



Update Summary

UKG Dimensions[®] Release 9 Update 2

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



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UKG Dimensions Release 9 Update 2

Continuing to build on years of Kronos workforce management experience and with the combined power of Ultimate Software, UKG Dimensions Release 9 brings a host of new features and enhancements to our already robust offerings. To familiarize you with the current state of the product, the release documentation is detailed as follows:

- This document is an "Update Summary" and provides information about the latest version of UKG Dimensions: R9 Update 2.
- The previously released Release Notes contain information about the first release of R9.
- Express Upgrades (for example, R9 Update 1, Express Upgrade 1) will be listed in the document of the release to which they apply: either the Release Notes or an Update Summary. Express Upgrades have their own sections in the "Resolved Issues" and "What's New" sections (when applicable).

What's New?

Note:

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

Release Notes / Update Summaries now available in HTML

The Release Notes / Update Summaries are also available now in HTML format and can be accessed through the online help.

New Version of Mobile App available

A new version of the Android mobile app client, version 2.6.9, is now available for download from the Google Play store. This version requires devices to be running at least Android version 6 and iOS version 12. This version includes minor enhancements and bug fixes.

What's New for R9 Update 2, Express Upgrade 9

The following features were added for R9 Update 2, Express Update 9.

Extensions

Timecard Save Validation EXT-69

The Timecard Save Validation process provides a framework that offers granular control over transactional data passed to the Workflow Engine by a manager who saves timecard changes.

Global Time Off Request (GTOR) Validation now supports mandatory paycode comments.

What's new for R9, Update 2

The features below were added for R9, Update 2.

Activities

Team Activity Event Details ACT-1

A new page called Team Activity Events Details can be used to view details of activity events for the selected team and date range.

Activity events that occurred within the selected date range are displayed in a details table with the following columns by default:

- Activity Name (path) - The name of the activity that occurred with the event.
- Start Date Time - The date and time the activity event began.
- End Date Time - The date and time the activity event ended.
- Actual Hours - The amount of time in hours between the event Start Date Time and End Date Time.
- Data Source - The source that created this activity.

Additional columns can be added by clicking the filter icon.

Users have the ability to print the details of this page or export them to an excel file.

Activity Actions ACT-164

The Pay Code Actions setup page has been renamed to Activity Actions. Managers and Administrators can now use the Activity Actions page to link pay codes or bonus / deduct rules with activities. The following Activity Settings must be configured to Yes (allowed) for bonus / deduct rules to function properly when assigned to an activity.

- "Enable generate activities for Adds"
- "Enable generate activities for Deducts"

Note: To hide Meal Break Deducts in the timecard, "Enable generate Activity for deducts" must be configured to No (disallowed).

Activity Transfer List ACT-23

The Activity Transfer List feature allows users to manually change the default transfer for an activity segment through a form or activity actions in the timecard. This enhancement provides flexibility for users when leveraging activities and is necessary for use cases such as prevailing wage.

Activity Teams ACT-4

Employees who have been assigned to Activity Teams earn system-generated credit for the activities performed by their team for as long as they are clocked in.

Activity Teams can boost productivity by reducing the amount time employees spend tracking their individual activity data. It also works to prevent opportunities for error, such as duplicate entries.

Before employees can be assigned to or self-join a team, an administrator must perform the following configuration steps:

- Configure a Function Access Profile with Team Lead permissions.
- Configure the Team Activity Forms that can be used by Activity Teams.
- Configure the Activity Teams that employees can be assigned to using the new Activity Teams setup page.

Note: Only Start-Only and Start-Stop employees can be assigned to activity teams. Employees can only be assigned to one activity team at once.

Activity Form Error dataview enhancements ACT-47

All activity transactions are now captured and available for review in the Activity Failed Forms Entity. This includes transactions made while online or offline, and also includes all transactions regardless of where the activity form was launched (i.e. clock, kiosk, desktop, mobile, etc.).

Analytics

Change Indicators for Healthcare Productivity Data EA-25

Change indicators identify when Healthcare Productivity data is new, modified, or deleted and must be retrieved by Data Hub or another extract, transform, load (ETL) process by way of public APIs. This process allows Data Hub to efficiently retrieve healthcare productivity data.

DSaaS

Proactive Guidance enhancements DSAAS-31

Managers can now view data about the proactive notifications sent to employees. This can allow analysis of trends over time and visibility into the results of notifications on employee behaviors. The following columns can be added to an Employee Dataview for proactive guidance:

Number of Notifications (Proactive Guidance Overview entity) - The number of notifications the employee has received.

Behavior Name (Proactive Guidance Details entity) - The Proactive Guidance behavior for the notification.

Notification Date Sent (Proactive Guidance Details entity) - The date the Proactive Guidance notification was sent.

Proactive Guidance Location (Proactive Guidance Details entity) - The location of the job the employee worked where the proactive guidance behavior was detected.

Note: Proactive Guidance was previously referred to as Proactively Guide Employees (PGE). The following name changes have been made in the user interface:

The FAP name is Proactive Guidance (previous name was Proactively Guide Employees)

The feature switch name is Proactive Guidance (previous name was Proactively Guide Employees)

The workflow notification names are:

Proactive Guidance - Breaks (previous name was Proactively Guide Employees - Breaks)

Proactive Guidance - Late In (previous name was Proactively Guide Employees - Late In)

Proactive Guidance - Unexcused Absences (previous name was Proactively Guide Employees - Unexcused Absences)

In Application Setup > Event/Notification, the configuration items are:

Proactive Guidance Behavior Configurations (previous name was PGE Behavior Configurations)

Proactive Guidance Behavior Configuration Items (previous name was PGE Behavior Configuration Items)

For more information, refer to Administration > Application Setup > Event/Notification > Proactive Guidance in the online help.

Extensions

Dynamic Paycode Allocation for Activities EXT-43

The Dynamic Paycode Allocation for Activities extension proportionally distributes absence hours on the occurrence date to activities worked during the same pay period.

Copy Schedule enhancement EXT-98

The Copy Schedule extension now allows business structure transfers from source to target when the transfer matches the employee's primary job.

Document Attachment Enhancement

The Document Attachment extension now allows users to take advantage of the enhanced cancellation request states.

Hours & Dollars Allocation enhancement

The Hours & Dollars Allocation extension now allows users to take advantage of the enhanced cancellation request states.

Religious Holiday Adjustment enhancement

The Religious Holiday Adjustment extension now allows users to take advantage of the enhanced cancellation request states.

Volunteer to Work enhancement

The Volunteer to Work extension now allows users to take advantage of the enhanced cancellation request states.

Open Shift Pay Incentive enhancement

The Open Shift Pay Incentive extension now allows users to take advantage of the enhanced cancellation request states.

Schedule Post Acknowledgment EXT- 59

The Schedule Post Acknowledgment extension provides a way for employees to acknowledge that they have seen the posted schedule and agree with the content.

Staffing Level-based Open Shift Validation EXT- 60

The Staffing Level-based Open Shift Validation business process evaluates staffing requirements to determine the appropriate action to take on open shifts that are generated by an employee's absence request approval.

Accrual Payout Request Enhancement EXT- 78

The Accrual Payout Request now provides optional constraints that prevent employees from submitting requests that do not comply with policy.

Forecasting

Multiple Forecast Week Start Days FCST-129

First introduced in R9U1, the Multiple Forecast Week Start Days feature has been enhanced to support Transition Weeks. A Transition Week is used for locations with mid-week manipulations, for example:

- Moving a location on the date which is in the middle of the week
- Creating a new reincarnation of a location with effective date is in the middle of the week

Several Forecasting help topics were updated to describe how the feature supports Transition Weeks and best practices for optimizing system performance with the regard to Forecast Planner.

New Search button for Labor Drivers FCST-164

A new Search button has been added to the Static Driver assignment page. You can enter any part of the labor driver's name to generate related search results.

HCM Integrations

HCM DIDP integration with enable MFA status to True HCMI-33

For people who are processed by the DIDP (Dimensions IDP) integration, the MFA (multifactor authentication) status is set to True. Employees who do not have a phone number or email address are reported in Additional Details.

HCM People Import V2 - Support for Biometric Employee Status assignment HCMI-41

The HCM People Import-v2 integration now imports Face Biometric Employee and Finger Scan Biometric Employee assignments.

HCM People Import-v2 - Skip Assignment of Communication License in HCM standard profile HCMI-42

The HCM standard profile contains the communication license that supports Talk for Dimensions and Pro but not Ready. As a result, the HCM People Import-v2 integration does not assign the communication license.

Healthcare Productivity

Rename Healthcare Analytics to Healthcare Productivity HCP-1

Healthcare Analytics has been renamed to Healthcare Productivity to better reflect the purpose of the product. All user-interface elements, reports, and documentation use the new name.

Symbolic Time Periods for Healthcare Productivity Reports HCP-105

When you create report data objects (RDO), you can select a Symbolic Time Period. This option is available only if the work unit RDO type is Pay Period Productivity for Healthcare Productivity Pay Period Productivity-based reports.

Symbolic Time Periods Added for Variance Advisor HCP-61

The following symbolic time periods (STP) are added to support the Variance Advisor for Healthcare Productivity: Last 2 Pay Periods, Last 3 Pay Periods, and Last 4 Pay Periods. These time periods are in

addition to Pay Period, Pay Period Year to Date Fiscal, and Last 6 Pay Periods.

Agency Integrations Exception Handling HCP-83

Exception handling is improved and error messages are clearer for Healthcare Productivity Agency Export and Import integrations.

Hyperfind Support for Variance Advisor HCP-87

The Work Unit Hyperfind API is enhanced to support the Variance Advisor for Healthcare Productivity. For example, you can select All My Work Units to return all work units for each person.

Information Access

Chart enhancements IA-4

For Employee Dataviews, the metric options Count and Unique Count are now available to chart String, ENUM, Boolean, Date, Time, and Datetime data column values. Count includes each instance of the selected category even if it occurs multiple times for an employee. Unique Count includes each employee once for the selected category.

A chart using the Count and Unique Count metric options can be built from the Home Page, a Dataview, or in Dataview Management. Count and Unique Count are supported for all chart types.

Notes:

- The Count and Unique Count metric options are always at the bottom of the Metric selection list.
- Values Calculation is disabled when Count or Unique Count is selected.
- When a Dataview has one row per employee, Count and Unique Count return the same value.

For more information, refer to the following help topics:

- Application Setup > Display Preferences > Information Access > Dataview Management > Create a Dataview
- Home > Overview of the Home Page > Using Charts

New Wage Setting FACP for "Currency" Metrics and KPIs IA-44

A new setting enables system administrators to allow certain currency type metrics or KPIs to be appear when viewing wage data would otherwise be disallowed. This enhancements increases flexibility for data visibility while maintaining security over employee-specific wage information.

Include Job Sort Order in Business Structure Dataviews and Reports IA-48

When configuring a Business Structure dataview or report data object, you can now include the job sort order. The new column name is "Job Sort Order".

Note: When the selected Location Type is Job, then the Job Sort Order column is populated. For all other Location Types, the Job Sort Order column is blank until the user drills down to the job level.

For more information on configuring a Business Structure dataview or report data object, refer to the following help topics:

- Administration > Application Setup > Display Preferences > Create a Dataview
- Administration > Application Setup > Common Setup > Create report data objects

Integration Platform

Re-Run Integrations with Same Parameter Values INTP-119

Installed integrations can be configured to allow repeated runs of an integration with the same parameter values as the previous run. Select Re-Run.

Variable Licensing for Joint Customers I-133NTP

Only for joint customers, access to Flow Control in integrations is enabled by variable rather than fixed licensing. The license is the Employee Seat Count is greater than 900,000 and the Projected Employee Count is greater than or equal to 15,000, instead of the hourly + salaried timekeeping entitlements of greater than or equal to 15,000.

Retrieve All Scheduled Integrations INTP-31

In the Integrations page, you can show all scheduled integrations and integration sets - including ones that are not enabled - that have been created in the system since it was configured. In Select Time Frame, select Beginning of Time. Then, you can filter the integrations.

Integrations

Payroll Extract Service: InputType and TypeValue Cannot Be Changed Once General Ledger Mapping is Saved INTS-130

Once a General Ledger Mapping is saved, you cannot edit the Input Type or Type Value of that mapping. To change either setting, create a new mapping with a different Input Type or Type Value.

Parallel Processing for Integrations INTS-88

Parallel executions improve the performance of People Import integrations. Parallelism must be enabled, then you can configure it in the Flow Control shape. Default guardrails protect the system and data.

Mobile App

Punching with a QR Code

Geofenced employees can now scan a QR Code from the Mobile App to create a punch transaction with a Known Place. The Punch tile (for properly configured employees) now includes a "Scan" icon. This adds a level of ease for the punching employee and also provides an alternate for locations with for poor location coverage.

- A new System Setup item, **QR Codes**, allows managers to create QR codes that can be displayed on a screen or printed and distributed at the work location.
- For punch location validation, QR Code punching works in conjunction with (or independent of) the other two punch validation methods, GPS and WiFi, for geofenced employees.
- Known Places creation has been modified to include the new QR Code validation method. Additionally, Multi-Factor authentication is an option for location validation, enabling you to specify that ALL location validation methods must be met to verify a location.
- In Dataviews, two new values, **QR Code - In Punch** and **QR Code - Out Punch** have been added to the existing "Punch Method" column to indicate the way that a punch was performed.

For more information, refer to the *QR Codes* topic in the online Help.

People

Added Support for Communications License SSP-10

Users can now populate and include the Communications field in the License HCM profile template. The Communications license enables access to UKG Talk, the communications and collaboration platform.

For more information, refer to Administration > Application Setup > Integrations Setup > License Profiles in the online help.

Platform

Additional Import Templates added to the Data Import Tool Bolt - 4

Several new Import templates have been added to the Data Import tool. See the online help for more information.

New status added to the Data Import Tool INTP-68

The following new status has been added to the Data Import Tool to inform users of an import's status: *Completed with Errors Failed*.

Page navigation behavior standardized for A11y UFD-61

Several accessibility enhancements have been made to standardize page navigation behavior and to enable screen readers to use the web browsing feature in more locations.

Previously, there was no standard focus behavior when loading a page or when tabbing from the last focus item on a page within the system. In this release, the page navigation has been standardized across the system as follows:

- There is no specific focus set when a new page is loaded.
- With focus on the last focusable item on the page, pressing Tab cycles back to the browser. This is standard web page behavior.
- When pressing Shift+Tab from the Main Menu, focus is not set to the last focusable item on the page.

Most pages in the system are specified as role = "application", which causes screen readers to treat those areas like a desktop application instead of a website. In this release, the following pages and sliders no longer

are specified as role = "application", which means you can now use the web browsing feature of your screen reader:

- Home Page
- Tiles on the Home page
- Auditor page, if enabled
- Kiosk page
- Punch-transfer slider
- Employee timecard > Analyze > Analyze Accruals slider
- Current schedule > Share > Run report slider
- Attestation slider
- Control center slider on Home page
- Help slider on the Home page
- Main menu on the Home page

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

Runtime Isolation of Timekeeping Service WFMAAS-107

Component services are isolated at runtime in order to increase service availability of components during downtime or high traffic of other components.

Reporting

Accessibility standards supported in Report Library REP-12

The Run Report and Schedule Report user interfaces in the Report Library have been updated to comply with the A11y standards.

The following are now supported:

- A11y (report names are now announced when you run or schedule reports)
- iOS (mobile) with Voiceover
- Android (mobile) with Talkback

- JAWS (Chrome browser on the desktop)

- NVDA (Firefox browser on the desktop)

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

Hide error message for reports with wage data REP-17

When reports are run that contain wage data, if the user running the report does not have access to view wage data (that is, the Wages function access control point (FACP) is set to disallowed in their profile), an error warning message like the following appears in the report header:

“Failed to retrieve some data from the providers (Actual Wages)”

The report runs successfully, and the error warning message is only included to notify the user that some data could not be retrieved. If you do not want this message to appear, you can disable it. To disable the warning message, go to Application Setup > System Configuration > Feature Switch and enable the following feature switch:

Hide FACP related warning messages on report header

When this feature switch is enabled, the only error messages that are hidden are those messages that appear for users that do not have FACP permission to view the data.

For more information, refer to Administration > Application Setup > System Configuration > Feature Switch in the online help.

Scheduling

Configure Self-schedule requests to use shift templates DSCHED-243

In previous releases, employees could submit self-schedule requests for open shifts for the current request period. These shifts were generated by the Scheduling Engine (or using schedule templates or simply created manually), which made it difficult to control the distribution of shifts of different lengths or start and end times, for example.

Now managers can configure the Self-Schedule request subtype to support self-schedule shift requests based on shift templates. This gives the employee greater flexibility and efficiency building their schedules as it allows them to:

- Select the shifts they want to work, and submit them in the same request

- Select shifts for multiple jobs in the same request
- Filter the display to show only the employee's preferred shifts (those that start or end at a certain time or have a specific length, for example)
- Filter the display to show only those shifts that overlap, in part or in whole, with shifts being worked by any of the colleagues they select
- Change the sorting order of displayed shifts by
 - Start time (ascending and descending)
 - End time (ascending and descending)
 - Coverage needs (descending)

Self-schedule requests are submitted using the Request Self-Schedule panel, which can be displayed from the Manage My Schedule tile and My Calendar.

An informational message is displayed with the Request Self-Schedule that alerts the employee to the submission deadline. The panel includes a calendar, which displays a red block on days with available shifts; the block color changes to red and blue when a shift is selected. Selecting a date on the calendar sorts the shifts to display shifts only for that date. One or more shifts can be selected from the list displayed under the calendar. Shift hours (per week and total) at the bottom of the panel are updated when shifts are selected and include hours from preassigned shifts.

See the Request Self-Scheduling topic in the online help for more information.

Configuring Self-Schedule requests

To enable use of shift templates for self-schedule requests, the Administrator:

1. Creates a self-schedule request subtype, specifying:
 - Shift Template for the Open Shift or Shift Template field
 - The minimum shift template length
 - The maximum shift template length
 - Whether or not the request will allow over coverage
2. Creates a shift template Data Access Profile (DAP) for the employee that includes the shift templates they wish to make available.
3. Assigns the shift template DAP to the employee's People Information record.

See the Configure Self-Schedule Request topic in the online help for more information.

New Dataview column

A new dataview column has been added to the Self-Schedule Request entity that allows dataview users to differentiate between open shift self-schedule requests and shift template self-schedule requests:

- Self-schedule Request Subtype Category: possible values to be returned
- Open Shift
- Shift Template

See the Dataview Management Page topic in the online help for more information.

Performance Logic

The system performs validations to determine the number of shifts that can be displayed to the employee based on the number of shift templates available in the employee's shift template DAP and the number of days in each request. If these validations exceed a system limit:

- No shifts are preselected by default on the Request Self-Schedule panel; the user must manually select shifts in the Selected Shifts drop-down to continue
- The system displays a message that indicates the maximum number of shifts that can be selected from the Selected Shifts drop-down list at one time
- Once the shift selection limit is met, the employee must remove shifts from the Selected Shifts drop-down list before other shifts can be selected

Schedule Generator enforcement of Minimum Period Hours rules DSCHED-28

To ensure compliance with collective bargaining agreements and legal labor regulations stipulating that employees are scheduled to their contractual work hours, the Schedule Generator has been enhanced to ensure employees are scheduled for a minimum number of hours over varying time periods.

With this enhancement, minimum period hours rules can now be configured as hard constraints (No Save) and are respected unless they conflict with other hard rules. In the Schedule Rules Sets configuration:

- On the Hours tab, you can now set the Severity for the Minimum hours per day and Minimum hours per week rules to No Save.
- On the Period Hours tab, you can now set the Severity to No Save when the Operation is set to Minimum.

In addition, the System Generator system setting `site.scheduling.schedGen.rules.emphasize.MinHours` has been enhanced to support Weekly Hours, Period Hours, or both, in the employee Schedule Rule Set.

For more information, refer to the following help topics:

- Administration > Application Setup > Scheduler Setup > Configure a schedule generation strategy
- Administration > Application Setup > Scheduler Setup > Configure schedule rule sets

Day Divide support for Time-Off Requests DSCHEd-314

Scheduling has been enhanced to support time-off processing across the assigned day divide (midnight and non-midnight) for employees. When managers enter a time-off request on behalf of an employee, and when an employee requests time-off, the correct pay code edits, remaining shifts, and created open shifts (start time and amount) are correctly calculated.

When requesting time-off for a single day that includes multiple shifts, you can now specify whether the time-off request applies to the whole day or to a specific shift.

In addition, the Symbolic Amounts options have been renamed to be more meaningful by removing the word "day". The options are now Full, Half, 1st Half, 2nd Half, and Hours. The renamed options are in the following locations:

- Application Setup > Employee Self Service > Request Subtypes
- Application Setup > Employee Self Service > Pay Code Values Profiles
- Enter Time Off slider
- Request Time Off slider

Note: To ensure the hours are totalized correctly for the day divide time-off requests, administrators must set the effective date to 1/1/1900 in the `global.totalizer.duration.useOriginalShift.effectiveDate` Global Values system setting.

For more information, refer to the following help topics:

- Administration > Application Setup > Employee Self-Service > Configure request subtypes
- Schedule > Modify the schedule > Enter time off
- Schedule > Employee Self-Service > Employee > Request time off

View Target Hours by Assignment DSCHEd-329

For multiple assignment employees, you can now view target hours calculations by assignment in the Target Hours tab in the Schedule Planner.

The new Assignment column displays the employee's assignment for the selected Employment Terms. This enables managers to track assignment-specific target hours based on the selected Employment Terms to ensure that employees are working the correct number of hours for each assignment.

Note: The Assignment column displays only if the Multiple Assignments feature is enabled on your system.

For more information, refer to the following help topic:

- Schedule > Evaluate and maintain the schedule > Compare target hours

Day Divide support across Pay Periods DSCHEd-53

Scheduling has been enhanced to respect the assigned day divide for employees. This includes support for non-midnight day divides and for allowing managers to edit scheduling items - shifts, tags, comments, shift locks, and duration paycodes - that belong to the open pay period on a partially signed-off day. Schedule items on a partially signed-off day that fall within the signed-off portion of the day are not editable.

Visual cues are now provided in the Schedule Planner for signed-off schedule items at the junction of two pay periods.

For more information, refer to the following help topic:

- Schedule > Scheduling manager > Day divide across pay periods

Configure Dataview for the Staffing Dashboard DSCHEd-106

When configuring the Staffing Dashboard, administrators can now assign a dataview library. This enables staffing managers to have additional information available to them so they can make better scheduling decisions.

In the Staffing Dashboard configuration, a new Staffing Dashboard Dataview option has been added that enables administrators to specify a dataview for the Staffing Dashboard. Information based on the selected dataview displays in the employee tooltips and glances. Staffing managers that do not have the selected dataview in their Dataview Profile will have the default functionality when accessing the Staffing Dashboard.

For more information, refer to the following help topics:

- Administration > Application Setup > Staffing > Configure Staffing Dashboards

- Schedule > Evaluate and maintain the schedule > Manage staffing with the Staffing Dashboard

New statuses for time-off cancellation requests DSCHEd-284

In previous releases, when an employee attempted to cancel an approved time-off request, the request went to the manager with a Cancel Submitted status. If the manager approved the request to cancel, the request status became Cancelled. If the manager refused the request to cancel, the request status remained Approved.

Now, when an employee submits a cancel request for an approved time-off request, the request can transition to one of two new statuses: Cancel Approved or Cancel Submitted:

- Cancel Approved - the employee's request to cancel a previously approved time-off request has been approved

- Cancel Refused - the employee's request to cancel a previously approved time-off request has been refused

When an employee cancels a pending or submitted request (that is, a request that has not yet been approved), the request status changes to Cancelled.

New Cancel Approved and Cancel Refused statuses are displayed in these places:

- The Control Center My Request and Employee Request categories (if selected in the status filter)

- The Requests tab on My Calendar

- The Time-Off Request details panel

- Dataviews:

- Time-off Request Status column

- The Request Actors column displays users associated with the request

See the Cancel Requests help topic for more information.

Feature-switch enabled

The new time-off request cancel statuses are controlled by the UseNewRequestCancelSubmittedStatuses feature switch (Administration > Application Setup > System Configuration > Feature Switch). This feature is enabled by default in new installations. It is disabled in upgrade environments.

Note: Once you enable this feature you cannot disable it.

See the Feature Switch help topic for more information.

Configure minor rule sets to exclude restrictions for certain minor ages DSCHEd-359

To enable administrators to configure minor rule sets that exclude certain minor ages from having any restrictions, a new setting - Maximum Legal Age - has been added to the Minor Rule Sets setup. By default, the Maximum Legal Age value is set to 17.

Previously, administrators could specify a Minimum Legal Age, and would then have to configure rules for each age from the minimum age to age 17. With this enhancement, the administrator is only required to configure rules for each age in the range specified by the Minimum Legal Age and the Maximum Legal Age settings.

For more information, refer to the following help topic:

- Administration > Application Setup > Scheduler Setup > Minor Rules and School Calendars

Ability to sort and filter in the Staffing Dashboard DSCHEd-384

When your Staffing Dashboard has the Staffing Dashboard Dataview option configured, you now have the ability to filter and sort employee data based on the criteria in the assigned dataview. This helps to minimize the time it takes for managers to search for information about available employees and to more quickly assign open shifts. The updated Refine panel in the Staffing Dashboard enables you to sort and filter on criteria specific to the assigned dataview. For string, date, number, and Boolean data types, you can sort in either ascending or descending order, and filter based on available filtering operators for the specific data type.

For more information, refer to the Dataviews & reports > Dataviews > Personalize a Dataview > Filter a Dataview help topic.

Report on Locked Shifts DSCHEd-547

A new lock flag indicator column is available for the Schedule Event Shift and Scheduled Shift entities allowing managers to report on locked shift status.

Save Refine Shifts filters for Open Shift and Self-Schedule requests DSCHEd-554

You can now save the filter you specify on the Refine Shifts panel when submitting Open Shift and Self-Schedule requests. You choose the settings you want for your filter as before, but when you click Apply the system now saves those settings for the duration of your session. The filter is stored in your browser's cache and is not available to other users or from a different computer. The Refine icon changes to remind you that a filter is being used to display the shifts you want to consider for your request. Filters can be edited, and you can remove them by clicking the Clear Filter button.

See the Request Open Shift and Request Self-Scheduling topics in the online help for more information.

Timekeeping

Configure historical corrections saved without privileges TKEEP-118

When attempting to save a timecard, there may be times when there are pending historical corrections that are also saved (typically, these are non-timecard corrections). If these pending historical corrections are saved by a user that does not have permission to make edits to signed-off time (that is, users who have the FACP "Edit Signed Off Time" set to disallowed) you can configure how totals are handled and if an automatic comment is included with the correction.

- Include in Totals – Determine if pending corrections saved by users without permission are included in the next pay cycle totals. Note: Regardless of the status of the include in totals setting, totals are always included in the historic date.
- Comments – Include an automatic comment for each pending correction saved by a user without permission to edit signed-off time. This comment makes it easier to identify these types of saved corrections.

This also applies to historical time-off requests (GTORs) when a manager that does not have permission to edit signed-off time approves or cancels a historical time-off request.

To configure:

1. Enable the feature for how to handle historical corrections saved by users without permission to edit signed-off time by setting the following system setting to true:

`site.timekeeping.historicalCorrectionsPersistingWithoutEditPermission.enable`

Once this setting is set to true, automatic comments are included for each pending correction saved by a user without permission to edit signed-off time. The default comment is "Correction saved without access". To change the comment, use the following system setting:

`site.timekeeping.historicalCorrectionsPersistingWithoutEditPermission.comment`

The selection list for this setting includes all comments in the Paycode category. For auditing purposes, it is not recommended to remove the comment. If you do need to remove the comment, you can do this by selecting the blank row.

2. To include corrections saved by users without permission in totals, set the following system setting to true:

`site.timekeeping.historicalCorrectionsPersistingWithoutEditPermission.includeInTotals`

Note:

- This setting is only in effect when the setting “site.timekeeping.historicalCorrectionsPersistingWithoutEditPermission.enable” is also set to true.
- This setting overrides the “site.timekeeping.historicalCorrectionsIncludeInTotals” system setting only in the specific scenarios where the logged-on user does not have permission to edit timecards after sign-off.

For more information, see Administration > Application Setup > Pay Policies > Configure historical corrections > Historical corrections saved without privileges in the online help.

Use original shift with duration paycode edit overrides TKEEP-213

When overriding part of a shift with a named duration paycode, you can have the remaining shift allocated to the same day as the original shift. This can help prevent the misallocation of hours as well as prevent the generation of schedule deviations and unscheduled exceptions.

To configure this, enter an effective date for the following global system setting:

global.totalizer.duration.useOriginalShift.effectiveDate

For more information, refer to the following help topics:

- Application Setup > Pay Policies > Pay Policies setup reference > Duration paycode configuration options
- Application Setup > System Configuration > System Settings > Global Values

Wage and Work Rule Override Audit Information TKEEP-529

In the People Audit Report, you can now include wage and work rule override information in the report output. Information includes changes made to the wage and work rule overrides for single and multiple-assignment employees.

To include this information, select Person Wage and Work Rule for Audit Type when running the People Audit Report. When this audit type is selected, the Attribute column includes the following for all changes made to wage and work rule overrides:

- Wage Work Rule Override - This attribute includes the Effective Date, the Assignment Name, the Base Wage Rate, and the Base Work Rule. Note that Assignment Name, Base Wage Rate and Base Work Rule apply to employees with multiple assignments.
- Wage Work Rule Override Details - This attribute includes the Job name, the Wage Rate, and the Work Rule.

For each wage and work rule override audit transaction there are at least two rows in the report output, one for the Wage Work Rule Override attribute and one for the Wage Work Rule Override Details attribute. There may be more than one row for Wage Work Rule Override Details if multiple rows in the Override Wage & Work Rules table are edited in a single transaction.

To use this feature, you must first enable the feature switch "Audit Wage and Work Rule". For more information, see the Feature Switch help topic.

Changes to wage and work rule overrides begin to be recorded as soon as the feature switch is enabled.

For more information, refer to Dataviews & reports > Reports > Standard reports > People Audit Report in the online help.

Support for predictive scheduling Attestation for My Timecard punches TKEEP-562

In previous releases, the system could prompt employees with predictive scheduling Attestation questions only when the employee punched at the clock or from the Punch tile. Employees punching out on My Timecard could not attest to the fact that they had worked different hours than their scheduled shift and were thus denied the possibility of a predictive pay bonus for the worked shift.

A new Attestation workflow model, Predictive Scheduling for Manual Time Entry, supports predictive scheduling Attestation questions when punching out at the end of the shift from My Timecard. The default text for the Question variable in this new model, which you might wish to modify, is:

Sample text - Did your manager request you to work different hours on %missedDateTime%?

where %missedDateTime% provides the punch's timestamp to the Attestation question.

To specify the conditions under which the worked shift will be evaluated to determine predictive pay, the administrator configures the Scheduled Shift Attestation condition type using these condition operators as appropriate:

- Shift exists
- No shift
- Punches against scheduled shift

Note that "Punches against scheduled shift" is configured for shift that is in progress; its logic varies based on whether the punch occurred on the Punch tile or on My Timecard. Its values are Yes and No (the default):

Punches from the Punch tile:

- Yes: For each punch, the Punches Against Schedule Shift Operator identifies the scheduled shift associated with the punch and then evaluates the punch time against scheduled shift start/end times.
- No: The system uses the worked shift associated with the punch to identify the scheduled shift and then evaluates the worked shift's start/end times. If at least one of the worked shift's start/end times meets the condition, the condition is met for all punches added to the worked shift.
- Punches from My Timecard: The Punches Against Scheduled Shift Operator ignores the setting of the If no shift is in progress, the condition is met. Instead, the system uses the worked shift associated with the punch to identify the scheduled shift and then evaluates the worked shift's start/end times. If at least one of the worked shift's start/end times meets the condition, the condition is met for all punches added to or edited in the worked shift before the timecard was saved.

On the punch, the Attestation workflow sends the actual worked schedule to the scheduling component for analysis to determine if predictive pay owed. If predictive pay is owed, a tag is added in scheduling which generates a pay code edit, which the timecard then inherits.

Usage notes

- Only punches and punch edits allow Attestation to be initiated for time entry
- This feature is supported only for employee Attestation
- There is no ability to re-evaluate conditions within an Attestation flow, therefore, the Fix Missing Punches workflow is not supported at this time
- The Save button Attestation Assignment must be assigned in Attestation Profile
- Attestation is supported for online Mobile
- Audit Impacts
- All timecard edits are saved in Timecard Audits
- Attestation data is saved and displayed in the Attestation Daily Detail report

New column in the timecard_change table

A new nullable column, attestationProcessId, has been added to the timecard_change table.

See these topics in the online help for more information:

- Predictive Scheduling for Manual Time Entry
- The Scheduled Shifts section in Attestation Conditions

HRSD Integration - My Documents and Knowledge Base Tiles TKEEP-636, TKEEP-615

Employees and managers can access their documents and view knowledge base articles right from their home page using the My Documents tile and the Knowledge Base tile.

- My Documents tile - This tile lists details of an employee's most recently uploaded documents (up to five can display on the tile). Employees can also upload documents, preview documents, download documents, and open their documents in the employee documents portal.

- Knowledge Base tile - This tile allows employees to search for knowledge base articles and view featured articles. Employees can also browse articles by category.

Note: To configure the My Documents and Knowledge Base tiles, the feature must first be enabled. Contact support to open a case for this.

When the feature is enabled, the following function access control points are available under Employee > People Operations:

- Knowledge Base - Enables access to the Knowledge Base tile.
- Document Manager - Enables access to the My Documents tile.
- View Documents List - Enables access to view the most recent documents on the My Documents tile.
- Preview Documents - Enables access to preview documents from the My Documents tile.
- Download Documents - Enables access to download documents from the My Documents tile.
- Upload Documents - Enables access to upload documents to the Employee Documents Portal from the My Documents tile.
- Access HRSD Employee Folder - Enables access to open the employee's documents folder in HRSD from the My Documents tile.

Once an employee has access to the tiles, they need to be added to their home page. For more information, see the following help topics:

- Administration > Application Setup > Display Preferences > Home Page Management
- Home > Tile Library > My Documents tile
- Home > Tile Library > Knowledge Base tile

Control the ability to select assignments (managers) TKEEP-558

In scenarios where you do not need managers to edit assignment selections in the timecard, you can disable the ability to edit assignments in the timecard using a function access control point. The new function access control point is under Manager - Department Manager > Multiple Assignments > Disable ability to perform assignment selection. When this is set to Allowed, managers cannot select different assignments in the timecard.

For more information, refer to Maintenance > People Information > Multiple Assignments in the online help.

Effective Wage Rate in Totals Add-on TKEEP-625

In the timecard Totals add-on, managers and employees can now view the effective rate earned for hours worked. This data appears in the Rate column and shows the result of the value for Wages divided by the value for Amount.

To view data in the Rate column:

1. Enable the following function access control points:

- Everyone > Rate in Totals Add-On

- Everyone > Wages (this is an existing function access control point that must also be enabled to view data in the Rate column)

2. In the timecard Totals add-on, use the Filter icon to add the Rate column. You can also create or edit a Totals Add-on Profile to make the Rate column visible by default for users that have that add-on profile.

For more information, see the following help topics:

- Time > Timekeeping > Use add-ons > Totals

- Administration > Application Setup > Display Preferences > Timecard Add-on Profiles

Timekeeping Reports for Multiple Assignment Employees TKEEP-57

There are new timekeeping standard reports available that allow you to view data for multiple assignment employees. These reports include:

- Attestation Daily Detail - Assignments - This report is like the Attestation Daily Detail report but includes an Assignment column. This column appears before the Job column and shows the assignment the employee worked when they answered the attestation questions.

- Time Detail - Assignments - This report is like the Time Detail report but is used to view data for multiple assignment employees. The report contents are the same as the Time Detail report, but also include the employee's location and assignment.

For users that have these reports added to their Reports Profile, they can find and run the reports from the Report Library (Main Menu > Dataviews & Reports > Report Library > Run Report > Timekeeping).

For more information, refer to Dataviews & reports > Reports > Standard reports > Timekeeping reports in the online help.

Target Hours by Assignment TKEEP-25

For multiple assignment employees, each assignment can have different employment terms which means that each assignment can have different target hours. In the Target Hours tab and in a Dataview, you can now view target hours calculations by assignment.

- Timecard Target Hours add-on - In timecards for multiple assignment employees, when you open the Target Hours tab, the Assignment column appears by default as the first column.

- Schedule Planner Target Hours add-on - In the Target Hours add-on in the Schedule Planner, the Assignment column displays the employee's assignment for the selected Employment Terms. This enables managers to track assignment-specific target hours based on the selected Employment Terms to ensure that employees are working the correct number of hours for each assignment.

- Dataview - To view target hours data by assignment, add the Assignment Name column to a dataview that has target hours columns.

The Assignment column is also available when you create or edit a Target Hours Add-on Profile.

Note: The Assignment column displays only if the Multiple Assignments feature is enabled on your system.

For more information, refer to the following help topics:

- Time > Timekeeping > Use add-ons > Target Hours

- Administration > Application Setup > Display Preferences > Create a Dataview

- Administration > Application Setup > Display Preferences > Timecard Add-on Profiles

Absence exception Dataview columns for multiple assignment employees WFD-146569

When creating a dataview that includes multiple assignment employees, the following columns are now available in the Absence Exceptions With Assignment entity:

- Unexcused Absence Indicator With Assignment - A check mark appears when the employee has an unexcused absence exception for the assignment.

- Excused Absence Indicator With Assignment - A check mark appears when the employee has an excused absence exception for the assignment.

For these columns, a row is included in the dataview for each of the employee's assignments. Note that the existing related columns (Unexcused Absence Indicator and Excused Absence Indicator) only show the primary assignment for an employee with multiple assignments.

For more information, see Administration > Application Setup > Display Preferences > Create a Dataview in the online help and refer to the Data Dictionary help.

Automatic Sign-off (Timecard) Behavior update TKEEP-96

The automatic sign-off tenant system setting is now off by default for all new tenants (production and non-production). Automatic sign-off can be enabled in a production environment by selecting "Flag as Live" in System Configuration > Product Readiness.

The Tenant Management Organization can enable automatic sign-off via the Timekeeping system setting in the Tenant Management System (TMS). For more information, see the Tenant Management System Administration Guide.

Full Access simplifies Generic Data Access Profiles (GDAP) creation and maintenance TKEEP-224

A new Full Access field on the Generic Data Access Profiles page (Administration > Application Setup > Access Profiles > Generic Data Access Profiles) simplifies GDAP creation and maintenance by:

- Immediately including all current values for the selected setup item in the GDAP you are creating or editing
- Automatically including in the GDAP any values that are added to the setup item in the future

The Full Access field, which is available for all GDAP setup items, also:

- Improves security by providing more accurate, focused, and predictable access to setup item values
- Streamlines the manager experience by removing irrelevant setup item values
- Removes the need for the Administrator to modify individual GDAP profiles as new setup items values become available

For more information on configuring a GDAP to use Full Access, see the Administration > Application Setup > Access Profiles > Generic Data Access Profiles help topic.

View Delegator Name in the Timecard, Dataview, or Report TKEEP-572

When a manager or employee accepts delegated authority from another manager, edits they make when acting as the delegate are tracked in the audit. This audit information includes the delegate's name and now also includes the delegator's name and can be viewed in a dataview or report and in the timecard audit add-on.

- Dataview or Report - A new column is available that lists the name of the manager that delegated authority. This column is called "Delegator" and can be added to Employee dataview types and custom reports. The column is only populated when edits are made by a delegate.

- Timecard Audit Add-On - The User column in the Audit add-on has been enhanced to include the delegator name when a delegate makes a timecard edit. The format is:

<Delegate Username> (<Delegator Username>)

For more information, refer to the following help topics:

Home > Control Center > Delegating authority to another manager

Time > Timekeeping > Use add-ons > Audits

Reports to hierarchy Hyperfind filter TKEEP-644

A new Hyperfind filter is available that can be used to create a list of a manager's direct and indirect reports. For example, Manager A has three direct reports. One of these is another manager who has two direct reports. When the new filter is used in the Hyperfind, all five employees are returned. Note that this filter is not limited to two levels of hierarchy, it continues to include all levels of the hierarchy that exist under that manager.

Managers can use a Hyperfind with this filter when running a dataview to view information only about their direct and indirect reports. Administrators can use this filter to create a Home Employees Hyperfind that can be applied for managers to limit their employee group (throughout the system) to include only their direct and indirect reports.

To configure the new Hyperfind query:

- If you are an administrator creating a Home Employees Hyperfind, in the Hyperfind Editor select Yes for Home Employees. If you are creating a Hyperfind for managers to use, select No for Home Employees.

- Select Add Conditions.

- Under General Information > Reports to, add the Reports to Hierarchy <Logged On User> option to the Selected Conditions and save the Hyperfind.

- For administrators, assign the Hyperfind to the manager's employee group Hyperfind Query For Home Employee attribute (in People Information > Timekeeping > Manager Role-General or People Information > Timekeeping > Manager Role-Assignments > Assign Role Attributes).

For more information, refer to the following help topics:

- Application Setup > Common Setup > Hyperfind Queries
- Maintenance > People Information > Timekeeping > Manager Role-General
- Maintenance > People Information > Timekeeping > Manager Role-Assignments

Timecard API: Labor Category and Cost Center Response Format Enhancement TKEEP-557

The timecard multi-read APIs will now have multi-read response options for labor category and cost center. The allows for more robust and accurate reporting of labor category and cost center data for timecard and schedule totals.

Data Hub can consume the labor category and cost center IDs provided by the API.

```
"multiReadOptions" : {  
  "retrieveFullLaborCategories" : true,  
  "returnTrueCostCenterId": true
```

Note: The change is backwards compatible, so requests without these options return the current labor category and cost center response format.

Timecard API: Schedule Totals Detail OD-1

Greater transaction details are now available in schedule totals data, allowing analysis and business processes that were implemented with Workforce Central data to be supported with Dimensions. Users can now see when scheduled paycode amounts occurred within a day and discern a detailed impact of pay policy changes.

The schedule totals data will be used by Data Hub.

Enhancements include:

- Submitting a request with totals_rollup_by=RAW will return totalized data with timespan detail.
- Response also has timeltemID = shiftID. This joins the total row to the schedule shift.

APIs with this option:

- GET /v1/timekeeping/timecard
- POST /v1/timekeeping/timecard/multi_read
- GET /v1/timekeeping/employee_timecard
- POST /v1/timekeeping/employee_timecard/multi_read

HyperFind limits for the Attendance Processor TKEEP-621

The Attendance Processor hyperfind limit is increased from 3500 to 1 million employees allowing large customers to create a single hyperfind which will identify all employees whom Attendance needs to be processed for. This feature is enabled with the Attendance Processor Hyperfind Limit feature switch. For more information on enabling feature switches see the Feature Switch help topic.

Multiple Assignments: Position-aware Hyperfind conditions TKEEP-630

Hyperfinds now use position data to filter employees. The following hyperfind conditions are now position-aware:

- Employment Terms
- Pay Code
- Exceptions
- Comments
- Reviewed Exceptions

UDM

For previously enrolled employees (who do not have consent); allow Smart View consent or prompt them at next punch attempt to consent DM-137

Update Consent is a new device transaction used to update the biometric consent agreement for employees who have already completed biometric consent enrollment, eliminating the need to go through the full enrollment process each time an organization updates a biometric consent agreement.

Update Consent is supported on all device types. Devices are not required to have biometric hardware installed to use Update Consent. Update Consent is a Smart View transaction, and requires devices to be

online to function. If a device goes offline and an employee attempts to use the Update Consent Smart View , the device will return the message “Remote Service Unavailable.”

Update Consent uses the employee record to determine if the employee has a biometric template. If the employee has a template, the proper consent form is presented (finger scan or face). If the employee does not have a biometric template on the server in their employee record, the device returns the message “User is not enrolled for biometrics. Consent is not allowed without enrollment.” Update Consent follows the same behavior as the current Biometric Consent feature. When an employee accepts or declines consent, their selection is saved to the person record. If an employee declines consent, when using Update Consent, their biometric templates are deleted from the system.

This Smart View is available in both Employee Mode and Manager Mode, and can be configured at the following location in UDM: Device Profile > Soft Keys and Default tab.

Note: This feature does not require a device firmware update.

WFMaaS

Control user access to Data Hub Configuration TKEEP-564

There is a new Data Hub Configuration Portal function access control point. When set to Allowed, managers access the Configuration Portal by adding a custom Home page tile with a URL specific for their tenant and environment.

For more information, refer to Administration > Application Setup > Access Profiles > Manager - Common Setup ACPs in the online help.

Bypass IP Address Restrictions WFMAAS-15

There is a new global system setting called `global.iprestriction.username.bypass.list` used to bypass IP address restrictions at the tenant level when user and system account names are added to the setting’s comma-separated list.

Names on this list will always have access to systems from unknown IP addresses regardless of whether IP restriction is enforced from the Known IP Address page.

For more information, refer to the following help topics:

- Administration > Application Setup > Common Setup > Known IP Address
- Administration > Application Setup > System Configuration > Global Values System Settings

HyperFind: Search labor category using descriptions WFMAAS-115

When creating a new hyperfind, users can now use search for Labor Categories using the name of the labor category.

New API Operations

In addition, the following API operation(s) were added for R9 Update 2.

Domain	Resource	Operation	Method	URL endpoint
Common Resources I	Employee Photos	Retrieve Photos for Multiple Employees	POST	/v1/commons/persons/profile_photos/multi_read
Common Resources II > Known Places	GPS Known Places	Update Known Place by Persistent ID	PUT	/v1/commons/known_places
Common Resources II > Known Places	GPS Known Places	Delete Known Place by Persistent ID	DELETE	/v1/commons/known_places
Employee Self-Service	Employee Self-Schedule Requests	Retrieve Requestable Shift Templates for Self-Scheduling	POST	/v1/scheduling/employee_self_schedule_requests/shift_templates/multi_read
Forecasting	Basic Accuracy Engine	Execute Basic Accuracy Metrics Engine	POST	/v1/forecasting/accuracy_basic_engine/apply_create
Forecasting	Basic Accuracy Engine	Delete Basic Accuracy Metrics	POST	/v1/forecasting/accuracy_basic_engine/apply_delete
Forecasting Setup	Labor Distribution Groups	Retrieve Labor Distribution Groups	POST	/v1/forecasting/labor_distribution_groups/multi_read
Forecasting Setup	Labor Distribution Groups	Create Labor Distribution Groups	POST	/v1/forecasting/labor_distribution_groups/multi_create
Forecasting Setup	Labor Distribution Groups	Update Labor Distribution Groups	POST	/v1/forecasting/labor_distribution_groups/multi_update
Forecasting Setup	Labor Distribution Groups	Delete Labor Distribution Groups	POST	/v1/forecasting/labor_distribution_groups/multi_delete
Forecasting Setup	Labor Distribution Group Profiles	Retrieve Labor Distribution Group Profiles	POST	/v1/forecasting/labor_distribution_group_profiles/multi_read

Forecasting Setup	Labor Distribution Group Profiles	Create Labor Distribution Group Profiles	POST	/v1/forecasting/labor_distribution_group_profiles/multi_create
Forecasting Setup	Labor Distribution Group Profiles	Update Labor Distribution Group Profiles	POST	/v1/forecasting/labor_distribution_group_profiles/multi_update
Forecasting Setup	Labor Distribution Group Profiles	Delete Labor Distribution Group Profiles	POST	/v1/forecasting/labor_distribution_group_profiles/multi_delete
Forecasting Setup	Machine Learning Models	Retrieve Machine Learning Model by ID	GET	/v2/forecasting/machine_learning_models/{id}
Forecasting Setup	Machine Learning Models	Retrieve Machine Learning Models	POST	/v2/forecasting/machine_learning_models/multi_read
Forecasting Setup	Machine Learning Models	Create Machine Learning Models	POST	/v2/forecasting/machine_learning_models/multi_create
Forecasting Setup	Machine Learning Models	Update Machine Learning Model by ID	PUT	/v2/forecasting/machine_learning_models/{id}
Forecasting Setup	Machine Learning Models	Update Machine Learning Models	POST	/v2/forecasting/machine_learning_models/multi_update
Forecasting Setup	Machine Learning Models	Delete Machine Learning Model by ID	DELETE	/v2/forecasting/machine_learning_models/{id}
Forecasting Setup	Machine Learning Models	Delete Machine Learning Models	POST	/v2/forecasting/machine_learning_models/multi_delete
Person Assignments	Certification Assignments	Delete Certification Assignments	POST	/v1/commons/persons/certifications/apply_delete
Person Assignments	School Calendar Profile Assignments	Retrieve School Calendar Profile Assignment by Person Number	GET	/v1/commons/persons/school_calendar_profiles
Person Assignments	School Calendar Profile Assignments	Retrieve School Calendar Profile Assignment by Person ID	GET	/v1/commons/persons/school_calendar_profiles/{personId}
Person Assignments	School Calendar Profile Assignments	Retrieve School Calendar Profile Assignments	POST	/v1/commons/persons/school_calendar_profiles/multi_read
Person Assignments	School Calendar Profile Assignments	Update School Calendar Profile Assignment by Person ID	PUT	/v1/commons/persons/school_calendar_profiles/{personId}
Person	School Calendar	Update School Calendar	POST	/v1/commons/persons/school_calendar_

Assignments	Profile Assignments	Profile Assignments		profiles/multi_update
Person Assignments	School Calendar Profile Assignments	Delete School Calendar Profile Assignment by Person ID	DELETE	/v1/commons/persons/school_calendar_profiles/{personId}
Person Assignments	School Calendar Profile Assignments	Delete School Calendar Profile Assignments	POST	/v1/commons/persons/school_calendar_profiles/multi_delete
Person Assignments	Skill Assignments	Delete Skill Assignments	POST	/v1/commons/persons/skills/apply_delete
Platform > Integrations	File-based Integrations	Delete Integration by ID	DELETE	/v1/platform/integrations/{id}
Platform > Integrations	Integration List Parameters	Retrieve Integration List Parameter by Name	GET	/v1/platform/integration_list_parameters/{name}
Platform > Integrations	Integration List Parameters	Create or Update Integration List Parameters	POST	/v1/platform/integration_list_parameters/apply_update
Platform > Integrations	Integration Schedules	Update Scheduled Integration Instance by ID	PUT	/v1/platform/integration_schedules/{id}
Scheduling	Employment Terms for Manager	Retrieve Employment Terms Schedule Statuses	POST	/v1/scheduling/employment_terms_schedule/status/multi_read
Scheduling	Group Schedules for Manager	Retrieve Group Schedule Statuses	POST	/v1/scheduling/schedule/groups/status/multi_read
Scheduling Setup	School Calendar Profiles	Retrieve All Active School Calendar Profiles	GET	/v1/scheduling/school_calendar_profiles
Scheduling Setup	Schedule Score Definitions	Retrieve All Schedule Score Definitions or by Name	GET	/v1/scheduling/setup/schedule_score_definitions
Scheduling Setup	Schedule Score Definitions	Retrieve Schedule Score Definition by ID	GET	/v1/scheduling/setup/schedule_score_definitions/{id}
Scheduling Setup	Schedule Score Definitions	Create Schedule Score Definition	POST	/v1/scheduling/setup/schedule_score_definitions
Scheduling Setup	Schedule Score Definitions	Update Schedule Score Definition by ID	PUT	/v1/scheduling/setup/schedule_score_definitions/{id}
Scheduling Setup	Schedule Score Definitions	Delete Schedule Score Definition by ID	DELETE	/v1/scheduling/setup/schedule_score_definitions/{id}

Scheduling Setup	Schedule Score Factors	Retrieve All Schedule Score Factors	GET	/v1/scheduling/setup/score_factors
Scheduling Setup	Schedule Score Factors	Retrieve Schedule Score Factor by ID	GET	/v1/scheduling/setup/score_factors/{id}
Scheduling Setup	Schedule Score Factors	Update Schedule Score Factor by ID	PUT	/v1/scheduling/setup/score_factors/{id}
Timekeeping Setup	Automatic Signoff	Retrieve Automatic Signoff Status	GET	/v1/timekeeping/setup/auto_signoff
Work (Activities)	Active Team Members	Retrieve Active Team Members	POST	/v1/work/team_segments/active_members/multi_read
Work (Activities)	Activity Resources	Retrieve Resource by ID	GET	/v1/work/setup/resources/{id}
Work (Activities)	Activity Resources	Create Resource	POST	/v1/work/setup/resources
Work (Activities)	Activity Resources	Update Resource by ID	PUT	/v1/work/setup/resources/{id}
Work (Activities)	Activity Resources	Delete Resource by ID	DELETE	/v1/work/setup/resources/{id}
Work (Activities)	Activity Resource Queries	Retrieve All Resource Queries or by Name	GET	/v1/work/setup/resources/queries
Work (Activities)	Activity Resource Queries	Retrieve Resource Query by ID	GET	/v1/work/setup/resources/queries/{id}
Work (Activities)	Activity Resource Queries	Create Resource Query	POST	/v1/work/setup/resources/queries
Work (Activities)	Activity Resource Queries	Update Resource Query by ID	PUT	/v1/work/setup/resources/queries/{id}
Work (Activities)	Activity Resource Queries	Delete Resource Query by ID	DELETE	/v1/work/setup/resources/queries/{id}
Work (Activities)	Activity Teams	Retrieve All Activity Teams or by Name	GET	/v1/work/teams
Work (Activities)	Activity Teams	Retrieve Activity Team by ID	GET	/v1/work/teams/{id}
Work (Activities)	Activity Teams	Retrieve Activity Teams	POST	/v1/work/teams/multi_read
Work (Activities)	Activity Teams	Create Activity Team	POST	/v1/work/teams

Work (Activities)	Activity Teams	Create or Update Activity Teams	POST	/v1/work/teams/multi_upsert
Work (Activities)	Activity Teams	Update Activity Team by ID	PUT	/v1/work/teams/{id}
Work (Activities)	Activity Teams	Delete Activity Team by ID	DELETE	/v1/work/teams/{id}
Work (Activities)	Activity Teams	Delete Activity Teams	POST	/v1/work/teams/multi_delete
Work (Activities)	Activity Team Resources	Retrieve All Days of a Week	GET	/v1/work/teams/setup/days_of_week
Work (Activities)	Activity Team Segments	Retrieve Activity Team Segments	POST	/v1/work/team_segments/multi_read
Work (Activities)	Activity Team Segments	reate or Update Activity Team Segments	POST	/v1/work/team_segments/multi_upsert
Work (Activities)	Activity Team Segments	Delete Activity Team Segments	POST	/v1/work/team_segments/multi_delete
Work (Activities)	Activity Team Segment Audits	Retrieve Activity Team Segment Audits	POST	/v1/work/team_segments/audits/multi_read
Work (Activities)	Team Segments Net Changes	Retrieve Net Changes for Team Segments	POST	/v1/work/team_segments/net_changes/apply_read
Work (Activities)	Team Transactions	Retrieve Team Transactions	POST	/v1/work/team_transactions/multi_read

Online Help Modifications

R9 Update 2

The following documentation modifications were made for R9 Update 2.

Online Help Resolved Issues

Common Components

WFD-145573 3386873 - The description for Business Structure transfer search has been updated to indicate that when performing a transfer you can only search on the Business Structure name. Previously the description stated you could also search on the description.

WFD-145085 INC4260518 - The Worked Span In Punch help topic contained a typographical error ("Use thye he" instead of "Use the"). The error has been corrected.

WFD-141924 3270237 - The hex value for the Text Background Hover Color in the Branding Themes help topic was incorrectly stated as #F8F989. The topic has been updated with the correct hex value of #F4F4F4.

WFD-146277 3402041 - Selecting the Release Notes tile from the Online Help landing page produced a 404 Not Found error.

Healthcare Productivity

WFD-142696 03311709 - The Configure the Fiscal Calendar Import for Healthcare Analytics help topic contained inconsistent and incorrect date formats. The topic now documents the date formats as MM-DD-YYYY or MM/DD/YYYY.

WFD-150571 3493837 - The Configure the Installation Kit for Healthcare Analytics topic > Volume Department Copy tab contained incorrect information about modifying the weighting of procedures in a department to exclude procedures. This information was removed, and a statement about exclusions and adjustments was corrected to refer to the Volume Copy Override worksheet.

Integration Hub

WFD-151838 3521501 - Updated the Retrieve Integration Executions (POST /v1/platform/integration_executions/multi_read) API operation to display the full request payload model on the Developer Portal.

Scheduling

WFD-149400 3459576 -A new Replace Shifts help topic, which describes how to use the Replace Shift functionality that is accessed from the employee glance in the Schedule Planner, was added to the online help.

WFD-148754 - Step 2 in the Respond to Swap Requests online help topic (Schedule > Employee Self-Service > Employee > Respond to Swap Requests) incorrectly documented this action to display notifications for swap shifts:

- Click Home. In My Notifications, click Shift Swap.

This action has been corrected as:

- Click Home. In My Notifications, click My Requests.

WFD-144568 3361501 - Updated the Evaluate Metrics for Scheduling (POST /v1/scheduling/schedule_metrics/multi_read) API operation to list the enumerations accepted by the SELECT property on the Developer Portal.

WFD-147293 3405601 - The Configure Schedule Tags to Display Shift Swaps online help topic (Administration > Application Setup > Employee Self-Service > Configure Schedule Tags to Display Shift Swaps > About shift swap schedule tags) was updated to clarify when schedule tags are created and how they are composed.

Timekeeping

WFD-151139 3509712 - Updated the Retrieve All Work Rules (GET /v1/timekeeping/setup/full_work_rules) API operation to display the full response model on the Developer Portal.

Historical Corrections and Payroll Processing

What are historical corrections and historical edits?

A historical correction is an adjustment to an employee's totals record that reflects a difference in hours, pay, or both. Historical corrections are caused by a historical edit (some change made to an employee's time record, in a signed-off time period, that impacts their totals). Historical corrections are needed for historical edits because the pay periods the edits occurred in have already gone through payroll processing. You can use the historical corrections to determine whether and how to process the difference in hours or pay for employees in the next payroll process.

When do historical edits occur and how do I resolve them?

While there are times when it is very clear when historical edits have occurred (for example, editing a timecard in a signed-off period), there may be instances when historical edits occur, resulting in pending historical corrections, that are not so obvious and may impact payroll processing, such as:

- An update to a person record that impacts totals for a signed-off period
- An update to configuration that impacts totals for a signed-off period
- Fixes introduced in a software update (rare)

For more information about how to identify and resolve these, see this article [Historical-Corrections-in-Workforce-Dimensions](#).

Resolved Issues

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

R9 Update 2, Express Upgrade 9

The issues below were resolved for R9 Update 2, EU9.

Authentication

WFD-156075 03643659, 03655559 Authentication error appeared after adding additional seed user.

Engines - Forecasting & Scheduling

WFD-158567 03681228 The machine learning Volume Forecast was taking too long to run for 1500 stores and the batch list was not enabling the user to see/monitor the jobs.

Forecasting

WFD-158152 03703775 Dataviews and reports were no longer displaying Hours Of Operation data.

Gaming 9.3.1.0

WFD-158665 Two employees in a token pool did not receive their token amounts on their timecards.

WFD-158145 When a tip compliance employee worked across a midnight day divide, sometimes they received an incorrect tip compliance allocation.

Information Access

WFD-157909 03692726 The Dataview default column filter was not working properly. Upon opening the dataview with the filter set by default into the column in the dataview configuration/build, the data populated was not accurate. If you removed the filter and added it to the personalized view, it worked as expected.

People

WFD-151386 A "loophole" in the People Editor has been closed. The problem was that the history for fields such as base wage and pay rule were visible in the *People Editor > History* menu even if the FACP disallowed view access to these fields. This incorrectly allowed a user (who did not have access to view the timekeeper section of the person record) to gain view access to fields within that section through the History menu.

Platform

WFD-158423 03710354, 03711106, 03711743 Attempting to use certain "views" on InTouch DX 9x resulted in the following error: *WCO-117007 The locale policy can not be found.*

WFD-158037 03700807 Wildcards were not working correctly in hyperfind (*Common Setup >> Hyperfinds*). If a hyperfind used labor categories and wildcards in a selection, any update to the labor category was adding the word 'NULL' to the string.

WFD-157343 CHG0124152 WFM Nodes were taking too long to load the Hyperfind manager component.

Reporting

WFD-151117 3485129 Performance issue: the Audit Security Report was taking too long to complete. It was taking 1-2 minutes to complete, even with a very small report, or a report that returned no data.

Scheduling

WFD-156198 03557673 The following error was occurring when trying to "end date" a store in the future.: "Forecast validations (global.business_structure.restrictions is true) does not allow changing dates in the past..."

WFD-152718 INC4705724 Heap Dump errors were occurring.

Timekeeping

WFD-157451 03678249, 03678239 Dataviews were not refreshing after an update. For example, if a manager cleared an exception in an employee's timecards and refreshed the Dataview, the Dataview would

still display the employee details.

WFD-155390 03617326 The API `v1/commons/persons/assignments/multi_upsert` was throwing the following error "*Exception: java.lang.NullPointerException*".

WFD-154763 03521078 Attestation minutes since last punch was not including the extra hour employees worked on daylight savings time.

WFD-153028 03547965 Additional duplicate pending Historic Corrections were regenerating for the same date after the timecard was saved. Once a user saves a pending historic correction, there should not be any duplicate corrections created.

R9 Update 2, Express Upgrade 8

The issues below were resolved for R9 Update 2, EU8.

Engines - Forecasting & Scheduling

WFD-157801 03694815 - Users were receiving an error when they attempted to 'Generate Schedule' for the Next Schedule Period on the PROD environment.

Scheduling

WFD-157126 03674445 - User could not submit GTOR (global time off request) for half days when the default symbolic source was set to "Contract."

Timekeeping

WFD-158669 03713597 - User was receiving an error in the relief pay workflow.

WFD-157641 03691528 - Salaried employees were showing unapproved overtime incorrectly in the Timecard for unsigned off data.

WFD-155666 03623055 - The user was experiencing an extended period of time for totals to display in the timecard due to having switched to job approval by location manager vs single approver.

WFD-1560030 3643029 - An employee was stuck in the background processors, and the user was unable to sign off the previous pay period.

WFM

WFD-141080 INC4075995 - The following error was shown within the log files: "Could not persist to DB for com.kronos.messaging.resiliency.api.dto. MQMessageObject@34b0eda5.- "

R9 Update 2, Express Upgrade 7

The issues below were resolved for R9 Update 2, EU7.

Forecasting

WFD-156654 03612891 - A tenant was cloning failure at forecasting service and displaying the following error: "Forecasting failed to Data Refresh. WFF-100523 Data Transfer failed. Check WFC logs for details."

WFD-156726 03663206 - IC was attempting to load / update Forecasting Category Profiles and the multi_update API was returning a 504-gateway timeout.

Gaming 3.2.3

WFD-156009 03642936 -The token rate was calculating incorrectly for a weekly token pool, causing employees to be paid incorrectly

WFD-156940 03672819 - For a specific employee, tip amounts were calculated incorrectly.

Timekeeping

WFD-157138 03676984, 03697200 - Punch was not being accepted when applying from the punch tile for macewenagricentre_prd_01 and returning the following error message: "Some Internal Server Error Occurred. Please contact system administrator."

WFD-157558 03686102 - Timecard was showing historical corrections for Predictive Pay. When a time detail report was run the predictive pay bonus was seen multiple times on the same day.

WFD-156076 03644402 - Adjustment rules were not able to be edited, deleted and imported successfully.

WFD-154089 03478435, 03424413 - User noticed the wages were incorrect for few employees for previous pay period.

Workflow

WFD-155977 03639488 - The employee accrual pool was receiving an error after R9U2.

WFD-153875 03559974 - Request Subtypes were not translated on the Intouch DX when using the device in Dutch Locale.

R9 Update 2, Express Upgrade 6

The issues below were resolved for R9 Update 2, EU6.

Engines - Forecasting & Scheduling

WFD-154519 03586585 - When attempting to use the Add Labor Adjuster in the Forecast Planner to add 10 hours across the week, the labor engine was adding 10 hours to each day instead of dividing the hours by seven and applying that amount per day.

Gaming 3.2.2

WFD-155543 03628716 - When Gaming called /timekeeping/pay_code_edits/import to add monetary paycodes to timecard pay tokens, the following error message was received: "Some Internal Server Error Occurred. Please contact System Administrator."

Information Access

WFD-156725 03663851 - Exporting the configuration in SDM was producing 218 error counts for Entity Definitions.

KPI

WFD-148638 03425326 - The user reported that at least one Data View was not showing hours correctly when viewing at the department level.

People

WFD-149961 03469846 - The user was experiencing a recurring issue where they had a dataview which was grouped by the cascade profile assigned to the employee. However, when new employees were added to the system, the cascade profile was not correctly displayed in the dataview and the employees were not grouped correctly.

Scheduling

WFD-155430 03616938 - The user was having an issue when trying to add the job to the business Structure of "10004410". They were getting the error "The action cannot be done because the externalId Assoc_Assoc_Assoc__ is not unique".

WFD-152621 03546908 - User was seeing performance issue or incomplete results while running their Operation Dashboard.

WFD-154071 03568653 - The user was having an issue where they were seeing Schedule Change Workflow Notifications for other locations managers in a managers Control Centre.

WFD-154446 - User was unable to export metrics from the scheduler planner.

Timekeeping

WFD-157558 03686102 - Timecard was showing historical corrections for Predictive Pay. When a time detail report was run, the predictive pay bonus was seen multiple times on the same day.

WFD-155545 03623310 - When switching a user's roles and opening employee timecards, an error occurs.

WFD-151460 03676399 - Cascading of pay code edits was mixed with the computation of shortfall amounts for makeup edits.

WFD-155289 3672932 - The old HRSD server was still opening when the new one should have been in use.

WFD-155129 03609397 - Cascading policy was not moving to the next cascade step once the balance of the current step was depleted.

WFD-155114 03112384 - Pending Correction was always re-generating after saving timecard.

UDM

WFD-156494 03638629 - The clock model 4500 was showing USA date format for only the Time Off Request, when it should have been showing Australian date/time format as per the tenant default.

UI Platform

WFD-154587 03559892 - Users were having a lot of problems with the UKG Dimensions app, either for Android or iOS also when they try to login through User Interface.

WFM

WFD-156119 03638540 - When a manager used the reports to hierarchy hyperfind, the manage timecards tile showed "error WCO-112003 null" and the manage schedule tile showed "There was a problem loading employee data. Please contact your system administrator".

WFD-155222 INC4832828 - Heapdump issue was resolved.

R9 Update 2, Express Upgrade 5

The issues below were resolved for R9 Update 2, EU5.

Engines - Forecasting & Scheduling

WFD-149788 03565343 - The user was attempting to use the Schedule Generator and was receiving an error when running the Schedule Generator for the configured Schedule Period.

Information Access

WFD-154012 03564645 - When a user ran the "Daily Pay Code Totals with Job and Comments" data view, after a long processing time, a dialog popped up with an error.

WFD-151283 03515661 , INC4604378 - Heapdump issue was resolved.

People

WFD-144726 INC4255214 - Message count was high and heapdump issue was resolved.

Scheduling

WFD-153663 03568562 - 'Cache corruption' error was displaying and orgmap cache was not loading for the tenant if refresh or startup happened after.

Tenant Management System

WFD-155845 03631693 - User was receiving an error: "Unable to get data from Workforce Dimensions. Please check your connection settings".

Timekeeping

WFD-155370 03620725 - When attempting to create new combination rules an error was displayed stating "HTTP Status 400 - Bad Request".

WFD-156394 03642405 - Users had been experiencing a multitude of issues with navigating and saving timecard changes. They were reporting timecards were often slow, freezing, and unable to save any changes.

R9 Update 2, Express Upgrade 4

The issues below were resolved for R9 Update 2, EU4.

Forecasting

WFD-154305 03584518 - The ForecastExport integration called the v1/commons/average_pay_rate_sets/ API, but instead of returning the latest Location qualifier, the old Location qualifier was being returned.

Gaming 3.2.1

WFD-154598 03566413 - When attempting to access hyperfinds, some employees received an error message indicating they did not have access to hyperfinds.

WFD-155533 03627641 - Data sync that included terminated employees failed. This caused an error when attempting to access employees and token processing could not be configured or processed.

WFD-156043 03591670 - Employees were not able to punch in for special events if the special event did not have anything selected for the optional "Allowed Jobs" configuration.

WFD-155937 & WFD-152346 03635830, 03489331, & 03630342 - Multiple tip compliance entries for the same day appeared on an employee's timecard.

WFD-155452 03622175 - Some tips did not appear in the employee's timecard when the tip compliance event was run.

Scheduling

WFD-154118 03572352 - When adding a Predictability Schedule Tag into a custom report, all Shift Segment Types were appearing except BREAK_SEGMENT.

WFD-153769 03570965,03604039 - "Invalidated" and "Cancelled" requests were displaying under the Pending/Submitted status list in Control Center.

Timekeeping

WFD-156550 03664378 - Calls from WFM to HRSD were not going through successfully in ACD environment as the web proxy server that was being used was not correct.

WFD-155127 03610405, 03608446 - User was having an issue with employees missing half an hour of holiday pay and the AFSCME7 1st Shift work rule transfer not working.

WFD-153915 03571358 - User was experiencing intermittent issues with the following error message appearing in the timecard editor when attempting to update timecards. "Error: An unexpected error has occurred. Please contact your System Administrator"

R9 Update 2, Express Upgrade 3

The issues below were resolved for R9 Update 2, EU3.

Scheduling

WFD-152274 03528687, 03607416 - Managers were unable to successfully view/act on submitted Availability Change Requests in Control Center after a recent update was made to the Business Structure.

WFD-149790 03466205 - Schedules were missing from the schedule planner but appeared in timecard and audit.

WFD-154537 03584737 - Schedule Tag Multi Update was failing at times, specifically when doing multiday schedule attestation.

Timekeeping

WFD-155915 INC4866290 - Timekeeping/services/emptimecard/processTimecardChanges was taking a long time to complete.

WFD-153922 03574310,03573435 -Unsuccessful response code was indicating a bad request was received from API when retrieving pay period spans.

WFD-152455 03517893 - The PTO Accrual setup was not generating expected PTO grants in March of 2023.

WFM

WFD-152375 03539066 - Notifications were not being sent if the hyper find returned more than 3500 employees. This occurred as more employees were added to the system. No alert was delivered when the limit had exceeded, and the notification was not sent.

R9 Update 2, Express Upgrade 2

The issues below were resolved for R9 Update 2, EU2.

Authentication

WFD-155566 03628953 - Tenant was failing at Authentication while refreshing.

Engines - Forecasting & Scheduling

WFD-153914 03562675 - When using the Labor Period Override to modify labor requirements period of application, if the "Everyday" override option was selected the labor was zeroed out. If the override defined any particular day or every day individually, the labor period adjustment worked as expected.

Mobile

WFD-149591 INC4491125, 03468441, 03474795, 03476967,03478910,03480082, 03481325, 03482367 - Android users were receiving a HTTP500 error and being logged out, or unable to log in at all.

Scheduling

WFD-153708 03476656 - There was a missing cost center in time card which was causing payroll export integration to create a duplicate record for the pay code.

WFD-153236 03559911, 03560027, 03564132, 03564537, 03566736, 03559959, 03570396, 03573142, 03580006, 03585250, 03588980 - User was intermittently receiving error in API Response when attempting to call.

WFD-154455 03591440 - User was experiencing issues with Create Availability Pattern Request. The create API was broken.

WFD-153820 03548835 - The Daily Coverage Planned Count for cost center Y1110, in Schedule Planner was incorrect in these three shift labels (OCW1, OCW2, and OCWR). Shift counts were inconsistent and not in sync.

WFD-154527 03583755 - TRequests (Time Off) & 'Time Off Pending Approval' dataviews were taking exceptionally long time to run and often failing with 'Internal Server Error' message.

Dataviews which used to take 1-2 minutes, were now taking up to 20 minutes to return data and often failing in the process.

Timekeeping

WFD-154211 03581271 - User was running a Bulk Pending Corrections Batch Request, and it showed the status as Processing, with 1 record remaining to be processed.

When the user clicked on the link for the Batch Job Item and changed the status to Processing, the BulkPendingCorrectionTask was shown in Processing status. However, its one BatchJobTask Id 17425992 had failed.

WFD-149558 03450930 - Managers were receiving missed out punch exception notifications when employees were punching out late.

WFD-155162 03613862 - User was experiencing issues with signing off the holiday week during credit calculation. When loading the 2 current weeks, PCR needed to load the worked hours from the database if the hours were on or prior the lock date. The PCR did not include the hours on the lock date and was generating multiple historical corrections.

WFD-153327 03550125, 03435503 - A manager was getting the following message when using a Dataview for certain date ranges and the filter. "We cannot determine the root cause as the error message is too vague and we cannot see an error in the logs that could cause this."

WFD-152667 03548187 -API "/api/v1/timekeeping/timecard_metrics/multi_read" was returning "hoursAmount" as "0E-15" instead of an actual value.

UI Platform

WFD-150187 03470696,03483229, 03569722, 03561279, 03613790 - Salesforce was showing a number of customers reporting intermittent Connection Lost errors. The error occurred immediately after what looked like a successful log in.

UltiPro Integration

WFD-154217 03582217 - An error was displayed when attempting to mapping a new tenant's (sasworkforce_prd_02) API and UIX Values in the Unified Provisioning Page.

R9 Update 2, Express Upgrade 1

The issues below were resolved for R9 Update 2, EU1.

Activities

WFD-150803 03486464 - Multiple employees who had their Activity Tracking Status set correctly to Start Only were intermittently getting an error message at the clock.

Engines - Forecasting & Scheduling

WFD-152461 03538053 - When a Shift Template contained a comment, an error displayed in Generation Strategy.

When a user clicked Generator Schedule for IH/UT/Cache/Logan/AcuteSurg/OR/OnCall/RN the following error appeared, and no shifts were generated: "Generator Failed. The comment note ID should not be specified."

Information Access

WFD-151011 03508952 - The Overtime Group Approvals Dataview was returning no employees because the Transaction Type was still referencing the initial locale.

Scheduling

WFD-148519 03433339 - The Manage Schedule Posting panel was showing the username field of who posted the schedule for the job. This made the panel unusable for auditing which manager posted the schedule.

WFD-152936 03538848, 03550649 - 'Invalidated Request' notifications were not cleared out of the Control Center when multiple requests were selected at once and marked as read.

WFD-152473 03533108 - When there were multiple adjacent shifts, the time off request was not replacing all shifts. The time off request had the correct number of hours for the shifts for the day but was leaving one behind.

WFD-153125 INC4718955 - Heapdump issue was resolved.

Timekeeping

WFD-154115 03577173, 03589008 - When configuring a dataview to leverage Accrual Balances by Day entity, there was an issue with data not being returned when adding multiple columns on specific accrual assignments.

WFD-150950 03504019, 03565553 - Error Duplicate effective dates were not allowed in Manager Role-Assignments.

WFD-152565 03537373, 03562185 - A user had not been able to sign off on a timecard for a number of weeks, and the team member had not pulled through any hours to the pay file.

WFM

WFD-150940 INC4592576 - Heapdump issue was resolved.

WFD-152089 03534273 - When attempting to utilize a previously working hyperfind with a double "~" in the name, the hyperfind was no longer producing any data. No employees were visible.

R9, Update 2

The issues below were resolved for R9, Update 2.

Activities

WFD-152156 3531055 - In the Timecard, when the Activity Summary add-on was configured to allow the manager to select both 'Time Item' and 'Segment Detail,' managers could not select Segment Detail.

WFD-149039 3447530 - Enhanced the Retrieve Activity Shifts (POST /v1/work/activity_shifts/multi_read) API operation with two new select options: SEGMENTS_WITH_TOTALS and SEGMENTS_WITH_RESULTS_AND_TOTALS.

WFD-149031 3447526 - Enhanced the Retrieve Net Changes for Activity Shifts (POST /v1/work/activity_shifts/net_changes/multi_read) API operation to include a location object reference with the activity totals.

WFD-147807 3427395 - The Create or Update Result Codes (POST /v1/work/result_codes/multi_upsert) API operation incorrectly threw an HTTP status code 500 Internal Server Error when an existing result code

name was passed in using a letter case that did not match the actual name's case. The API operation no longer treats result code names as case-sensitive.

Analytics

WFD-148073 3433396 - The Agency Export and Import integrations for Healthcare Analytics did not correctly manage data if there were commas in the Business Structure name of a department.

WFD-147421 03414836, 03421433 - Work Unit volumes displayed on the Healthcare Analytics Productivity Detailed Hours (biweekly), Six Pay Periods Productivity Trend, and Daily Productivity Trend - 14 Days reports were missing from the Productivity Detail Hours Daily report for a specified pay period

Attendance

WFD-146475 3404812 - When an Attendance Consecutive Day Pattern was configured to trigger on days after day number 1 it triggered on day number 1 and days after number 1.

WFD-145664 338,981,003,530,142 - When using the GoTo menu to navigate from the Timecard to Attendance Details with one employee selected, the Attendance Details of the selected employee do not appear.

WFD-144851 3333817 - The Effective Date field for Attendance Notifications in Control Center always displayed the value as Generic.

WFD-143782 2974185 - Attendance processor is a "Scheduled Event" that did not have corresponding functionality.

Common Business

WFD-143937 3328704 - Users got an "Authentication Failed" error if they tried to log in the day before termination.

Common Components

WFD-150034 3474928 - Text in the Manage Timecards tile did not wrap correctly causing single words to break and appear on multiple lines.

WFD-145489 3361775 -For a job on the Business Structure that was end dated, the job was missing from the employee job transfer set (when viewed from People Information or in the project view timecard) for project view employees even though the job was active for the selected timeframe.

WFD-149407 3431761 - After creating a custom tile and saving, subsequent changes to the Navigation Label were not reflected on the new tile.

WFD-149288 3459331 - When using SDM to move a new service group within a business structure from DEV to PROD, the system displayed this error:

“The location parent <number> does not exist.”

WFD-148138 3424426 - The Retrieve Comments as Manager (GET /v1/commons/comments) API operation did not return Comments for Super Access users.

WFD-144579 3356656 - When multiple currencies were defined along with USD in a Business Structure, the REST API returned data for only USD, even when another currency was defined as the default.

WFD-151580 3517297 - The Transaction Assistant WCO-103289 unknown error has been resolved without the need to resubmit errors to Transaction Assistant.

Data Hub

WFD-133468 3098633 - In Data Hub, the scheduletotals table did not include the start and end times at the paycode level.

Engines - Forecasting & Scheduling

WFD-149363 3430774 - When a Schedule Generation strategy was configured with the Optimize Shift Contents setting, the resulting schedule incorrectly assigned shifts to employees who did not have the required Skills and Certifications for those shifts as defined in the shift template profile.

WFD-136321 3145759 - The Schedule Generator was not properly scheduling employees with regard to spreading shifts out evenly among low-ranking and high-ranking employees.

WFD-148357 3433414 - For a work rule configured with Automated Break Placement, the Assign Breaks function should have generated two 15-minute breaks, one unpaid and one paid, placed back-to-back in the shift. Instead, the system created a single 30-minute break, which resulted in a break rule violation. Manually entered breaks did not result in a break rule violation.

External Technologies

WFD-147180 3409536 - A tip compliance event ran for a long time and did not complete, therefore tip compliance entries for employees were not generated.

WFD-146777 3411280 - Employees that had duplicate skills or certifications assigned were not able to punch in successfully.

WFD-146487 3401969 - One day of a daily token pool did not process for all employees in the token pool's hyperfind.

Forecasting

WFD-151976 3528091 - When setting the Add, Edit or View privileges to Disallowed (restricting a user from making any modifications to a Generic Labor Standard), the system setting, `site.forecasting.labor.standard.components.acp.enabled`, did not correctly restrict users from editing a Generic Labor Standard.

WFD-115424 2697576 - Volume Forecast metrics were not populating in a Dataview at the site level.

WFD-149319 INC4474904 - Improved performance of the Update Volume Forecast (PUT `/v1/forecasting/volume_forecast`) API operation.

WFD-148947 - Under certain conditions, the Create or Update Hours of Operation Assignments (POST `/v1/commons/hours_operation_assignments/multi_upsert`) API operation threw an illegal state exception error.

WFD-148813 3446560 - The Machine Learning Models API operations were listed as released but were not actually accessible.

WFD-148619 3444880 - The Create or Update Category Profile Assignment (PUT `/v1/commons/persons/forecasting_category_profiles`) and Update Category Profile Assignments (POST `/v1/commons/persons/forecasting_category_profiles/multi_update`) API operations did not correctly unassign Forecasting Category Profiles.

WFD-146117 3389932 - Enhanced the Update Task Groups (POST `/v2/forecasting/task_groups/multi_update`) API operation to increase the Number of Jobs Assigned to a Single Task Group service limit from 1,000 to 4,000.

Gaming

WFD-154765 - When attempting to edit a Retrieval Sequence whose location name contained an ampersand (&) or comma (,), upon save an error message was received.

WFD-154764 - Special Events that had a start date prior to today's date could not be enabled at the clock using the Special Event Smart View transaction. ****use variable for Smart View****

WFD-154025 - Tips were not calculated for an employee that punched in during the third shift and punched out during the first shift.

WFD-154024 - When a Special Event was enabled and an employee selected the Transfer Smart View transaction, the most recently used (MRU) list was shown. ****use variable for Smart View****

WFD-154023 - For an employee working a shift that crossed the daylight savings time (DST) divide, tip compliance was calculated for 7 hours when it should have been calculated for 5 hours.

WFD-154022 - For an employee working a shift that crossed the daylight savings time (DST) divide, toke allocations were calculated on 4.75 hours when their timecard had 6.85 hours.

HCM

WFD-142090 03300471, 03222555 - When clicking on HCM in order to change the Event Type Email to Notification, customer was receiving error WFP-113008.

WFD-149351 3456844 - The HCM HCA Payroll Export-v1 integration failed when required fields did not have a value. Now, these fields are given a null value and the integration continues to execute for other employees.

Healthcare Productivity

WFD-149050 The Employee Actual Hours Report grouped agency employees in the Unknown work group even though the job codes were mapped to work groups. This issue is resolved.

Integration Hub

WFD-148361 3388866 - Output files that the Universal Schedule Export integration exported did not include column headers.

WFD-145357 336,195,703,407,684 - Custom integrations were deleted without explanation when the list of installed integrations was refreshed. Now, debug-level logs record the actions and reasons.

KPI

WFD-126845 2938191 - Managers who had the Wages FACP set to "None" for Edit and View were not able to view the Sales Budget column in the Dataview, even though Sales Budget does not use any Wage information.

Leave

WFD-150767 3495275 - If a Limit-Based notification was created in a leave case with Specified Dates selected as the range the notification could not be saved.

WFD-148398 3427787 - Managers could not open a new leave case for themselves even if they had the permissions to do so as an employee.

Payroll Extraction

WFD-147787 3422556 - The Retrieve Payroll Export Asynchronous Response Payload by Key (GET /v1/commons/payroll/export/async/{executionKey}/response) API operation did not include the worked job in the response.

WFD-147854 3428877 - Data refresh was failing and displaying the error: "Provisioning request timeout, callback not received."

WFD-144420 03340869, 03361414 - Tenant provisioning was failing and showing this error: "Payroll Extract Service Failure Provisioning request timeout, callback not received."

Platform

WFD-147064 3414539 - When attempting to save a new Labor Category with specific text via the UI or when attempting to import the entry, a "Security Validation" error was returned.

WFD-145553 03387329, 03451182 - When attempting to run a report from the Schedule Planner, the list of locations did not populate correctly.

WFD-143953 3346622 - In the timecard, after opening the Analyze Accruals panel and then hovering over the Show Previous arrow, the tool tip text remained on the screen and interfered with the view of information.

WFD-140436 3261882 - The screen reader was not reading the last punch date and time.

WFD-137742 3211940 - When a manager with multiple roles switched to another role that had different access privileges, after attempting to upload a Cross Reference Table (which they had permission to do in the selected role), they received the following error: "Could not access the service due to insufficient privileges. Contact system administrator."

WFD-150659 3482833 - When scheduling a report, if an employee had a middle initial defined in their person record the Run As list of names did not include the middle initial. This caused a mismatch of names when selecting a recipient and the following error was received: "Saved location and private Hyperfind parameters are not allowed for different run as user."

WFD-148878 3445611 - When attempting to access Administration > Application Setup > Common Setup > Manage Read-Only Reports, the following error was received: "Error Some Internal Server Error Occurred. Please contact System Administrator."

WFD-147053 3414510 - After navigating to the Application Setup screen and clicking the Home button, the main menu would appear briefly before displaying the Home page. After that, the main menu and Home buttons in the navigation bar were unresponsive.

WFD-142067 3297488 - The description for the Core Permissions function access control point (which can be seen when selecting the ? icon on the Function Access Profiles page) was incorrect in stating "Controls visibility to the main menu". The description now reads "Controls access to Dataviews option menu from the main menu".

WFD-138657 3224826 - When an employee specified the Effective Date on the Activity Duration panel after 6PM, the selected date on the calendar defaulted to the next day.

WFD-151792 3502629 - When manually entering records in the Data Import Tool, the user was unable to delete individual values in the record and could delete only the entire record.

WFD-150373 03483917, 03548058 - The Data Import Tool displayed this error when uploading a template with the locale policy specified as English UK:

"Data cannot be uploaded because the uploaded file does not comply with the standard import template format."

WFD-150032 3462020 - The system displayed this error when running the Cleanup Forecasting Generic Departments and Categories event:

"Unknown error. Contact your system administrator"

WFD-149518 3460873 - All of the Persons API operations, such as Update Multiple Persons (POST /v1/commons/persons/multi_update), that allow the caller to update a person's password stopped allowing password updates by means of the API.

WFD-149344 3462878 - The Data Import Tool would not add an additional pay code edit if a pay code edit already existed on the same day.

WFD-148967 3394219 - When using SDM to transfer reports from one environment to another, the Report Label and Report Description were changed to generic strings like "com.kronos.report.apg-employeeleavereport.label".

WFD-142912 3296907 - Duplicates of the All Home and Transferred-in Hyperfind returned fewer employees than the default Hyperfind.

WFD-138498 3229291 - In previous releases, you could not search for labor categories by name when creating a Hyperfind.

WFD-150481 3493784 - The Data Import Tool contained references to UKG for ADP users.

WFD-147956 3422321 - The Control Center Sort By option did not produce consistent sort orders.

WFD-145369 3376725 - Users could not Save changes to the Default Control Center Profile.

WFD-149211 3459410 - Authentication was failing and creating issues when attempting to log into the tenant through the URL. The following error was displayed; Error received: Authenticated failed [on hitting the URL].

WFD-148790 INC4450535 - Traffic was going to a passive node and no ldap query was running.

WFD-148578 3444752 - During performance testing there were issues in the retrofit utility in the CFN03/04/05 environment.

WFD-148491 - While running Express Upgrade for AUS, PRD WFM37 did not launch the front-end upgrade. There were no check audit entry tasks received and the process had to be run manually.

WFD-145406 3253181 - Reports were not hosting company specific data only, data from employees of other users existed on this report as well.

WFD-145381 3382963 - Since the upgrade to R9, the user's batch jobs had been stuck in waiting status and punches had not been delivered to timecards from UDM.

WFD-132613 - System accounts and named users were not able to bypass IP restrictions when they were enabled, thus causing CFC connection failures.

WFD-151899 3529579 - The details of extension tables could not be viewed.

WFD-151191 3502629 - The Data Import Tool failed to upload files with values that included a comma in the cell, and it did not display any errors notifying the user of the failure.

WFD-143098 3325301 - The Integrations page showed integration runs sorted by end date and time. As a result, long-running integrations could be shown as if these ran later. Now, the default sort order is by start date and time which shows integration runs more accurately.

Scheduling

WFD-152060 3520363 - Performance issues were reported with the Workload Planner that it was taking longer than 30 seconds to load and then timed out with an error.

WFD-151218 34,580,090,348,842,900,000,000 - When a manager selected a location in the Schedule Planner in order to view all their employees' time-off requests, an error displayed that the maximum threshold of employee had been exceeded.

WFD-150395 3480179 - In the Call List in the Schedule Planner, when the default column set was selected for the Procedure Set, the following error occurred: "Error: Some Unknown Error Occurred. Error Details Not Available."

WFD-150365 3476496 - When a manager attempted to cancel an employee's time-off request in the Schedule Planner, the following error occurred: "Error The shift segments are overlapping."

WFD-150302 3485387 - A batch job failed after numerous attempts to run it during a 2-minute time period and there was no explanation for why it failed.

WFD-150287 3433269 - Batch jobs that were being launched did not actually start running until several hours after the launch time.

WFD-149669 3400289 - When changes were made to a Schedule Zone Set in the Workload Planner setup, the edits did not get saved and no error message was displayed.

WFD-148927 3431157 - The Staffing Sheet - Daily report incorrectly displayed multiple rows for the same employee when the employee only had a single shift scheduled.

WFD-148809 Select item 6 03424997 - When leave time for employees was successfully edited in the Schedule Planner, the leave edits were not immediately visible on the employee's timecard.

WFD-148255 3420831 - When running a report from the Schedule Planner and the Select All option was used to select paycodes, only the first 200 paycodes were selected even though the manager had access to more paycodes.

WFD-148170 3430786 - When using older versions of Chrome and Firefox browsers, locations were grayed out in the Locations & Hyperfinds drop-down in the Schedule Planner and hyperfinds were not displayed.

WFD-147993 03422792, 03407248 - The Coverage Variance by Zone report was intermittently calculating overnight zones incorrectly by only counting hours that occurred before the day divide.

WFD-147992 3427370 - The Staffing Sheet Detail - Daily report failed when it was run for a specific job using a date other than the current date.

WFD-147860 3424909 - When managers changed the view in the Schedule Planner to Employment Terms, no data displayed and the following error occurred: "Error: Some Unknown Error Occurred. Error Details Not Available"

WFD-147297 3417493 - After Predictive Schedule tags were hidden from the display in the Schedule Planner, using the Show/Hide option to show the tags did not display them.

WFD-147042 3409667 - The time in the Posted on Date Time column in the Schedule Post by Job dataview incorrectly displayed in UTC instead of in the logged-in user's time zone.

WFD-146457 3395609 - When employees using Quick Time Stamp performed a job transfer, and the Scheduling system setting `site.scheduling.orgPathLevelsToDisplay` was set to 5, an error displayed that the job could not be found or the employee did not have access rights to it.

WFD-146231 3398816 - When the coverage graph that displayed on the Coverage tab in the Schedule Planner was maximized, the graph did not enlarge.

WFD-145989 3395361 - When a Shift Profile Set was duplicated and changes were made to the copy, the changes were not saved.

WFD-145788 3364692 - The Location Schedule Weekly report was incorrectly displaying "null" for primary jobs and locations on all days of the week except Monday.

WFD-145671 3388421 - When a Team Definition was created, the configured Pay Code Profile was incorrectly updated to be the same as the Pay Code Profile configured for the Team Definition that was created previously.

WFD-145283 3383621 - When a manager attempted to edit a Team Definition to which they had access, the Edit icon incorrectly displayed as disabled and the manager had to refresh the page multiple times before the edit option became enabled.

WFD-144091 3081898 - When an employee was assigned to a different Employment Terms group, their shifts were not correctly updated in the schedule.

WFD-143216 3325608 - On the Home page, when the main menu was opened, it initially displayed as a white box and there was approximately a 4-second delay before the menu items were populated.

WFD-141103 3218856 - When multiple locations were open in the Staffing Dashboard, managers were not able to distinguish between units that had the same name.

WFD-133262 3105888 - The Staffing by Zone report did not provide the ability to include sorted jobs based on the Sort Order field.

WFD-151819 3506402 - Open shifts were not displayed on My Calendar until the user changed the display by selecting a different view or layers.

WFD-151705 3520377 - Employees were able to swap shifts with employees who were not included in their Job Transfer Set.

WFD-151345 3512078 - The system displayed this error when the user submitted a Request To Cover for a shift that crossed the day divide: "The system invalidated the request"

WFD-150879 3485452 - The My Schedule tile did not display shifts in the correct chronological order.

WFD-149749 3471948 - Employees could not print calendar data if they accessed My Calendar from the Manage My Schedule tile (View My Schedule button).

WFD-149733 3403334 - The Team Absence "Approved/Max" quota count displayed on the Events tab on the employee's My Calendar was not updated to reflect recently approved time-off requests.

WFD-149595 03466422, 03489263 - On the My Time Off tile, if the Duration field was configured to use the Hours symbolic time, the system displayed "Invalid Start Time" and "Invalid End Time" errors for values entered in the Start Time and End Time fields.

WFD-149440 3446639 - Employees could not swap shifts with another employee if that employee did not have a Job Transfer Set.

WFD-149060 3409815 - The submission deadline time displayed on the Request Self-Schedule panel was not consistent with the To time specified in the Permitted Submission Start Times for Selected Days field in Employee Priority settings. This issue occurred for request submissions configured by employee priority to provide a rolling 24-hour submission period.

WFD-148024 3426699 - Segment tags were displayed in shift requests even if the tag's Visible To Employees field was set to No.

WFD-147941 3428727 - An error in validation logic in the Request Self-Schedule panel prevented the display of shifts that should have been available to the employee.

WFD-146564 3404750 - Portions of employee requests displayed in the Control Center sometimes appeared in Spanish.

WFD-146458 3390035 - Messages alerting the employee about exceeding the team's absence quota with the current request used different wording depending on where the request originated: If the request originated from the My Time Off tile, the system displayed "Do you want to override accrual warnings for the following pay code edit?" If the request originated from My Calendar, the system displayed "This request contains more days over the team quota than are allowed. It is recommended that you change your dates." The message displayed for requests from My Calendar is also now displayed for requests originating from the My Time Off tile.

WFD-146345 3383081 - Employees were able to submit self-schedule requests one minute before the Visibility Period opened.

WFD-145282 3368477 - When an employee submitted an Availability Pattern request effective on week 2 of the scheduled shifts, the system reapplied their scheduled shifts starting with week 1 instead. This issue occurred with rotating schedule patterns with a length of 5 weeks.

WFD-144328 3357491 - This issue occurred when an employee's schedule rule set (Application Setup > Schedule Setup > Schedule Rule Sets) specified the "Maximum shift length that can be scheduled" as 8 hours with a Severity of Warning. In this case, that employee could not be selected to receive a partial Request to Cover if the base shift for which the request was being made exceeded 8 hours, regardless of the portion of the shift being offered for cover.

WFD-142833 3316973 - The Filter By Submitter setting for reviewer lists (Application Setup > Common Setup > Reviewer Lists) allowed Symbolic Reviewers access to requests from employees that were not included in their Hyperfind Query for Home Employee.

WFD-127081 02927823, 03320258 - In previous releases, when a manager refused a request to cancel an approved time-off request, the status of the time-off request was set to Refused, instead of reverting to Approved. Two new statuses, Cancel Approved and Cancel Refused, have been introduced to properly reflect requests to cancel approved time-off requests. See DSCHED-284 in these release notes for more information.

WFD-152230 3527017 - Enhanced the Update Workload Weights or Update, Lock, or Unlock Workload Volumes (POST /v1/scheduling/volume/apply_update) API operation to process the location path as case insensitive.

WFD-147429 3415380 - Updated the Update Group Memberships for Multiple Employees (POST /v1/commons/persons/schedule_groups/multi_upsert) API operation to be case-sensitive, as Schedule Group names are case-sensitive.

WFD-147286 999999, 03450745 - Enhanced the following API operations with a managerSchoolCalendarProfile object in the response model:

- Retrieve All Assignments by Person ID (GET /v1/commons/persons/assignments/{id})
- Retrieve All Assignment Names (GET /v1/commons/persons/assignments/names)
- Retrieve All Assignments for Multiple People (POST /v1/commons/persons/assignments/multi_read)
- Retrieve All Assignments by Criteria (GET /v1/commons/persons/assignments) The Retrieve Comments as Manager (GET /v1/commons/comments) API operation did not return Comments for Super Access users.
- Modify Assignments for Multiple People (POST /v1/commons/persons/assignments/multi_upsert)

WFD-145284 3371678 - Added the Delete Certification Assignments (POST /v1/commons/persons/certifications/apply_delete) API operation to address functionality available in the UI but missing in the API.

WFD-136917 3103202 - Enhanced the Update Schedule (POST /v1/scheduling/schedule) and the Update Schedule for Multiple Employees (POST /v1/scheduling/schedule/multi_update) API operations with a bypassPredictiveScheduling Boolean that allows the caller to bypass Predictive Scheduling logic and a new Access Control Point (ACP) that controls access to the bypassPredictiveScheduling Boolean: IGNORE_PREDICTIVE_SCHEDULING_PROCESSING.

WFD-133410 3075176 - Improved performance for the following API operations to prevent possible timeouts when invoked from Activiti:

- Update Schedule for Multiple Employees (POST /v1/scheduling/schedule/multi_update)
- Update Shift by ID (POST /v1/scheduling/schedule/shifts/{shiftid})
- Delete Paycode Edits by ID (POST /v1/scheduling/schedule/pay_code_edits/multi_delete)
- Create Paycode Edits (POST /v1/scheduling/schedule/pay_code_edits/multi_create)
- Update Paycode Edits (POST /v1/scheduling/schedule/pay_code_edits/multi_update)

Tenant Management

WFD-147847 3428877 - Duplicate short names were inadvertently created in Tenant Manager when data was refreshed, and these duplicate names subsequently caused tenant provisioning to fail.

WFD-150462 3493036 - Tenant was getting failed at Authentication component while on Cleanup.

WFD-145840 INC12345678 - The rolling restart utility was restarting the BGP node two times during ALL Cluster Restart.

WFD-139668 - Integration user was missing a "Timekeeping" license. The time zone setting was also different between tenants and different from other users in the Tenant.

Timekeeping

WFD-151024 3506902 - For a scheduled work rule transfer that was configured to take effect when there was a delayed in punch work rule transfer, the recorded in and out punches were based on the scheduled transfer time instead of the actual in punch time.

WFD-150587 3477757 - When an accruals Dataview was run, values in the Starting Vested Balance column did not follow the locale format that included two decimal places but instead showed values as whole numbers.

WFD-150398 3479773 - When an employee worked on a holiday and started their shift in a work rule configured to not deduct time from the holiday credit and then transferred to a work rule configured to deduct from the holiday credit, no time was deducted from the holiday credit.

WFD-150207 3476306 - An active employee that had not worked for several months incorrectly received a holiday grant that was configured to only be received if the employee worked the scheduled day before, after, and on the scheduled holiday. When the manager added a timecard edit to correct the error, the timecard showed the holiday grant as zero hours but the employee was still paid eight hours for the holiday.

WFD-150047 3447032 - When editing a Percent Allocation Rule, the full Labor Category name and description were cut off and did not appear correctly.

WFD-149853 3368091 - When a manager was editing timecards for multiple employees and moved quickly from one timecard to the next, the body of the timecard did not update to match the selected employee.

WFD-149787 03456953, 03488088 - For an event that was configured to run nightly at the same time, when viewing the group edit results the following error message was received intermittently: "An exception has occurred while performing this edit. Try again or please contact your system administrator. The handler for this Group Edit is missing."

WFD-149438 03461123 03420150, 03516926 - When attempting to migrate a Pay Code Distribution from a test environment to a production environment, the migration failed.

WFD-149375 3463581 - After adding a comment to an absence exception in the timecard, the edit was recorded in the audit. When the shift was overridden in the schedule with a paycode edit, the record for the comment timecard edit was removed from the audit.

WFD-149024 3450636 - When running a custom report that included accrual data, the following error message was received:

"Failed to retrieve some data from the providers"

WFD-148681 3440830 - In People Information > Timekeeping > Manager Role-Assignments, when attempting to update the existing employee group (in Assign Role Attributes) with an empty profile and the same effective date, the following error message was received: "Duplicate effective dates are not allowed."

WFD-148416 342,969,903,518,549 - When using the Rounded Punches option in the timecard, data in the timecard intermittently disappeared.

WFD-148292 3401087 - After editing Timecard Settings to include the Include Shift Details option and then saving, when the same setting was opened again for editing the Include Shift Details option was no longer selected.

WFD-148252 3434864 - After adding a historical correction in the timecard, the Actual Hours in the Target Hours tab doubled the number of hours that were added.

WFD-148160 3433761 - Some employees were not able to access the Move Amounts option in the timecard.

WFD-148156 3432344 - For one particular employee, when attempting to open Analyze > Analyze Rules in the timecard the panel always opened but then immediately closed.

WFD-147550 INC4389814 - For one employee, totalization was taking more than one hour and was not completing.

WFD-147282 3407604 - After entering a vacation paycode in the timecard, an error was received indicating the employee was overdrawn even though they had an available accrual balance of 80 hours.

WFD-146646 3405968 - When using Translation > Setup Data, accrual codes in the My Accrual tile were not translated and the additional information in the tile disappeared.

WFD-146178 3394176 - When configuring a holiday, after entering the start date, the end date was not automatically updating to the start date +1.

WFD-146018 3395299 - When using the Raw Total Transaction Type from the Timecard Transactions entity in a custom report, the Worked Cost Center was not returned.

WFD-145692 3372443 - In a Dataview, target hours displayed with a decimal format even though the user's locale specified that durations display in hh:mm.

WFD-145101 INC4286634 - An employee was excluded from totalization.

WFD-143766 3341120 - The Accruals Actions option was not available in the timecard if the selected timeframe included a signed-off period (from another pay period) that resulted from a shift that crossed the midnight day divide.

WFD-143551 3334504 - In the Move Amount panel in the timecard, the most recently used list was not available from the Transfer drop down.

WFD-142242 3293293 - After updating a job name on the Business Structure, when viewing the job in the employee's timecard the old name was still showing.

WFD-140324 3258083 - In the timecard, after opening the Punch Actions glance for a Cancel Deduction exception and then selecting Comments, when selecting the Apply button in the Comments panel an error message was received.

WFD-139837 3244626 - When viewing employee information in People Information > Timekeeping > Timekeeper > Overtime Rules using a Chrome browser, the page was unresponsive for several seconds and then a Page Unresponsive error was received.

WFD-138726 3229040 - After opening several employee timecards from the Employee Summary page and then using Go To > Reports, the time period showed "Today" instead of the assigned default time period "Previous Pay Period".

WFD-103903 3521054 - In the timecard, when the in and out punches for a shift occurred in different daylight savings time (DST) zones, the following error message was received upon save: "A System Error was encountered during CT Call."

WFD-150046 3473302 - When entering punches on My Timecard, the system incorrectly displayed Workflow Only buttons on the Select Punch Type slider.

WFD-148636 3437875 - A change in the format of the originalPunchDtm attribute in some custom Attestation workflows caused the system to display this error when the user changed the out-punch time on My Timecard: "This task has failed runtime validation and cannot be completed within custom workflow"

WFD-148436 3437011 - An auto-resolved exception on a day adjacent to a holiday caused the work history qualifier to behave unexpectedly.

WFD-148391 03437366, 03498801 - When an employee punched in using a button that was configured with the Missing Punches condition, the system displayed this pay code edit validation error if the punch included a timeframe that would pull back a pending pay code edit: "Access right violation: pay code edits are not allowed."

WFD-147698 3419112 - When an employee punched in My Timecard, the Punch Action slider displayed a rounded time in HH:mm format even though rounding had not been configured and the Locale Policy specified the time format as h:mm.

WFD-146875 3401193 - My Timecard displayed the complete value of the Labor Category in Table View (either by hovering over the cell or expanding the column), but the Labor Category value was truncated when My Timecard was in List View.

WFD-146763 3376152 - When "Apply Schedule Margins when linking a shift to a schedule" was selected in the Pay Rule configuration, a punch that occurred after the Late Start Margin was considered "Late In" instead of the expected "Unscheduled".

WFD-141665 3278564 - After a change to the time zone configuration, timecard edits would not save and the following error was received: "Duplicate Punches are not allowed."

WFD-137859 INC3924049 - When editing a Pay Rule in Application Setup, after making a change and then waiting 30 minutes before selecting Save, an error occurred.

WFD-125640 - The system generated paycode edits even when the associated punch failed. These Attestation models address this issue:

- Attestation Paycode v2

- Complex Meal For with Paycode v2

WFD-151858 3264821 - Updated the Create Adjustment Rule (POST /v1/timekeeping/setup/adjustment_rules) API operation to use the same decimal precision as the UI.

WFD-151366 3462081 - Updated the Retrieve Timecard Data for Multiple Employees (POST /v1/timekeeping/timecard_metrics/multi_read) API operation to consider the WAGES Access Control Point (ACP) when returning wages in the response.

WFD-149840 3473550 - The Retrieve Adjustment Rules (GET /v1/timekeeping/setup/adjustment_rules) API operation was enhanced to add an all_details query parameter that allows you to specify if you want to retrieve all details of the returned adjustment rules or only the ID and name. Defaults to true to preserve backwards compatibility.

WFD-148917 3439656 - Updated the Bulk Timecard Signoffs (POST /v1/timekeeping/signoffs/import) API operation to add missing HTTP status codes 207 and 403 and to include all possible error messages in error code details on the Developer Portal.

WFD-148390 3347679 - Improved performance of the Retrieve Data (POST /v1/commons/data/multi_read) API operation when returning results that include Timekeeping audit data.

WFD-147698 3419112 - When an employee punched in My Timecard, the Punch Action slider displayed a rounded time in HH:mm format even though rounding had not been configured and the Locale Policy specified the time format as h:mm.

WFD-147198 3409687 - The Create Employment Term (POST /v1/timekeeping/setup/employment_terms) API operation incorrectly converted percentages passed in the payload to seconds when viewed in the UI.

WFD-144926 3364220 - The Bulk Accrual Payout (POST /v1/timekeeping/accruals/payouts) API operation returned an HTTP status code 500 Internal Server Error due to a null pointer exception.

WFD-144923 3369440 - Improved cache performance and logging for the Create or Update Persons (POST /v1/commons/persons/multi_upsert) API operation to prevent a rare condition where incorrect errors could be returned.

UDM

WFD-153272 3560309 - When accessing the UDM dashboard or clock configuration, the following error was returned and no device data was loaded: Error: Unhandled exception.

WFD-151034 3509919 - The Smart View Transfer Model, used with the Gaming Module, was unable to apply the Special Events labor category to transfers.

WFD-150956 3505418 - Employees were unable to access the 'Fix Missing Punches' soft key and workflows that leveraged the 'View My Timecard' form field.

WFD-150369 3459647 - The 'Update Devices' action was removing terminated badge numbers each time an update was run, causing issues when badges were re-used for a new employee.

WFD-149668 3471196 - Devices were taking too long to load on the UDM Dashboard.

WFD-147779 342,381,803,429,201 When using a 4500 clock and attempting to access the 'View Accruals' Smart View , the following error was being returned after entering the badge number and selecting a date: "An unexpected error has occurred. Contact System Administrator"

WFD-145762 03391861, 03390662 - UDM did not allow for editing device profiles that are named with special characters even though UDM prevents saving template assignments to device profiles that contain special characters.

UltiPro

WFD-145915 9999999 (internal issues) - Database queries were taking over 10 seconds to complete, causing CPU usage to reach 100%.

WFD-145698 338,743,603,519,597 - When importing an HCM Timekeeping profile, the following error was returned: Error: Records are not saved due to some error, please contact System Administrator.

International and customization considerations

Besides US English, UKG Dimensions provides translation of the application into the following additional languages:

- Castilian Spanish
- Czech

Note: UKG Dimensions supports Czech. However, the Kronos 4500 device, which is compatible with UKG Dimensions, does not support Czech.

- Dutch
- French
- French Canadian
- German
- Japanese
- Polish
- Spanish (Mexico)
- Swedish
- UK English

To change the user interface to one of these languages:

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

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

3. To change the default setting, select one of the listed languages in the **Tenant Default** column.
4. To have one or more languages selectable from the logon page, select the applicable languages from the **Selectable at Logon** column.
Users can then change their locale profile by clicking one of the options on the logon screen. The new locale profile is valid only during the logon session.
5. To assign different languages for people to select at logon:
 - a. Go to **Maintenance > People Information** from the Main Menu.
 - b. Select **Access Profiles** and then select a Locale Policy from the **Locale Policy** drop-down list.

Translation and customization

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

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

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

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

Translation Language setting

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

Implementation considerations

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

- [UKG Dimensions device-specific support on page 82](#)
- [UKG Dimensions supported data-collection devices \(terminals\) on page 83](#)
- [Use UKG Dimensions from the keyboard or screen reader on page 84](#)
- [Homepage wallpaper on page 87](#)
- [Enhanced Branding Capabilities on page 88](#)

UKG Dimensions device-specific support

UKG Dimensions can be accessed through browsers on desktop and laptop computers as well as through tablets and mobile devices such as smartphones.

Desktop requirements

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

Browser support by operating system

Browser	Windows 7	Windows 10	OSX	iOS	Android
Microsoft Edge (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

UKG Dimensions supported data-collection devices (terminals)

UKG Dimensions supports the following devices:

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

* The Kronos 4500 devices do not support the Gaming solution.

Also note that while UKG Dimensions supports Czech, the Kronos 4500 device, which is compatible with UKG Dimensions, does not support Czech.

**Server Initiated Communication via VPN Required.

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

Use UKG Dimensions from the keyboard or screen reader

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

General components

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

- **Glances** – Press the spacebar on a cell within timecard, Dataviews, leave and attendance, and scheduling to access a glance. You can use this option as an alternative to navigating from the action bar above the grid.
- **Grids** – When navigating through the grids, press the up-arrow key when in the first cell in the first row followed by Shift + Tab to exit the grid so you can access other components.
- **Slide-out panels** – For the best results with NVDA, access form elements and activate secondary slide-out panels, tab through the slide-out panels in focus mode and access read-only content in browse mode.

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

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

Refine slide-out panels

- The best way to filter, group, or calculate information when using NVDA is to press space or Enter on the **Refine** button.
- Press Tab to access the tab index of filtering types and use the left and right arrow keys to select.
- Press Tab to access the **Search** input field.
- Press Tab to access the list of filtering options.

- Use the up and down arrow keys to progress through the list of filtering options.
- Press space to expand the accordion options.
- Press Tab to access the options list and use arrow keys and press Enter to select and collapse the accordion.
- Press Tab to access the **Cancel** and **Apply** buttons and press space or Enter to modify a Dataview.

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

Information access

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

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

Leave and attendance

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

Scheduling

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

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

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

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

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

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

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

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


Swap shift slideout panel

1. From the Main Menu, go to **My Information > My Calendar**.
2. Tab to the **New Request** button on the action bar.
3. Select **Swap** to activate the Request Shift Swap slideout panel.
4. Select **Swap Auto Approve** or **Swap Manager Approve**.
5. Tab to **Apply** to open a secondary slider
6. If you are using NVDA, switch to browse mode to select a shift by using the tab and arrow keys or by pressing **H** to get to day headings from the list of options

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

7. Select a shift by pressing space on the **Shift Duration** button. A secondary panel opens that contains a **Comment** button and a listing of available shifts to swap. There is also a drop down to select specific employees.
8. Press space on the desired **Shift Duration** button to automatically place focus on the **Submit** button and then press **Enter**. A slideout panel containing the details of the request is displayed. You can cancel by pressing **Enter** on the **Cancel Request** button or you can confirm the request by pressing the **OK** button, which closes the slideout panel


9. The employee whose shift was selected will see a notification in the Control Center where it can be approved or refused.

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

Timekeeping

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

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

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

Additional accessibility notes

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


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

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

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.

Known Issues

R9 Update 2, Express Upgrade 2

Self-schedule requests with shift templates performance issue (WFD-155523)

R9 Update 2 introduced a feature that allowed administrators to configure self-schedule request subtypes to display available shifts. These subtypes were based on the shift templates specified in the employee's Data Access Profile. This feature was released with limited availability until known performance issues are resolved. Contact your service representative for more information.

R9 Update 2

Visual Editor not working in Chrome (WFD-144293)

When using the Visual Editor in Workflow Designer to edit a business process model, referenced forms for workflow elements do not open in Chrome. To work around this issue until a fix is available, use the Microsoft Edge Browser.

Employee Self-Service self-schedule request panel performance issues (WFD-154279)

Release 9 Update 2 introduces a feature that allows request subtypes to be configured to display available shifts to employees based on the shift templates specified in the employee's shift templates Data Access Profile. One of the request subtype's attributes, *Allow Over Coverage*, makes coverage a factor used to determine which shifts can be displayed. This Allow Over Coverage attribute has caused performance issues. Thus, support for the Allow Over Coverage attribute has been removed as of Express Upgrade 1. The attribute will be restored in a future release when these performance issues are resolved.

Custom process model's referenced forms not opening in Chrome (WFD-150042)

When using the Visual Editor in Workflow Designer to edit a business process model, referenced forms for workflow elements do not open in Chrome. To work around this issue until a fix is available, use the Microsoft Edge Browser.