to maintain integrations without sacrificing "data scrubbing" that ensures integrations don't publish data to the wrong systems after they're copied.

## Attestation

Attestation—the ability to have your employees confirm or *attest* that something is true—is key in minimizing labor law compliance risks. And Release 4.0 brings several exciting new capabilities designed to:

- **Save time** – When a manager needs to change an employee's timecard, a message can be sent to the employee to review and re-approve his or her timecard.
- **Maintain compliance** – Two key compliance features include:
  - The system can be configured to block employees from punching back in from a break if they are returning too early.
  - When employees make timecard corrections, the pending edits can be sent to the manager automatically for approval or returned to the employee for additional corrections.
- **Ensure accuracy** – When Time Stamp employees answer attestation questions, a comment can be automatically added to the employee's timecard for the manager to review. Employees can also be prompted to
  - Approve their time on a daily basis
  - Attest and approve unapproved time in the active timeframe

## Manager review and missed punches

Employees at many companies do not have permission to edit their timecards; they record their time solely by punching in and out. If they miss a punch or make a mistake, managers often need to scramble to make corrections at the end of the pay period before submitting timecards to payroll.

Now, you can allow these Time Stamp employees to edit their timecards to catch missing punches or unexcused time but require their manager to approve the corrections before the employees approve their time.

You can also prompt employees to fix missing punches or unexcused absences as they occur rather than waiting until the end of the pay period. For example, if an employee forgets to punch out on Tuesday, a message opens in the panel when the employee punches in on Wednesday, informing the employee that there is a missed punch and asking if he or she wants to fix the punch. If the employee clicks **Yes**, the timecard opens so the employee can fix the punch and submit timecard to the manager for approval.



Missing Punches

You are missing punch(es) for yesterday and today. Do you want to add them?

Yes

No

Submit

## Comments

When a Time Stamp employee answers an attestation question, a comment appears on the applicable punch in the employee's timecard so managers can quickly review the answers.

This feature is enabled in the Activiti editor.

## Employee review and re-attestation

Sometimes a manager needs to modify an employee's timecard after the employee has attested and approved his or her time. When this happens, the employee's time approval is removed for the applicable punches and the employee is prompted to review the manager's modifications, re-attest, and approve the timecard.

## Daily attestation

When punching out at the end of a shift, employees can be prompted to attest to and approve their time for today. A panel opens, listing all punches for the day and an estimated out-punch time. The employee attests to the time listed and the final punch is collected when the workflow ends.

## Attestation for current timeframe

When an employee punches in, he or she can be prompted to attest to and approve time for previous days in the *current timeframe*, not including today.

Do you want to attest to and approve your time for today?

Punches:

2/14/2019 8:00 AM,  
 2/14/2019 12:00 PM,  
 2/14/2019 12:30 PM,  
 2/14/2019 4:00 PM,  
 2/15/2019 8:00 AM,  
 2/15/2019 11:30 AM,  
 2/20/2019 9:00 AM,  
 2/20/2019 5:17 PM

Paycodes:

Training Hours 2/15/2019 12:00 PM 4:00 hour(s)\*

Yes  
 No

Submit

For example, Howard Edwards punches in at the start of his shift at 8 a.m. on Thursday. However, he has unapproved time earlier in the current timeframe, so he is prompted to approve and attest to the unapproved time. Depending on the configuration, Howard can review and attest his unapproved time in the panel or he can be directed to his timecard. His final punch is collected as the workflow ends.

### New administrator tools

Release 4.0 provides administrators with the following new configuration capabilities:

**Combined conditions** – Administrators can configure attestation questions using multiple conditions with Boolean logic: AND, NOT, OR. To support this addition, a new audit type called **Combined Condition** has been added to the Audit report.

**Yesterday Minus 13 days symbolic timeframe** – To support the attestation for the current timeframe functionality, a new symbolic timeframe has been introduced, **Yesterday Minus 13 days**, so administrators can configure workflows that cover a 2-week pay period.

**Daily Attestation Form** – This new form has been introduced on the Attestation Models page so administrators can easily configure the daily attestation panel.

**System setting to enable employee review and re-attestation** – This feature is enabled by a new system setting:

`site.timekeeping.removeEmployeeapprovalWhenmanagerEditsTimecard`

### Currency support

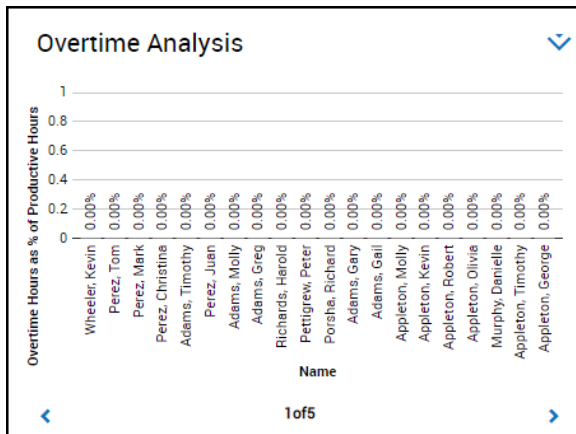
The option to define how monetary values are provided (Logged-in User’s Preferred Currency or Employee/Location Assigned Currency ) is available in this release, however only Logged-in User is currently supported. The same currency code is displayed for all employees because the tenants currently support only one currency rather than multiple.

In addition, there are three new data columns that provide currency information. This release show the same currency code for all employees because the tenants currently support only one currency rather than multiple.

- Assigned Currency - the currency code of the currency assigned to an employee through their Person Record. This is the currency in which the employee is paid.



- Location's Assigned Currency - the currency code of the currency assigned to a location in the Business Structure.
- Currency Display Preference -the currency code of a manager's preferred display currency.



## Chart tile pagination

The ability to scroll through data in a tile when there are too many data points to view clearly on one page is now available. Using the left and right arrows at the bottom of the tile, you can scroll through multiple pages of data.

## Mobile

A new version of the Workforce Dimensions mobile app (Version 2.1) is now available in the iOS App Store and the Google Play Store. This version of the app contains the following new features and functions:

- Offline Punching from the Mobile App
  - Offline access is now available from the Mobile App. Properly configured employees can execute a punch transaction without an internet connection. The punch is held on the device until connectivity is restored. Once the connection to the server is restored, the punch will automatically sync to the system.
- In-App options menu. The URL and Login screens now contain a drop-down menu, with Settings and FAQ options:
  - The Settings option allows you to change the Tenant URL. When accessing Settings from the initial URL screen, you can now scan a QR-coded URL here.
  - The FAQ option provides answers to common questions posed by mobile app users.
- Enhanced device detection security prevents users from logging in from rooted or otherwise compromised devices.
- Enhanced data-in-transit security:
  - Any Workforce Dimensions content served from non-Kronos domains must be served over HTTPS to be rendered on the mobile app.

- Custom tiles are governed by this security feature as well. Only secure (HTTPS) content will display on a custom tile on the Workforce Dimensions mobile app. For any "http" content outside of the kronos or mykronos domain, the custom tile will be empty (blank) when it appears on the mobile app.

## 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.

## APIs

The following operations were added to the API in Workforce Dimensions release 4.0:

Domain	Resource	Operation	Method	URL endpoint
Forecasting	Actual Volume	Retrieve Actual Volume by Site	POST	/v1/forecasting/actual_volume/multi_read
Forecasting	Actual Volume	Import Actual Volume	POST	/v1/forecasting/actual_volume/import
Forecasting	Category Property Set Assignments	Retrieve Category Property Set Assignment	GET	/v1/forecasting/category_property_set_assignments
Forecasting	Category Property Set Assignments	Retrieve Category Property Set Assignments	POST	/v1/forecasting/category_property_set_assignments/multi_read
Forecasting	Category Property Sets	Retrieve All Category Property Sets or by Name	GET	/v1/forecasting/category_property_sets
Forecasting	Category Property Sets	Retrieve Category Property Set by ID	GET	/v1/forecasting/category_property_sets/{id}
Forecasting	Category Property Sets	Retrieve Category Property Sets	POST	/v1/forecasting/category_property_sets/multi_read
Forecasting	Combined Labor Distributions	Retrieve Combined Labor Distributions	GET	/v1/forecasting/combined_labor_distributions
Forecasting	Consolidated Labor Forecast	Retrieve Consolidated Labor Forecasts	POST	/v1/forecasting/consolidated_labor_forecast/apply_read
Forecasting	Custom Driver Assignments	Retrieve Custom Driver Assignments	POST	/v1/forecasting/custom_driver_assignments/apply_read
Forecasting	Custom Driver Assignments	Retrieve Custom Driver Assignments by Category	POST	/v1/forecasting/custom_driver_assignments/multi_read
Forecasting	Custom Drivers	Retrieve Custom Driver Values	POST	/v1/forecasting/custom_driver_values/multi_read
Forecasting	Custom Drivers	Update Custom Driver Values	POST	/v1/forecasting/custom_driver_values/apply_upsert
Forecasting	Custom Drivers	Update Values for Multiple Custom Drivers	POST	/v1/forecasting/custom_driver_values/multi_upsert
Forecasting	Engine Status	Retrieve Engine Statuses	POST	/v1/forecasting/engine_statuses/apply_read

Domain	Resource	Operation	Method	URL endpoint
Forecasting	Forecast Planner Profiles	Retrieve All Forecast Planner Profiles or by Name	GET	/v1/forecasting/forecast_planner_profiles
Forecasting	Forecast Planner Profiles	Retrieve a Forecast Planner Profile by ID	GET	/v1/forecasting/forecast_planner_profiles/{id}
Forecasting	Forecast Planner Profiles	Retrieve Forecast Planner Profiles	POST	/v1/forecasting/forecast_planner_profiles/multi_read
Forecasting	Forecast Planner Profiles	Create a Forecast Planner Profile	POST	/v1/forecasting/forecast_planner_profiles
Forecasting	Forecast Planner Profiles	Create Forecast Planner Profiles	POST	/v1/forecasting/forecast_planner_profiles/multi_create
Forecasting	Forecast Planner Profiles	Update a Forecast Planner Profile by ID	PUT	/v1/forecasting/forecast_planner_profiles/{id}
Forecasting	Forecast Planner Profiles	Update Forecast Planner Profiles	POST	/v1/forecasting/forecast_planner_profiles/multi_update
Forecasting	Forecast Planner Profiles	Delete a Forecast Planner Profile by Name	DELETE	/v1/forecasting/forecast_planner_profiles
Forecasting	Forecast Planner Profiles	Delete a Forecast Planner Profile by ID	DELETE	/v1/forecasting/forecast_planner_profiles/{id}
Forecasting	Forecast Planner Profiles	Delete Forecast Planner Profiles	POST	/v1/forecasting/forecast_planner_profiles/multi_delete
Forecasting	Forecast Planner Settings	Retrieve All Forecast Planner Settings or by Name	GET	/v1/forecasting/forecast_planner_settings
Forecasting	Forecast Planner Settings	Retrieve a Forecast Planner Setting by ID	GET	/v1/forecasting/forecast_planner_settings/{id}
Forecasting	Forecast Planner Settings	Retrieve Forecast Planner Settings	POST	/v1/forecasting/forecast_planner_settings/multi_read
Forecasting	Forecast Planner Settings	Create a Forecast Planner Setting	POST	/v1/forecasting/forecast_planner_settings
Forecasting	Forecast Planner Settings	Create Forecast Planner Settings	POST	/v1/forecasting/forecast_planner_settings/multi_create
Forecasting	Forecast Planner Settings	Update a Forecast Planner Setting by ID	PUT	/v1/forecasting/forecast_planner_settings/{id}
Forecasting	Forecast Planner Settings	Update Forecast Planner Settings	POST	/v1/forecasting/forecast_planner_settings/multi_update

Domain	Resource	Operation	Method	URL endpoint
Forecasting	Forecast Planner Settings	Delete a Forecast Planner Setting by Name	DELETE	/v1/forecasting/forecast_planner_settings
Forecasting	Forecast Planner Settings	Delete a Forecast Planner Setting by ID	DELETE	/v1/forecasting/forecast_planner_settings/{id}
Forecasting	Forecast Planner Settings	Delete Forecast Planner Settings	POST	/v1/forecasting/forecast_planner_settings/multi_delete
Forecasting	Forecast Planner Settings	Retrieve Factor Definition Types	GET	/v1/forecasting/forecast_planner_settings/resources/factor_types
Forecasting	Forecast Planner Settings	Retrieve Steps	GET	/v1/forecasting/forecast_planner_settings/resources/steps
Forecasting	Forecast Week	Retrieve a Forecast Week	GET	/v1/forecasting/forecast_week
Forecasting	Forecast Week	Retrieve Start Day	GET	/v1/forecasting/forecast_week/start_day
Forecasting	Forecast Week	Retrieve Start Days	POST	/v1/forecasting/forecast_week/start_days/multi_read
Forecasting	Forecast Week	Retrieve Default Start Day	GET	/v1/forecasting/forecast_week/default_start_day
Forecasting	Forecasting Audits	Retrieve Forecasting Audit Data	POST	/v1/forecasting/audit_records/multi_read
Forecasting	Generic Categories	Retrieve All Generic Categories or by Name	GET	/v1/forecasting/generic_categories
Forecasting	Generic Categories	Retrieve Generic Category by ID	GET	/v1/forecasting/generic_categories/{id}
Forecasting	Generic Categories	Retrieve Generic Categories	POST	/v1/forecasting/generic_categories/multi_read
Forecasting	Hours of Operation	Retrieve Hours of Operation	GET	/v1/forecasting/hours_operation_assignments
Forecasting	Hours of Operation	Retrieve Multiple Hours of Operation	POST	/v1/forecasting/hours_operation_assignments/multi_read
Forecasting	Labor Budget	Retrieve Labor Budgets	POST	/v1/forecasting/labor_budget/apply_read

Domain	Resource	Operation	Method	URL endpoint
Forecasting	Labor Budget	Import Labor Budgets	POST	/v1/forecasting/labor_budget/import
Forecasting	Labor Forecast	Retrieve Labor Forecasts	POST	/v1/forecasting/labor_forecast/apply_read
Forecasting	Labor Forecast	Import Labor Forecasts	POST	/v1/forecasting/labor_forecast/multi_create
Forecasting	Labor Forecast	Update Labor Forecast	POST	/v1/forecasting/labor_forecast
Forecasting	Labor Forecast Engine	Execute Labor Forecast Engine	POST	/v1/forecasting/labor_forecaster/apply_create
Forecasting	Labor Standards, Tasks, and Task Groups	Import Labor Standards, Tasks, and Task Groups	POST	/v1/forecasting/labor_standard_tasks/import
Forecasting	Labor Standards, Tasks, and Task Groups	Purge Labor Standards	POST	/v1/forecasting/labor_standard_tasks/purge
Forecasting	Machine Learning Models	Retrieve All Machine Learning Model or by Name	GET	/v1/forecasting/machine_learning_models
Forecasting	Machine Learning Models	Create Machine Learning Model	POST	/v1/forecasting/machine_learning_models
Forecasting	Machine Learning Models	Delete Machine Learning Model by Name	DELETE	/v1/forecasting/machine_learning_models
Forecasting	Special Events	Retrieve a Special Event by ID	GET	/v1/forecasting/special_events/{id}
Forecasting	Special Events	Retrieve All Special Events	GET	/v1/forecasting/special_events
Forecasting	Special Events	Retrieve Special Events	POST	/v1/forecasting/special_events/multi_read
Forecasting	Special Events	Create a Special Event	POST	/v1/forecasting/special_events
Forecasting	Special Events	Create Special Events	POST	/v1/forecasting/special_events/multi_create
Forecasting	Special Events Assignments	Retrieve Special Events Assignments	POST	/v1/forecasting/special_events_assignments/multi_read

Domain	Resource	Operation	Method	URL endpoint
Forecasting	Static Drivers	Retrieve All Static Drivers or by Name	GET	/v1/forecasting/static_drivers
Forecasting	Static Drivers	Retrieve Static Driver by ID	GET	/v1/forecasting/static_drivers/{id}
Forecasting	Volume Budget	Retrieve Volume Budgets	POST	/v1/forecasting/volume_budget/multi_read
Forecasting	Volume Budget	Import Volume Budgets	POST	/v1/forecasting/volume_budget/import
Forecasting	Volume Driver Assignments	Retrieve a Volume Driver Assignment	GET	/v1/forecasting/volume_driver_assignments
Forecasting	Volume Driver Assignments	Retrieve Volume Driver Assignments	POST	/v1/forecasting/volume_driver_assignments/multi_read
Forecasting	Volume Drivers	Retrieve All Volume Drivers or by Name	GET	/v1/forecasting/volume_drivers
Forecasting	Volume Drivers	Retrieve Volume Driver by ID	GET	/v1/forecasting/volume_drivers/{id}
Forecasting	Volume Drivers	Retrieve Volume Drivers	POST	/v1/forecasting/volume_drivers/multi_read
Forecasting	Volume Forecast	Retrieve Volume Forecasts	POST	/v1/forecasting/volume_forecast/multi_read
Forecasting	Volume Forecast	Import Volume Forecast	POST	/v1/forecasting/volume_forecast/import
Forecasting	Volume Forecast	Restore Volume Forecast	POST	/v1/forecasting/volume_forecast/restore
Forecasting	Volume Forecast	Update Volume Forecast	PUT	/v1/forecasting/volume_forecast
Forecasting	Volume Forecast Engine	Retrieve Volume Forecast Engine Status	POST	/v1/forecasting/volume_forecaster/apply_read
Forecasting	Volume Forecast Engine	Execute Volume Forecast Engine	POST	/v1/forecasting/volume_forecaster/apply_create
Forecasting	Week Symbolic Periods	Retrieve Week Symbolic Period Types	GET	/v1/forecasting/week_symbolic_periods

# International and customization considerations

Besides US English, Workforce Dimensions provides translation of the application into five additional languages:

- UK English
- German
- Spanish (Mexico)
- French
- French Canadian

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**.

Name	Tenant Default	Selectable At Logon	Display Name	Description
American English	<input checked="" type="radio"/>	<input type="radio"/>	American English	American English Locale Se...
Canadian French	<input type="radio"/>	<input type="radio"/>	Français Canada	Canadian French Locale Set...
English UK	<input type="radio"/>	<input type="radio"/>	UK English	English UK Locale Settings
France French	<input type="radio"/>	<input type="radio"/>	Français France	France French Locale Settin...
German Germany	<input type="radio"/>	<input type="radio"/>	Deutsch Deutschland	Germany German Locale Se...
Mexican Spanish	<input type="radio"/>	<input type="radio"/>	Español Mexico	Mexican Spanish Locale Se...
Pseudo Locale Policy	<input type="radio"/>	<input type="radio"/>	Pseudo Locale Policy	Pseudo Locale Policy Settin...

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.properties** 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.

# Implementation considerations

Because Workforce Dimensions is hosted in the cloud, implementation considerations are minimal, but you should be aware of the following:

- [Workforce Dimensions device-specific support on page 18](#)
- [Workforce Dimensions supported data-collection devices \(terminals\) on page 19](#)
- [Use Workforce Dimensions from the keyboard or screen reader on page 19](#)

## Workforce Dimensions device-specific support

Workforce Dimensions can 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	OSX	iOS	Android
Microsoft Edge		✓	NA		
Internet Explorer 11	✓	✓			
Chrome	✓	✓	✓		✓
Safari			✓	✓	
Firefox	✓	✓			

#### Notes:

- Browser support is for the latest version of the browser available for download, unless otherwise noted.
- Some pages (Administrative and Maintenance) are unavailable when viewing on screen sizes typically associated with a mobile phone (less than 768 pixels wide).

- Touch-screen gestures are supported on screen sizes typically associated with tablets and mobile phones (up to 1280 pixels wide).

### Mobile app: operating system support by device type

- **Android phone** – Android OS with Google Services Support: v5.1, v6 and v7
- **iPhone** – iOS 11

### Workforce Dimensions supported data-collection devices (terminals)

Workforce Dimensions supports the following devices:

Device Type	Part Number	Software/Firmware required
Kronos 4500	8602000-0xx	Not supported
Kronos 4500	8602004-xxx	02.03.16 - 2.X.X*
Kronos 4500	8602800-0xx through -499	02.03.16 - 2.X.X*
Kronos 4500	8602800-500 through -999	03.00.18, 03.00.20 and greater (03.00.19 is not supported)
Kronos InTouch	8609000-xxx	02.02.02 and greater
Kronos InTouch	8609100-xxx	03.00.02 and greater

\*Server Initiated Communication via VPN Required.

### Use Workforce Dimensions from the keyboard or screen reader

Workforce Dimensions can be accessed from the keyboard or a Non-Visual Desktop Access (NVDA) screen reader. The online help includes component-specific guidelines.

#### General components

The Workforce Dimensions user interface contains a number of elements and controls. Accessibility recommendations include the following:

- **Glances** – Press the spacebar on a cell within timecard, Dataviews, leave and attendance, and scheduling to access a glance. You can use this option as an alternative to navigating from the action bar above the grid.
- **Grids** – When navigating through the grids, press the up-arrow key when in the first cell in the first row followed by Shift + Tab to exit the grid so you can access other components.

- **Slide-out panels** – For the best results with NVDA, access form elements and activate secondary slide-out panels, tab through the slide-out panels in focus mode and access read-only content in browse mode.

Note that in some slide-out panels, using the Tab key (instead of arrow keys) to navigate through a list is the only way to select one or more options. Also, some radio buttons and check boxes can only be accessed using the Tab key, which will automatically populate the selection.

- **Combo boxes** – Some combo boxes within slide-out panels can only be opened using the Enter key and options can be selected by using arrow or tab keys and pressing Enter to collapse the list.
- **Check boxes** – You can navigate some check boxes and radio buttons by pressing either the Tab or arrow keys and using space to select and unselect options on slide-out panels.
- **Hyperfind** – When selecting locations in a Hyperfind, press the left arrow when focused on the drop-down list to delete a selection.
- **Drop-down menus** – On some drop down menus, there is a column header that is announced as a button when using NVDA; however, this is not an actionable element.

## Refine slide-out panels

- The best way to filter, group, or calculate information when using NVDA is to press space or Enter on the **Refine** button.
- Press Tab to access the tab index of filtering types and use the left and right arrow keys to select.
- Press Tab to access the **Search** input field.
- Press Tab to access the list of filtering options.
- Use the up and down arrow keys to progress through the list of filtering options.
- Press space to expand the accordion options.
- Press Tab to access the options list and use arrow keys and press Enter to select and collapse the accordion.
- Press Tab to access the **Cancel** and **Apply** buttons and press space or Enter to modify a Dataview.

**Note:** There might be only one filter type on some Refine panels. The **Delete** button clears the last filter applied; this is not announced by NVDA.

## Information access

When tabbing through the column headers of the Dataview Library, the submenus contain options that can sort or calculate. When you select the sum or average options, the result appears on the column header title area. Press Shift + Tab to access this information.

**Note:** NVDA may announce currency and time as it is displayed on the screen along with the column header title to indicate amount designation.

## Leave and attendance

The **View** button located on the My Calendar and Calendar from the Attendance details page can be activated with only the Enter key and tabbing to navigate to the view options.

## Scheduling

The **View** button, which is located on the **My Information > My Calendar** and **Calendar** from the Scheduling page, can be activated only with the Enter key and tabbing to navigate to the view options.

For optimum NVDA or keyboard results, access schedules in table view by pressing space or Enter on the **Table View** button

**Note:** The current view is not announced when using NVDA. If the button for switching views says "table view," the inaccessible Gantt view is currently being displayed. Press space on this button to display the accessible table view; the button will say "Gantt view."

When tabbing through the week day column heads within the Schedule Planner grid, tabbing leads to the first shift within the table instead of the first column or check boxes or the second column of employee names. Use the left arrow to access this information.

When you are in the employee name column, press the left arrow to select or unselect all rows. Pressing the right arrow navigates back to the employee name column header and submenu.

When activating the **Quick Action** button, press Shift + Tab to navigate to the first option in the list that appears to the left of this button.

**Note:** The Quick Actions menu and application to schedule shifts is not currently recommended when using NVDA. Using the glance menus while in the Schedule Planner grid accomplishes the same tasks.

When accessing events and requests in My Calendar or the calendar in general, the events and requests sometimes display the hour amount before the information and the hour amount after the actual event/request content. If using NVDA, these hour totals may be announced as times.

## Swap shift slideout panel

1. From the Main Menu, go to **My Information > My Calendar**.
2. Tab to the **New Request** button on the action bar.
3. Select **Swap** to activate the Request Shift Swap slideout panel.

4. Select **Swap Auto Approve** or **Swap Manager Approve**.
5. Tab to **Apply** to open a secondary slider
6. If you are using NVDA, switch to browse mode to select a shift by using the tab and arrow keys or by pressing **H** to get to day headings from the list of options

**Notes:** There are two buttons that can be selected. One button contains the shift duration and the other button contains details about the shift. Tab to **OK** to escape out of the Shift details button to return to the Select Shift slideout panel.

7. Select a shift by pressing space on the **Shift Duration** button. A secondary panel opens that contains a **Comment** button and a listing of available shifts to swap. There is also a drop down to select specific employees.
8. Press space on the desired **Shift Duration** button to automatically place focus on the **Submit** button and then press **Enter**. A slideout panel containing the details of the request is displayed. You can cancel by pressing **Enter** on the **Cancel Request** button or you can confirm the request by pressing the **OK** button, which closes the slideout panel
9. The employee whose shift was selected will see a notification in the Control Center where it can be approved or refused.

**Note:** Press **Cancel** or **Escape** at any time during the request process to close out of this panel.

## Timekeeping

For the best results with NVDA, you access the timecard in list view. The **Accruals** and **Totals** add-ons also display in a list view if this view is selected.

Use the **Tab** key to navigate through the list and press space or **Enter** on the **More Details** button to open a side panel that contains detailed information pertaining to the specific employee and date.

**Note:** NVDA announces time and hours the same especially when using the 24-hour clock.

## Additional accessibility notes

**Hyperfind selector** – Except for the button associated with the ad hoc option, you can access the Hyperfind selector using the keyboard with NVDA. Currently, the Hyperfind editor that can be accessed from the Hyperfind selector is not optimized for NVDA and keyboard users.

**People Information** – The People Information component is not recommended for use with NVDA at this time.

**Schedule Planner** – The Schedule Planner grid is not currently announcing row and column headers when using NVDA. Using the arrow keys is the best method for accessing this grid.

## Documentation modifications

The following documentation modification was made for R4.0:

Issue Numbers	Description
<b>Common Components</b>	
FLC-57318/ WFD-2817	The online Help referenced an area in Application Setup that no longer exists: Administration > Application Setup > Display Preferences.
FLC-55670/ WFD-2492	The following online Help sections about creating document templates referenced a system setting that was set to hidden as of R2.7.0 (WFD-2204): -Create document templates -Leave System Settings

# Known Issues

The issue below is a known issue as of the R4.0 release.

## HCM tile actions

The “Print”, “Download” and “Export” actions on HCM tiles are not usable with the R4.0 release. This will be resolved in a future release.



# Resolved Issues

The issues below were resolved for the R4.0 release.

## Key Performance Indicators

**FLC-56539/** When the KPI event processing engine was reading employee-to-org currency conversion rates to  
**WFD-2795** pass them to the computation cluster to convert employee monetary data into org currency for storing at an org level, the following exception occurred:

```
"ts":"11 14 2018 23:47:20.720", "th":"KPI Event Processor9", "tenant":"manufacturing", "user":"null", "trxid":"f4f13bae-6deb-44f7-85f4-f92394a06add", "level":"ERROR", "logger":"KPI.EVENTENGINE", "msg":"REH | processEvent | Error while processing event. EventHintState = FAILED_NO_REPLAY, Error Msg = com.kronos.commonbusiness.exchangerate.api.exception.ExchangeRateValidationException", "ERR": { "EventProcessingException [eventHintErrorCtx=EventHintErrorCtx [errorMessage=Event failed to process at EPE., errorDetails=Exception occurred while reading conversion rate from currency framework: null, errorCategory=BUSINESS_DATA_FAILURE, errorCause=null]]"
```

## Scheduler

**FLC-55164/** When running Schedule Generator, the following error appeared:  
**WFD-2404** "Error Generator failed. Engine has been canceled."

The error message now identifies the reason for the failure.

**FLC-55044/** When opening the Request Subtype section in Application Setup, existing request subtypes were  
**WFD-2389** not listed and the following error appeared:

"A system error was detected. {propertyValue}."

After attempting to create a new request subtype, the new error was generated even if the name of the request subtype was unique:

"The name of the request subtype must be unique."

**FLC-54996/** When attempting to access Workload Setup page, an error appeared, referencing an HTML  
**WFD-2386** Framework exception.

**FLC-54599/** Show/Hide and layers and their tooltips were not translated for Employee Self Service.  
**WFD-3025**

**FLC-54546/** When users changed a schedule and clicking **Generate Schedule**, the following error appeared:  
**WFD-2322** "Schedule Generator Failed - Error Generator failed Solver exception."

## Timekeeper

- FLC-60133/  
WFD-3215 Selecting a group of employees in the Employee Time Audit for the current pay period did not populate the data. Users needed to shorten the range or the employee list for the data to populate.
- FLC-58096/  
WFD-2933 When updating Paycode definitions in the user interface, the API call `/api/v1/timekeeping/setup/pay_codes` did not return the updated values for the `wageMultiplier` and `wageAddition` fields.
- FLC-54966/  
WFD-2376 When editing a Generic Data Access Profile (GDAP), an error message appeared when Organization Setup was selected from the Setup Category drop-down list.
- FLC-53512/  
WFD-3509 In the Attestation Daily Detail report, the Person Number column provided the database ID of the employee when it should have provided the employee ID that was defined in the person record.

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## Document Revision History

Document Revision	Release Date
A	April 2019