UKG

Release Notes

UKG Pro® WFM 2024.R1

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

Legal Statement

Document Revision History

Revision	Update Version *	First Publish Date
A	Pro WFM 2024.R1 Includes - Express Upgrade 1 - Express Upgrade 2	April 2, 2024
B	- Express Upgrade 3	April 9, 2024
C	- Express Upgrade 4	April 16, 2024
D	- Express Upgrade 5	April 23, 2024
E	- Express Upgrade 6	April 30, 2024
F	- Express Upgrade 7	May 7, 2024

Revision	Update Version *	First Publish Date
G	- Express Upgrade 8	May 14, 2024
H	- Express Upgrade 9	May 21, 2024
I	- Express Upgrade 10	May 28,2024
J	- Express Upgrade 11	June 4, 2024

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

Contents

UKG Pro WFM 2024.R1

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.R1.
- 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 **F**unction **A**ccess **P**rofiles or **D**ata **A**ccess **P**rofiles). The exception is features that are incorporated within the existing product capabilities (for example, data being added to a Dataview, or API additions/updates).
> - New and enhanced API operations are not listed in the What's New Table. However, they are listed in the Important Notes on the Developer Portal, and new API operations are listed in the New API Operations tables below.
> - To view a list of Dataview/Report Data Object columns (the labels and descriptions), refer to the Data Dictionary, or search for the entity name in the Column Selection User Interface (UI) in **Application Setup > Display Preferences > Dataview Management**.

What's new for Pro WFM 2024.R1 Express Upgrade 11

The features below were added for Pro WFM 2024.R1, EU11:

Data Import Tool (DIT)

Enhancements to DIT templates (DIT-134)

- Punch Import - Prior to this enhancement, the Data Import Tool did not support the import of punch data with custom break rules and consequently, users were unable to bulk load punches with break rules. The Data Import Tool now supports the import of punch data with custom break rules, provided those break rules are also defined in the destination environment.

- Updates to required fields in People Person Import and Paycode Edits Import templates
  - People Person Load Import - Previously, the People Person Load Import template enforced several attributes as required. Attributes such as Last Name, Primary Job and Pay Rule were

mandatory attributes requiring values. The Update process for the People Person Load Import has been enhanced by the removal of these and other unnecessary attributes, which result in a more efficient and streamlined process.

> **Note:** If you are creating a new person record, you still need to have values for the following fields: Person Number, Last Name, Username, Password, Primary Job.

- Paycode Edit Import - The paycode type is no longer required and defaults to Regular/Cascade type paycodes. If you need to update the paycode type to a duration paycode, you can do so on an as-needed basis.

- For the People Person Load Import template, the column order was modified to reduce the potential for errors.

Production Readiness

RTD Confirmation Screen Enhancement: User Education and Misuse Prevention (BIP- 77)

To prevent users from accidentally deleting transaction data from a live tenant, a new step has been added to the Remove Test Data (RTD) procedure in Production Readiness. After clicking **Remove Test Data**, the Remove Test Data confirmation appears asking users to indicate which option applies to the customer's current state:

- **Customer is Live (has begun collecting data used to process payroll)** — If you select this option, you cannot continue with the RTD job request, and an error message appears stating that an RTD job must not be run for live customers as live transaction data will be deleted.

- **Customer is Implementing (has not yet gone live)** — Select this option to continue with the RTD job request.

What's new for Pro WFM 2024.R1 Express Upgrade 10

The features below were added for Pro WFM 2024.R1, EU10:

Rotation Schedule 9.5.1

Audit Add-on and Export (ETSS-33)

A new Audit tab displays all of the actions made to a specific template. After an action is performed by users, click **Refresh** to view each action.

- Type - The type of action made in the template.

- Action - The action performed by the user.

- Previous Value - The value in the template prior to a template modification.

- New Value - The value modified by the user.

- Date Time - The date and time of when the action occurred according to the locale setting in the user's people record.

- User - The name of the user who performed the action.

You can also generate a report that exports the Audit data to a .csv file by clicking **Generate Report**.

Strategic Workforce Planning

Calculation rounding (SWP-62)

A new operator named "Round", has been added to Strategic Workforce Planning which allows an input (attribute or calculation) to be rounded to a whole integer. To determine whether to round up or down, a second input of a 'rounding threshold' is required. This represents the percentage of the next integer which must be calculated before rounding up.

What's new for Pro WFM 2024.R1 Express Upgrade 9

The features below were added for Pro WFM 2024.R1, EU9:

Gaming 9.7.3

AuthN Support (GAME-189)

Gaming now fully supports AuthN.

What's new for Pro WFM 2024.R1 Express Upgrade 8

The features below were added for Pro WFM 2024.R1, EU8:

Extensions

Global Time-off Requests (GTOR) Document Attachment with HR Delivery Service (HRSD) - EXT-128

The GTOR Document Attachment with HRSD extension now:

- supports Reviewer List and multi-step Approval Settings.
- applies the schedule tag only on the first day of the time off request.
- removes redundant confirmation when only one document is uploaded.
- includes Go Back buttons in the forms to improve usability.
- is optimized to use the appropriate ID when making API calls to HRSD.
- fetches the schedule tag color values using an API call.
- is no longer known as Document Attachment.

What's new for Pro WFM 2024.R1 Express Upgrade 7

The features below were added for Pro WFM 2024.R1, EU7:

Pro WFM Mobile App

Version 1.6 now available

A new version of the Pro WFM Mobile App, Version 1.6, is now available to download from the Apple App Store and the Android Play Store. This version contains minor bug fixes and enhancements.

What's new for Pro WFM 2024.R1 Express Upgrade 6

The features below were added for Pro WFM 2024.R1, EU6:

Gaming 9.7.2

View more information for toke pool processes (GAME-188)

When you process a toke pool entry, if the process fails you can now view more information about what caused the failure. This can help identify errors so they can be corrected, and the toke pool can be reprocessed.

Information can be viewed in generated CSV files. For this release, CSV file generation is triggered:

- When there is an error for a pay code edit (add, update, or delete) in the timecard during toke pool processing.

- When the hyperfind for the toke pool returns an employee whose timecard is signed-off.

When failures occur due to a pay code edit error, then "Failed" is listed in the Status column. When failure occurs due to a signed-off timecard, then "Failed – Locked timecard" is listed in the Status column. If a CSV was generated, "Failed" or "Failed – Locked timecard" is an active link you can click to download the CSV file.

CSV files have the same name as the toke pool with the date of the toke pool entry appended. The files contain the toke pool name, toke date, person name, person number, pay code name, amount, and error message for the failed items. The CSV file for signed-off timecards only shows the first signed-off timecard encountered in the toke pool process.

> **Note:** Note: Errors are only captured when you process the toke pool, not when you preview.

What's new for Pro WFM 2024.R1

The features below were added for Pro WFM 2024.R1

Activities

Update Net Change API to allow Start-Only employees to track Activities (ACT-230)

The Net Change API can now be configured to send Activity Segments with system-generated end times but without sending projected settings, allowing Start-Only employees to track Activities.

Analytics

Net Down Support: Turn Feature Flag ON for Actual Totals (DIAN-62)

Actual totals are enabled to support Net Down and pay overtime with two paycodes for overtime metrics and KPI analytics.

Data Import Tool

Export Templates Partial Success and Error Handling (DIT-118)

Partial Success allows users to complete the export of data even when some of the data fails to be included in the export run. Partial Success has been enabled for the following templates:

- People -Person - Export
- People - Person JTS Preferences Assignment - Export

If an export process completes with just some of the data being successfully exported, the system reports the status as "Completed with errors."

When an export of data with a partial success has occurred in the system, a new error message indicates the potential causes of the error:

- The action required an existing person, but the person for the key could not be found.
- The user does not have access rights to that person.
- An error occurred in the database.

User can see this message when they export the template or hover over the error entry in either the *View Errors* or *View All* screen when accessed from the job status page (Page with list of templates and associated details > Job Details > View Details > View Errors or View All).

For more information, see the *Data Import Tool* help topics.

Allow Importing of Schedule Patterns at Employment Term Level (DIT-107)

A new template, Data - Employment Term Schedule – Import, allows users to create and update Employment Term scheduling patterns directly in UKG Pro WFM. Prior to this enhancement, users could assign patterns to only the employee, but not the employee's Employment Term.

For more information, see the Data Import Tool help topics.

Data-Paycode Edit Template Enhancements to Support Duration Paycodes (DIT-62)

The Data Paycode Edit template has been enhanced to support Duration Paycodes. With this enhancement, users can associate Duration Paycodes with a either a symbolic amount or with a start and end time to enable the template to import Duration Paycodes.

For more information, see the *Data Import Tool* help topics.

Build in Production (BIP)

Update the UX for the Remove Test Data Screen (BIP-75)

Using Remove Test Data (RTD) to remove Application Setup data is now enabled by default. If you would like to remove the option for **Remove Test Data - Application Setup Items** from the **Remove Test Data** slide-out, navigate to the **Feature Switches** page and select *Disable* next to the **Remove Test Data - Application Setup Items** feature switch.

The following items have been added to the RTD panel in Build in Production:

- Under the Transactional Data heading, a message now appears to indicate that the transactional data for all employees will be removed by the system. Users can also select whether RTD should remove scheduling data by selecting the Scheduling checkbox.

- Under the Application Setup Data heading, new checkboxes have been added to indicate whether specific types of data should be removed:

  - All - All application setup items including (Accruals and Pay Policies) will be deleted. Selecting one or more of the options for deletion disables the All option.

  - Accruals - Only Accruals data will be deleted.

  - Pay Policies - Only Pay Policies will be deleted.

  - Display Preferences - Only Display Preferences will be deleted.

- Under the Employees heading, when entering the IDs of employees that need to be removed from the system, users now have two ways to accomplish this:

  - When entering up to five employees' IDs for removal, use the text field to enter the IDs separated by commas.

- When entering more than five employees' IDs for removal, use the file upload option to browse and upload the appropriate file.

For more information, see the *Production Readiness* topic in the Pro WFM online help.

Remove Test Data removal of Display Preferences setup data (BIP-37)

The Remove Test Data (RTD) job now includes the removal of Display Preferences setup items. To remove Display Preferences setup items, check the Display Preferences option in the RTD panel (Production Readiness > Remove Test Data > Application Setup Data). This feature no longer requires enabling a feature switch.

For more information, see the *Production Readiness* topic in the Pro WFM online help.

Device Management

Support for Application languages Italian and Portuguese Brazil (DM-475)

Application support has been added for Italian and Portuguese Brazil languages.

Add support for Thai on the clocks (DM-457)

UDM offers device language support for Thai.

- To specify Thai as the device default language, Administrators may select Device Configuration > Languages in UDM.

- To specify Thai as the language at the device, users may tap Set System Language and then select Thai.

- To display biometric consent in Thai, managers can log in at the device, tap Set System Language and then select Thai. Next, type the employee's ID, tap Enter, and the biometric consent text displays.

Important Considerations:

- Application support has not been added for the Thai locale, therefore users cannot be assigned to Thai as their locale in the Person record.

- SmartViews in Thai are not fully supported. SmartViews will show whatever is specified for the employee locale in the person record.

This feature requires minimum versions of device firmware:

- InTouch 9100 (Version 03.04.02+)
- InTouch DX (Version 01.02.04+)
- InTouch DX G2 – all versions

SBS Local transactions UDM support for transfer (DM-380)

Simplified business structure location transfers are supported by the InTouch DX G2, InTouch DX, and InTouch 9100 devices.

Make Public APIs for Device Groups (CRUD) and Device List (GET) (DM-371)

The following public APIs are now available:

- Device List. This API allows users to retrieve (GET) a list of devices.
- Device Group. This API allows users to create, update and delete device groups, and retrieve a list of device groups (CRUD).

Documentation is available at the UKG Developer Hub.

Engines

Smart Traffic Patterns (ENGI-174)

New options have been added to UKG WFM Pro to enhance the Traffic Pattern batch task functionality. The option to use Machine Learning with the Traffic Pattern functionality allows it to generate better schedules and forecasts with greater accuracy. You can also run the Traffic Pattern batch task for multiple weeks. To leverage these enhancements, add the following parameters to the parameter string of the Traffic Patter batch task:

- For Machine Learning, add the /ml parameter.

- To run the batch task for multiple weeks parameter, add the */MW* parameter.

Extensions

Prorated Accruals Integration Pack (EXT-149)

The Prorated Accruals integration pack adapts, recalculates, and distributes accruals entitlements proportionally (prorated) for any contract change in accrual profile or full-time-equivalent (FTE) status during an accrual period. The following changes qualify as a contract change for this integration:

- Employees are hired or rehired.

- Employees change their contract status to FTE.

- Optionally, this integration can prorate Carryover Limits and Earning Amount Limits.

- Employees' accrual profiles change during an accruals period, including support for multiple accruals profiles.

- Employees are terminated, and the system must recalculate and distribute accruals and automatically pay the ending balances.

The Prorated Accruals integration pack merges the 3 integrations of the extension version of Prorated Accruals and adds new features. Customers who already deployed the extension version of Prorated Accruals do not need to install a new version.

Forecasting

Data Import Tool Templates for Loading Configuration Data for Tasks (FCST-220)

Use the following templates in the Data Import Tool to load configuration data for Tasks:

- Tasks templates
  - Import Tasks Versions - Imports different versions of tasks.
  - Import Labor Standard Assignments - Appends Labor Standard assignments for a Task version.

Gaming

Expire Tip Compliance Rates (GAME-112)

When configuring Tip Compliance Rates, you can now add a row with a Rate value of 0.00 and leave the Pay Code field empty. This effectively disables tip compliance for the period of time between the effective date and the expiration date.

For more information, see the *Time > Gaming > Setup and configure gaming > Tip compliance rates* help topic.

Healthcare Productivity

Analytics Adjustment Options (Net Down) - EA-57

Analytics Adjustment Options (Net Down) uses a two-paycode approach to track and pay overtime. Example: Add an overtime (OT) adjustment of half of (0.5x) or the full (1.0x) base pay rate (Reg). The adjustment is defined in the overtime paycode.

Integration Hub

Control Access to Integration Runs (OD-63)

You can restrict access to integration run details in the Run Summary so that people can view only the integration runs that they run and not those integrations that other people run.
Otherwise, anyone who can view and run integrations can view detailed information from integrations that

were run by anyone in the organization. As a result, people can access data that they should not be able to view.

People Integration

Mexican Time Zones (SSP-84)

Time zones for Mexico are available for workforce management assignment.

Schedule Standard Profile Support for Minor Rules (SSP-87)

A new column in the schedule profile template allows integrations to import the manager school calendar profile.

Platform

Access control for the Employee Job Transfer Set (OD-64)

You can now restrict or limit a manager's ability to view, edit, create, or delete employee job transfer sets in *People Information > Timekeeping > Employee Role*.

To configure manager access for employee job transfer sets:

1. Open the manager's function access profile and then go to Manager – Common Setup > People Editor > Timekeeping Group > Employee Role > Employee Job Transfer Set.

2. Select Allowed or Disallowed for Add, Edit, Delete, and View. The default for all options is Allowed.

3. Save the function access profile.

Notes:

- The parent Access Control Points (ACPs) for Employee Job Transfer Set are Employee role (for single assignment employees) and Assignments – General View (for multiple assignment employees). The

parent ACPs must be enabled to use the Employee Job Transfer Set ACP.

- For multiple assignments, if the parent ACP (Assignment 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.

Translation Support for Dataviews (OD-57)

You can now add translated values for Dataviews. This includes the Dataview name, description, and column headings (up to 80 per Dataview).

The Dataviews entity type is now available in Translation - Setup Data.

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

Scheduling

Run the Schedule Engine from a batch task for only the jobs specified in Schedule Generation Strategy (OD-69)

A new Schedule Generator system setting, **site.scheduling.schedGen.business.ExcludeJobsNotAssignedToScheduleGenerationStrategy**, allows organizations to ensure that only the jobs assigned to the Schedule Generation Strategy are included in the generated schedule when the Schedule Engine is run from a batch task. This enhancement ensures that batch processing at the site level respects the Schedule Generation Strategy.

Previously, when a batch task event was run at the site level through the Batch Processor, the Batch Processor did not respect the jobs assigned to the Schedule Generation Strategy. Instead, it generated a schedule for all the jobs under the site that had been specified in the batch task.

To configure this setting, go to **Administration > Application Setup > System Configuration > System Settings > Schedule Generator**. When set to True, the Batch Processing engine recognizes the jobs specified in the Schedule Generation Strategy and only schedules to those jobs. Jobs that are not associated with the Schedule Generation Strategy are excluded. The default value of the setting is **False**.

For more information, see the *Schedule Generator System Settings* help topic.

Use Duration Format to display Indicator values on Metrics tab (OD-62)

In previous releases, Indicator values on the Metrics tab were always displayed in decimal format, regardless of the setting of the Duration Format parameter in the user's Display Profile. Thus, 90 minutes would be displayed as 1.5 instead of 1:30.

A new feature switch, "Ability to Display Hours Variance metrics in Decimal or Minutes format", lets you specify the format you want to use for Indicator values:

- If the feature switch is Disabled (the default), Indicator values are displayed in decimal format; this is existing behavior.

- If the feature switch is Enabled, Indicator values are displayed using the hourly format specified by **Duration Format** in the user's Display Profile.

This feature switch affects the display format of these indicators:

- Actual Hours/Volume

- Budgeted Hours/Volume

- HV Actual Hours/Volume

- HV Hours/Volume Variance

- HV Hours Variance

- HV Scheduled Hours/Volume

- Hours/Volume Variance

- Hours Variance

- Scheduled Hours/Volume

- Target Hours/Volume

For more information, see these help topics:

- Feature Switch

- Indicators

- Display Profiles

Add Dataview columns to the Location Schedule (OD-52)

You can now specify a Dataview as a source for columns to display in an employee's Location Schedule. You can use any Dataview, but it must be included in the employee's Dataview Proflie for its columns to be displayed in their Location Schedule.

To use this feature, you:

1. Enable the "Add Columns to Location Schedule" feature switch.

2, Optionally configure the new Add Columns to Location Schedule Access Control Point (ACP) to grant or deny access to these Dataview columns individually:

- Hire Date

- Seniority Date

- Additional Information

3. Specify how columns are displayed in the Location Schedule using My Calendar/My Schedule calendar configuration:

- Select the Dataview you want to use to supply the information displayed in the Location Schedule for the columns you specify

- Select the columns you want to make available to the employee, which ones you want displayed by default, and their order. All columns can be displayed, unless you explicitly use the ACP to restrict access.

- Specify the number of columns you want to display at one time. You can choose up to 10 columns for

the default display. Employees can access columns that are not visible by default using **Previous <** and **Next >** buttons to scroll through additional columns.

The employee can also choose to collapse the display of all Dataview columns you have configured to provide more room for the display of standard Location Schedule columns.

For more information, see these help topics:

- *Feature Switch*

- *Employee ACPs*

- *Configure the Location Schedule*

- *Calendar Configuration*

- *Show the Location Schedule*

Support for Multiple Assignments in the Call List (OD-18)

Support for multiple assignments is now available in the Call List. Previously, when managers ran a procedure set in the Call List to filter employees to determine eligibility for open shifts, employees' multiple assignments were not considered. The procedure sets only filtered on an employee's primary job or their job transfer set.

With this enhancement, procedures sets now filter employees based on their assignments. Employees who have an assignment that matches the criteria in the procedure set are now included in the list of eligible employees for the open shift.

Example: If Employee A has three assignments, and their secondary assignment matches the criteria in the procedure set, Employee A is now included in the list of eligible employees. If the manager assigns Employee A to the open shift, the shift displays in the Schedule Planner as a primary job and not as a transfer.

A new **Assignment** field displays for each employee in the list of eligible employees in the Call List and in notifications sent to employees and managers about the open shift availability and outcome. A new **Call Log Employee Position** dataview column is available for the Schedule Call Log entity that displays the position associated with the assignment in the Call Log Audit and in Employee Details.

> **Note:** Multiple assignments functionality must be enabled on your system to use this feature.

For more information, see the *Fill open shifts with the Call List* help topic.

New Paycode Analyzer in Schedule Planner (DSCHED-830)

A new Paycode Analyzer is available in the Schedule Planner that provides insight into the computation logic that the system uses to derive paycode edit values. The Paycode Analyzer provides a comprehensive analysis of a paycode edit that results from a direct Schedule entry using **Add Paycode**, or from a time-off request or an Enter Time-Off entry. This analysis enables managers to determine where the paycode computation comes from and if the outcome meets their expected results.

Access to the Paycode Analyzer is controlled by a new Function Access Control Point called **Paycode Analyzer**. Administrators can configure the access in *Administration > Application Setup > System Configuration > Function Access Profile > Manager > Department Manager > Scheduling*.

To display the Paycode Analyzer panel in the Schedule Planner, click the new **Analyze** icon on the Paycode Edit glance.

Information is displayed in the Paycode Analyzer panel in the following sections:

- Paycode **summary**: Displays information related to when the paycode was created or last updated

- **Paycode amount**: Displays effective paycode date, start time, and amount of hours or days

- **Related configuration**: Displays time-off related paycode edit information, such as Pay Code Values Profile or Employment Terms. This section is not available for contract-based paycode edits entered in the Schedule Planner using Add Paycode.

- **Paycode computation**: Displays Symbolic Source and Symbolic Amount configuration attributes from the request subtype or Pay Code Values Profile

- **Reference shift**: Displays information — shift type (Schedule, Contract, Pattern or N/A), shift length, and totalized shift length — about the shift that was referenced to derive the paycode edit value

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

Add attendance events to My Schedule (DSCHED-784)

Attendance events can now be configured for display in My Schedule using **Available schedule items** and **Visible schedule items** settings in Calendar Configuration (**Administration > Application Setup > Calendar**

Views Setup > Calendar Configuration). The employee then has the option of using the calendar filter to choose which attendance events they want to display. Attendance events that can be selected for display include:

- Action
- Balance Adjustment
- Balance Reset
- Discipline Level Change
- Event
- History Marker
- Timecard Marker
- Perfect Attendance Award
- Perfect Attendance Disqualification

For more information, see these help topics:

- *Attendance Icons*
- *Calendar Configuration*
- *My Schedule*

Synchronize My Schedule with personal calendars on desktop and mobile devices (DSCHED-783)

This feature, introduced in a previous release, has been enhanced in these ways:

- This feature is on by default. The ESS Personal Calendar Subscription feature switch has been removed.
- A new Employee Access Control Point (ACP), Synchronize with My Schedule, enables organizations to control access to the calendar synchronization feature (**Administration > Application Setup > Access Profiles > Function Access Profiles > Employee**).

    For more information, see the *Employee ACPs* help topic.

Note: This ACP is required only for the personal calendar subscriptions for users who have not already configured them. Existing subscriptions are not interrupted.

- A new Scheduling system setting, *scheduling.calendarsynchronization.displaylinktoProWFM*, allows organizations to control whether links to the Pro WFM schedule event are created in the event summary created in the employee's personal calendar (**Administration > Application Setup > System Configuration > System Settings > Scheduling**).

For more information, see the Scheduling *System Settings* help topic.

New Dynamic Service Limits for Call Lists (DSCHED-765)

To enable you to capitalize more on your available talent pool when running the Call List, an enhancement was made to increase the service limits when procedure sets are run. Depending on the complexity of the rules in the procedure set, managers can run the Call List to filter and sort up to 5000 employees. Currently, the Call List is limited to processing a maximum of 1000 employees in order to manage system performance.

Now, with the dynamic service limit, a variable limit is applied at the point of processing based on the Call List configuration. When the selected procedure set is run, the service limit can vary depending on the complexity (light, medium, or heavy) of the Employee Sort rules configured in the procedure set. For example, light rules require simple column or schedule filtering, where heavy rules require computed data. Regardless of the applied rules, a maximum of 1000 employees will be returned by the Call List.

You can determine the service limits to use for your light, medium, and heavy rules based on your organization's needs. Lower service limits should be set for heavy rules and higher service limits should be set for light rules.

Important note: To enable this feature, you must contact UKG Customer Support who will configure your dynamic service limits and run a SQL script on your system to apply them. The rules already configured on your system will automatically respect the new service limits. This feature is not configurable in the user interface.

Employee Sort rules are designated as light, medium, or heavy based on the complexity of the Sort By parameter configured in the rule, as follows:

- Light:
  - Additional Information: Only Custom Data Field
  - Additional Information: Seniority
  - Certifications
  - Employment Terms
  - Full Name
  - Hire Date
  - Person Date: Accruals Date of Hire
  - Person Date: Employee Date of Hire
  - Person Date: Rehire Date
  - Person Date: Service Date
  - Schedule Groups
  - Seniority Date
  - Shift Duration
  - Shift Job
  - Shift Start
  - Skills
  - Worker Type
- Medium:
  - Call Outcome: Accepted
  - Call Outcome: Accepted - Assigned
  - Call Outcome: Accepted - No Save Rule Violation
  - Call Outcome: Accepted - Not Assigned
  - Call Outcome: Declined
  - Call Outcome: No answer

- Call Outcome: Notified

- Call Outcome: Rejected

- Call Outcome: Rejected Similar

- Call Outcomes

- Wage Rate

- Heavy:

  - Accrual: <*>

  - Weekly Scheduled Hours

If a procedure set is comprised of multiple rules that are a mixture of light, medium, and heavy, the default service limit of 1000 is used. When you run the Call List and the service limit is exceeded, an error message displays with the service limit and the rule designation (light, medium, or heavy).

For more information about rules, see the *Configure sorting and matching rules* help topic.

New Manager ACPs grant/restrict ability to add comments and notes to requests (DSCHED-619)

New Department Manager access control points (ACPs) have been introduced to allow organizations to control a manager's ability to add comments and notes to requests in Control Center and Schedule Planner. The new ACPs are:

- Comments in Requests

- Notes for Comments in Requests

They are in the Manager – Department Manager section of the Function Access Profiles (**Administration > Application Setup > Access Profiles > Function Access Profiles > Manager – Department Manage**r).

For more information, see the *Manager - Department Manager ACPs* help topic.

Timekeeping

New IA columns for accruals (TKEEP-1211)

New accrual columns are available for use in Dataviews. With these columns, no callable totalization occurs so that totalized data can load faster. These columns are in the Accrual Daily Balances No CT entity and include the following:

- Recent Grants (Hours) No CT
- Recent Grants (Days) No CT
- Recent Grants (Money) No CT
- Recent Takings (Hours) No CT
- Recent Takings (Days) No CT
- Recent Takings (Money) No CT
- Anticipated Grants (Hours) No CT
- Anticipated Grants (Days) No CT
- Anticipated Grants (Money) No CT
- Anticipated Takings (Hours) No CT
- Anticipated Takings (Days) No CT
- Anticipated Takings (Money) No CT

The default lookback (for recent columns) and look forward (for anticipated columns) is 90 days. You can edit this value (with a maximum of 365 days) using the following system settings:

- MyAccrualTile.CalculatedColumnsLookforward
- MyAccrualTile.CalculatedColumnsLookback

For more information, see the Data Dictionary online help.

New "Answered By" column available for Attestation and custom reports (TKEEP-1197)

A new "Answered By" column has been added to the Attestation Daily Detail entity in the Data Dictionary. This column displays the Employee ID of the employee or manager who responds to Attestation questions on an employee's timecard. The "Answered By" column is not included in any standard reports, but you can add it to existing reports to create a custom report and use it in Dataviews.

The "Answered By" column key is TK_ATTESTATION_CREATED_BY_USER and it has a data type of "String".

For more information, see these help topics:

- *Attestation Daily Detail* (in the Data Dictionary help)
- *Attestation Daily Detail Report*
- *Work with standard and custom reports*

UKG Flow

UKG Flow (FLEX-E-5)

UKG Flow enables access to punch, request, and scheduling functions in Microsoft Teams™ and Slack™ without the need to switch applications.

WFMaaS

Employee Search Default Time Period or Status (WFMAAS-89)

The following default settings improve Employee Searches. You configure these settings in Display Profiles.

- Set a default timeframe for Employee Search to any predefined time period. If you don't configure a timeframe, the default timeframe is Today.
- When you use Employee Search, you can select a different timeframe or select a custom date range.

- Select the status of employees to make available by default for search queries to only active employees or all employees. Then, you can enter your search queries quickly without the need to select the group of employees.

Italian Language Support (WFMAAS-393)

The Italian language is now supported in the user interface.

Brazilian Portuguese Language Support (WFMAAS-390)

The Brazilian Portuguese language is now supported in the user interface.

Access Role Profiles Based on Punch Status (WFMAAS-331)

In *Access Method Profiles*, you can select an access method type that restricts access based on whether an employee is punched in or punched out.

In *Role Profiles*, you can select the **Show in delegation workflow** option to show only those role profiles that are available for manager delegations.

View License Counts for Gaming and SMS Shift Fill (WFMAAS-208)

You can now view the number of licenses assigned to employees for the Gaming and SMS Shift Fill solutions. For Gaming and SMS Shift Fill, licenses are assigned to employees using Custom Fields in the person record. System settings are now available that allow you to show the custom field count for all employees that have an active license. License counts appear on the Entitlement Summary page in the Assigned Seats column.

To configure this, use the following system settings in **Application Setup > System Configuration > System Settings**:

- **entitlement.customfield.list** – Comma separated list of solutions followed by the acceptable values. These are the exact names of the Custom Fields used to provide licenses to users, followed by the accepted values. The default value is:

Gaming License#true,SMS Shift Fill#y#m#a

- **entitlement.show.customfield.count** – When set to true, shows the number of Assigned Seats in the Entitlement Summary page for the solutions listed in the *global.entitlement.customfield.list* system setting. The default value is false.

Once configured, you can view the number of Assigned Seats in **Application Setup > System Configuration > Entitlement Summary**. One assigned seat is counted for any employee (active or inactive) that has the Gaming License custom field set to true or the SMS Shift Fill custom field set to set to y, m, or a.

Notes:

- A row for Gaming or SMS Shift Fill only shows on the Entitlement Summary page when the system settings are configured and when there is at least one license assigned.

- Only Assigned Seats information populates on the Entitlement Summary page. The Total Number of Seats and Remaining Seats are always 0 for Gaming and SMS Shift Fill.

- History is not available on the Entitlement Summary page for Gaming or SMS Shift Fill.

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
Add Dataview Columns to the Location Schedule	OD-52	Add Columns to Location Schedule	Off
Use hour format in Indicator values	OD-62	Ability to Display Hours Variance metrics in Decimal or Minutes format	Off

New API Operations

The following API operation(s) were added for 2024.R1

Domain	Resource	Operation	Method	URL endpoint
Timekeeping Setup	Accrual Profiles	Retrieve Accrual Profiles	POST	/v1/timekeeping/setup/accrual_profiles/multi_read
Universal Device Manager	UDM Devices	Retrieve All Devices	GET	/v1/udm/devices
Universal Device Manager	UDM Device Groups	Retrieve All Device Groups	GET	/v1/udm/device_groups
Universal Device Manager	UDM Device Groups	Create Device Group	POST	/v1/udm/device_groups
Universal Device Manager	UDM Device Groups	Update Device Group	PUT	/v1/udm/device_groups/{id}
Universal Device Manager	UDM Device Groups	Delete Device Group	DELETE	/v1/udm/device_groups/{id}

Online Help Modifications

Pro WFM 2024.R1

The following documentation modifications were made for Pro WFM 2024.R1.

Online Help Resolved Issues

Common Components

PS-175996 18754855 - Some headings within the online help menu were not fully translated.

Leave

PS-169003 17434737 - The System Settings documentation for *global.platform.document.validExtensions* incorrectly listed PDF as a supported file type.

Timekeeping

PS-202299 19191374 - In the *Accruals Add-On* online help topic, the definition for Available Balance was updated for accuracy.

PS-175995 18622092 - The Timecard Transaction Entity documentation did not specify that Time Detail must be set in order for Exceptions columns to report data.

PS-175195 - In the *Accrual Grants* online help topic, the definition for "Project future grants based on scheduled shifts" was updated to reflect the actual behavior of the setting, which includes both scheduled shifts and worked time (unscheduled shifts).

PS-170525 17011006 - In the *People Information > Timekeeping* online help topic, the definitions for Employee Job Transfer Set, Manager Additions, and Manager Job Transfer Set were updated to provide more clarity.

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.R1, Express Upgrade 11

The issues below were resolved for 2024.R1, EU11:

Data Import Tool (DIT)

PS-289419 - The Data Import Tool was not allowing punches exported from production into the test environment. The Data - Punch import incorrectly indicated that the Override Types were invalid. The Data Import Tool was only recognizing standard override types (Break In, In Punch, New Shift and Out Punch) and was not recognizing override types (Break Rules) created in Setup (such as Meal Unpaid, Break Paid).

Identity

FS-68802 - The *Show Password* icon was outside of the password "box" and was enlarged, taking up a large portion of the screen. The icon should be contained within the password box.

People

PS-292460 - With the Primary Job and Primary Labor Category blank in People Information, users were unable to edit Primary Job. If the Primary Job is blank, the application should allow edits to the field.

PS-287604 - When attempting to save a duplicated record, the process failed and the following error message appeared: "*Error Unknown error occurred. Please contact system administrator*".

Scheduling

PS-310832 - When an employee opened My Calendar, a pink banner appeared across the top and no schedules were present.

PS-301490 - An AI-assisted comment was visible when an employee or manager was performing a Time Off Request, as well as other self service requests (Shift Swap, Availability etc.). The comment should have been hidden.

PS-300424 - System was allowing Request Subtype setup to be violated. Open shifts were being listed even if close-to or at "Maximum hours per week". This allowed the employee to select and assign the Open Shift when they should not have been able to.

PS-284798 - Employee was unable to search for an available Labor Category when performing a timecard transfer even though the employee's access included the labor category entry. The search option caused the page to be unresponsive.

PS-242160 - Manager Approval behaving differently based on session duration. For example, if managers immediately tried to approve Leave they submitted for an employee, it got approved, which is incorrect. If the manager waited for a while, or logged out and then logged back in, attempts to approve the Leave they applied for the employee resulted in an expected error.

PS-223297 - Schedule rule violation for '**Maximum consecutive days that the employee can be scheduled**' was being breached in the following situation: When codes (that were set with a '*scheduled hours type*' that was excluded from the rule via '*Schedule hours type to Exclude*') were present on 'Leave' days.

PS-187499 - API calls to `commons/persons/getUserDetails` resulted in a heapdump.

PS-176043 18627681 - If an employee's org set needed to be updated and a change was attempted by a manager - who only had access in their employee group to some of the locations - everything previously selected was being removed from the Org Set on *Save*. When a Manager saves an Org Set, the only changes that should be impacted are the locations to which the manager has access.

Timekeeping

PS-276750 - An employee could not be processed for payroll, and the employee was not appearing on any hyperfinds (likely because the employee was "stuck" in the Background Processor).

WFMaaS

PS-310880 - When searching from Employee Search on the Home screen for the last name "Jones", it displayed only a single employee with that last name followed by all employees with first names that began with "A". When doing this same search from the Maintenance/People Information, it correctly returned all employees with the last name Jones.

Pro WFM 2024.R1, Express Upgrade 10

The issues below were resolved for 2024.R1, EU10:

Authentication

FS-64351 - When users reset their password using the "*Forgot Password*" link, they has to create a new password twice for the system to accept it.

Engines

PS-297930 - The Schedule Generator was creating shifts that started 5 minutes after the hour or ended 5-10 minutes after the hour. This despite the fact that the System Setting for Schedule Rotation was set to 60 minute so the shifts should have started and ended at the 60th minute.

Forecasting

PS-306742 - When moving from the **Limits** to **Job** tab, the *Version Effective Date* adjusted back to the initial selection when the page changed. The *Version Effective Date* should not have changed.

Integrations

PS-306609 - Tenants were failing over Integration Hub while updating with SSO with the following error appearing: *"TMS Error: Integration Hub failed to Update SSO. Integration Hub update SSO failed."*

Scheduling

PS-310740 - Multiple P2 and P3 alerts for the `/wfc/restcall/scheduling/v1/widget/employee/selfservice/contentsummary` and `/wfc/restcall/scheduling/v1/widget/employee/selfservice/content` endpoints.

PS-295030 - No Schedule was being displayed in My Schedule and an error occurred when attempting to access an Open Shift Request.

PS-281619 - Schedule Planner was allowing a manager to edit shifts in violation of minor schedule rule limitations. The minor rule set limits should never be allowed to be violated.

PS-275529 - When an Administrator opened the Rules setup page for Sorting and Matching Rules, the page was taking too long to load and sometimes failed with a *"504* Gateway Time-Out" error.

PS-223000 - Staffing Plan by Zone was randomly carrying employee records to another page instead of the next column as it should have.

Suite Experience

PS-287292 - Problems with the audit information in the Timecard: no AppID was being recorded or it was not consistently showing an AppID for employees who were using the Mobile App when punching in and out.

PS-234624 - Users were unable to render BIRT reports from UKG Pro WFM on the UKG Pro Mobile app. The contents of the reports (whether PDF or CSV format) were not displaying within the Mobile app. When the file for the report was downloaded and opened through the Mobile app, the contents were blank.

Timekeeping

PS-297501 - In the My Accruals tile, the Chinese translation for '**Balance as of Today**' was incorrect.

PS-271415 - Durations were calculating an incorrect length when yoked via a day cascade. The duration was correctly calculated when manually added.

UDM

PS-286386 - Tenant refresh failed on the UDM component.

UI Platform

PS-306710 - When within an employee's Timecard and selecting an add-on at the bottom, the "next" add-on (commonly Accruals, but could be Totals or Target Hours) would be blank.

WFMaaS

PS-315147 - When running payroll integration with a hyperfind API, a "*504*" error was received.

Pro WFM 2024.R1, Express Upgrade 9

The issues below were resolved for 2024.R1, EU9:

Absence Management

PS-279909 - Schedule Processor Event was not calculating two employees. Manually processing the employees would calculate and finish successfully.

Data Import Tool

PS-266675 - When a user selected **View Template** (under Data Import Tool) and selected **People - Adjustment Rule Assignment - Import**, a delay occurred following by the error message "*Some Internal Error Occurred. Please contact System Administrator*." All menu items (except View Jobs) were greyed out.

Engines

PS-298827 - Machine Learning Volume Forecast was not generating for Alpha Volume Driver in Production.

Forecasting

PS-292387 - The submitted API `/v1/forecasting/custom_driver_values/multi_upsert` was incorrectly failing if a Business Structure had an expiration date and then the next day had an effective date to 'forever'.

For example if a Business Structure is set to **'Beginning of time' to April 1** AND **April 2 to 'Forever'**, the structure is effectively "**Beginning of Time to Forever**" and the API submission should not fail.

Gaming 9.7.3

PS-304694 - When a toke pool was reprocessed, some employees had duplicate toke paycodes on certain days in their timecard.

People

PS-299229 - Accented characters were not displaying correctly in the People Editor Summary section.

Scheduling

PS-278833 - When some Employees submitted self-schedule requests, the following error appeared: "*Error Some Unknown Error Occurred. Error Details Not Available.*"

PS-258850 - After an employee edited a Self Schedule Request and submitted for review, the review pane showed the shift twice.

PS-234403 - Performance issue: Totalization was taking to long during payroll testing.

PS-226552 - Performance issue: Slow response time when executing an API call to `/v1/scheduling/schedule`. The call was taking over 7 seconds; it should take less than one second.

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

PS-171649 - A manager was able to perform a cost center transfer on their employees via a pattern template, despite the manager being assigned to a Function Access Profile that had '**Transfers to cost centers within the schedule**' set to *Disallowed*.

SDM

PS-293994 - Getting Private App Key error: "*SDM-10001: Request body does not have valid input.*"

Timekeeping

PS-301452 - Interface logic failure when using "Retrieve Timecards as Manager" API `/v1/timekeeping/timecard/multi_read`. The failure was in the response of the object "*orgJob*" under "*workedShifts*" from this API.

PS-294195 - Payroll Extract Service staging failed to stage worked job for some associates when they had transfers.

PS-288292 - Employees Hours missing in the output from API `v1/commons/payroll/export/async`.

PS-286225 - When Multiple Assignments were used in schedule, the Duration Pay Code was incorrectly getting the Work Rule transfer from the Primary Multiple Assignment Employment Term only. This is incorrect; it should have got the Work Rule from the Employment Term related to that Assignment.

PS-241074 - Testing tenant became unusable after a recent display profile change.

WFMaaS

PS-276047 - When using SDM to transfer components, components with special characters returned a '*Length Required*' error and the transfer failed.

Pro WFM 2024.R1, Express Upgrade 8

The issues below were resolved for 2024.R1, EU8:

Activities

PS-292699 - When a Pay code was added to a timecard that had an "Activity Action" associated with it that had "Use Idle Time Configuration" option selected, nothing displayed for the Activity. It should have used the default idle that was defined in the people record, under **Activities, Defaults, Default Idle**.

Forecasting

PS-274108 - The metric indicator "Labor Forecast Hours", when used in the Metric Support tab, was not populating with hours when it should have.

Information Access

PS-281578 - Calls to the API `commons/data/multi_read` resulted in a heapdump.

Mobile

PS-307093 - Some tiles were missing from the Mobile App.

PS-267039 - In a dataview, the app was not showing the Mobile App Type, Version, and other details of the Mobile App used by the employees. The Dataview populated correctly for employees using the UKG Dimensions App. However, there was no data for employees running the same dataview from the UKG Pro App.

People

PS-301630 - The People Import integration started reporting the error: "*This user is not authorized to perform the action or it is not a valid action name within the bean - Bean: PersonAccessAssignment*."

Scheduling

PS-306435 - Zone times were displaying with '*end time*' first when reviewing them in Schedule Planner Daily Coverage.

PS-294346 - The Requests Tab under employee's My Calendar was showing "*No Events to Show*" when there were events that should have shown.

PS-288954 - Calls to REST API `/v1/scheduling/schedule/multi_read` resulted in a "*WFP-01037*" error.

PS-288263 - Generic error stating "*Some Unknown Error Occurred. Error Details Not Available*" appeared when attempting to submit a Timeoff Request or attempting to approve Paid Time Off.

PS-287783 - When using API `v1/scheduling/employment_term_schedule_patterns/apply_create?partial_success=true` to create schedule patterns for employment term, some schedule patterns were not getting created.

PS-274473 - Incorrect display of decimals in the Dutch/Netherlands locale.

Simplified Business Structure

PS-300426 - Running full file integration resulted in an SBS error. "Unsuccessful Response" code received from SBS Mapping API.

Timekeeping

PS-280781 - When using the "*Rest Between Shifts*" building block (as when using a GDAP to filter the various building blocks), it was not reflecting what was defined in the GDAP like it does for all other building blocks. Other building blocks work fine when the GDAP was used.

PS-240365 - Missing in-punch: When punching out at the correct time, the out-punch was instead seen as an unscheduled in-punch.

PS-232027 - New hyperfind with transferred jobs did not work in a Dataview if the default "All Home and Scheduled Job Transfers" was not part of the hyperfind profile.

PS-175906 - Cascade was not reflecting the correct Pay Code in Timecard. Non signed-off data was not showing the correct values configured in the cascade and future takings were not cascading as expected.

WFMaaS

PS-296231 - Employee search function not fully working. After typing a valid search string, a user should be able to either click the Search button or press Enter on the keyboard to trigger the search for matching employee(s). The Enter method was not responding; the Search button had to be used to execute the search.

Pro WFM 2024.R1, Express Upgrade 7

The issues below were resolved for 2024.R1, EU7:

External Technologies - Rotation Schedule

PS-177557 - When editing a Rotation Schedule Template, the following error appeared: "*Error: Unknown error.*" The error eventually disappeared, but when exporting the template, the error returned and the template was not exported.

People

PS-280359 - Function Access Profile and Display Profile were appearing as editable in Person Record by Manager even though it was *Disallowed* in FAP.

Platform

PS-176332 - Pressing browser "Back" button was resulting in a "*Connection Not Established*" error.

Reporting

PS-290968 - Calls to `platform/report_executions/` resulted in a heapdump.

Scheduling

PS-293689 - When employees attempted to edit shifts previously submitted for self-scheduling, the actions failed with the message: "*Error The event is not valid for the state - State:MODIFIED_BY_MANAGER, Event: updateRequest*".

PS-287008 - Employees requesting an Open Shift were seeing the error "*One or more of the shifts you selected are no longer available...*" However, when going to the Schedule Planner, the Open Shift was still showing and the manager was able to assign the shift to the employee with no issue.

PS-277367 - The Daily Head Count Report was not showing Zone for 3a-7a even though employees were scheduled for shifts that ran within that time period.

PS-251214 - Schedule change notifications were going to the wrong manager and no change were made.

PS-219883 - Shifts from Schedule Patterns were not assigned to a few employees as they should have been.

Timekeeping

PS-251077 - When a Duration Pay Code was added to the day tile of the Mobile App timecard, the required 'Time' and 'End Time' fields were grayed out and could not be populated until the user tabbed into the "Amount" drop-down and selected the '*empty space*' entry.

PS-222721 - Calls to REST API `/v1/timekeeping/timecard/multi_read` was returning duplicate punch IDs with different response.

UI Platform

PS-251798 - Schedule Planner preferred report (Employee Schedule - Weekly) unresponsive.

WFMaaS

PS-298712 - When the locale was set to Polish, the user's first name next to the welcome message was displayed with (0) and not their name.

PS-297838 - When you use a custom date range, and go to the Timecard, it returned no information. This only happened when the selection was set to Timecard; Schedule worked fine.

PS-276769 - An integration named "Transfer Report To SFTP" ran outside of scheduled time multiple times and did not run when actually scheduled.

PS-276047 - When using SDM to transfer components, components with special characters resulted in a 'Length Required' error.

PS-274629 - When a hyperfind query was configured with specific conditions added using a combined paycode , it failed with error "*Internal Server Error something went wrong while processing your request on the server*."

PS-177141 - PublicHolidayPaycodeImport integration was failing with error code API-10001. The following message appeared: "*Some Internal Server Error Occurred. Please contact System Administrator*."

Pro WFM 2024.R1, Express Upgrade 6

The issues below were resolved for 2024.R1, EU6:

Authentication

PS-293701 - "Workforce Management" was not displaying as it should have been.

Gaming

PS-275225 -Gaming Dataview Error "*Information Data within WTK-143003 cannot be retrieved. Contact your system administrator.*"

Scheduling

PS-287526 - A red banner was present at the top of the "My Calendar" screen and no data was displaying in the calendar itself.

PS-279210 - When trying to update the Shift Template Profile assignment for a position (using multiple assignments) via API (`v1/commons/persons/multi_update`), the API returned a success code, but the Shift Template Profile for the position did not get updated.

PS-272518 - Predictive scheduling eligibility entry occurred within the off-limits period when using "Today" as the effective date.

PS-241157 - In Schedule Planner, whenever a manager tried to hide any Time off Request status, the Predictive Schedule Tags were also getting hidden. This was performed by clicking the Show/Hide button and unchecking the Visible status (which refers to only Time of Requests, not for Tags). This is unexpected behavior; when attempting to bring back to display the Time off Request status tags, it would not bring back the Predictive Schedule Tags as it should have.

PS-222929 - "*Segment list is empty*" error appeared when trying to cancel a Timeoff Request.

PS-266999 - When an employee had hours that, when worked, would count toward both Regular and a Premium Pay, it was only counting the paid scheduled hours for Regular or Premium Pay, not both, in the Scheduled Cost indicator.

PS-243429 - Paycodes which should not be visible were appearing in request subtypes. For example, the paycode "Volunteer to Work" was configured to not be visible in timecard, schedule planner, and employee calendar. When an employee submitted a request, however, the paycode appeared under Requests.

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Timekeeping

PS-294751 - The Rule Analysis and Timecard totals were not aligning. The Rule Analysis indicated that the employee should be receiving overtime pay when 3/17/24 or earlier was included in the timeframe being viewed in the timecard. However, the timecard totals remained unchanged and did not show the overtime pay.

PS-279172 - Weighted Average Overtime calculation was not calculating correctly.

PS-177910 - Historical Corrections were incorrectly generated when there was no configuration changes or people information changes.

UI Platform

PS-294800 - Time Card header was overlapping the company name.

UltiPro Integration

PS-291964 - While editing the Paycode Payroll Mapping (in Advanced mode), the following problem occurred: When adding a new pay code to the table, there was a 30 second delay when populating the Payrule Name in the form. Attempting to save the new paycode mapping before the payrule name was populated resulted in the error "*HCM-000005 Payrule Id is mandatory*". If you then saved the paycode mapping table, it wiped out all the data that was in the table.

Pro WFM 2024.R1, Express Upgrade 5

The issues below were resolved for 2024.R1, EU5:

Forecasting

PS-257980 - When retrieving the Labor Forecast via API `v1/forecasting/labor_forecast/multi_read`, the response was returning the old org path of the location.

Mobile

PS-260828 - Unable to select Labor Categories when setting up QR Codes.

People

PS-289177 - Calls to `.../v1/datacollection/employee/messagecount/` resulted in Rabbit queuing to 100k and subsequent thread dump requests failed.

PS-223256 - The override value for custom date did not update if the value was the same as the default date (and only one date was sent on the request).

Scheduling

PS-274831 - When employees in specific locations attempted to select Open Shifts, the action failed with the error message: "*You cannot get these shifts because you cannot work some jobs*". The Employee did have expired certifications, but the Request Subtype rule severity was set to "**Not Considered**" so this error should not have occurred.

PS-278298 - "Minimum consecutive days off per validation period" Rule Violation was triggering incorrectly. Employee had a Schedule Rule Sets change with the "*Minimum consecutive days off per validation period*" changed from "**No Save**" to "**Not Considered**" effective for a date range. When opening the Schedule Planner for a 4 week period in the range, the Rule Violation was still triggering

PS-260916 - When an employee was performing a Self Scheduling request (Shift Template or Open Shift) and the employee had a scheduled pay code during the Self Scheduling Request Period, the embedded

calendar was not showing a green square to let the employee know they have pay codes on certain days when Self Scheduling.

PS-234016 - Users unable to edit and apply schedule pattern with comment/notes and save schedule. The following error occurred: "*Error Some Unknown Error Occurred. Error Details Not Available*."

PS-224691 - Requests (Time off) were getting stuck in "**Suspended**" status when the Request Subtype was using both External Actions (Absence Management Extension) and Validation Actions (GTOR Validation). Once the Manager approved the request, the status changed from **Submitted** to **Suspended** and no task was generated for the Employee to add the Occurrence Date/Prolongation. The same request would go through if the GTOR validation actions were removed from the Request Subtype Transitions.

PS-222036 - Daily Schedule Planner Forecast sales metrics showed 0.00 even though there was Forecast Sales data available.

PS-175894 - Dataview Request to Cover was returning the error "*Data within Cover Request ID (Status History), Cover Request Status Change Date, Cover Request Status Changed To and 3 more columns cannot be retrieved. Contact your system administrator.*"

Timekeeping

PS-294751 - The rule analysis and timecard totals were not aligning. The Rule Analysis indicated that the employee should be receiving overtime pay when 3/17/24 or earlier was included in the timeframe being viewed in the timecard. However, the timecard totals remained unchanged and did not show the overtime pay.

PS-277978 - Previously working dataview ("Pay Period Close Summary") was encountering the following informational popup: "*Information Data within Missed In Punches, Paid Reimbursements, Worked Hours cannot be retrieved. Contact your system administrator.*"

PS-233225 - With the new feature "Simplified Timekeeping Configuration" Feature Switch turned on, Zones, Overtimes, and Schedule Deviations were failing to import via SDM due to "*Invalid Pay As Override Type*" and "*Invalid Pay As Pay Code*" errors. The feature switch should not have had any impact on this.

PS-209759 - API calls to `commons/data/multi_read` by `vinfencorp_prd_01` resulted in a heapdump.

UDM

PS-283693 - Although we now have the ability to have UDM apply a HOUR, DAY, MONEY type pay code through Manual Time Entry, this process was not honoring the 'Allow bypass of timecard permissions during Attestation' Access Control Point. This is a critical piece of functionality leveraged by Attestation consumers.

UI Platform

PS-241264 - When within an employee's Timecard, attempting to use the add-ons on the bottom and move between them all, the following problems occurred: The 'next' add-on that was clicked (commonly Accruals but can be Totals or Target Hours) would "stick" as a blank add-on.

WFMaaS

PS-291341 - "*Internal Server Error*" occur when using a hyperfind.

Pro WFM 2024.R1, Express Upgrade 4

The issues below were resolved for 2024.R1, EU4:

Activities

PS-242265 - When the "Show Activity Details At All Levels" option is checked within the Activity Query Profile, attempting to use an Activity Query in a form produced a "*Some Internal Error Occurred*" error message.

Forecasting

PS-252202 - API calls to `forecasting/actual_volume/import/` resulted in a heapdump.

Scheduling

PS-287526 - Multiple users were seeing a red banner at the top of "My Calendar" and no data was displaying in the calendar itself.

PS-278936 - When employees attempted to open "My Calendar", they were incorrectly presented with the error "*Location Set Ref cannot be null or empty*".

PS-266849 - The following problem occurred when using the "Assign to Location" button in Organizational Rule sets: When selecting a job that had already been assigned to another organizational rule set and trying to *Save*, the following error appeared: "*Cannot assign locations to this set*". At this point the window had to be closed and all of the previous selections in the org rule set assignment were deleted, even if they were saved in a previous instance of that org rule set (before the erroneous/duplicate job was selected).

PS-238276 - After an employee submitted an Open Shift request, the status was changing from *Submitted* to *Invalidated* when a Manager viewed the request in Control Center. Approvers should be able to take action on an Open Shift request in the Control Center with no issues.

PS-233923 - Performance issue: Calls to the API `scheduling/v1/widget/manager/request_periods/span/320` were causing prolonged high CPU usage and was taking a long time to complete.

Timekeeping

PS-279980 - The Condensed Employee Time Detail Report was failing intermittently with scripting errors.

UDM

PS-244014 - Workflow was returning "*java.net.SocketTimeoutException: Read timed out*" when using SystemBadgeMapper to map badge numbers.

WFMaaS

PS-278852 - When trying to reset the password as "seeduser", no expected/required email was received.

PS-267995 - The new workflow notification custom tag "**<Comments and Notes for timecard changes>**" was working as expected, except when the manager did not provide a comment. In this instance, the Control Center field showed "**<CommentsNotes>**" instead of being blank.

PS-178122 - Thread deadlock was causing a system failure.

Pro WFM 2024.R1, Express Upgrade 3

The issues below were resolved for 2024.R1, EU3:

Gaming 9.7.1

PS-279940 - After the Tip Compliance Calculator loaded a batch of employee timecards, the batch read failed and then processing did not continue to the next batch, as was expected.

Information Access

PS-252577 - When configured to have Dataview Charts on the Home Page that are set with a Time Period of Last 90 Days or Last 4 Quarters, a *java.lang.NullPointerException* error appeared.

PS-215177 - The "Hourly Wage Rate" column was incorrect for Canadian employees in a custom report.

KPI

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

Mobile

PS-221745 - No scroll bar was available when viewing tasks in the Control Center "List Details" pane. The form showed in the Task list, but when the form was too long, there was no vertical scroll bar displayed so you couldn't see the bottom of the form.

People

PS-241192 - Users were randomly getting kicked out of the system and getting a "*Whoops, Your session has expired*" error.

Scheduling

PS-274614 - Employee's calendar was not loading all of the employee's scheduled shifts and events for a specific time period.

PS-224533 - Employees had schedule edits indicating that their schedules had been altered by a manager in a signed off pay period. Edits cannot be applied to schedules once employees are signed off and, also, the indicated managers had not applied any changes to these employees on the edit date.

Timekeeping

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

PS-177079 - Calls to the API `timekeeping/v1/rule_analysis_entities/multi_read` resulted in heapdump.

PS-175038 - For a very specific configuration where an overtime rule applied Makeup hours, there was a discrepancy between Timecard body and Timecard totals - these should match.

WFMaaS

PS-178064 - A hyperfind was created to pull up employees in a specific Schedule Group. Renaming the group in Application Setup did not update the schedule group name in the hyperfind condition as it should have. More importantly, after renaming the schedule group, the hyperfind no longer returned any employees, indicating the condition was pulling up employees based on the Schedule Group name, and not the Schedule Group ID.

Pro WFM 2024.R1, Express Upgrade 2

The issues below were resolved for 2024.R1, EU2:

Activities

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

Engines

PS-240326 - Schedule Generation was violating No Save restrictions for minor employee for Maximum Hours per Week. Minor Rules should be treated as a hard constraint for the Schedule Generation Engine, as long as the Person Record included the employee's Date of Birth, a Minor Rule Set assignment, and a School Calendar assignment.

Forecasting

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

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

Integrations

PS-275358 - Tenant failure on iHub service.

KPI

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

Scheduling

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

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

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

PS-242449 - An employee with Multiple Assignments could only self-schedule under a single assignment. Employees should be able to switch assignments and self-schedule as all of their assignments that are in an open Self-Scheduling Visibility Period.

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

PS-176428 - Manager could not cancel the time off request for one employee. When trying to cancel the time off request, the manager received the error "*Error You do not have access to all the job segments and cannot enter or cancel the request*." However, the manager could cancel the same time off request for another employee.

Timekeeping

PS-240482 - The "Continue Attestation" button was not functioning when the Attestation Profile had Timecard Action "Approve" button assigned.

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

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

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

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

UI Platform

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

Pro WFM 2024.R1, Express Upgrade 1

The issues below were resolved for 2024.R1, EU1:

Activities

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

Engines

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

Forecasting

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

Integrations

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

KPI

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

Mobile

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

People

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

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

Scheduling

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

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

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

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

PS-208396 - Pattern data from the Workload Planner was not being synchronized with the Schedule Planner beyond 1/1/2024.

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

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

Timekeeping

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

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

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

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

UI Platform

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

WFMaaS

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

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

Pro WFM 2024.R1

The issues below were resolved for 2024.R1.

Activities

PS-175824 1,874,978,518,763,300 - The Retrieve Activity Totals for Multiple Employees (`POST /v1/work/activity_totals/multi_read`) API operation incorrectly threw an *HTTP status code 500 Internal Server Error* when a symbolic period was specified within the dateRange object. Support was added to allow specifying a symbolic period.

Analytics

PS-207359 - Healthcare Productivity reports showed the "CALCULATIONS IN PROGRESS" message when integrations were not running.

PS-237880 - Agency hours were not included intermittently in Daily Productivity reports for Healthcare Productivity. This could occur when the Inbound folder for import integrations contained multiple files.

Common Business

PS-177949 19020028 - The Create or Update Persons (`POST /v1/commons/persons/multi_upsert`) API operation incorrectly threw an HTTP status code 500 Internal Server Error when a infinite base wage was passed for the hourlyRate property.

PS-176911 18878328 - When the *personAuthenticationTypes activeflag* was set to false, an internal server error occurred.

Common Components

PS-175637 1,862,312,018,746,950 - When an organizational rule was assigned to a location, any violations to that rule did not display in the Schedule Planner for the stores that were hierarchically under that location.

PS-173610 18746560 - English-language terms appeared in labels in the French-language user interface. Some of these items were defined by customers, the other items have been correctly translated.

PS-170453 17476692 - Out-of-memory errors could occur during the creation of Hyperfinds.

PS-158908 3720429 - The ADP version of the online help showed the "Dimensions" brand name.

Config App

PS-177830 19042842 - After exporting the SDM, when user tried to use the same in the integration, the following error occurred: "*WFP-113140 error User is not authenticated*". However if they signed-off and signed back in, the error did not occur. After exporting the SDM, users should be able to import the same using integration immediately.

Engines

PS-177027 18687108 - The Volume Forecast with Special Events assigned within the week included just 50% of expected values.

External Technologies

PS-176189 18708758 - The Timecard Validation extension did not return the expected error message when the manager approved multiple overtime occurrences without adding mandatory comments.

PS-175781 18741417 - When running the Accrual Pool business process, a runtime error generated when variable values provided to the REST connector differed from expected values.

PS-165529 16695318 - The Schedule Change Attestation workflow utilized the default UTC time zone instead of the employee time zone during comparison of the attestation date and the number of past days.

Forecasting

PS-207134 19093924 - The Forecasting Category Profile did not allow a manager to view history in the Operational Dashboard after a business location move.

Gaming

PS-260955 - After running a Tip Compliance Event, tip compliance did not appear for the employee's on their timecards.

HCM

PS-175016 18528300 - When the HCMPayrollExport-v2 integration pack ran, it failed when multiple employees had the same employee ID.

Information Access

PS-174279 18521061 - In the *Overtime Hours by Period* Dataview Chart, the comma was not considered as the decimal symbol and showed, for example, 248,50 hours incorrectly as 24850 hours.

Integration Hub

PS-176344 18817055 - The Run Summary could be hidden from the Integration Run Details if the Go to Transaction Assistant, Go to Additional Details, and Re-run buttons were shown unless you reduced the zoom in the browser.

Leave

PS-177341 - When leave time was added from the Leave of Absence Case Editor for paid hours, the paid and tracking amounts did not update correctly.

Payroll Extraction

PS-177875 - The Payroll Extract Service (PES) incorrectly rounded the Effective Wage Rate to one decimal place which made comparison to the Base Rate incorrect.

Platform

PS-215852 18668237 - The Pay Code Edit import displayed a failed status with no details when it was actually a partial success.

PS-208398 19243906 - The Data Import Tool File Upload Confirmation message included a misspelled word, "loose," instead of the correctly spelled word, "lose."

PS-188829 19175599 - In **People Information > Additional Information**, after adding an accented Spanish letter and then pressing Enter, the letter displayed as the HTML entity.

PS-178464 - The Call Document Action delete action in Workflow Designer only deleted documents from the list returned by the Retrieve Document Action; it did not permanently delete them from the Document Management Platform (DMP). This functionality has been retained, and new delete actions have been introduced to permanently delete documents from the DMP, using either the document ID for one or more documents (*hard_by_document_ids*) or the user ID for one or more users (*hard_by_person_ids*).

PS-178139 18963536 - There was no translation ID available for Deregister Device.

PS-177864 19048228 - The Execute Hyperfind Query (`POST /v1/commons/hyperfind/execute`) API operation incorrectly threw an *HTTP status code 500 Internal Server Error* when pagination was enabled and no employees were returned in the result set.

PS-177830 19042842 - After exporting the SDM, when user tried to use the same in the integration, the following error occurred: *"WFP-113140 error User is not authenticated"*. However if they sign-off and sign back in, the error did not occur. After exporting the SDM, users should be able to import the same using integration immediately.

PS-176963 - Tenant :"vanity login" was failing.

PS-176865 - In the Data Import Tool, the system displayed an in progress status despite the process having completed with either a success or fail status.

PS-176229 18794802 - When clicking on a request displayed in the Control Center panel, the Control Center page displayed "*There are no notifications to display for selected criteria*" instead of displaying the summary for the selected request.

PS-176142 18716481 - When logged in with a Spanish locale and then opening the timeframe selector on the Employee Summary page or the Schedule Planner, names for the symbolic time periods overlapped.

PS-175161 18649397 - When attempting to change the Home Page Personalization setting from Allowed to Disallowed in a Function Access Profile, after selecting Save the changes were not saved and the employee could still edit their home page.

PS-174962 17207333 - When an Audit report was exported to a CSV, the resulting CSV document was empty.

PS-174896 18474858 - The optional panel that alerts users to new features in the application did not render correctly: the panel content was truncated and controls that allow you to scroll through feature descriptions were not displayed.

PS-174799 18442044 - While working with a support representative and attempting to switch roles, the system became unresponsive.

PS-174719 18584785 - While working with a support representative and attempting to switch roles, the system became unresponsive.

PS-190683 - Customizable Time Zone Names - For custom time zones, the Database Name and Display Name were not editable. Now, when you create a custom time zone, you can enter the Database Name. This also becomes the Display Name. You cannot edit these names once you save the custom time zone.

PS-173228 18369095 - The French-language translation of the My Time Off Requests tile calendar showed *Février* misspelled as *Jévrier*.

PS-172405 18288314 - Password policies are more secure, but the error message did not reflect the changes.

PS-171560 - In some instances, you could not submit business-process Forms that contained the word 'describe' because of Security Validation Filters.

Scheduling

PS-208396 19029792 - Pattern data from the Workload Planner was not being synchronized with the Schedule Planner beyond 1/1/2024.

PS-208393 18843108 - When accessing certain Dataviews, the system displayed an informational message like the following: "*Data within Cover Request Actors, Cover Request Creation Date, Cover Request*

Creator Full Name and 15 more columns cannot be retrieved. Contact your system administrator." Column names and the number of additional unretrieved columns varied by Dataview.

PS-206345 19199471 - When an employee was assigned to a certain open shift, and when the employee requested that same open shift, the error "*Some Unknown Error Occurred. Error Details Not Available*" was displayed.

PS-188894 - When printing My Schedule, clicking **Preview** opened a new home page instead of displaying a preview of the print job.

PS-178352 19104949 - Managers were incorrectly allowed to use a saved location in the Schedule Planner that displayed employees for which the managers did not have access.

PS-178043 19005233 - When a list of employees was selected in the Schedule Planner and then sorted, the employee data did not load.

PS-177923 18919377 - When a duration paycode was applied to a Schedule Event Rule, a rule violation incorrectly occurred when the duration triggered a deduction rule.

PS-177773 18786327 - When creating a new named entity of "employee_schedule" in Report Data Object (RDO) management, the system displayed this error: "*Error WCO-106476 Insufficient permissions. You cannot join columns from incompatible 1:many entities. Please contact your system administrator.*"

PS-177115 - After creating a calendar subscription to Microsoft Outlook (**Main Menu > Edit Profile > Sync My Schedule**), the system displayed unposted shifts in Outlook even if the "Access unposted schedule" Employee function access profile (FAP) was set to "Disallowed".

PS-177035 18916270 - Employees were unable to select a shift to swap with another employee even though both employees had access to the job in their job transfer set and the shift did not violate any schedule rule set.

PS-177023 - When a report was run from the Schedule Planner for certain employees, the report failed with an error.

PS-176805 18764485 - Available shifts displayed in the default list view on the Request Self-Schedule panel (**My Schedule > Request > Self-Schedule**) appeared only briefly in the calendar after clicking Show Calendar to change to the calendar view.

PS-176719 18851718 - When Show/Hide options were viewed in the Schedule Planner, all Schedule Tags were shown even though they were not all included in the manager's assigned Generic Data Access Profile (GDAP).

PS-176681 18803582 - The Call List in Schedule Planner was incorrectly including employees that should not be shown when the manager's locale was set to Canadian French.

PS-176547 18752015 - The Daily Coverage Add On in Schedule Planner had character limits which prevented all the fields from displaying in the All Jobs View.

PS-176420 18758170 - When the Hours per Volume by Job report was run for large ranges of time with multiple job selections, an error message displayed that the report failed but did not explain why.

PS-175940 18762431 - When the value for the system setting *site.scheduling.shiftlabels.overridenwidth* was changed, there was no discernible difference in the Schedule Planner user interface.

PS-175931 18541212 - When managers attempted to add a Schedule Rule Override for an employee to limit the number of hours they were auto-scheduled per week, the error "*Rule Override Values Cannot be Empty*" occurred.

PS-175654 18707181 - Accrual errors resulting from an employee submitting a request that violated an overdraw limit were not displayed in calendar order.

PS-175466 18671893 - Enhanced the Create Rule Set (`POST /v1/scheduling/schedule_rule_sets`) and Update Rule Set by ID (`PUT /v1/scheduling/schedule_rule_sets/{ruleSetId}`) API operations to support Employee Rule Sets.

PS-175404 18490965 - The service limit of 92 days in the Schedule Planner add-ons was not sufficient for some organizations to be able to review necessary information.

PS-175180 17764936 - A predictive scheduling penalty for a schedule change criteria of Location Change was incorrectly triggered when a job was changed.

PS-174583 18234559 - Time-off requests configured to update Microsoft Outlook Calendar upon manager approval displayed "*Busy*" instead of "*Out of the Office*" in the employee's personal Calendar.

PS-174571 18428799 - When configuring teams, not all expected holidays were displayed when selecting a holiday for a quota override.

PS-174516 18520100 - The Search functionality in the Schedule Pattern editor in the Schedule Planner was not functioning as expected.

Talk

PS-204439 19221439 - Field changes in Pro WFM employee records were not automatically updated in the Talk groups that used the related custom fields.

Timekeeping

PS-216322 19277077 - The Developer Hub documentation for the Update Timecard as Manager (`POST /v1/timekeeping/timecard`) API operation ommitted the *sourceTransfer* and *targetTransfer* properties within the *moveAmounts* object in the request model.

PS-208180 - The Update Timecard as Manager (`POST /v1/timekeeping/timecard`) API operation incorrectly threw an *HTTP status code 500 Internal Server Error* when specifying a labor category transfer without an explicit job transfer and the specified date was prior to the employee's primary job effective date.

PS-203244 - When creating a custom report, if a filter was added for the Entity Type then the report did not return any results.

PS-197505 1,844,049,519,255,860 - After upgrading to release 09.05.00, Attestation Smart Views exhibited delayed and timed-out.

PS-187647 18901822 - For an employee with multiple assignments, when the assignment was changed in the timecard and then a duration pay code was entered, the applied work rule transfer was from the employee's primary assignment, not the selected assignment.

PS-178396 19045475 - After running a Dataview for leave tracking, even though the Dataview had data in it an error message appeared indicating that data could not be retrieved.

PS-178278 - When a manager was saving a timecard, the following unexpected error appeared: "*Can not find the message of null*".

PS-178031 - In some cases, the Retrieve Timecard Data for Multiple Employees (`POST /v1/timekeeping/timecard_metrics/multi_read`) API operation did not return the correct response data when the FTPTDATA_ALL option was specified.

PS-177747 19025258, INC5757091 - After updates were made to a Holiday Credit Rule, many employees were excluded from totalization.

PS-177674 18770869 - After opening a timecard and changing the time period, the Save button was enabled and repeated pending historical corrections appeared on the Historical Corrections tab.

PS-177490 - A Holiday Credit Rule that used averaging gave inconsistent results for a holiday date in the future. The timecard grid reflected 0 hours for the holiday when it should have reflected the actual number of hours.

PS-177475 18819363 - After deleting a paycode edit in the timecard, the edit still appeared. When attempting to delete the paycode edit again, an error message was received.

PS-177232 18831134 - In the timecard, after marking an exception as reviewed the Audits tab showed "*Pay Code – Edit*" and "*Mark as Reviewed – Add*" when it should have only showed "*Mark as Reviewed – Add*".

PS-177074 18922181 - For one particular employee, totalization did not complete and their timecard could not be opened.

PS-176502 INC5726343 - When many updates, additions, or deletions were made for Pay Code Definitions at the same time, slow performance was observed.

PS-176415 18686507 - The HCMPayrollExport-v1 integration pack failed when Full Access was selected for Paycodes in the Generic Data Access Profile (GDAP).

PS-176117 18733106 - When an employee's Employment Terms changed mid-week, overtime was incorrectly added to their timecard.

PS-173728 18188136 - When entering a vacation paycode in the timecard, the accrual policy overdraft limit was triggered and an error appeared. When entering the same paycode in the schedule, the paycode was accepted and the overdraft limit was not triggered.

PS-170879 17719772 - A leave case that contained sick, vacation, and unpaid time created a historical correction that removed 0.5 hours of the vacation time even though the employee had available accruals for the time.

PS-169039 17412787 - The Manage Timecard Tile showed an Early In exception that had already been marked as reviewed.

PS-168289 17323383 - When an employee was transferred to a different accrual policy mid-year (with the same accrual code and same earning amount limit), the earning limit was enforced after considering reductions due to the balance limit.

UDM

PS-178509 19047308 || Sub case- 19166051 - The Finger Scan Consent Data column in the Biometric Status dataview displays the time zone of the user who was logged on and viewing the information.

PS-178324 - UDM was causing the tenant to crash when attempting to refresh the tenant.

PS-177090 - When the *Critical* and *Grant Access* filters were both selected on the Device Dashboard, the results no longer include disabled devices.

UltiPro

PS-178146 18923051 - When running the Payroll Export integration, an error occurred while connecting to UKG Pro.

PS-178035 18989010, 19083755 - Running the full sync for the Pro People iPack (*UltiProPeopleImport-v1*) using API sync was failing.

PS-175076 18642266 - The Pro People iPack (*UltiProPeopleImport-v1*) was failing due to a 400 status code response.

PS-174558 18538788 - When specifying Standard Profile values for HCM Profiles Setup, when Profile Name was not the first value added, the Save button would always be grayed out and values could not be saved.

Known Issues

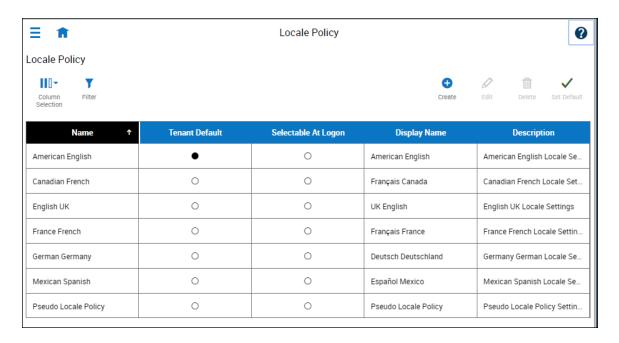There are no Known Issues in this release.

International and customization considerations

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

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

To change the user interface to one of these languages:

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

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

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

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

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

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

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

Translation and customization

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

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

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

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

Translation Language setting

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

Implementation considerations

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

Pro WFM device-specific support

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

Desktop requirements

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

Browser support by operating system

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

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

Mobile app: minimum operating system support

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

Pro WFM supported data-collection devices (terminals)

Pro WFM supports the following devices:

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

> **Note:** For customers migrating clocks from 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.