



Release Notes

UKG Pro[®] WFM 2024.R2

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

In these release notes, you can also find the new features and resolved issues for the Gaming, Rotation Schedules, SMS Shift Fill, and Auctions application upgrades. To easily find the latest release notes for one of these applications, search for the application name and latest version applied to your production environment (for example, Rotation Schedule 9.5.1).



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| B | - Express Upgrade 4 | September 17, 2024 |
| C | - Express Upgrade 5 | September 24, 2024 |
| D | - Express Upgrade 6 | October 1, 2024 |
| E | - Express Upgrade 7 | October 8, 2024 |
| F | - Express Upgrade 8 | October 15, 2024 |

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

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UKG Pro WFM 2024.R2

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: 2024.R2.
- 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.

Note:

- Most Pro WFM features are not enabled by default, and need to be enabled (for example, via **Function Access Profiles** or **Data Access Profiles**). 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 2024.R2, Express Upgrade 7

The features below were added for Pro WFM 2024.R2, EU7

Healthcare Productivity

Target Effective and Expiration Dates (FS-81777)

When you configure the Installation Kit for Healthcare Productivity, you can set the Effective Date and the Expiration Date for Targets import and export, rather than use the resolved pay period start date and Pay Period End Date.

Platform

Delete Person Data (FS-53523)

If an employee leaves an organization and legal regulations allow – such as under the Right to be Forgotten principles of the General Data Protection Regulation (GDPR) – the employee can request that all of their data be removed. To enact this deletion, do the following:

- Enable the **global.peopleproperties.person.deleteflag** system setting.
- Set the **Delete with transactions** access control point to **Allowed**.
- Delete the employee's person data from People Information.

Talk

UKG Talk Group Rules Additional Functionality (PS-294514)

In the October 1st Talk release, you can now use up to 10 person attributes when creating automated group rules in the UKG Talk Admin Dashboard. Previously, you could only use up to three attributes. This gives Talk admins more flexibility to create highly specific user groups based on a wider range of user attributes. You can add new rules and edit existing rules.

The following changes support this enhancement:

- Previously, you could not change selected custom fields (attributes) after configuration. Now a configured attribute can be edited or deleted if no group rules are associated with it.
- If you have already configured attributes in the Group Rules dashboard, you can add more attributes in the configuration.
- When you define a rule, you can also configure the following group permissions:
 - Allow users to post in this group
 - Allow users to like and comment on admin posts
 - Show group posts in the activity

Previously, to change the group permissions you had to edit each group manually after creation. **Note:** Manually editing a group's permissions is still supported.

- In the Admin Dashboard, *custom fields* are now called *attributes*. This change better aligns Talk with other areas of the product.

What's new for Pro WFM 2024.R2, Express Upgrade 4

The features below were added for Pro WFM 2024.R2, EU4

UDM

Public API for Biometric Consent History for an employee or group of employees (DM-406)

A public APIs is now available for retrieving biometric consent history for an employee or group of employees. Documentation is available at the UKG Developer Hub at <https://developer.ukg.com/> > Common Resources > Biometric Consent History.

Support for:

- By Employee
- By Employee Group
- Consent history
- Consent location
- Consent date & time
- Consent location
- Biometric Type
- Enrollment status
- Enrollment date & time
- Enrollment location

Decline Consent with Bio Verification (DM-439)

Previously, if the Finger Scan (Face) Biometric Employee setting on the person record was enabled--as well as the Enable Biometric Consent and Enforce Biometric Verification settings on the UDM > Cards and Readers tab--and the employee declined consent, the Administrator had to manually clear the Finger Scan (Face) Biometric Employee setting to allow the employee to perform transactions at the device.

A new setting named Skip Biometric Verification for Employees with Declined Consent is available on the UDM > Device Profile > Cards and Readers > Device > Biometrics tab. If an employee declines consent during the biometric enrollment process, the Skip Biometric Verification for Employees with Declined Consent can be enabled so that the employee can continue to perform transactions at the device without using biometrics. Administrators no longer need to manually clear the Finger Scan (Face) Biometric Employee option in the person record.

Additional Considerations:

- By default, Skip Biometric Verification for Employees with Declined Consent is disabled.
- The Finger Scan (Face) Biometric Employee on the person record remains enabled if the employee declines consent and the Skip Biometric Verification for Employees with Declined Consent setting is enabled; this allows suite-wide reporting to gather information, for example, on all employees who have been enabled to use biometric finger scans but declined consent.

InTouchDX Select/Submit stays visible (DM-467)

When the InTouch DX G1 (or G2) device displays a long list, the **Select** and **Submit** buttons now persist and remain visible for SmartViews, including attestations and online transfers. This is a server-side update and is not dependent on firmware.

Clock Attestation respects "required" field for notes (DM-491)

When the Attestation Model definition for **Initialize Variables > requireNotes OnClock** is specified as Required (value = true), devices now enforce the requirement for entering a comment/note when Attestation workflows run. This is a server-side update and is not dependent on firmware.

Add Korean language support for UDM (DM-495)

UDM now supports the Korean language locale.

Support for importing and downloading configuration files for Legic readers (DM-505)

UDM now supports importing and downloading Legic reader configuration files as either free form XML or JSON for the InTouch DX G2 device. InTouch DX G2 support for Legic readers requires device firmware version 4.3.3 to be released in September of 2024.

Support for Configuring additional card readers on the InTouch DXG2 formats (DM-514)

UDM now supports importing and downloading hwg+ files for configuring an external EM-Prox reader connected to the InTouch DX G2 device. hwg+ configuration files are provided by UKG's badge evaluation service after completing a badge evaluation. InTouch DX G2 support for the external EM-Prox reader requires device fir

What's new for Pro WFM 2024.R2

The features below were added for Pro WFM 2024.R2

Activities

Tracking Employee Move Transactions (ACT-234, ACT-216)

PS-180644 - You can now validate and report on Activity Move transactions performed directly through a Form or indirectly using Result Update for Completed Quantity when the concerned Activity has been configured with Auto Move enabled.

Build in Production

Remove Test Data - Advanced Scheduling (Transactional and Application Setup) Data (BIP-96)

EP-361 - The Remove Test Data functionality has been enhanced to include the removal of Advanced Scheduling (Transactional and Application Setup) data.

Remove Test Data - Business Structures Setup data (BIP-99)

EP-365 - To delete Business Structure data, add the appropriate prefix to the Business Structure node name. You no longer need to end-date the node to the current date to include it in the removal of data through RTD.

Data Import Tool

Organizational Rule Set Template Enhancements (DIT-59)

PS-271323 - Users can now use the Organizational Rule Set template to populate all data sets in the Organizational Rule Sets configuration page in Pro WFM.

Custom Export Templates (DIT-130)

PS-271355 - You can create a custom template from a base template to select specific attributes and create smaller, manageable files that you can reimport.

New Templates: Simplified Business Structure Org Set, People Person Time Zone Updates (DIT-139) PS-288131

The following updates have been made to templates in the Data Import Tool:

- A new template for bulk import of Simplified Org Sets facilitates the efficient import of large datasets, streamlining onboarding and organizational restructuring. You no longer need to create each set manually through the UI.
- The People Person template has been enhanced to automatically update the format of the Time Zone

attribute, eliminating manual interventions during import and export. This enhancement ensures seamless data transfer and reduces the risk of errors.

Template Enhancements - Data Punch Template for Multiple Assignments (DIT-153)

PS-309939 - You can now use the Data Punch template to successfully import employee data for orgs that support multiple assignments. Prior to this enhancement, there was no option to add the required qualifiers if an employee's punch included a transfer to a different job defined as an assignment in their people record. We have added two additional attributes to support this change.

Forecasting

Forecast Home Graphical Volume or Labor (FCST-203, FCST-226, and FCST-260)

PS-199640 - Forecast Home shows a graphical, read-only view of the Volume or Labor data for a single location. The graph shows each day in the forecast week for a location and driver, and the bars show values for each selected forecast factor. You can select Daily Details to show a line graph of the selected forecast along with system-generated or actual factors throughout one day.

Task Groups Template in Data Import Tool (FCST-250)

PS-229943 - Several new task group templates have been created in the Data Import Tool to enable the loading of configuration data for Task Groups:

- Data - Task Assignments for Task Group - Import
- Data - Task Group Versions - Import
- Data - Task Versions - Import
- Data - Org Job Assignment for Task Group - Import

Labor Standard Template in Data Import Tool (FCST-221)

PS-276662 - Several new labor standard import templates have been created in the Data Import Tool to enable the loading of configuration data for Labor Standards:

- Data - Labor Standard Version - Import
- Data - Labor Standard Period Elements - Import – Imports period elements for incomplete labor standards.
- Data - Labor Standard Time Scale Items - Import – Imports time scale items for incomplete, scaled labor standards.
- Data - Labor Standard Distribution Settings - Import – Imports the distribution settings for labor standards.

To view which labor standards are incomplete, a new column displays a check for all imported, incomplete labor standards. An incomplete labor standard is one in which all building blocks have not been imported. You can use the templates to import individual building blocks for period elements, time scale items and distribution settings.

For more information, see the following help topics:

- *Configure Labor Standards*
- *Data Import Tool*

Flow

UKG Flow Notifications (FLEXF-21)

FS-24894 - UKG Flow enables access to punch, request, and scheduling functions in collaboration apps without the need to switch applications. Flow supports notifications for time-off and shift-swap requests.

Gaming

Dataview columns for Gate Access Devices (GAME-153)

PS-180628 - In addition to the Gate Access Report available in Gaming, you can now create Dataviews that include gate access device information. In the Gate Access entity, the following columns are now available:

- Device ID
- Gate Access Date
- Gate Access Time
- Device Name
- Gate Access Type

Note that the “Gaming Entities available for Dataviews” feature switch must be enabled to use these columns.

Platform

AuthN Migration Tool (EP-607, WFMAAS-662, WFMAAS-663, WFMAAS-664, WFMAAS-681)

EP-607 - UKG Authentication is a unified authentication experience for UKG Pro Workforce Management (Pro WFM). It includes unified sign in, navigation, and security enhancements that include full-suite session management, elimination of mandatory password rotation, and fewer redirects when navigating between multiple components of the full suite.

The Authentication Migration Tool helps you to migrate your authentication process when you are ready. Typically, the migration process takes less than 30 minutes to complete, although additional time is needed for Single Sign-On (SSO) environments, and to complete verification and testing.

FleX API Gateway

The API gateway service that routes Pro WFM API calls will be upgraded during the 2024.R2 maintenance window. Customers do not need to take any action. All existing applications and integrations that call the Pro WFM API will automatically route through the FleX API gateway after the upgrade.

Scheduling

Align Metrics Add-On Columns with Schedule Planner (DSCHEd-73)

An enhancement was made to the Metrics add-on that now enables managers to align the date columns on the tab with the displayed date columns in Schedule Planner. Previously, the columns in the Metrics add-on were not aligned which made it difficult for managers to locate metrics for the correct day.

With this enhancement, a new **Align Columns** option has been added to the Metrics add-on that allows you to easily view metrics data for each day. When you select the **Align Columns** option:

- The date columns in the add-on are aligned with the displayed date columns in the Schedule Planner.
- If you modify the width of the employee column or the dataview columns to the left of the date columns in the Schedule Planner, the width of the Metrics add-on columns is also updated to ensure the date columns remain aligned. You can hover over the cells in the adjusted width columns to view the tooltip that displays the entire text in the cell.
- You cannot manually resize the columns in the Metrics add-on.

The **Align Columns** option remains selected when you:

- Leave the page and come back
- Refresh the page
- Change the timeframe or update the view in the Schedule Planner
- Log out or close the application, then reopen it in the same browser

If you do not select the **Align Columns** option, the previous behavior persists where the date columns are not aligned with those of the Schedule Planner and you are able to adjust the column widths.

For more information, see the Evaluate schedules with Metrics add-on help topic.

Run Priority Scheduling Engine (PSE) in the Schedule Planner (DSCHEd-159)

PS-188873 - Managers can now run the Priority Scheduling Engine (PSE) directly from the Schedule Planner. Previously, it was only possible to run the PSE by scheduling a batch event.

To configure manager access to run the PSE in the Schedule Planner:

1. Enable the new Run Priority Scheduling Engine in Schedule **Planner** feature switch. By default, the feature switch is disabled.
2. Open the manager's function access profile and then go to **Manager – Department Manager > Scheduling > Run Priority Scheduling Engine**.
3. Select **Allowed**, then save the function access profile.

In the Schedule Planner, a new **Engines** drop-down replaces the **Generate Schedule** icon on the action bar. From the drop-down, managers can select either **Generate Schedule** (which is the current behavior available in the Schedule Planner) or **Run Priority Scheduling Engine**.

When managers select **Run Priority Scheduling Engine**, the new Run Priority Scheduling Engine panel is displayed where managers can specify the **Start Date**, **End Date**, and **Procedure Set**. By default, the **Start Date** and **End Date** for the selected timeframe are displayed. Managers can select **Start** to run the engine, then select **Apply** after the processing is completed to display the results directly in the Schedule Planner.

For more information, see the following online help topics:

- *ACPs for Scheduler Functionality*
- *Generate Schedules*

New Coverage page (DSCHED-640)

PS-188860 - The new Coverage page displays current coverage information for each job the employee is qualified to work for the current week. Coverage information is displayed by zone or shift span for those jobs. Employees can use this page to help plan time off and when seeking other shifts.

The Coverage page opens to the week containing the current date, but the employee can scroll to previous or future weeks or choose a specific date from the **Date** field. Similarly, the employee can change values in the **Assignment**, **Job**, and **Span** fields to see how they affect the schedule and coverage.

Coverage information is summarized using:

- Color-coded symbols
- A numeric abbreviation of scheduled versus required staffing
- Wording that indicates whether a shift is fully staffed, overstaffed, or understaffed

The Coverage page is displayed from the "Coverage" widget on the My Schedule page. The "Coverage" widget is enabled by the **Coverage Details** setting in My Schedule configuration.

This feature is supported only if you have enabled My Schedule. It is not supported if you are using My Calendar.

For more information, see these topics in the online help:

For Configuration:

- *Calendar Configuration*

For Usage:

- *Coverage Page*
- *My Schedule*

Time-off Complex Configuration Enhancement to the Paycode Analyzer (DSCHEd-836)

PS-199655 - The Paycode Analyzer in the Schedule Planner was introduced in a previous release and provides insight into the computation logic that the system uses to derive paycode edit values. With this release, the Paycode Analyzer has been enhanced to now include the complex configuration related to paycodes that are derived from time-off requests that occur on a public holiday or on a day without a schedule (unscheduled day).

Under the existing **Related configuration** section in the Paycode Analyzer panel, a new **Holiday and Unscheduled Day Setting** field has been added. This field provides information about complex time-off configurations regarding how holiday or unscheduled day settings are referenced, either from a request subtype, a pay code value profile (PCVP), or from a specific Holiday or Unscheduled Day option.

To use this feature, managers must have the existing **Manager – Department Manager > Scheduling > Paycode Analyzer** function access control point set to **Allowed**. There is no feature switch or system setting required to enable this feature.

For more information, see the following online help topics:

- *ACPs for Scheduler Functionality*
- *Paycode Analyzer*

Employee-Centric Request Subtypes in Enter Time Off Panel (DSCHEd-843)

PS-199693 - Currently, when managers enter time off on behalf of an employee using the Enter Time Off panel in the Schedule Planner, they can choose from all the request subtypes that have been specified in

their Generic Data Access Profile (GDAP). This can make it difficult for the manager to select the correct request subtype that is applicable for the employee.

With this enhancement, the Enter Time Off panel now only displays request subtypes that are available for the employee based on the visibility period, and which are also included in the manager's GDAP. This ensures that managers cannot select non-applicable request subtypes.

If an employee has multiple assignments, the available request subtypes that display depend on the assignment.

To use this feature, managers must have the new **Manager – Department Manager > Scheduling > Enter Time Off per Employee Visibility Period** function access control point set to **Allowed**. There is no feature switch or system setting required to enable this feature.

For more information, see the following online help topics:

- **ACPs for Scheduler Functionality**
- **Enter Time Off**

Time-off Request Redesign (DSCHE-902)

PS-199676 - The time-off request user experience has been redesigned with an updated look and feel that improves accessibility and simplifies and streamlines the configuration and creation processes. The new time-off request user experience is enabled as part of My Schedule (introduced in a previous release) and is available only if the My Schedule feature switch is enabled.

In the new time-off request user experience:

- When starting the time-off request from My Absence Calendar, the Request time off slider is prepopulated with the date the employee selects on the calendar, if any. Additional dates can be added on the Request time off slider.
- The calendar embedded on the Request time off slider displays:
 - In-progress and approved time-off requests
 - Team Absence information (if enabled in the time-off request subtype configuration)
 - Accruals information (if enabled in the time-off request subtype configuration)
 - Request period banner (if an employee visibility period has been specified).**Note:** Dates that fall outside of the specified request period are grayed out on the calendar

- The slider includes a legend that identifies the markings used to indicate:
 - Approved and in-progress time-off requests
 - Scheduled shifts
 - Team absences
 - Holidays
- These settings are not applicable to time-off request subtype configuration:
 - **Display "Add Another" Button for Additional Dates** – all dates submitted on the same time-off request now use the same paycode
 - **Display Request Summary** – request summaries are displayed by default in the new Request time off request slider

For more information, refer to these topics in the online help:

- *Configure Time-Off Requests*
- *Request Time Off from My Schedule*

Schedule Generator processing employees with Multiple Assignments (ENGI-119)

PS-195024 - Schedule Generator now supports processing employees with Multiple Assignments. It will identify a "default" position from all the positions assigned to an employee based on the location being scheduled and use that primary job for schedule generation.

Support for Shift-based Paycode Edits in a Multi-shift Scenario in the Staffing Dashboard (OD-68)

PS-334836 - An enhancement was made to the Staffing Dashboard 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.

To configure this feature, enable the existing **Shift-based Pay Code Edit Support for Multiple Shift Days** feature switch.

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

Include GDAP and Schedule Groups in Multiple Manager Roles (OD-78)

PS-176435 - Generic Data Access Profiles (GDAP) and Schedule Groups can now be included in Multiple Manager Role (MMR) configurations. This functionality enables you to configure role-specific GDAPs and Schedule Groups for managers with multiple roles. So, for example, a manager covering employees in multiple states or countries could be configured with GDAPs and Schedule Groups specific to their employees in each locale, ensuring that actions taken by the manager are applied to the correct group of employees.

As is true elsewhere in the application, only one GDAP can be in effect at one time (based on its Effective Date) and GDAPs cannot overlap.

Note: The `site.BusinessStructure.GDAPUsage` system setting must be set to true if you want the system to enforce the Organizational Sets settings you have specified in the GDAP Organization Setup category. The `site.BusinessStructure.GDAPUsage` system setting is located in: Administration > Application Setup > System Configuration > System Settings > Business Structure.

Also note that a manager's Function Access Profile (FAP) plays a role in determining which information is accessible to them, regardless of the GDAP that is assigned to their active role and regardless of whether the `site.BusinessStructure.GDAPUsage` system setting is set to true. For example, if the Job and Business Structure FAP assigned to a manager is set to Disallowed, the Business Structure Setup section on the Application Setup page is not displayed, which prevents access to Organizational Sets.

For more information, see these topics in the online help:

- *Generic Data Access Profiles*
- *Schedule Groups*
- *Multiple Manager Roles*
- *Timekeeping > Manager Role-Assignments*

Restrict Manager Transfer Set to Employee's Transfer Set (OD-82)

PS-283779 - An enhancement was made in the Schedule Planner that restricts managers from assigning an employee to a job that is not in the employee's transfer set. Now, when managers transfer employees, they can only select from jobs that are included in the employee's job transfer set and any additional jobs specified in the Manager Additions configured in People Information > Timekeeping > Employee Role.

To configure manager access for this enhancement:

1. Enable the new **Display only eligible set of jobs when transferring employees** feature switch. By default, the feature switch is disabled.
2. Open the manager's function access profile and then go to **Manager – Department Manager > Scheduling > Employee-centric organizational job transfers**.
3. Select **Allowed**, then save the function access profile.

This enhancement is available when managers are transferring employees while adding or modifying the following:

- Shifts
- Paycodes
- Leave Times
- Schedule Tags
- Shift Templates
- Schedule Patterns

Note: When multiple employees are selected while performing any of the above actions, the list of available jobs that displays are those that are included in the job transfer set of the first selected employee and any additional jobs specified in the Manager Additions. If the manager chooses a job that is not in a selected employee's job transfer set, that employee is not transferred. For Schedule Patterns, if any of the selected employees do not have the job in their job transfer set, the pattern will not be added.

For more information, see the following online help topics:

- *ACPs for Scheduler Functionality*
- *Add a Shift*

Dataview for Shift Builder Serviceability (DSCHED-408)

PS-199372 - You can now create relevant Dataviews to provide insight into issues that occur when the Shift Builder is run and schedule patterns are rolled out onto the schedule. This makes it easier for you to troubleshoot and resolve issues as they arise.

The following new Employee Schedule Pattern-specific columns are now available when creating an Employee Dataview:

Employee Pattern Name

- Name of employee Schedule Pattern

Employee Pattern Created By

- User who creates the employee Schedule Pattern

Rollout Start

- Start date of pattern rollout period

Rollout End

- End date of pattern rollout period

Rollout Failure Date(s)

- Date(s) of the error-producing schedule item

Rollout Failure Type

- Functional Failure (for example, locked days)
- System Failure

Rollout Outcome

- Completion state
 - Partial Success (Some schedule items rolled out)
 - Failure (No schedule items rolled out)

Rollout Failure Details

- Error message returned from system

Failure Report Anchor

- In **Assignment**, select one of the following options:
 - **Rollout Launch Date** (Shift Builder Execution Date): Displays Shift Builder errors arising in the period generated by the Shift Builder on the rollout launch date, within the loaded Dataview period
 - **Rollout Failure Date(s)**: Dataview identifies Shift Builder errors that occur within the loaded Dataview period

- **Rollout Period(s):** Dataview pulls in errors in the loaded Dataview period, as well as all other errors that occurred in the rollout event (includes all errors in schedule rollout periods that overlap with the loaded Dataview period)
- In the Column Properties, set **Visible** to **No**.

Note: These new Dataview columns do not differentiate whether the processing type for the Employee Schedule Pattern is based on an individual Employee Pattern or Group Inheritance.

In **Dataviews and Reports > Dataview Library**, managers can view the Dataview report, which displays all Shift Builder errors such as, but not limited to, the following:

- Rollout before signed off date is not allowed
- Rollout before employee hired date is not allowed
- Rollout on inactive employee is not allowed
- Rollout on employee with terminated employee status is not allowed
- Rollout on locked days is not allowed
- The primary org job is expired
- Scheduled PCE exists on date of rollout
- Accrual balance overdrawn

For more information, see the following help topics:

- *Create a Dataview*
- *Troubleshoot Shift Builder*

Build in Production - Remove Test Data - Removal of Business Structure Setup Data (DSCHEd-844)

PS-199679 - The Remove Test Data feature in Build in Production, has been expanded to include Business Structure setup data, specifically jobs and locations.

For more information, refer to the *Production Readiness* help topic.

Shift Labels synchronized with Start and End Times (DSCHED-834)

PS-188865 - In a previous release, shift labels were synchronized with shift start and end times when you modified shifts or shift labels in the Edit Shift panel in the Schedule Planner.

With this enhancement, validation to check whether shift labels are in sync with shift start and end times has been expanded to include the following functionality:

- Assigning breaks when adding or editing shifts, or when inserting shift templates
- Moving shifts using Multi-Edit
- Replacing shifts
- Appending shifts

In addition, validation also occurs in Employee Self-Scheduling when the following request subtypes are configured with the **Adjust Breaks Automatically** option enabled. If the shift was created using a shift template, the shift label is removed when the auto break is applied. If the label was manually added, the shift label is saved when the auto break is applied.

- Open Shift
- Self-Scheduling
- Time Off
- Swap Shift
- Request to Cover

Note: 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.

Enhancements to Location Schedule with Coverage Report (DSCHED-926)

PS-312656 - Several enhancements were made to the Location Schedule with Coverage report to improve the formatting and to provide calculated job totals. Previously, the report inconsistently displayed pay codes and shift labels when the report was run for different lengths of time and the job totals were not calculated.

The report now includes the following enhancements:

- The **Employee**, **WSH** (Weekly Standard Hours), and **Job** columns are now properly aligned.
- The job header rows are now shaded gray.
- A new row has been added for each job that displays the job totals per day.
- When the report is run for more than a week, the pay code and shift label length is limited to displaying the first 5 characters to ensure that the column widths for each day remain consistent.
- Job transfer labels are now displayed in parentheses as (x). Previously, the labels displayed as x.

For more information, see the Location Schedule with Coverage *Report* help topic.

Timekeeping

AuthN Support for Kiosk Badge ID 24.4.1 (ACT-342)

PS-327836 - In AuthN-authenticated systems, you can authenticate Kiosks by way of single sign-on (SSO), Badge ID, and Username plus Password login methods.

New timeframes for the Exception Tile (OD-85)

PS-298034 - In addition to the Current Pay Period and Previous Pay Period timeframes available in the Exception Tile (also known as the Manage Timecards tile), you can now use the following timeframes:

- Today
- Yesterday
- Week to date
- Last Week

Current Week

These timeframes are all available to managers from the drop-down list in the Manage Timecards tile. Administrators can also select any of these timeframes as the default timeframe when configuring the Exception Tile.


To use the new timeframes, enable the “Additional symbolic time periods for the Exception Tile” feature switch. The feature switch is off by default.

For more information, see the following topics in the online help:

- *Administration > Application Setup > System Configuration > Feature Switch*
- *Administration > Application Setup > Display Preferences > Exception Tile (Manage Timecards Tile)*
- *Home > Tile Library > Manage Timecards Tile*

Brazil Compliance (TKEEP-1054, TKEEP-1196, TKEEP-1228, TKEEP-1324, TKEEP-964, TKEEP-1196, TKEEP-1228, TKEEP-1324, TKEEP-964)

PS-180674 - Brazil Compliance enables organizations to set up a Brazilian data collection system to comply with Brazilian regulations that govern the use of electronic timekeeping systems.

 **Warning: Important!** Before you can configure Brazil Compliance, you must open a support case to enable the feature on your tenant. Once the feature is enabled, you can turn on the feature switch and configure your Brazil Device Setup.

To setup and configure Brazil Compliance:

1. Enable the **Brazil Compliance** feature switch (Administration > Application Setup > System Configuration > Feature Switch).
2. Allow as necessary the following access control points in the manager or administrator function access profiles (Administration > Application Setup > Access Profiles > Function Access Profiles > Manager – Common Setup). The default is Disallowed for all.
 - Brazil Compliance – Controls access to Brazil Compliance.
 - Setup Items – Controls access to the Brazil Device Setup configuration items in Application Setup.
 - People Record Configuration – Controls access to the Timekeeping > Brazil Compliance group in People Information.
 - Retrieve Decrypted PII Data Values via API – Controls access to decrypted Personal Identifiable Information (PII) data values retrieved from the people record via the API. Decrypted values are available for view only in specific locations, such as certain reports. PII values (for example, PIS, eSocial, and CPF) are always encrypted in People Information regardless of the setting of this ACP.
 - Digitally Sign Brazil Reports – Controls the ability for managers to generate digitally signed Brazil Compliance Reports (PAdES, CAdES).

3. Configure the following Brazil device setup items in Administration > Application Setup > Brazil Device Setup:
 - Pay Code Attribute Definition
 - Devices
 - Device Groups
 - Companies
4. For Brazil reports, configure the following system settings in **Administration > Application Setup > System Configuration > System Settings > Timekeeping**:
 - timekeeping.brc.exportFile.aej.day.paycode.Duration
 - timekeeping.brc.exportFile.defaultReason
 - timekeeping.brc.exportFile.PTRPdeveloperEmail
 - timekeeping.brc.mirror.combinedPayCode.name
5. Add the following Brazil device information to employee person records in **Maintenance > People Information > Timekeeping > Brazil Compliance**:
 - PIS
 - Esocial
 - CPF
 - Company
 - Pay Code Attribute
 - REP Type

For more information, see the following online help topics:

- *Administration > Application Setup > System Configuration > Feature Switch*
- *Administration > Application Setup > Access Profiles > Manager - Common Setup*
- *Administration > Application Setup > Brazil Device Setup*
- *Administration > Application Setup > System Configuration > Timekeeping*
- *Maintenance > People Information > Timekeeping > Brazil Compliance*

Timekeeping Exceptions (TKEEP-1341)

PS-288484 - Some exceptions were created that appear in the user interface when you are configuring Exception Categories for an Exception Tile. These exceptions will not trigger unless a particular Totalizer Extension (Worked Through Break) is used. The exceptions are:

- Not Eligible for Break Premium
- Not Eligible for Meal Premium
- Capped Break Amount

For more information, see the *Administration > Application Setup > Display Preferences > Exception Categories* help topic.

Enhancements to Employee Job Transfer Set access control (TKEEP-1351, OD-64)

PS-274019 - You can now restrict or limit a manager's ability to view, edit, create, or delete employee job transfer sets for managers that do not have access to the Employee Role access control point.

To configure manager access for employee job transfer sets:

1. Enable the "Employee Job Transfer Set Access" feature switch.
2. Open the manager's function access profile and then go to Manager – Common Setup > People Editor > Timekeeping Group > Employee Job Transfer Set.
3. Select Allowed or Disallowed for Add, Edit, Delete, and View. **Note:** The default for all options is Disallowed for all new installations. For existing installations, the defaults will match the current configuration.
4. Save the function access profile.

Notes:

- For multiple assignment employees, the parent Access Control Point (ACP) for Employee Job Transfer Set is Assignments – General View. This parent ACP must be enabled to use the Employee Job Transfer Set ACP with multiple assignment employees.
- For multiple assignments, if the parent ACP (Assignments – General View) has View permission but not Add permission, then regardless of the settings for the Employee Job Transfer Set ACP the manager will not be able to make changes (create, edit, delete) to the Employee Job Transfer Set.

- If Add, Edit, or Delete are Allowed, View is automatically allowed regardless of the actual selection for the Employee Job Transfer Set ACP.
- You can only view History for the Employee Job Transfer Set in People Information when at least one of the options (view, create, edit, delete) is allowed.
- If a manager only has view permission, or does not have any permission, for the Employee Job Transfer Set, the Employee Preferences table shows the employee job transfer set that is in effect for the current date.
- Managers must also have at least View access for the Employee Job Transfer Set ACP to view the Job Preference and Scheduling Context table.

Punch Tile Redesign (TKEEP-1352)

PS-276744 - The Punch tile has been redesigned to provide enhanced feedback when the punch is submitted. In previous releases, the system displayed only a confirmation message. Now, the Punch tile displays summary information that includes:

- A confirmation message
- The time the punch was submitted
- Job transfer information (for transfers selected by the employee at the time of the punch. Information for automatic transfers is not displayed.). An information icon displays the job's full path. Work rule transfer information is not displayed.
- Assignment information (for multiple assignments employees if they selected something other than their primary assignment for the punch)

For more information, see this topic in the online help:

- *Punch tile*

Payroll Extract Service - additional fields (TKEEP-794)

PS-180733 - Currently, the Payroll Extract Service allows partners to extract up to 10 custom fields. Now, you have the option to request up to 30 custom fields.

Attestation pay code edit generated with punch can skip approval validation (TKEEP-894)

PS-207215 - Currently, the application can collect a timestamp punch after manager approval, but the generated pay code edit from the punch Attestation is rejected. You can now use the **site.timekeeping.recordTimestampAfterApproval** system setting (**Administration > Application Setup > System Configuration > System Settings > Timekeeping**) and **Allow bypass of timecard permissions during Attestation** Function Access Control Point (FACPs) (**Administration > Application Setup > Access Profiles > Employee > Attestation**) to determine how the application treats punches and paycodes after the manager has approved or disapproved an employee's timecard. This functionality ensures that employees who are still on the clock after their timecard has been approved will be paid correctly if their punch Attestation results in a pay code edit that would otherwise require manager approval.

This table summarizes how the application treats punches and paycodes when managers approve or disapprove timecards based on different combinations of the **site.timekeeping.recordTimestampAfterApproval** system setting and **Allow bypass of timecard permissions during Attestation** FACP.

| System setting: site.timekeeping.recordTimestampAfterApproval | FACP: Allow bypass of timecard permissions during Attestation | Manager Timecard Action | Application Behavior |
|--|--|--------------------------------|--|
| True | Allowed | Unapproved | Punch and paycode accepted without any error |
| True | Allowed | Approved | Punch and paycode accepted without any error |
| True | Disallowed | Unapproved | Punch and paycode accepted without any error |

| | | | |
|-------|------------|------------|--|
| True | Disallowed | Approved | Punch is accepted but paycode is rejected with error |
| False | Allowed | Unapproved | Punch and paycode accepted without any error |
| False | Allowed | Approved | Punch and paycode rejected with error |
| False | Disallowed | Unapproved | Punch and paycode accepted without any error |
| False | Disallowed | Approved | Punch and paycode rejected with error |

Totals in the timecard (TKEEP-1290)

PS-281567 - In the timecard, if you see a message indicating instant, or real-time, calculations are temporarily unavailable this is because the system is experiencing high CPU utilization. In order to maintain performance during this time, the callable totalizer (the tool that produces these calculations) becomes temporarily unavailable in the timecard and for those timecard add-ons that reflect real-time changes (such as the Accruals and Historical Corrections tabs). The message remains on the timecard until the callable totalizer is available again. Once it is available the message clears.

Saving new or updated timecard transactions (for example, punches, pay codes, and so on) will totalize the transactions and display the updated calculated totals.

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Delegation Notification Enhancements (WFMAAS-155)

PS-188867 - Notifications for the Delegate Authority business process are enhanced. Now when the delegate accepts or rejects a request, a notification goes to the delegator.

To use the enhanced notifications, you must deploy the latest version of the Delegate Authority business process, add the new and remove the old process profile, and configure the new generic notifications. For detailed instructions, refer to the *Configure Delegate Authority* help topic.

Migrate PPAS to CloudSQL (WFMAAS-273)

PS-191167 - To avoid vendor lock-in and reduce licensing fees, the relational datastore is moving from EDB Postgres Advanced Server (PPAS) to CloudSQL as a managed service.

PPAS 2024 Release Qualification and Handoff (WFMAAS-448)

PS-221664 - Support for the 2024 EDB Postgres Advanced Server (PPAS) update was qualified and handed off.

PPAS Support: Monitoring, Defects, SQL reviews (WFMAAS-449)

PS-221653 - Database best practices for EDB Postgres Advanced Server (PPAS) are maintained by monitoring, reviews, and support.

Auth0 System Account Deprecation and Support Account Impersonation (WFMAAS-483)

PS-190673 - For integration and troubleshooting in Auth0-authenticated systems, System user accounts are replaced by Client Management (Client Credentials), and Support user accounts can impersonate customer user accounts for login and access.

Person Number in Delegation Request (WFMAAS-507)

PS-188875 - The Delegate Authority business process now displays Person ID along with employee names when you set up a delegation request. This helps you to find the right person when people have identical or very similar names.

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Auth0 Login Screen Theming (WFMAAS-559)

PS-220876 - You can edit the appearance of the Login page to reflect the branding requirements for your organization. Select **Application Setup > Common Setup > Branding** to define the Main Color, Accent Color, Logo, and other branding elements for the page.

Auth0 Logon (WFMAAS-563)

PS-222246 - On systems that use Auth0 authentication, you cannot select the language from the Login page. Also, the Locale Policy setup page does not include the Selectable on Logon Page setting.

Update Client Credentials to Client Management (WFMAAS-568)

PS-229165 - The Client Credentials page was renamed to Client Management (Administration > Application Setup > Common Setup > Client Management).

Batch Processing in Multi-Create (WFMAAS-582)

PS-316567 - When batch processing to create multiple schedules, 500-code errors occurred when eventOutput and manager ID were omitted, and 400-code errors occurred when startDate or endDate had an incorrect ISO format. Also, 200 success codes were shown without a corresponding record in Event Manager when a SERVICES-LEVEL3 user account was assigned, and when the number of weeks, emailList, or Monthly Schedule Type were empty but required.

Audit Report Performance Enhancement (WFMAAS-591)

PS-271629 - Although the Audit Report can show data for up to 365 days and 345 audit types, performance declines with large numbers of data. Now, the query returns up to 5000 results at once then repeats sequentially for more data before the report is generated.

Auth0 Deregister Device (WFMAAS-593)

PS-290776 - An employee can de-register the device that they use for multi-factor authentication (MFA) as follows:

- Select **Main Menu > Edit Profile**.
- Select **Device Deregister** and click **Deregister Device**.

The employee will be prompted with a new Authenticator registration message when they next log in.

Korean Language Support (WFMAAS-609)

PS-251222 - The application can now be displayed in the Korean language.

Last Password Change Date Discrepancy (WFMAAS-625)

PS-295169 - In OpenAM-authenticated systems, changes to the Last Password Changed date were saved in the Security Audit Report but not updated in the Dataview or People Editor.

Security Audit Report Date Range (WFMAAS-636)

PS-303249 - Security Audit Reports can show audit data for up to 365 days.

Security for PII Data (WFMAAS-640)

PS-300947 - Security of sensitive data (PII) has been improved with envelope encryption.

Simplified Business Structure (SBS) Group and Home Hyperfinds (WFMAAS-645)

PS-318587 - Hyperfinds for Simplified Business Structure (SBS) ignored the Home hyperfind. Now, hyperfind queries are based on the Employee group + the Home Hyperfind.

ROPC and Client Credential URLs (WFMAAS-648)

PS-303247 - On AuthN-authenticated systems, you can use direct URLs to connect from clients to Auth0.

Downgrade Support to Smaller VM Size (WFMAAS-679)

PS-316483 - Downgrades to smaller virtual machines (VM) are supported.

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 |
|---|------------------|---|---------|
| Run Priority Scheduling Engine (PSE) in the Schedule Planner | DSCHEd-159 | Run Priority Scheduling Engine in Schedule Planner | Off |
| Restrict Manager Transfer Set to Employee's Transfer Set | OD-82 | Display only eligible set of jobs when transferring employees | Off |
| Manager Exception Tile support all symbolic timeframes | OD-85 | Additional symbolic time periods for the Exception Tile | Off |
| Brazil Compliance - Device Setup/Device Group Setup UI SDM support | TKEEP-1054 | Brazil Compliance | Off |
| Limit Person Record Access for Manager | TKEEP-1351/OD-64 | Employee Job Transfer Set Access | Off |

New API Operations

The following API operation(s) were added for 2024.R2

| Domain | Resource | Operation | Method | URL endpoint |
|---------------------|--|--|--------|--|
| Activities | Activity Move Quantity Transaction Audits | Retrieve Activity Move Quantity Transaction Audits | POST | /v1/work/move_quantities/audit/multi_read |
| Common Resources I | Biometric Consent History | Retrieve Biometric Consent History | POST | /v1/commons/biometric_consent_history/multi_read |
| Common Resources II | Hyperfind Queries | Retrieve Personal Hyperfind Queries for Inactive and Terminated Employees | GET | /v1/commons/hyperfind/personal_inactives |

| Domain | Resource | Operation | Method | URL endpoint |
|---------------------|-------------------------------------|---|--------|--|
| Common Resources II | Hyperfind Queries | Delete Personal Hyperfind Queries | POST | /v1/commons/hyperfind/personal_inactives/multi_delete |
| Common Resources II | Locations | Retrieve Paginated List of Locations | POST | /v2/commons/locations/multi_read |
| Common Resources II | Locations | Move Location Asynchronously | POST | /v1/commons/locations/apply_update/async |
| Person Assignments | Brazil Employee Assignments | Retrieve Brazil Employee Assignments by Person ID or Number | GET | /v1/commons/persons/brazil_employee_assignments |
| Person Assignments | Brazil Employee Assignments | Retrieve Brazil Employee Assignments by Person ID | GET | /v1/commons/persons/brazil_employee_assignments/{personId} |
| Person Assignments | Brazil Employee Assignments | Retrieve Brazil Employee Assignments | POST | /v1/commons/persons/brazil_employee_assignments/multi_read |
| Person Assignments | Brazil Employee Assignments | Add or Update Brazil Employee Assignments | POST | /v1/commons/persons/brazil_employee_assignments/multi_upsert |
| Platform | Publish and Run Reports | Retrieve Report by Name | GET | /v1/platform/reports/{name}/file |
| Platform | Publish and Run Reports | Retrieve Payroll Staging Asynchronous Request Status by Key | GET | /v1/platform/reports/import/async/{executionKey}/status |
| Platform | Publish and Run Reports | Save Report Asynchronously | POST | /v1/platform/reports/import/async |
| Platform | Switch Employment | Switch Employment | POST | /v1/platform/switch_employment |
| Scheduling Setup | ESS Calendar Settings | Retrieve All Schedule Insights Widget Entities | GET | /v1/scheduling/ess_calendar_settings/schedule_insights_widget_entities |
| Scheduling Setup | Request Submission Periods | Open Next Submission Period | POST | /v1/scheduling/request_submission_periods/employee_opt_outs |
| Timekeeping | Brazil Compliance Digital Signature | Sign Brazil Compliance Reports | POST | /v1/timekeeping/brazil_compliance/reports/sign |
| Timekeeping | Brazil | Retrieve Brazil | GET | /v1/timekeeping/brazil_compliance/system_settings |

| Domain | Resource | Operation | Method | URL endpoint |
|-------------------|-----------------------------------|--|--------|---|
| | Compliance System Settings | Compliance System Settings | | |
| Timekeeping Setup | Combined Paycodes for Timekeeping | Retrieve Combined Paycode by ID | GET | /v1/timekeeping/setup/paycodes/combined/{id} |
| Timekeeping Setup | Combined Paycodes for Timekeeping | Retrieve Combined Paycodes | POST | /v1/timekeeping/setup/paycodes/combined/apply_read |
| Timekeeping Setup | Combined Paycodes for Timekeeping | Add Paycodes to or Remove Paycodes from Combined Paycodes | POST | /v1/timekeeping/setup/paycodes/combined/apply_upsert |
| Timekeeping | Paycode Data Access Profiles | Retrieve GDAP-filtered Paycode Data Access Profile by ID | GET | /v1/timekeeping/setup/pay_codes/data_access_profiles/{id}/available |
| Timekeeping | Paycode Data Access Profiles | Retrieve Paycode Data Access Profile by Paycodes | POST | /v1/timekeeping/setup/pay_codes/data_access_profiles/apply_read |
| Timekeeping | Paycode Data Access Profiles | Add Paycodes to or Remove Paycodes from Paycode Data Access Profiles | POST | /v1/timekeeping/setup/pay_codes/data_access_profiles/apply_upsert |

Online Help Modifications

Pro WFM 2024.R2

The following documentation modifications were made for Pro WFM 2024.R2.

Online Help Resolved Issues

General

PS-175996 18754855 - Some Help Menu items were not translated.

People

PS-301828 20456944 - Romanized Full Name was removed from the People Information area of the help.

PS-283726 20264425 - In the *People Information > Timekeeping > Approvals & Reviewers > Reviewer List Assignments* help topic, the first option was incorrectly listed as Purpose. This has option now has the correct name, which is Reviewer Override.

Scheduling

PS-307058 20494874 - Obsolete information regarding turning on the background processor and selecting the Calculate Project Totals checkbox was removed from the Period Hours Tab section in the *Configure Schedule Rule Set* help topic.

Timekeeping

PS-174284 18423536 - In the *Accrual Balance Cascade* help topic, a note was added to indicate that the Increase to Zero option (for Cascade Balance Amount) is not currently available.

PS-223298 19510222 - References to the R77 Cross Product Release Notes were removed from the online help published in the Community.

PS-296155 20385886 - The Attestation Button 'Break In' definition in the online help was incorrect. It has been corrected as follows:

Break In – An explicit punch to end a break. The system captures the time and records it as the end of a break regardless of any other punches in the timestamp or device.

PS-308044 20430989 - The **Worked Span End Date Time** field from the Worked Span entity was not documented in the Data Dictionary.

Resolved Issues

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

Pro WFM 2024.R2, Express Upgrade 8

The issues below were resolved for 2024.R2, EU8:

Absence Management

PS-364025 - The API `v1/timekeeping/absence_spans/multi_read` was retrieving incorrect responses which was causing incorrect data to be sent to payroll.

Activities

PS-366166 - When using an activity query search to add an activity to the timecard, "*Some Internal Server Error*" occurred, preventing the queries from being able to be used.

PS-341414 - The API `v1/work/activity_shifts/multi_read/` was returning a "500 status" error code. The "500" error is of no help in diagnosing the failure.

Data Import Tool

PS-361228 - Data Import Tool was not exporting when using the 'Data - Pay Code Edit - Export' template. The export only worked when using symbolic date ranges. When using a manual date range, it was restricted only to previous week. If selecting any date range beyond the previous week, there was no response when clicking the 'export data' button.

Engines

PS-367624 - When the Schedule Generation Strategy was run. the open shifts created were only one hour in length. They should have generated based on the Shift Template Profile.

Forecasting

PS-371154 - When attempting to pull up the Forecast Planner following the 2024.R2 release, the screen spins for over 5 minutes and then showed the following error message: *"We can't reach this destination right now. You can try refreshing the page, or wait a minute to see if it comes back up. This is a 502 Error."*

Information Access

PS-372393 - Dataview filtering not working in CAN tenants.

PS-350772 - In a dataview (on a Polish server), when using the option to export the data, the information appeared as expected. However, when hitting the data limits and using the download option, the output was scrambling the characters.

Scheduling

PS-376376 - Since the upgrade to R2, users were unable to assign Employment Terms from the People Editor. The search function was also not working properly - it should filter as you type. *"Unknown Error"* displays.

PS-352268 - A Time off Request was configured with Reviewers List which had Symbolic Reviewer added to it with the option "Filter by Job ", When employee submitted a time off request, the reviewer (who was the symbolic reviewer) was not getting the notification for the submitted time off and was, therefore, not able to approve the request,

PS-336270 - A number of employees were experiencing a problem where Time-off Requests were not being auto-approved after 5 days as they should have been. The un-approved requests were stuck in a "Submitted" state.

PS-313053 - Scheduling reports using `scheduling/schedule/multi_read`, such as "Location Schedule - Weekly" were failing when certain location/jobs and dates were included.

SDM

PS-363275 - SDM Keys had stopped working after the 9.8 (2024.R2) SDM upgrade. The following error occurred: "*Tenant Private App keys are not matched or expired.*"

Timekeeping

PS-372316 -After a timeoff request was approved, there was a Target Hours discrepancy in the generated "day-to-day events."

PS-371981 - The API `POST v1/commons/data/multi_read` was not returning the desired data in 2024.R2 as it was in 2024.R1.

PS-368593 - Deductions were not being applied for Cascading Pay Codes, causing incorrect Totals and Historical Corrections. This was due to the system attempting to add 0:45 deductions that were (correctly) applied when the employee took time-off. The amount in the Schedule was correct, but the Timecard was incorrectly re-adding the deduction. The timecard and the schedule should behave consistently in regards to deductions.

PS-348484 - When making an API call against `timekeeping/punches/apply_read`, the response was taking over 5 minutes; it should have taken just a few seconds.

PS-345271 - Seventeen employees were failing totalization and then the managers were unable to access the timecards as they should have been.

PS-343860 - The following problems were occurring in timecards and the print preview. When viewing a timecard, going into totals tab, and selecting all span with paycodes using 'share and print', the preview

would revert back to ALL. Also, on a timecard with more than 15 paycodes, the print preview cut off the 16th item.

PS-324381 - Adding a new method in ILaborTransferService was not returning a LaborAccount if it did not yet exist in the db.

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PS-373098 - Connection timed out while refreshing database.

PS-345321 - When importing a rehire via `/v1/commons/persons/multi_upsert`, the Manager Additions `empMgrTransferOrganizationSetName` was not getting updated with the new assignment for rehires unless the employee record got imported twice. It should have updated in the first request regardless of whether the employee was already active or was being set to active.

Pro WFM 2024.R2, Express Upgrade 7

The issues below were resolved for 2024.R2, EU7:

Engines

PS-347561 - Schedule Generator was taking a very long time to complete for one location. One store was taking 30mins-1hr to complete schedules for 1 week in the test environment.

Scheduling

PS-370742 - After R2, employee is missing a request subtype they had access to prior to the R2 update.

PS-367580 - Self Schedule shift was not showing as "self scheduled" for all days consistently. Manager and Employee views were different. An Employee self-scheduled shift was not always reflecting that it was

employee created. When an employee self schedules, the shift should be identified in bold, indicating self scheduled.

PS-363412 - After being alerted that a shift is not available, the user could see "*This shift is no longer available*", but once they click "**Submit**", the shift appeared to have been selected anyways. If a shift is no longer available, the expectation is that it will not be saved when self schedule is submitted.

PS-351347 - The Employee Masterdata Import integration was failing for some records; receiving the following error when calling via API `/v1/commons/persons/certifications/multi_upsert/` "WFS-107604", "*Proficiency Level was not found for reference: ANY.*"

Timekeeping

PS-371981 - The API `POST v1/commons/data/multi_read` is not returning desired data in 2024.R2, but worked in 2024.R1.

PS-366998 - The API `/v1/timekeeping/timecard/multi_read` was returning the following error: "*Code 413 Entity Too Large*".

PS-362420 - The Overtime Calc was not correctly calculating in pay period. It was showing 12.88 in Rule Analysis, but 23.75 in timecard totals. This was affecting 16 employees and had serious payroll implications.

PS-350728 - Calls to the API `timekeeping/services/emptimecard/dataForGrid` resulted in multiple blocking issues.

PS-346971 - Employees in specific Accrual profiles have balance differences. This was true in the standard reporting as well as the encumbered balance on the timecard when different date ranges were selected. The only date range that provided the correct balance was when it matched the accrual period. The Timecard totals and reporting should match.

UI Platform

PS-367501 - A timing issue was causing the date format to be incorrect since the R2 release into the test environment. This was caused by the `PageLanguage` being set based on the "lang" field in the HTML, but it

was not waiting for lang to be available, so if language had not yet been set, it would fail.

WFMaaS

PS-367747 - Errors were occurring in test environment. The People information page was returning cache errors and when doing an employee search.

Pro WFM 2024.R2, Express Upgrade 6

The issues below were resolved for 2024.R2, EU6:

Activities

PS-353717 - Frequent issues with authorization errors occurring at kiosks running on iPads. Once authorization errors start occurring, the kiosk did not recover and had to be restarted.

Engines

PS-367066 - Schedule Generator Strategies were displaying multiple times in the drop-down in Schedule Planner. They should only display once.

PS-357114 - Schedule Generator was not appending shifts to pre-existing shifts with schedule tags. Pre-scheduled shifts with shift tags defined in the Schedule Generation Strategy should have resulted in full shifts appended to the shifts.

Forecasting

PS-349752 - In a Dataview, the location names (above category) were not displaying when building a Business Structure/Business Structure Timeseries Dataview at category level. The Dataview was setup for these to display.

HCA

PS-344021 - Target Thresholds created via API could not be deleted via API. This should have been possible.

Scheduling

PS-365084 - Employment Terms and selection was not fully visible in People Information as it should have been.

PS-364747 - When selecting the Coverage tab in Schedule Planner, the following error occurred: "*Some Unknown Error Occurred. Error Details Not Available.*"

PS-355930 - Workload shift sets could not be edited by managers. The following appeared when attempting to save: "*WFP-01298 An unexpected non-SQL system error has occurred in the database System. Please contact your DB system Administrator. The system log file may have more detailed information that is crucial to troubleshoot and resolve this issues.*"

PS-345904 - Problems with partial open shifts. When employees are picking up open shifts, a shift that an associate is not certified to work (Open, or posted as a Request to Cover) does not appear for them to select under normal circumstances, However, it was appearing if the shift was available as a partial shift.

Additionally, when an available shift in the employee's job transfer set (but for which the employee did not have the required certifications and/or skills) was posted for a time that the employee was not working, the shift was not visible to be picked up when viewing open shifts under normal circumstances. However, when the shift slightly overlapped with their existing shift on the same day, the shift showed as available to pick up. This occurred for both partial and whole shifts. This was true when it was an open shift, and also when another employee posted it as a Request to Cover.

PS-345891 - With the Function Access Profile (FAP) setting "*Schedule transfers to cost center*" set to **Disallowed**, an employee could still copy/paste/edit all other elements of a shift and successfully save a shift with a cost center transfer. This should not have been allowed due to the FAP setting.

Timekeeping

PS-368217 - "Minutes Since Last Punch" condition was not triggering when an employee was in a time zone east of UTC. The condition should evaluate correctly based on the punches, regardless of the time zone applied.

PS-339008 - When an employees submitted a Timeoff Request and the absence hours came from a Balance Cascade, the hours calculated were incorrect for one of the days.

PS-326191 - Minor Rule set for "School Today School Tomorrow" being violated. This rule should never be violated.

UDM

PS-366792 - Punches on the server were not syncing with the UDM. All attempts to download were unsuccessful, displaying the error message "*WFM cannot be reached, preparing the download has failed.*"

PS-355311 - Shift swapping not working correctly when trying to accomplish on the clock. When an employee tried to accept a shift swap, it was using the employee's primary job/business structure, which did not match the job/business structure from the requestor, so the shift swap failed.

PS-335835 - When an employee punched a labor category transfer with the InTouch DX device, an error message occurred on the screen saying: "*Rejected. An unexpected Error occurred. Please contact the system administrator.*" However, the required punch + transfer did get realized on the employee's timecard.

WFMaaS

PS-361808 - An Event was set up to run a Schedule Generation batch event to generate employee schedules. While there was only one event, it actually generated four batch jobs, resulting in duplicate or multiple scheduled shifts per employee.

Pro WFM 2024.R2, Express Upgrade 5

The issues below were resolved for 2024.R2, EU5:

Scheduling

PS-353037 - The API `v1/scheduling/employee_timeoff` had a 20-second timeout setup and the timeout was occurring on a number of requests.

PS-355057 - Request to Cover that was approved in the app by the manager was put into pending status instead of approved. The request showed as "Invalidated", but did push through the open shift request to the associate. The Schedule Planner and Schedule Audit Log showed the request to cover shift updated for the associate who picked up the shift.

PS-330153 - In the Pro app, when a user went into My Calendar and selected My Requests, it would not load.

PS-323886 - When trying to approve a Time Off Request, manager was getting the error message "*Error Request processing not allowed for this employee.*" This despite the fact that the manager approving the request had the correct access to approve the Time Off.

PS-318999 - The Procedure Set for sort employees was not sorting correctly. The sort is based on Person Dates "Division Seniority Date" in ascending order. The resulting sort in the schedule planner did not follow any logical order. When using person dates to sort employees in ascending order, those employees should be sorted by oldest date first and newest date last.

PS-315718 - In a Chrome browser, when a user was trying to fill open shifts for next week using the call list and procedure set 7, the list of employees stopped appearing after about seven shifts. Attempting to use

any of the other procedure steps also produced a blank screen. After users waited several minutes, the call list started working properly.

PS-169430 - Unable to run the *scheduleAudit* pipeline in the Auditing wrapper due to API timeouts.

Suite Integration

PS-340823 - The API `/v1/commons/profiles/profile_field_mappings/multi_read` intermittently returned the following error: *"HTTP 500 Some Internal Server Error Occurred. Please contact System Administrator."*

Timekeeping

PS-356770 - Support managers encountered problems entering timecard data in the non production environment. After saving, the timecard data changed.

PS-335230 - Different results seen between Pay Code Totals and Target Hours add-on. The results should have been identical.

PS-334840 - The API `v1/commons/payroll/export/async` did not provide a helpful error message when the SQL query passed into the request had a syntax error.

PS-319678 - Managers were unable to make timecard edits without manipulating timecard before edits and changes could be saved.

UI Platform

PS-366711 - EUR Tenants experiencing slowness and pages unresponsive following the latest upgrade.

UDM

PS-358160 - Problem occurred when replacing 9100 devices with new Intouch DX devices. Created new DX profiles in UDM and assigned them to existing device IDs. After configuring the DX device to connect to UDM, the communication test would fail and the clock status in UDM would not change to grant device access. This required deleting the device from UDM and re-creating it. Then a communication test from the clock allowed UDM to change the status to grant device access needed.

PS-349591 - When employees conclude their workday, the current system did not allow them to verify the number of breaks they had missed, resulting in payroll inaccuracies.

WFMaaS

PS-177019 - Mobile app user tried to punch out on the app and received a message saying the "*Punch Rejected -No Location Data*", despite the fact that Location Services were turned on and were working correctly.

Pro WFM 2024.R2, Express Upgrade 4

The issues below were resolved for 2024.R2, EU4:

Engines

PS-357726 - When trying to Unassign Shift from the Priority Scheduling Engine, the process completed without error, but the shifts were not actually unassigned. The process did work when run through a batch process.

PS-330171 20637527 - When applying Shift and Employee sorting rules by way of a Procedure Set definition, if the application of all rules results in a tie, then the Employee Id from the People Information record will now be used as the tie-breaker criteria when ordering employees. Previously, an internal employee ID was used.

Forecasting

PS-357571 - The API `/v1/commons/hours_operation_override` was failing with the following: `"errorCode": "WFP-01037"`. It should have returned all HOO overrides.

Identity

FS-57350 - When attempting to add an email address to certain users, the following error appeared: *"UMS-10002 Unknown error occurred. Please contact system administrator."*

Scheduling

PS-345748 - Users unable to cancel timeoff requests on the first of the month.

PS-336270 - A number of employees were experiencing a problem where Time-off Requests were not being auto-approved after 5 days as they should have been. The un-approved requests were stuck in a *"Submitted"* state.

PS-328110 - When applying Pattern Template to an employee in Schedule Planner, upon save, the following error message appeared: *Error Shift Template not found for reference 20003.*

PS-326191 - Minor Rule set for *"School Today School Tomorrow"* being violated. This rule should never be violated.

PS-317473 - A "no-save" requirement for a certification was being bypassed and the employee was allowed to save, despite not meeting the certification requirement.

PS-323857 - Incorrect Timeoff Request (TOR) leave types were appearing for employees on multiple job assignments employment. The TOR deduct from the pay code list should match the corresponding Pay code values profile list.

PS-323076 - 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 was a quota on a specific day but no Time-off requests, you could not see that there is a quota. It is expected that you could see team absences in the calendar.

PS-316717 - The metric indicator "Labor Forecast Hours" when used in the Metric support tab did not populate with hours. The hours in the metric should match the Labor Forecast.

PS-289622 - Managers were unable to end-date or delete duplicate availability patterns, as they should have been.

Suite Experience

PS-355298 - UKG Pro app login was not recorded in the security audit report. It was correctly recorded when the login was from the UKG Dimensions app.

Timekeeping

PS-353064 - Employees were generating a CT Call error message when either support or a user was trying to access or edit an employee's timecard. These active employees were "stuck" in the background processor.

PS-345170 - The shortfall balance cascade was intermittently not working. The calculations were correct in the first week, but not correct in the next. The deductions were happening twice.

UI Platform

PS-351150 - Users were unable to edit or maximize a chart in a Dataview. The enabling three vertical dots on the top of the chart were grayed out.

WFMaaS

PS-324499 - When attempting to switch roles, the Manage Timecard tile was showing a "API-10001 Some Internal Server Error Occurred. Please contact System Administrator" error.

PS-177019 - Mobile app user tried to punch out on the app and received a message saying the "*Punch Rejected -No Location Data*", despite the fact that Location Services were turned on and were working correctly.

Pro WFM 2024.R2, Express Upgrade 3

The issues below were resolved for 2024.R2, EU3:

Scheduling

PS-343887 - Request to Cover call list was not showing different employees that have the same name. Both should have been on the call list as they are different employees.

PS-323084 - Intermittent "500" response from the API call to `v1/scheduling/workload_coverage/workload/multi_read`. The error indicates "*canceling statement due to user request*" however it is unclear what is actually canceling these requests.

Timekeeping

PS-339727 - Multiple managers were receiving the following error message when accessing employees and attempting to approve their timecards: "*Error A System Error was encountered during CT call*".

Pro WFM 2024.R2, Express Upgrade 2

The issues below were resolved for 2024.R2, EU2:

Integrations

PS-349754 - When downloading a valid zip file from Manage SFTP, the zip was indicated as corrupt when attempting to open with WinZip or 7zip.

People

PS-340993 - Terminated employees were not extracted by "*Generic employee data export*" integration as they should have been. The integration should generate data as per the current data in HCM for all active and terminated employees (with lookback period of 30 days).

Scheduling

PS-354043 - Valid Employee Requests were going missing and were not visible in the system for approval. The employee submitted a request (such as "Availability change") and it appeared to submit correctly. However, the request never showed up in the manager's Control Center for approval, or in the employee's Control Center or notifications.

PS-344763 - Calls to API `commons/chart/data/multi_read` resulted in low available jvm memory.

PS-320257 - Calls to API `commons/peopleinfo/employmentterms/getEmpTermsData` resulted in low jvm memory.

Timekeeping

PS-321300 - Error messages received when when running the Attempted Punch dataview. Error: "*Data within Answers, Device ID, Punch Duration, and 8 more column cannot be retrieved.*" The dataview should open as expected.

Pro WFM 2024.R2, Express Upgrade 1

The issues below were resolved for 2024.R2, EU1:

Engines

PS-340304 - The Schedule Generator was failing and the following error appeared: "*Generator failed. The server is currently busy. Please try again later.*"

Scheduling

PS-307456 - A paycode that was configured to not be visible in timecard, schedule planner, employee calendar, etc. was not visible as the Request Subtype default paycode. It should have been visible as the default paycode for the Request Subtype to avoid confusion.

Pro WFM 2024.R2

The issues below were resolved for 2024.R2.

Absence Management

PS-311942 20487401 - Attendance rules could not be applied to some employees.

PS-243509 19965297 - When re-applying rules using specific dates that began after the date of a balance reset, the balance reset disappeared.

Analytics

FS-39598 - In reports, the system presented a red banner falsely indicating that computations were still in process.

Activities

PS-302760 20409085 - Filter settings on the Timecard Activities Summary Add-On did not work if the browser was refreshed.

PS-281398 20238319 - When the **Show Activities** button was selected, timecard punches were no longer able to be edited and activity time could not be added for the portion of time occurring before midnight.

PS-250847 20011658 - The Developer Hub documentation for the **Retrieve Net Changes for Activity Shifts** (POST /v1/work/activity_shifts/net_changes/multi_read) API operation contained an incorrect service limit value of 100 employees per call. The service limit has been updated to reflect the actual limit of 50 employees per call.

PS-247235 2,002,477,020,045,990 - The *site.wfa.calculator.activityTotal.DateToEnableWorkRulePopulationInActivityTotals* Activities system setting (**Administration > Application Setup > System settings > Activities**) was incorrectly changed after the application was updated following the deployment of a major release.

PS-240457 - Display profiles starting with the name "SBS Kiosk" were displayed in **People Information > Access Profiles > Display Profiles** even though no display profiles with that name had been created (**Administration > Application Setup > Display Preferences > Display Profiles**).

Authentication

PS-294498 - Tenants were unable to log in with multi-factor authentication (MFA) and the one-time passcode (OTP). This is resolved.

PS-252236 20039619 - Employees could not request time off or view their timecards or schedules on terminals if their name contained characters that are not in the ISO-8859-1 standard. Now, the system handles special characters correctly.

PS-222711 19440222 - Calls to the **Update Multiple Persons** (POST /v1/commons/persons/multi_update) API operation caused tenants to time out after 8 minutes. The process now completes more quickly and does not time out.

PS-178400 20547188 - Tenants suffered latency issues, or you could not connect to the tenant. Calls did not establish a connection because handshakes came back with no value, so the connection timed out. These issues are resolved.

Data Import Tool

PS-288415 2,029,863,520,305,240 - When attempting to view certain templates in the Data Import Tool, the following error occurred: "Some Internal Server Error Occurred. Please contact System Administrator."

EDAP

PS-310210 20478749 - The Open Shift Pay Incentive integration failed when the **EffectiveDateFormat** was set as either *dd/MM/yyyy* or *yyyy/MM/dd*.

PS-308563 20512611 - The Press Ganey NDNQI Report addressed an API issue that returned an unexpected date format for consecutive dates.

PS-308405 20512607 - The Press Ganey NDNQI Report displayed an incorrect message when the integration was run for "All Home Locations" by a system account.

PS-308055 20505296 - The Direct Accrual Donation process generated an error when an accrual donation amount included a leading zero, such as 01:00.

PS-306575 20430209 - The Dynamic Paycode Allocation for Activities integration displayed a "*No data produced from map*" error when it was actually a partial success.

PS-305936 20477780 - When an accrual policy contained earned and fixed grants, the existence of the earned grant caused the Prorated Accrual integration to generate an error.

PS-296053 20378479 - The Working Time Directive Report did not return results when a Hyperfind was selected.

PS-295852 20384773 - The Schedule Change Attestation Schedule process generated an "*Unknown Error*" message when Multiple Assignment functionality was not enabled on the tenant.

PS-295773 2,037,411,920,388,800 - The sorting script used by the Transfer Report to SFTP integration did not correctly sort reports by run history. This prevented the integration from selecting the most recent report.

PS-277679 2,015,541,320,433,340 - When annual leave already existed in the employee timecard, the Leave Loading integration did not apply either the Leave Loading or Penalty Rate amount for subsequent annual leave requests.

PS-267795 - The GTOR business process generated an error when executing the **PostProcess1** business process template on a tenant where multiple assignments functionality was not enabled.

PS-241207 19995451 - When calculating absence hours distribution for a pay period, the Dynamic Paycode Allocation for Activities integration incorrectly included bonus and deduction hours. The integration now includes only actual or effective shift hours.

PS-231692 19912975 - The Flexible Break Adjustment extension failed with a cache index error.

PS-221675 19330967 - The Mexico 3x3 Overtime integration rounded timecard paycode edits to 1 decimal place instead of 2.

PS-207289 19175446 - A script error was generated by the Schedule Post Audit Report integration when it encountered a paycode edit that created an open shift.

PS-171033 - The Press Ganey NDNQI Report:

- Did not correctly handle multiple active certificates that were assigned to an employee.
- Did not add actual worked hours to an employee's assigned certificate when that certificate expired during the reporting period.
- Generated a validation error when an incorrect location was selected.

Engines

PS-312066 20519050 - Period Hours rules configured in the Schedule Generation Strategy were not being validated against the last day of the specified date range when the Schedule Generator was run.

PS-309471 20419695 - A Forecasting batch process task failed when /E was used in the parameter.

PS-300550 20330719 - When the Schedule Generator was run for a specific week, a generic error message occurred and no schedule was created: *"Error: Schedule Generator failed. Engine exception: Internal error"*.

PS-260915 20092278 - Slow processing times when running Machine Learning Training Predictions on a non-production tenant were causing delays for additional Forecast testing.

Forecasting

PS-310706 20516338 - A custom driver was not available after generic departments were created.

PS-310045 20512615 - User were unable to save new hours in the Create Regular Hours section of Hours of Operation.

PS-241215 19366288 - Metrics and KPIs did not display volume data in the Operational Dashboard.

Healthcare Productivity (HCP)

PS-299464 20412050 - The Healthcare Productivity Payroll Import Integration produced exception files that contained different date formats. Now the exception file contains only the correct date file format (*MM-DD-YYYY*).

PS-296444 20333757 - Healthcare Productivity Volume Import Integration runs indicated success, but the process logs showed errors in the Groovy script to merge records. The integration runs did not update the volume data. This issue has been resolved.

PS-286214 - The Healthcare Productivity Payroll Import Integration failed to run and produced an uninformative error message: *"The operation failed due to some internal error"*. You could not resolve payroll exceptions without detailed information about exceptions. Testing determined that this issue was intermittent.

PS-324740 - Healthcare Productivity reports - including the Productivity Detailed Hours Daily Report - can be exported only to PDF, Excel, and Interactive formats, and not to other formats such as PowerPoint. Notes in the online help topics were updated to clarify this limitation.

Information Access

PS-310265 20498491 - When filtering a Dataview, the name of the filter listed at the top of the Refine panel did not match the name of the filter that was applied.

PS-293546 20259279 - Custom Analytics tiles displayed this error instead of information from the associated Dataview: *"Unable to resolve Location-Qualifier for the specified request"*.

PS-287795 20272652 - When creating a new "Business Structure Time Series View" Dataview, after selecting Category for Location Type and then attempting to add columns, the selection list was empty.

PS-266800 20099618 - Employee names were not sorted correctly in a Dataview if the first letter of the name had an accent.

Integrations

PS-286408 20186744 - The **Create or Update Integration List Parameters** (POST `/v1/platform/integration_list_parameters/apply_update`) API operation did not create or update integration list parameters as specified in the request but instead prefixed "null_" to the specified names of the integration list parameters.

PS-220681 19251560 - Filters were cleared and reset if a scheduled integration was deleted. This issue has been resolved.

PS-351428 - Results of integration runs are retained typically for 90 days. Older records can be retained if the daemon failed to purge records because of a throttling limit, such as if CPU usage is consistently above 65%.

People

PS-297413 20347705 - The definition in the Developer Hub of the `mfaRequired` property has been enhanced as follows: "A Boolean indicator of whether or not Multi-Factor Authentication (MFA) is required by an employee extension. **Note:** You can enable or disable MFA for managers only if the global property `global.authentication.mfa.manager.override` is true. By default, MFA is enabled for basic authentication of new users and managers."

PS-283270 20238665 - In People Information, after duplicating an employee record and then saving, the time entry method was not saved.

PS-266929 20103835 - In the People Editor, changes made to an employee's job preference were not getting saved.

PS-176225 18791649 - The MFA Required option remained available in People Information even when the MFA Required access control point (FACP) was set to Disallowed. This issue has been resolved.

PS-291136 20320708 - In rare cases, the **Retrieve Persons** (*POST /v1/commons/persons/extensions/multi_read*) API operation returned incorrect sign-off information.

Ready WFM Integration

PS-303042 20459511 - In certain circumstances, the Pro People Import integration pack (HCMPeopleImport-v2) incorrectly terminated employees and threw an error when the Retrieve Profile Field Maps (*POST /v1/commons/profiles/profile_field_mappings/multi_read*) API operation returned an HTTP status code "207 Partial Success" response during the integration run. The integration now retries the call when a "207 Partial Success" response is received and no longer terminates the employee.

Reporting

PS-300532 20493257- FTPT reports could not be duplicated.

PS-293437 20330572 - Configured default parameters did not apply in Custom Reports.

PS-292038 20316796 - Custom and Custom Read Only Reports could not be deleted.

PS-277828 2,008,283,220,184,190 - Existing RDO could not be saved as a new entity.

PS-187539 18783983 - Master Report Template properties could be overwritten by uploads of common design properties via Manage Read Only Report artifacts.

Scheduling

PS-315683 - Enhanced the **Retrieve Locations by External IDs** (*POST /v1/commons/locations/external_ids/multi_read*) API operation with the optional Boolean request payload property `returnAllMatches`, which enables the new behavior, along with the new

property `endDate`, which determines the date span for the `external_ids` returned. This new functionality allows multiple mappings to be returned whenever multiple revisions exist during a given date span and whenever multiple different locations use the same `external_id`.

PS-311898 20551657 - In the Schedule Planner, when managers attempted to transfer an employee to another department that was within the manager's job transfer set, an error occurred stating that they did not have that department in their job transfer set.

PS-310873 20519348 - UKG Pro Mobile App users had to press and hold a date on the My Absence Calendar to select the date. Users can now select dates on My Absence Calendar using a brief tapping gesture.

PS-307484 20487674 - The Developer Hub documentation for the **Retrieve Schedule** (POST `/v1/scheduling/schedule/multi_read`) API operation sometimes included an incorrect response model. The root cause was identified and addressed.

PS-307454 20501572 - Teams created by a manager using a private Hyperfind were not visible or accessible to other managers. If the manager who created the team left the company, their teams could not be edited, and employees assigned to those teams could not be assigned to a team created by another manager. Now, any manager whose Team Definition Setup Extended Access FAP is set to Allowed can see and edit teams created by other managers.

PS-306478 20487410 - When using a browser on an iOS device, managers were unable to successfully delete a segment from a shift in the Schedule Planner.

PS-305349 20414110 - When attempting to open or edit a published report, the following error message would sporadically display which impeded users from modifying their reports: *WFM-COMMON-1234: Failed to retrieve some date from the providers.*

PS-303298 18763193 - When managers modified a published schedule to add a segment tag to an employee's shift, the employee did not receive a notification of the change.

PS-302232 - In rare cases, calls to the **Retrieve Paginated List of Locations** (POST `/v2/commons/locations/multi_read`) API operation would time out due to a performance issue when many revisions had been made per node. The root cause was identified and addressed.

PS-300843 20437379 - When the **Retrieve Requestable Open Shifts** (POST `/v1/scheduling/employee_open_shift_requests/open_shifts/multi_read`) API operation was called with an invalid request subtype, the error response included unnecessary and unclear information. The API now returns the invalid request subtype as part of the error response.

PS-297504 20392318 - Day and month labels in calendars used in the application were displayed in English instead of Chinese. Day and month labels are now displayed in the language appropriate for the locale.

PS-295534 20379231 - When the **Retrieve Employee Schedule** (GET /v1/scheduling/employee_schedule) API operation was called with an invalid symbolic period, the error response included unnecessary and unclear information. The API now returns the invalid symbolic period as part of the error response.

PS-295522 20379116 - The **Retrieve Employee Schedule** (GET /v1/scheduling/employee_schedule) API operation incorrectly threw an HTTP status code 500 Internal Server Error when an invalid *order_by query* parameter value was passed.

PS-294146 20292821 - The Staffing Plan by Zone report incorrectly listed two open shifts for a certain date and location when only one open shift was available.

PS-291918 20288883 - When a multiple assignments employee used My Calendar to submit a Request to Cover, the application did not always display the buttons needed to assign or submit the request. This issue occurred when only a single request subtype was available to the employee.

PS-291375 20129236 - The application did not correctly apply Symbolic amounts to Timeoff Requests, resulting, for example, in a full day being taken when a half day had been specified for the time-off request's duration.

PS-290223 20056722 - In Open Shift notifications sent to managers when employees requested open shifts, the one-click navigation link included in the notification occasionally did not take the manager to the correct day corresponding to the request.

PS-287745 20181270 - An Open Shift Count metrics indicator (**Staffing - Open Shifts**) was not being displayed on the Metrics tab in the Schedule Planner.

PS-286224 20241097 - For a specific job in multiple locations in the Business Structure, shifts that had been posted did not display with a Posted status in the Manage Schedule Posting panel in the Schedule Planner.

PS-284798 - Users were unable to search for an available Labor Category when performing a timecard transfer.

PS-283276 20244197 - When updating a shift in a schedule, the **Update Schedule for Multiple Employees** (POST /v1/scheduling/schedule/multi_update) API operation did not correctly resolve job paths when a date range was not specified and a qualifier was used in *orgJobRef*. The API now correctly resolves such references without an explicitly specified date range.

PS-277362 20192859 - Several API operations could throw an HTTP status code 500 Internal Server Error when extremely large numbers of employees were inadvertently loaded by a backend service. The root cause was identified and corrected.

PS-276063 20162847 - The Dataview column Timeoff Request Item *End Date* did not display the correct date for time-off requests that crossed the day divide.

PS-275918 20040635 - The **Retrieve Persons** (POST /v1/commons/persons/extensions/multi_read) API operation's availabilityPattern property is deprecated because the Availability Template data access profile no longer exists. The Developer Hub documentation for this property has been updated to note the deprecated status.

PS-275703 2,002,824,020,432,270 - The No Save rule violation was not triggered as expected when an employee who was assigned to a shift did not have the required skill specified in the job's organizational rule set.

PS-275576 - When a manager attempted to cancel a previously approved time-off request, the error "*Error: Some unknown error occurred, error details not available*" was displayed.

PS-274705 20161849 - Improved performance of the **Post or Unpost Schedule** (POST /v1/scheduling/schedule_management_actions/apply_update) API operation, which sometimes timed out and returned an HTTP status code 504 Gateway Timeout error.

PS-269460 20107124 - In the Schedule Planner, when a multiple-assignment employee had an assignment that was no longer active, managers who previously did not have access to the employee were incorrectly able to view and edit the employee's schedule.

PS-267034 20098189 - In the Employee Schedule – Weekly report, an extra space was incorrectly included in the job name portion of the business structure path.

PS-266660 - The application exhibited high memory usage and poor performance when the Adjust Breaks Automatically setting was enabled for the Self-Schedule request subtype.

PS-250800 20018306 - When a Schedule Builder batch job was run, it failed with the following error message that did not explain what caused the failure. "*ESPAssignmentExceptionFactory: RECORDS_NOT_FOUND*".

PS-250667 20002698 - After an employee who had been assigned as a temporary employee subsequently was assigned as a full-time employee, that employee was still being paid using the labor category for a temporary employee.

PS-241505 19940538 - Enhanced the Developer Hub documentation for the **Retrieve Employee Schedule Changes** (POST /v1/scheduling/schedule/changes/multi_read) API operation to clarify behavior.

PS-240657 19972173 - The Schedule Rule Override that was set in People Information for the **Maximum days that the employee can be scheduled per period** schedule rule was ignored and caused an incorrect No Save rule violation in the Schedule Planner.

PS-240333 19354525 - The application did not display notifications in Control Center or send email to notify employees when an open shift visibility period opened.

PS-234148 19317995 - Unexpected characters and data were incorrectly being displayed in employee schedule change notifications.

PS-229770 19239903 - When managers attempted to perform a Quick Post in the Schedule Planner after applying a schedule pattern to all employees in the selected location, an error occurred: "*Error posting period consistency validation failed for index 0: Each location must have an id or qualifier*".

PS-224495 19491897 - The application exhibited slow responsiveness when editing the **All Access > Scheduler Setup** setting in the Generic Data Access Profile (GDAP).

PS-268057 - Enhanced the following API operations to include shift details in the response:

- Retrieve Shift Swap Requests as Manager (POST /v1/scheduling/manager_swap/multi_read)
- Retrieve Shift Swap Requests (POST /v1/scheduling/employee_swap/multi_read)

PS-223000 1,874,004,219,345,310 - Employee information in the Staffing Plan by Zone report was incorrectly displaying employee information on the next page of the report instead of flowing to the next column on the current page.

PS-222777 19255564 - When attempting to delete a schedule period in **Application Setup > Scheduling Setup > Schedule Periods**, the generic "*Some Internal Server Error Occurred. Please contact System Administrator*" error message displayed and the schedule period was not deleted.

PS-222754 19351454 - When creating a schedule pattern with a future-dated orgJob using the **Create Employee Schedule Pattern** (POST /v1/scheduling/employee_schedule_patterns/apply_create) API operation, the call would fail with an error message of "*could not be found, or you do not have access rights to it.*" The API now supports creating schedule patterns with future-dated orgJobs.

PS-222269 19279685 - In **Application Setup > Staffing Setup > Staffing Matrix**, when an existing staffing matrix display name was edited to change the capitalization, the changes did not take effect after **Save & Return** was selected.

PS-199692 - When users with limited job access edited an Organizational Set, jobs that they did not have access to were incorrectly removed from the Organizational Set.

PS-178406 18431176 - In **Application Setup > Business Structure Setup > Organizational Sets**, the Locations Selected list displayed the locations in no particular order when they should have been listed in alphabetical order so that similar unit jobs would be grouped together.

PS-175970 18692522 - The application did not display notifications to managers in Control Center when a leave status changed from Suspended to Pending.

PS-174027 18365770 - The following API operations now have enhanced validation to ensure they correctly enforce rules around various behaviors that should only be executed by employees or managers:

- Retrieve Availability Request by ID
(GET /v1/scheduling/employee_availability_requests/{id})
- Retrieve Availability Pattern Request by ID
(GET /v1/scheduling/employee_availability_pattern_requests/{id})
- Retrieve Availability Requests as Manager
(POST /v1/scheduling/manager_availability_requests/multi_read)
- Retrieve Availability Pattern Requests as Manager
(POST /v1/scheduling/manager_availability_pattern_requests/multi_read)

PS-170453 - Browsers crashed with *Out-of-Memory* errors when you created a hyperfind to return over 20 job records.

PS-241043 - The list of metrics indicators in the drop-down menu did not match the list in the Metrics setup page (**Application Setup > Scheduler Setup > Metrics Setup > Metrics**). The lists are corrected now and show the same metrics indicators.

PS-291009 20275224 - In the Schedule Planner, the amount of hours displayed in the Scheduled Totals column was incorrect when there was a shift guarantee on the shift and a break was the last segment on the shift.

PS-188857- Enhanced the **Retrieve Marker Types** (GET /v1/platform/change_indicators) API operation to capture Schedule Tag changes.

Talk

PS-296508 20372417 - From the **Administration Dashboard > Roles** page, when admins selected a user role to assign, an error prevented assigning the selected role to users.

PS-276815 20200543 - In the Talk Administration Dashboard, the behavioral metrics on the Analytics page incorrectly reflected UTC time instead of the local time of the Talk user currently logged in.

PS-267049 20062365 - In the Talk Administration Dashboard, the behavioral metrics on the Analytics page incorrectly reflected UTC time instead of the local time of the Talk user currently logged in.

PS-254119 20084655 - When a non-admin user navigated to the Talk Apps page and clicked Survey, the Survey page would not load.

SDM

PS-233410 19437246 - When users attempted to migrate an Organization Set from a testing to production via SDM and clicked "Find Dependencies," the system generated the following error: "*Error SDM-10025: Organization Map list of ancestors for the given nodes not found.*"

Suite Integration

PS-301901 20439576 - When an employee's multiple assignment records were updated, the Pro People Import integration pack was returning the error: "A property value is required, but was not specified. Property - OrganizationPath" and was not synchronizing the records.

Timekeeping

PS-313199 20541764 - A duration paycode was added to the timecard on a specific day causing the accrual balance for that duration to become negative. Consequently, durations that were not related could not be added to the day before or the day after this paycode entry.

PS-312128 20541712 - When an auto-resolved exception for Core Hours was used on a holiday, the daily totals in the timecard grid were incorrect. The timecard Totals tab showed the correct daily totals.

PS-310138 20450249 - When using the Employee Search to open a terminated employee's timecard, the timecard had no items to display for the previous pay period.

PS-307613 20378195 - When a manager ran a report for a specific date range, the report returned no data, and an error message was received. When another manager ran the same report, the report ran and returned data as expected.

PS-306604 20436355 - When attempting to save a transfer in the timecard, an error message was received.

PS-303808 20427694 - The analyze accruals tool and the Accrual Detail Report with Running Balance did not display accurate data on leave takings.

PS-302195 20457105 - On at least 2 occasions when a global time-off request was applied to signed-off time, duplicate historical corrections were generated.

PS-301977 20457799 - For a specific employee on a specific date, the "Worked Hours" paycode could not be deleted. The following error message was received: *"An unexpected error has occurred. Please contact your System Administrator."*

PS-301891 20457381 - The **Delete Labor Category Entries** (POST /v1/commons/labor_entries/multi_delete) API operation did not allow objects to be specified in the request payload by qualifier as described in the documentation. The API now supports deleting by qualifier.

PS-301100 20424618 - After editing an adjustment rule, which included editing the trigger, creating a new effective dated version, and editing the name, the changes were applied to the previous effected dated version as well as the newly created version.

PS-301058 20356476 - Enhanced the **Retrieve Timecards as Manager** (POST /v1/timekeeping/timecard/multi_read) API operation to return timezone qualifiers as well as IDs for workedSpans properties.

PS-298840 20328220 - After signing off the timecard, the balance cascade total changed.

PS-297505 2,032,702,120,392,910 - When attempting to sign off one specific employee's timecard, the following error was received even though the previous pay period was selected: *"Must have previous period selected to signoff."* When reviewing the status of the background processor, this employee was excluded from processing.

PS-295798 20383475 - The **Retrieve Paycodes as Manager (Deprecated)** (GET /v1/timekeeping/setup/pay_codes) API operation sometimes incorrectly returned duplicate pay code objects in the response. The root cause was identified and corrected.

PS-295641 20299741 - Employee shortfall was projecting beyond the current pay period, causing incorrect accrual balances. A new global system setting (*global.WtkTotalizer.PreventFutureShortfallProjection*) is available to control this behavior.

PS-295078 20349130 - The Payroll Extract Service /payroll/staging/async request failed to stage the payroll table after numerous status check requests, due to a cross-transaction exception that occurred in the datastore.

PS-294217 20216029 - After right-clicking a punch in the timecard and then selecting Edit, a manager removed the labor category from a business structure transfer but the removal did not save.

PS-290717 20194279 - In the timecard, employees received incorrect grants and the correct grant qualifiers were not followed.

PS-289172 20296878 - During periods of peak usage, the application was unable to accept punches that used Attestation workflows.

PS-287492 2,001,112,420,408,580 - The device Download action intermittently failed with this action error: *"Download package building failed for Employee totals"*.

PS-280897 20090630 - After making changes to the Pay Code Distribution, when viewing totals in the timecard Rule Analysis Tool, the updates were not reflected.

PS-273558 20145489 - When editing a Holiday Profile, after removing the Holiday Credit Rule and then clicking Save, the Holiday Credit Rule returned.

PS-271532 19900840 - When viewing a Dataview that had the "Actual Total Pay Period Number" column, the value that appeared was not the correct number that the pay period was occurring on for the year.

PS-266848 20038301 - For the *"site.timekeeping.historicalCorrectionsPersistingWithoutEditPermission.comment"* system setting the selected comment was "Correction saved without access". When testing the implementation of the system setting the comment that appeared was "Rejected Similar".

PS-254331 20084756 - The **Retrieve Pay Period Timespans** (GET /v1/commons/pay_period) API operation displayed an incorrect response model on the Developer Hub. The root cause was identified and the Developer Hub now displays the correct response model.

PS-254026 20006492 - In certain situations, the **Bulk Import Paycode Edits** (POST /v1/timekeeping/pay_code_edits/import) API operation threw an HTTP status code 500 Internal Server Error. The root cause was identified and a solution implemented.

PS-252581 20059853 - In the timecard Employee Summary page, when attempting to add a work rule transfer that had been used one time before, the transfer could not be added.

PS-241005 19940612 - In a custom tile, several links navigated to different areas of the People Information page. When any link was selected, the area of People Information unexpectedly included an option to edit the Position Code field.

PS-240620 19951442 - The **Export Payroll Asynchronously** (POST /v1/commons/payroll/export/async) API operation threw an HTTP status code 500 Internal Server Error when too many requests were in process on the same tenant simultaneously. The root cause was identified and corrected.

PS-240323 19997918 - When attempting to open or delete a work rule, the following error message was received: *"Cannot refresh an object which is not persistent."*

PS-234626 19916445 - In People Information, after assigning a new work rule to an employee and then saving, the work rule was not saved, and an error message did not appear to indicate that the work rule was not saved.

PS-234247 19913001 - In the timecard, target hours were not calculated correctly after the contributing paycode list had been changed.

PS-233872 - Enhanced the **Retrieve Timecard Data for Multiple Employees** (POST /v1/timekeeping/timecard_metrics/multi_read) API operation to include the following new select options:

- *CONTRACT_TOTALS*
- *SHIFT_CONTRACT_TOTAL_SUMMARY*
- *DAILY_CONTRACT_TOTAL_SUMMARY*

PS-229999 19520374 - Approaching Overtime alert notifications were not received if the employee also punched for a break during their shift. If the employee only punched in and out and did not punch for a break the alert notifications were received as expected.

PS-229938 1,951,055,119,900,010 - When viewing an Adjustment Rule that had several versions, each with data configured, the version for the current date did not show any data configured even though no changes had been made to the Adjustment Rule.

PS-226615 19165932 - The system used rounded punch times on unscheduled shifts instead of the actual punch times when triggering assignment work rules.

PS-225534 19111785 - In certain situations, the **Add Rule Version to Percentage Allocation Rule by ID** (POST /v1/timekeeping/setup/percentage_allocation_rules/{id}) API operation threw an unhelpful transaction assistant error. The API now returns a more helpful error condition in those scenarios.

PS-224596 19503017 - The **Create Employment Term** (POST /v1/timekeeping/setup/employment_terms) API operation displayed an incorrect request model on the Developer Hub. The root cause was identified and the Developer Hub now displays the correct request model.

PS-223306 19372519 - For some employees that had justified exceptions in their timecard, a Dataview still indicated that the exceptions were unreviewed.

PS-223221 1,949,149,819,492,390 - The **Retrieve Timecards as Manager** (POST /v1/timekeeping/timecard/multi_read) API operation sometimes timed out while processing very large request payloads. Implemented a service limit on new tenants and performance monitoring on existing tenants to preserve backwards compatibility.

PS-223012 19253428 - A duration paycode with an attached work rule was added to the timecard. During the same pay period, the work rule that was attached to the duration paycode changed but the timecard did not reflect the change.

PS-222845 19109616 - When attempting to run a Dataview that contained a job that was end-dated on the business structure and contained terminated employees, no data was returned and the following error was received: *"Data within Apply Date, End Date Time, End Time and 5 more columns cannot be retrieved. Contact your system administrator."*

PS-221593 19255114 - It could not be determined why an employee had historical corrections for a specific date (31/12/2023).

PS-220846 19233140 - In the timecard, after an employee went through an attestation workflow they were not able to approve their timecard.

PS-220810 19094461 - In the timecard, the Overtime icon was not visible on the last day of the pay period when the selected timeframe was Previous Schedule Period, Current Schedule Period, or Next Schedule Period.

PS-220414 18878818 - After making a historical correction and selecting the Include in Totals option, upon save the Include in Totals option did not save. In addition, the historical correction was not paid even though the Include in Totals option was selected.

PS-216342 19279444 - In the timecard, a paycode edit for PTO triggered an accrual overdraft even though the employee had an available balance.

PS-178161 18922287 - Employees were not able to view Comments and Notes in the timecard from a mobile device. They could see them when using a browser.

PS-173768 1,842,669,118,426,700 - An unexpected Early Out exception was noted in the timecard when a sick paycode was entered for an employee's scheduled Saturday and Sunday hours.

PS-165163 16655759 - An employee received a grant expiration for a grant that had already been used in the previous year.

PS-310099 - The **Retrieve Timecard Data for Multiple Employees** (POST /v1/timekeeping/timecard_metrics/multi_read) API operation was enhanced to expose **secondsAmount** in order to export data with a higher precision for Accrual transactions and allow PTO data to be available with 6 decimals.

UDM

PS-312681 20559325 - The "Error: Duplicate key Labor Transfer" issue that occurred with Configurable Transactions has been resolved.

PS-311503 20487546 - Location transfer punches entered at an InTouch DXG2 device appear in timesheets.

PS-298178 20393128 - Changes to **Device Configuration Profile > Select Default Transactions** can be saved when saving a default transaction to something other than "punch."

PS-270058 20138432 - Timestamps produced by device actions such as **Devices > Troubleshooting > Test Device** reflect EST/EDT when viewed with SUPPORT-LEVEL3 users.

PS-241608 1,921,321,919,973,630 - When the person record Locale Policy is specified as Polish and the Language at the device is also specified as Polish, the TOR Calendar dates are now selectable at the device.

UI Platform

PS-298373 20398463 - When the Call Log Audit was displayed on the Audit tab in the Schedule Planner, the Employee drop-down incorrectly wrapped to the next line when the zoom was set to more than 100%.

PS-241264 - In the timecard, when navigating between the different add-on tabs (Totals, Accruals, and so on) the tabs would all appear blank.

UltiPro Integration

PS-286202 20277719 - In certain circumstances, the Pro People integration pack (*UltiProPeopleImport-v1*) was reassigning expired certifications instead of assigning the currently active assignment for the same certification.

PS-276835 - When the Pro People integration pack (*UltiProPeopleImport-v1*) ran, it failed with the following error: *"Error executing data process; Caused by: No such property: outjson for class: script_bafd440e_832."*

PS-276069 - When the Pro People integration pack (*UltiProPeopleImport-v1*) ran a full data sync, it failed with the error, *"Unsuccessful response code received from [School Calendar Profiles multi_read]. 413"* because the batch size request was over the server's maximum limit of 20 records.

WFMaaS

PS-291174 20307964 - On AuthN-authenticated tenants, client credentials could not be created, and the data import tool generated errors. Now, a change to deriving the client secret lets you log in without these issues.

PS-282568 20162213 - The **Create or Update Hyperfind Queries** (POST `/v1/commons/hyperfind/multi_upsert`) API operation threw errors when certain combinations of nested filters were specified in the request payload. The root cause was identified and corrected.

PS-279199 20203677 - Hyperfind did not always display expected results.

PS-275281 20163548 - Scheduled runs of the HCM Employee Import and POS Import integrations failed even though the runs are scheduled 8 hours apart. Logs did not identify the trigger time of the runs, so diagnostic logs were added. This issue has been resolved.

PS-271547 20106731 - The **Retrieve Batch Job Statuses** (POST /v1/platform/batch_processing/batch_job_status/multi_read) API operation threw HTTP status code 500 Internal Server Errors when the launchDate property was not specified in the correct format or the createdBy property was null in the request payload. The API now returns actionable and descriptive 400 error messages.

PS-271387 20058003 - The **Execute Hyperfind Query** (POST /v1/commons/hyperfind/execute) API operation failed to allow a full-year timespan when executed against a leap year. The API has been updated to support leap year-length timespans.

PS-253724 20068010 - When creating a new location or updating an existing location on the Business Structure, the following error was received: *"User does not have access to Currency Policy with Action."*

PS-251288 20050625 - The application did not recognize setup items that were added to a Generic Access Data Profile (GDAP) after the GDAP was configured using the Full Access setting.

PS-250717 19908350 - The application displayed errors like *"WFP-00950 The value is not valid for the property"* when importing .zip files into Setup Data Manager (SDM) the first time. The file imported without error if it was imported a second time. Files now load correctly the first time they are imported into SDM.

PS-177141 - The Public Holiday Paycode Import integration failed with an uninformative error message: *"API-10001: Some Internal Server Error Occurred. Please contact System Administrator"*. This issue has been resolved.

PS-176512 18769632 - When the employee submitted a time-off request after 4:00 PM, the Submit Date displayed in the notification was the date of the next day.

PS-165353 19970896 - After installing Pro WFM version 09.04.00 (R9U3), labels for these time-off request settings in Japanese locales were incorrectly changed:

- 1st Half
- 2nd Half
- Full

Workflow

PS-308738 20518036 - When using Setup Data Manager to import process models, the display of custom stencil set model components that included collapsed subprocesses reverted to generic version of the

stencil set component. Only the display on the workflow canvas was affected; functionality remained intact.

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)
- Italian (Italy)
- Japanese (Japan)
- Korean (Korea)
- Polish
- Portuguese (Brazil)
- 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**.

| 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 Sett... |
| 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 Sett... |

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.

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 WFM is hosted in the cloud, implementation considerations are minimal, but you should be aware of the following.

- [Pro WFM device-specific support on page 82](#)
- [Pro WFM supported data-collection devices \(terminals\) on page 83](#)
- [Implementation considerations on page 82](#)
- [Homepage wallpaper on page 84](#)
- [Enhanced Branding Capabilities on page 84](#)

Pro WFM device-specific support

Pro WFM 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 10/11 | 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 |
|------------------|--------------------------|------------------------------------|
| UKG 4500* | 8602000-xxx | Not supported |
| UKG 4500* | 8602004-xxx | Not supported |
| UKG 4500* | 8602800-0xx through -499 | Not supported |
| UKG 4500* | 8602800-500 through -999 | Not supported |
| UKG InTouch 9000 | 8609000-xxx | 02.02.02 and greater |
| UKG InTouch 9100 | 8609100-xxx | 03.00.02 and greater |
| UKG 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.

