Release Notes

UKG Pro® WFM 2024.R2

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

In these release notes, you can also find the new features and resolved issues for the Gaming, Rotation Schedules, SMS Shift Fill, and Auctions application upgrades. To easily find the latest release notes for one of these applications, search for the application name and latest version applied to your production environment (for example, Gaming 9.8).

Legal Statement

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Document Revision History

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A	Pro WFM 2024.R2 Includes: - Express Upgrades 1, 2, and 3	September 10, 2024
B	- Express Upgrade 4	September 17, 2024
C	- Express Upgrade 5	September 24, 2024
D	- Express Upgrade 6	October 1, 2024
E	- Express Upgrade 7	October 8, 2024

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G	- Express Upgrade 9	October 22, 2024
H	- Express Upgrade 10	October 29, 2024
I / J	- PRE-Express Upgrade 13	November 7 / 9, 2024
K	- Express Upgrade 13	November 15, 2024
L	- New features	November 22, 2024
M	- New and upcoming features - Express Upgrade 15	November 29, 2024
N	- Express Upgrade 16	December 6, 2024
O	- New and upcoming features	December 16, 2024
P	- New and upcoming features	December 19, 2025
Q	January 2025 Monthly Update (25.01.12.01) Preview	January 2, 2025
R	- Service Release 25.01.05.01	January 6, 2025
S	January 2025 Monthly Update (25.01.12.01) Resolved Issues	January 12, 2025
T	- Service Release 25.01.19.01	January 19, 2025

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

Contents

UKG Pro WFM 2024.R2

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

- This Release Notes document provides information about the latest version of UKG Pro WFM: 2024.R2.
- Service Releases (formerly known as "Express Upgrades") for this release are included in this document for this product version. Service Releases are regularly released updates that include mostly Resolved Issues.

What’s New?

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

Note:

- Most Pro WFM features are not enabled by default, and need to be enabled (for example, via **F**unction **A**ccess **P**rofiles or **D**ata **A**ccess **P**rofiles). The exception is features that are incorporated within the existing product capabilities (for example, data being added to a Dataview, or API additions/updates).
- New and enhanced API operations are 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**.

Version numbering

Version numbering presents is a consistent numbering system across the suite that illustrates when release are delivered.

The numbering system is a series of four 2-digit numbers that reflect the first day of the week that the release will be available for customers.

For example, the release **25.01.12.01** can be interpreted as follows:

- **25** is the calendar year 2025.
- **01.12** reflects the month/day that the release will be available; in this example January 12, 2025. **Note**: The actual day that customers will see the update varies by customer; In this example, *01.12* is when the update will be available to the customer Trust Sites.
- The last 2-digit number (**01**) is used when more than one release is delivered in a given week.

Important notes:

- Express Upgrades are now called "Service Releases." These will continue to come out weekly.
- Once per month, the weekly release will be called a "Monthly Update". This update will contain new features as well as resolved issues. The Release Notes for the Monthly Updates will come out two

weeks prior to the update's actual delivery date to help you prepare for the new features. It will be re-released on the actual delivery date to include any resolved issues.

New features - January, 2025

The following new features are included in the January Monthly Update: 25.01.12.01

Data Hub / Timekeeping

Timekeeping Assignment Aware Data Hub Pipelines (PS-345680)

This release of Data Hub supports reporting on Multiple Assignments, giving customers the ability to report on data by position. To support this, there is a new pipeline added to the Data Hub core wrapper called peoplePosition. If you have Multiple Assignments enabled in your Data Hub environment, you can leverage this pipeline to return the following types of data:

- Timecard and schedule transactional data by employee assignment.
- The assignments associated with specific employees.

Note the following:

- It will be enabled by default. If you do not want to report on this data, you can create a wrapper override profile to exclude the pipeline from running.
- If you have already been running Multiple Assignment data in your Pro WFM environment, to capture historical Multiple Assignment data in Data Hub, run the pipelines in historical mode for those transactions.

This support includes a new peoplePosition pipeline in the Core wrapper and the following schema changes:

New Table: vAssignmentDetails

New column assignmentId with the following views:

- vProjectedTotal
- vProjectedTotalExcludeCorrection
- vProjectedTotalOnlyCorrection
- vScheduleTotal
- vTimecardTotal
- vTimecardTotalExcludeCorrection
- vTimecardTotalOnlyCorrection
- vTimecardException
- vTimecardPayCodeEdit

New column wagesCurrencyCode with the following views:

- vProjectedTotal
- vProjectedTotalExcludeCorrection
- vProjectedTotalOnlyCorrection
- vScheduleTotal

See the *Data Hub Data Dictionary* for additional information

Extensions

Predictive Attestation - In/Out Punch (EP-3881)

The Predictive Scheduling Attestation – In and Out Punch workflow complements predictive scheduling functionality by prompting the employee to confirm if In or Out punches that deviate from the scheduled shift are in response to the manager’s request to adjust their shift.

Gaming

Gaming API Call Changes (PS-389656)

When UKG Authentication is used, authentication for the external Gaming APIs will be different. For more information, see the *Authentication for Gaming API* topic in the Gaming API guide.

Toke pool allocations print in groups (PS-383887 / PS-362942)

When printing a toke pool, allocations are now grouped by Committee Amount, Adjustment Hours, Adjustment Amount, and Toke Amount. If employees have allocations in more than one group, they will appear in each group where they have an allocation.

For more information see the *Time > Gaming > Tips and tokes information > Print a toke pool* topic in the online help.

Mobile App

Mobile App now available to all users (PS-240144)

The UKG Pro Mobile App is now available to all users.

Prior to this enhancement, the *Enable Mobile App* Feature Switch, when set to ON, allowed users (who were using the UKG Dimensions Mobile App) to work in the new UKG Pro Mobile App. Note that with the switch OFF, a Dimensions user could still download and install the UKG Pro App from the App/Play store. However when they logged in, a message appeared indicating that usage was not allowed.

The *Enable Mobile App* Feature Switch is now set to ON and the switch is un-editable. Any valid user can now download, install, log in, and work successfully in the UKG Pro Mobile App with access to all the features and functions they had in the previous app.

Rotation Schedules

Support for Multiple Assignments (EP-2405)

When Multiple Assignments is enabled in UKG Pro WFM, the Assignment column appears in the Rotation Schedule application. The Assignment column displays the assignment to which an employee is assigned. When users publish a template with data in the Assignment column, the assignment data will be sent to UKG Pro WFM and appears in the Schedule Planner.

Scheduling

Enhanced error messages (PS-366369)

Several error messages have been enhanced to provide more clarity and use a conversational tone:

- When the user starts a request, but the submission period closes before they can complete their request, the system now displays this message: *Unfortunately, you've missed the time period to submit this request. Ask your manager about the next open submission period.*
- When a user receives a notification to approve a request, but they no longer have approver status, the system now displays this message: *It seems you're no longer an approver for this request. To ensure this request gets to the right approver, ask the requestor to cancel and resubmit the request.*
- When multiple managers attempt to edit the same schedule at the same timer, the system now displays this message: *Something you're trying to edit has recently been changed by someone else. Refresh your screen to see the latest version and reapply your changes.*

New Shift Moved and Extended/Shortened schedule change criteria parameters for Predictive Scheduling (PS-353448)

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

In Application Setup > Scheduler Setup > Predictive Scheduling > Schedule Change Criteria:

- For the **Shift Moved and Extended** criteria, one or both of these new parameters can be selected to track the start time of moved and extended shifts:
  - **Start time of moved and extended shift remains on the same calendar day** — Use this parameter to track schedule changes when a shift is extended and moved within the same calendar day.
  - **Start time of moved and extended shift is no longer on the same calendar day** — Use this parameter to track schedule changes when a shift is extended and moved to a different calendar day.
- For the **Shift Moved and Shortened** criteria, one or both of these new parameters can be selected to track the start time of moved and shortened shifts:
  - **Start time of moved and shortened shift remains on the same calendar day** — Use this parameter to track schedule changes when a shift is shortened and moved within the same calendar day.
  - **Start time of moved and shortened shift is no longer on the same calendar day** — Use this parameter to track schedule changes where a shift is shortened and moved to a different calendar day.

There is no feature switch required to enable this feature.

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

Add event icons to calendar on My Schedule page (PS-340646)

In previous releases, the calendar on the My Schedule page displayed a single dot when one or more events occurred on that date. To learn more about the events represented by the dot, users clicked the date, which scrolled the adjacent daily events list to that date and displayed event details.

The calendar has been enhanced and now displays icons for these events:

- Shifts - a dark gray rounded rectangle represents both regular and transfer shifts
- Approved time-off requests - a green circle with a white check represents approved time-off requests
- Other events - a small bold dot represents any event that is not a shift or an approved time-off request,

such as paycode edit, leave, and attendance events

- Holidays - an amber flag represents a holiday

Due to space constraints, the calendar can display a maximum of two icons in addition to the holiday icon, which is always displayed. The system displays a more icon (…) when the day contains more events than can be displayed on the calendar.

When a day contains multiple events, the system displays one event icon and then the more icon (…) to indicate there are additional events for this date. The event icon that is displayed is based on this priority order:

1. Shift
2. Approved time-off requests
3. Other events

Note that the shift and approved time off icons are too large to be displayed together, so if both of those events occur on the same day, the shift icon is displayed with the more icon (…).

You can display a legend of the icons used on the calendar by clicking the information icon (i) next to the month and year at the top of the calendar.

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

Suite Integration

Simplified - Enhance Pro configuration setting updates to support Resync (PS-373076)

Currently for UKG Pro HCM and UKG Pro Workforce Management suite customers configured for simplified business structure (SBS), by default all active and inactive jobs are synchronized between Pro HCM and Pro WFM. When an active Pro HCM job discovers an inactive Pro WFM job during sync, the Pro WFM job status is updated to Active. If a job is inactive in Pro HCM, it creates an inactive job in Pro WFM. This can increase unnecessary and unused jobs in Pro WFM.

This release introduces a Pro HCM setting that provides admins with a way to manage whether to include inactive jobs in Pro WFM during synching from Pro HCM to Pro WFM. The option is available from the Simplified Business Structure Configuration page in Pro HCM.

Note the following:

- The setting can be configured at any time during the initial sync and subsequent event-based auto-sync maintenance.
- When configured not to synchronize inactive Pro HCM jobs, only active jobs in Pro HCM are synchronized Pro WFM as active. If the active job becomes inactive in Pro HCM, it will also be made inactive in Pro WFM. Future jobs in Pro HCM are treated like inactive jobs.
- Configuration changes are reflected in Pro WFM at the next sync.

This feature is available in the January 2025 Monthly Release and deployed as follows:

- For customers with an existing SBS configuration, the option to include inactive jobs is selected by default. When deselected (not included), existing inactive jobs previously synced to Pro WFM will remain in Pro WFM as inactive. No new inactive jobs will sync until they become active in Pro HCM and created as active jobs in Pro WFM.
- For new customers not yet configured for business structure sync, the option to include inactive jobs is deselected by default.

Add a configurable option to sync/not sync inactive jobs from Pro to WFM (Simplified) (PS-344942)

For UKG Pro HCM and UKG Pro Workforce Management suite customers configured for simplified business structure (SBS), business structure sync processes have been enhanced to support resynchronizing org level values and labor category entries that failed to create associated data in Pro WFM. In Pro HCM, on the Business Structure Configuration page, when a sync fails, a message now displays alerting you to this and prompts you run the sync again.

Previously, not all types of business structure sync issues were communicated and in some error cases, changed data values were not properly captured and synchronized. Now, a failed sync can be partially successful, where some org level values and labor category entries synchronized successfully but others did not.

When this happens, the new message directs you to the Activity tab review the status for the most recent syncs and troubleshoot issues (exceptions). Resolve the sync issues from the Activity tab. Then, when you return to the Business Structure Configuration page, the org level and labor category configuration sync settings that failed are available again to select and resync.

This feature is available in the January 2025 Monthly Release and deployed off (disabled) by default. Work with your UKG representative to enable access to this feature.

Talk

Update Default Notification Settings for New Comments in Groups and Feed (PS-373691)

As a performance enhancement to the Talk user settings, starting with this release, the following two push Notification Settings will be deployed off (unselected) by default:

- **My Groups > New comments in my groups**
- **Feed > New comment in feed**

This will help avoid excessive notification activity on the Talk server, which can slow performance during peak times. Previously, these notification settings were on by default.

This change will be deployed as follows:

- For new Talk customers, these notification settings will be off by default.
- For existing customers, when a user has modified either of these settings, those modifications will remain unchanged. For users who have never modified either setting, going forward those settings will be off (unselected) by default.

These and all options available to users from their Talk Settings page can always be enabled (on) or disabled (off) as needed by each Talk user to customize their environment.

This enhancement will be available in the January 2025 Monthly Release and deployed on (enabled) by default.

For more information about working with these and other user settings, see the Talk online user help topic *Talk Settings*.

UDM

Bio Consent: When installing biometric without re-init Bio consent will not be enforced (TO-15823)

When a biometric sensor is installed for the first time on a functioning device, the device is automatically reinitialized. This ensures that the device configuration supports the new biometric sensor functionality.

What's New in Service Release 25.01.05.01

The following new feature is included in Service Release 25.01.12.01

Platform

New "Local Authentication for Punch" configuration

We have simplified and streamlined the Local Authentication for Punch feature by moving the configuration from the Logon Profiles to the Function Access Profiles (FAP) in Setup. The new FAP-setup uses two new Function Access Control Points (FACP) for configuration. The **Mobile App Settings** tab in Logon Profiles no longer works.

We announced this feature back in October to help you reconfigure Local Authentication for Punch to accommodate the new way of implementing the feature.

The document explaining the new way of implementing Local Authentication for Punch can be found the UKG Library in the following location:

https://library.ukg.com/reconfigure-local-authentication-for-punch

New and upcoming features (12/19/2024)

Mobile App

Actionable Notifications

Actionable Notifications now work in the Mobile App:

- For devices running the app on Android, the entire set of actionable notification types is now usable.
- For devices running the app on iOS, a limited set of notifications (Punch, GoTo, and Time-off Request) are actionable now. The remaining notification types will be actionable with the Mobile App version 1.13.1 release, scheduled for January 6, 2025. For more information, refer to the following section of this document: New and upcoming features (11/29/2024) on page 23.

Landscape Mode in the Mobile App

We have enhanced the Mobile App to allow you to work in the app in landscape mode.

> **Note:** For the UKG Talk product, Landscape Mode in the app will be fully operational with the 1.13.1 release of the Mobile App, scheduled for January 6, 2025

New and upcoming features (12/16/2024)

Strategic Workforce Planning 25.1.2

Enhancements to the Iterations page (EP-2178)

> **Note:** These enhancements are scheduled to be live the week of December 23, 2024.

The **Iterations** page of **Scenarios** has been enhanced with several User Interface (UI) updates.

- The **Scenarios** tab is now a dropdown list with three new options that allow you to easily navigate or switch between the **Calendars, Drivers**, and **Iterations** pages.

- The **Edit** and **Delete** buttons have been moved from the list view to the side action bar. Select the appropriate iteration and click either the **Edit** or **Delete** button to make edits.
- Use the **Search** field to search for iterations by name. As you enter letters in the **Search** field, the system uses predictive search to narrow the search results.
- The **Manage** options control the display of iterations:
    - **Expand** - Displays the entire list of iterations.
    - **Collapse** - Displays the first two iterations in the list. To view additional iterations, scroll through the list. If the list includes a live iteration, the first row freezes as you scroll through the list. Otherwise, the space available for showing iterations will be reduced to two rows.
    - **Hide** - Rolls up the entire list of iterations.
- The iterations Dashboard has several new enhancements:
    - The name of the selected iteration appears at the top of the dashboard.
    - To view a pop-up of each dashboard item, click in any graph, chart or list.
    - Each pop-up provides the same user experience as the Dashboard. You can hover over certain points in graphs or charts to view details.
    - KPI numbers on the dashboard will not appear in the pop-up but will remain visible as is.

> **Note:** To ensure consistency across the application, the Main Dashboard includes the same user experience of displaying charts and graphs in a pop-up after clicking in each dashboard item.

New and upcoming features (12/6/2024)

UKG Talk

Content Moderation Change (PS-356615)

When the System Reported Content setting is enabled in the Talk Admin Dashboard, Talk automatically flags a user post/comment as inappropriate when negative language or tone is detected. Talk administrators moderate flagged content, including posts and comments made in the feed, groups, and apps.

With this release of Talk, when a comment/post is flagged, it remains visible only to the creator. A banner note indicates that the content is under review and will be visible to others only after admin approval. Previously, the content was removed until it was allowed by the admin.

> **Note:** This enhancement is available for release on (or soon after) December 23rd, 2024, and deployed on (enabled) by default.

For more information, see the Talk Admin Dashboard help topics *Moderate Reported Content in Talk* and *Manage Talk Settings*.

What's new for Pro WFM 2024.R2, Express Upgrade 16

Attendance

Attendance Balance Dataview columns (PS-362468)

To provide administrators and managers an easy-to-read view of attendance balances, new Dataview columns have been added to the Attendance Transactions entity. Specifically, the following columns are now available for selection when creating a Dataview:

- Period End Balance Summary
- Period Delta Balance Summary
- Period Balance Summary
- Period Start Balance Summary

The Data Dictionary will be updated with these new columns in a future update.

Gaming

New informational fields for toke pool processing (PS-359485)

On the Toke Pool Processing page, the following informational fields are now available:

- Carry Over/Drop In – The amount that was carried over from the previous toke pool.
- Carry Over/Drop Out – The amount that will be carried over to the next toke pool. Note: This field is the same as the former “Carry Over/Drop” field. The only change is the name of the field.
- Employee Count – The number of employees that are members of the toke pool (that is, all employees that have a value in the Hours column are included in this count). This count does not include adjustment or committee entries.

Scheduling

Ability to view two consecutive weeks in Schedule Planner Gantt View (DSCHED-890)

PS-339983 - Previously, the Gantt view in the Schedule Planner was limited to only allow you to view one week at a time. With this enhancement, the limit was increased from 7 to 14 days, so that you now have the ability to see two consecutive weeks in the Gantt view. This enables you to view more data at one time when you have selected a timeframe range of two weeks.

To use this feature, the new **Increase weeks in Schedule Planner Gantt view** feature switch must be enabled. In addition, the existing **Maximum number of weeks that can be viewed at one time** setting in the Schedule Planner configuration must be set to a value of 2 or greater.

For more information, see the *Feature Switch* topic in the online help.

Timekeeping

Enhancements to the My Timecard tile (PS-377339)

General enhancements

The My Timecard tile can now display the current pay period at the top of the tile; the approved status is displayed at the bottom of the tile. A message is displayed if the user tries to approve a timecard that has already been approved.

Changes to the Approve button setup

The display of the recently introduced **Approve** button on My Timecard is now determined by a new Function Access Control Point (FACP), Approval outside My Timecard.

The Approval outside My Timecard FACP is located here:
Application Setup > Access Profiles > Function Access Profiles > Employee > Timecard Editor for Employees (My Timecard)

In addition, note the following:

- The new Approval outside My Timecard FACP must be set to Allowed.
  Note: This FACP is required even if your environment is currently configured to display the **Approve** button on the My Timecard tile.
- The existing Manage My Timecard Approval feature switch must be enabled.
- The existing Approval in My Timecard FACP has no effect on whether the **Approve** button is displayed on the My Timecard tile.
- The **Approve** button is never displayed if your environment uses Attestation for Timecard Approval, regardless of feature switch and FACP settings.

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

- *My Timecard*
- *Employee ACPs*
- *Feature Switch*

Historical Correction Apply Date enhancement (PS- 347518)

There is a new option in the pay rule configuration that offers more control over when historical corrections are applied.

Currently, when the previous pay period is signed off, the historical correction change is applied to the first day of the next available unsigned-off pay period. Now, there is a new option that allows you to apply the correction to the current date (that is, the day the edit was made).

To configure this option:

1. Go to **Administration > Application Setup > Pay Policies > Pay Rules**.
2. For Corrections Apply Date, select Previous Pay Period and then select “Today, if the previous pay period is signed off”.
   Note: The Today option is only available for selection when Previous Pay Period is selected.
3. Save the pay rule.

For more information, see the *Administration > Application Setup > Pay Policies > Pay Rules* topic in the online help.

New and upcoming features (11/29/2024)

Mobile App

Actionable Notifications in the Pro WFM Mobile App

> **Note:** This feature has been added and is scheduled to be live with the December release of the Mobile App.

Notifications on the Mobile App contain “actionable” options that vary according to the type of notification. For example, certain notifications can be acknowledged (Mark Done) right from the notification. Other notifications allow the user to immediately act on the notification (such as Approve a timeoff request or Refuse a shift swap request) without having to log in. A Go To option, when tapped, will direct the user to the relevant location in the system. If the user is not logged in when tapping Go To, login is required before the redirect happens.

When push notifications are sent to devices, recipients can take specific actions depending on their role. Actions are either simple or advanced. Simple actions include Punch, Time Off Request, Mark Done, Delete, and GoTo. Advanced actions, such as Approve and Refuse, are supported on the Mobile App for the following notifications:

- Availability change
- Missed Punch
- Open Shift Request
- Open Shift Available
- Overtime Reached
- Overtime Approaching
- Shift Swap
- Time Off
- Unexcused Absence

For more information , refer to the following section in the online help: *Administration > Mobile App > Notifications on the Mobile App*.

UKG Talk

Changes to Default Notification Settings (PS-373691)

> **Note:** This enhancement is available for release on December 21st, 2024 and deployed on (enabled) by default..

As a performance enhancement to the Talk user settings, starting with this release, the following two push Notification Settings will be deployed off (unselected) by default:

- **My Groups > New comments in my groups**
- **Feed > New comment in feed**

This will help avoid excessive notification activity on the Talk server, which can slow performance during peak times. Previously, these notification settings were on by default.

This change will be deployed as follows:

- For new Talk customers, these notification settings will be off by default.
- For existing customers, when a user has modified either of these settings, those modifications will remain unchanged. For users who have never modified either setting, going forward those settings will be off (unselected) by default.

These and all options available to users from their Talk Settings page can always be enabled (on) or disabled (off) as needed by each Talk user to customize their environment.

For more information about working with these and other user settings, see the Talk online help topic *Talk Settings*.

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Timekeeping

Payroll Lock Audit enhancements (EP-2909)

To enhance audit controls and extend auditing capabilities, new Dataview columns have been added to capture Payroll Lock audit data. Specifically, the following columns in the Audit entity are now available for selection when creating a Dataview:

- Payroll Lock Through Date
- Payroll Lock Performed Date
- Payroll Lock Indicator
- Payroll Lock Performed by

> **Note:** Note: Payroll Lock audit information is captured beginning with this release. Payroll Lock actions performed before this release are not included in the audit data.

The Data Dictionary will be updated with these new columns in a future update.

Override timecard approval access to approve pending timecard edits (TKEEP-1362/PS-343808)

For managers that do not have permission to approve employee timecards, but need to approve pending timecard edits, you can use a new function access control point (FACP) to give managers permission to approve pending edits.

To allow managers to approve pending timecard edits:

1. Open the manager's function access profile and then go to **Manager – Department Manager > Timecard Editor for Managers > Approval in Timecard Editor > Approve Pending Timecard Edits**.
2. Select Allowed.

   The default is Disallowed for all new installations. For existing installations, the default matches the permission for "*Approval in Timecard Editor – Add*".
3. Save the function access profile.

> **Note:** Note: This FACP is different from the existing "Bypass Permission for Approving Pending Timecard Changes":

- Approve Pending Timecard Edits gives managers that don't have permission to approve the timecard permission to approve pending timecard edits.
- Bypass Permission for Approving Pending Timecard Changes gives managers that don't have permission to edit the timecard permission to approve pending timecard edits. These managers must also have the Approve Pending Timecard Edits FACP set to Allowed to approve pending edits.

New and upcoming features (11/22/2024)

UKG Bryte AI for Pro

UKG Bryte AI (EP-128)

Note: UKG Bryte AI for Pro will be available for subscription on December 16, 2024.

UKG Bryte AI for Pro is a tool that can be used to quickly find information through a conversational search experience that utilizes artificial intelligence (AI) and generative AI (GenAI). This is an optional subscription service and only appears if the feature has been activated in your product.

Currently, UKG Bryte AI is supported in the US (English only) for UKG Pro HCM and UKG Pro Suite (utilizing UKG Pro WFM).

UKG Bryte AI for Pro features include:

- Assisted Search
- Employee Insights
- Conversational Reporting
- Job Genius and Interview Guide
- Performance Self Reviews
- Great Place to Work Assist

Information on Assisted Search and Employee Insights can be found in these release notes. For all other features, please review the UKG Pro release notes.

Bryte AI Assisted Search (PS-360869)

Bryte AI Assisted Search enables you to use a conversational approach to search, which can help you to quickly find information and make everyday tasks more efficient. You can use assisted search to find information about company policies or view information related to punches, accruals, schedules, or time-off. You can also use it to help perform tasks, such as requesting a shift swap or approving your timecard, without having to manually navigate to those areas in the system.

In addition to asking questions to help with everyday tasks, System Administrators can use assisted search to upload company documents that employees and managers can then query to find information they need.

For more information, see the Bryte AI Assisted Search job aid posted in the UKG Community.

Employee Insights Availability Recommendations (PS-199689)

The new Employee Insights custom tile type uses Bryte™ Artificial Intelligence (AI) to display availability recommendations to employees interested in acquiring more shifts. Recommendations are based on the employee's stated preferences and are determined using coverage data from the Workload Planner and the following information that is specified in the Employee Insights custom tile configuration:

• Minimum Time Between Insights – the number of days you want the system to wait before refreshing the recommendations on the tile. A new refresh cycle is started any time the employee either accepts or dismisses the current recommendation.

• Lookback Period – the number of weeks of historical data you want the Bryte AI engine to use when calculating its recommendations.

• Minimum Availability Recommendation Timespan – the length of time, in hours, an availability recommendation must meet or exceed for the recommendation to be made to the employee.

• Existing Availability Overlap Threshold – the percent of hours over the employee's existing availability that a recommendation would need to have before it is offered to the employee.

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

> **Note:** This feature is disabled by default. To use this feature, you must have Bryte AI enabled on your system and then enable the **Employee Insights** feature switch.

Mobile App

App icon badge count display

> **Note:** This feature has been added and will be live with the release of Express Upgrade 16 in December.

When mobile app users have items in their Inbox (Control Center) that have not yet been acted upon, the value of the red badge on the app icon will reflect the number of "open" items. As items are acted upon (not just read), the badge count value will decrease to the actual number of items not acted upon. When all are acted upon and the count is zero, no badge will show.

UKG Pro WFM and Talk Integration

UKG Talk Chat and Feed icons on the Home page (PS-347275)

> **Note:** The features below have been added and are live as of November 21, 2024:

When integrated with UKG Talk, the UKG Pro Workforce Management desktop home page now offers the option to display icons for the Talk Chat and Feed functionality. These icons will display in the upper-right corner of the UKG Pro Workforce Management home page and allow users an additional entry point into Talk functionality.

This functionality is enabled with a feature switch, located in UKG Pro WFM under Menu-> Administration-> Application Setup-> System Configuration-> Feature Switch. For the feature switch named Talk Chat and Activity, select Enabled and then click Save. This will turn on the Chat and Feed icons on the UKG Pro Workforce Management home page.

> **Note:** Organizations that have opted to disable Talk chat functionality on the Talk Admin Dashboard Settings page will not see the Chat icon displayed, even when the feature switch is enabled.

This feature is available for release on November 21st, 2024 and deployed off (disabled) by default.

UKG Talk pinned posts on the Home page (PS-347275)

When integrated with UKG Talk, the UKG Pro Workforce Management desktop home page now displays What's Happening, an interactive carousel that shows Talk pinned posts.

Scroll through this carousel to see your related posts. Select a post to open more details. When you select actions in Ideabox and Survey posts, the related post opens in Talk.

This functionality is enabled with a feature switch, located in UKG Pro WFM under Menu-> Administration-> Application Setup-> System Configuration-> Feature Switch. For the feature switch named Talk Pinned

Posts, select Enabled and then click Save. This will turn on the pinned posts on the UKG Pro Workforce Management home page.

Note: After the carousel is enabled, a minimum of five posts will always display by default. If there are less than five posts marked as "pinned" in UKG Talk by an Admin, the carousel will populate with recent posts in UKG Talk to occupy the five posts needed to populate the carousel. It is recommended that the Pinned Posts carousel not be enabled until at least five posts are pinned and ready to be displayed.

This feature is available for release on November 21st, 2024 and deployed off (disabled) by default.

What's new for Pro WFM 2024.R2, Express Upgrade 13

The features below have been added and are scheduled to be live on November 21, 2024:

Scheduling

New Maximum Required Parameter in the Sorting and Matching Rules Configuration (DSCHED-910 / PS-349783)

A new parameter was added to the Sorting and Matching > Rules configuration page to provide additional granularity when the Call List is used to select eligible employees.

Previously, there was only a **Minimum required** parameter available when configuring rules on the Application Setup > Scheduling > Sorting and Matching > Rules setup page. As a result, when running the Call List, the **Minimum required** value was the only one that was considered.

With this enhancement, you can now also define a **Maximum required** value when configuring sorting and matching rules when the **Context** option is set to **Matching Assignments** and the **Match By** option is set to **Job Preference**. For example, if you set **Minimum required** to 2 and **Maximum required** to 2, only those employees who have provided the exact job preference of 2 will be listed as eligible employees when managers run the Call List. You can also specify a range of job preferences by setting **Minimum required** and **Maximum required** to cover a range of values; for example, you could set the **Minimum required** to 5 and the **Maximum required** to 9 to find employees with job preferences in that range.

In order for the **Maximum required** parameter to display on the Rules setup page, the new feature switch *Scheduling.JobPreferenceRuleMaximumRequiredParameter* must be enabled in Application Setup > System Configuration > Feature Switch. By default, this feature switch is disabled. When the feature switch is enabled, the **Maximum required** parameter value defaults to 10 and the **Minimum required** parameter value defaults to 1.

For more information, see the *Configure Sorting and Matching Rules* topic in the online help.

What's new for Pro WFM 2024.R2, Express Upgrade 10

The features below were added for Pro WFM 2024.R2, EU10

Simplified Business Structure

Delete a generic job in WFM if the corresponding Pro Job is deleted (PS-256889)

For UKG Pro and UKG Pro Workforce Management suite customers configured for simplified business structure (SBS), when a UKG Pro system administrator deletes a Pro HR job, now the synchronized generic job (for 1:1 job mapping) or labor category (Many:1 job mapping) in Pro WFM will also be deleted if it is not currently used in Pro WFM or attached to a business structure path.

Previously, when the HR job was deleted, the job or labor category was deactivated in Pro WFM and prefixed with zzz.

Note the following:

- If the WFM job or labor category is in use, the associated HR job cannot be deleted.
- This enhancement is available in the October 28th BS-API release and deployed on (enabled) by default. Existing APIs support this enhancement.

Allow for selected Org Levels that are not used in WFM to be turned off for sync (PS-353676)

For UKG Pro and UKG Pro Workforce Management suite customers configured for simplified business structure (SBS), UKG Pro system administrators can now return to the Business Structure Configuration page in Pro after the initial data sync and deselect a synchronized business structure org level/location if it is not currently used in Pro WFM or attached to a business structure path. This does the following:

- Removes the org level/location from the current sync configuration.
- Deletes the location value from the Jobs and Business Structure > Types page in Pro WFM.
- Excludes the org level from future synchronizations.

When an org level is deselected, it remains on the configuration page in Pro and can be selected again. Also, any other available org level can be selected for sync. A total of four org levels can be configured (not including Component Company). As with any change to the business structure configuration settings, you must click **Start Synchronization** to run a full resync of the configuration. Any newly synchronized org levels will be added at the end of the sort order sequence in Pro WFM.

Previously, unselected org levels would be removed from the configuration page in Pro after sync started, preventing any further changes or additions.

Important! On the Business Structure Configuration page in Pro, if a synchronization is in progress and you deselect an org level, the Start Synchronization button becomes active. *Do not click* **Start Synchronization** again when a sync is already running. This results in a data sync error which leaves the Pro WFM org level/location in in a state where it cannot be removed.

Note the following:

- You cannot deselect Component Company. The Component Company entity is always included with the sync as the top level of the business structure. It is synced first in the sequence and cannot be re-ordered or deselected.
- This enhancement is available in the October 28th BS-API release and deployed on (enabled) by default. Existing APIs support this enhancement.

What's new for Pro WFM 2024.R2, Express Upgrade 9

The features below were added for Pro WFM 2024.R2, EU9

Gaming 9.8

Duration Paycodes in Gaming

Duration paycodes are not supported in Gaming.

Gaming Properties are now read-only (PS-180711)

Gaming properties are now read-only in the user interface. Gaming properties (located in **Administration > Gaming Configuration > Properties**) can still be viewed, but the values are read-only. If you need to make an edit to a property value, contact your UKG representative.

Print Toke Pools (PS-338618)

You can now print previewed or processed toke pools from the Toke Pool Processing page.

1. Within the Gaming application, go to **Time > Toke Pool Processing**.
2. Select a toke pool.
3. Click **View Allocation**.
4. Click the **Print** button.

In addition, when viewing allocations the label has been updated to read either Previewed or Published before the date, depending on the toke pool status.

Finalize Toke Pool enhancements (PS-348174)

You can now view allocations for finalized toke pools. In addition, you can also finalize toke pools with the following status:

- Processed
- Not processed
- Failed
- Failed – Locked timecard

Note that you cannot finalize previewed toke pools.

Shift-based toke pools (PS-180736)

Shift-based toke pools provide the ability to pay tokes based on the shift instead of allocating tokes across an entire day.

To configure a shift-based toke pool:

1. Within the Gaming application, go to **Administration > Toke Pools**.
2. Click **New** to create a new toke pool or select a toke pool from the table to edit.
3. Enter the toke pool name and description.
4. Select **Define by Shift**, and then enter the **Shift Start Time** and the **Shift End Time**.

Note: When Define by Shift is selected, the **Distribute Evenly** and **Shift Hours Distribution** options are disabled.

5. Enter any other necessary information for the toke pool and then click **Save**.

Shift-based toke pools are noted on the Toke Pools page in the **Shift** column. For more information about configuring toke pools, see the "*Time > Gaming > Setup and configure gaming > Toke pools*" topic in the online help.

Mobile / Talk

UKG Talk Inline Translations and Language Menu Changes for Pro Mobile (PS-336931]

When the inline translation feature is enabled for UKG Talk, you can now select your preferred inline translation language and see translations of Talk user-generated content like posts, comments, and chat messages. Over a hundred languages are supported, powered by Google Translate.

> **Note:** The Google Translate language selection applies to Talk posts, comments, and messages only and not to the general Pro and Pro WFM app language selection for headings, buttons, and page text.

To set inline translations in the Pro mobile app:

1. Go to **Settings > Language > Chat & feed translations**.
2. Search for and select the inline language, then tap **Save**.

Talk chat messages will automatically translate into the selected language. For each individual post and comment, there is a **View Translation** button you tap to see its translation.

Note the following:

- Previously, navigating to **Settings > Language** opened the App language screen directly. Now, to open the App language screen, navigate to **Settings > Language > App language**.
- If Talk admins have not enabled inline translations or your environment does not include Talk, then then Language screen will show the App language option only.
- This functionality is available in the v01.10.00 release on October 1st, 2024.

Scheduling

Display Open Shift information in Dataviews and reports (OD-60)

In previous releases, Dataviews that used the Schedule Events, Shift Segment Tag, and Schedule Tag Segment entities displayed segment tags only for scheduled shifts that had been assigned to employees; segment tags for open shifts were not displayed.

A new column, “Open Shift Indicator” (SCH_SHIFT_IS_OPEN) has been added to the Scheduled Shift entity. This column displays tag information for open shifts as well as scheduled shifts that are assigned to employees.The existing “Open Shift Indicator” column (SCH_SCHEDULE_EVENT_IS_OPEN) in the Schedule Events entity continues to function as before. However, any Dataviews or reports that use the existing Open Shift Indicator column will not return segment tag information for open shifts.

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

- *Data Dictionary*
- *Create a Dataview*
- *Use tags*

Timekeeping

Timecard Transfer Data Display (PS-363566)

In the timecard, when you hover over the Transfer cell a tooltip displays that, by default, shows a long string with the transfer information (Business Structure, Work Rule, Cost Center, Labor Categories). A new option is available that changes the tooltip display to include more readable text so that you can easily see the transfer information.

For example, currently when you hover over a Transfer cell you may see something like this in the tooltip:

`Organization/United States/Metropolitan Plant/Machine Shop/Draftsman;…;…;`

With the new option enabled, you see something like this in the tooltip:

```
Business Structure:

Organization/United States/Metropolitan Plan/Machine Shop/Draftsman

Work Rule:

Full Time

Labor Categories:

101 – First Shift

303 – Third Shift

404 – Fourth Shift
```

The tooltip only displays the information that is contained in the transfer. In the example above, there are Business Structure, Work Rule, and Labor Category transfers, but no Cost Center transfer.

To use the new behavior, enable the **Transfer Descriptions in Timecard** feature switch.

> **Note:** The design of the tooltip may be updated in a future release to look more consistent with other areas of the product.

Allow employees to approve timecards from the My Timecard tile (PS-361421)

Employees can now approve their timecards directly from the My Timecard tile. If the employee is eligible to approve their timecard (that is, if the existing Approval in My Timecard > Add Function Access Profile (FAP) is set to Allowed), a new **Approve** button appears on the My Timecard tile for the current pay period. The pay period cannot be changed. A confirmation message is displayed after the employee clicks the **Approve** button.

This feature is enabled by the Manage My Timecard Approval feature switch; this feature is disabled by default.

> **Note:** In this release, this functionality bypasses Attestation in the Employee Timecard Approval workflow. Do not enable this feature if you use Attestation for Timecard Approval.

For more information, see the *My Timecard tile* topic in the online help.

Display only applicable balances on employee's My Accruals tile (PS-362498)

The My Accruals tile has been enhanced to show only those accruals balances that have been configured on the Accruals Profile assigned to the employee. Previously, the My Accruals tile displayed balances for all accruals configured in the My Accruals Custom tile. Now it will show only the balances selected in the My Accruals tile that are also configured in the employee's Accrual Profile.

This feature is enabled by the My Accruals Tile Filter feature switch; this feature is disabled by default.

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

- *Configure Custom Tile*s

- *Accrual Profiles*

Display punch status on Punch tile (PS-362459)

The Punch tile has been enhanced to display the employee's punch status. After punching, and then closing the punch confirmation, the Punch tile displays a message indicating the employee's current punch status:

- You are punched in
- You are punched out

Punch tile status is updated regardless of where the punch occurred -- from the Punch tile, the timecard, or a device, for example. For punches that occur outside the Punch tile, the tile must be refreshed to show the change in status.

This feature is enabled by the Punch Tile Status feature switch; this feature is disabled by default.

For more information, see the *Punch Tile* topic in the online help.

WFMaaS

OpenAM now allows only one Password Policy (WFMAAS-655)

(PS-303256) Only one password policy is permitted for all Logon Profiles on a tenant. Even though a system can have multiple Logon Profiles, all of the profiles share the same password policy. The Password Policy's password strength is the only configurable attribute from the Password Policy page (**Main Menu > Administration > Application Setup > Access Profiles > Logon Profiles > Configure Password Policy**).

Refer to the following table to for all attributes of the password policy.

Attribute	Value	Editable?
Expiration Frequency	180 days	NO
Reuse monitoring	24 password(s)	NO
Account is locked out for inactivity	• Existing users- 180 days • First time users- 30 days	NO
Password must not contain	• Users required to create a password that does not contain the username • Spaces	NO
Password must contain	• Uppercase letter • Lowercase letter • Non-alphanumeric • Numbers	NO
Minimum Password Length	8	YES
Maximum Password Length	64	NO
Maximum sequential letters or numbers	3	NO
Maximum consecutive identical characters	2	NO
Account lockout	Enabled (by default)	NO
Number of failed login or password change attempts before lockout	5	NO
Lockout duration	30 minutes	NO

What's new for Pro WFM 2024.R2, Express Upgrade 7

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

Healthcare Productivity

Target Effective and Expiration Dates (FS-81777)

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

Platform

Delete Person Data (FS-53523)

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

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

Talk

UKG Talk Group Rules Additional Functionality (PS-294514)

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

The following changes support this enhancement:

- Previously, you could not change selected custom fields (attributes) after configuration. Now a configured attribute can be edited or deleted if no group rules are associated with it.
- If you have already configured attributes in the Group Rules dashboard, you can add more attributes in the configuration.

- When you define a rule, you can also configure the following group permissions:
    - Allow users to post in this group
    - Allow users to like and comment on admin posts
    - Show group posts in the activity

  Previously, to change the group permissions you had to edit each group manually after creation. **Note**: Manually editing a group's permissions is still supported.
- In the Admin Dashboard, *custom fields* are now called *attributes*. This change better aligns Talk with other areas of the product.

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

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

UDM

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

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

Support for:

- By Employee
- By Employee Group
- Consent history
- Consent location
- Consent date & time
- Consent location

- Biometric Type
- Enrollment status
- Enrollment date & time
- Enrollment location

Decline Consent with Bio Verification (DM-439)

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

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

Additional Considerations:

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

InTouchDX Select/Submit stays visible (DM-467)

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

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

When the Attestation Model definition for **Initialize Variables > requireNotes OnClock** is specified as Required (value = true), devices now enforce the requirement for entering a comment/note when

Attestation workflows run. This is a server-side update and is not dependent on firmware.

Add Korean language support for UDM (DM-495)

UDM now supports the Korean language locale.

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

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

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

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

What's new for Pro WFM 2024.R2

The features below were added for Pro WFM 2024.R2

Activities

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

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

Build in Production

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

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

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

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

Data Import Tool

Organizational Rule Set Template Enhancements (DIT-59)

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

Custom Export Templates (DIT-130)

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

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

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

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

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

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

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

Forecasting

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

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

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

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

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

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

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

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

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

For more information, see the following help topics:

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

Flow

UKG Flow Notifications (FLEXF-21)

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

Gaming

Dataview columns for Gate Access Devices (GAME-153)

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

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

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

Platform

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

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

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

FleX API Gateway

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

Scheduling

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

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

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

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

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

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

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

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

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

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

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

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

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

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

For more information, see the following online help topics:

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

New Coverage page (DSCHED-640)

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

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

Coverage information is summarized using:

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

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

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

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

For Configuration:

- *Calendar Configuration*

For Usage:

- *Coverage Page*
- *My Schedule*

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

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

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

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

For more information, see the following online help topics:

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

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

PS-199693 - Currently, when managers enter time off on behalf of an employee using the Enter Time Off panel in the Schedule Planner, they can choose from all the request subtypes that have been specified in their Generic Data Access Profile (GDAP). This can make it difficult for the manager to select the correct request subtype that is applicable for the employee.

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

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

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

For more information, see the following online help topics:

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

Time-off Request Redesign (DSCHED-902)

PS-199676 - The time-off request user experience has been redesigned with an updated look and feel that improves accessibility and simplifies and streamlines the configuration and creation processes. The new time-off request user experience is part of the My Schedule employee self-service experience (introduced in a previous release) and is available when:

- The existing "My Schedule" feature switch is enabled
- The new "Enable Legacy Time Off Experience" feature switch is disabled

> **Note:** The time-off request redesign is currently available only in non-production (NPR) environments. It will be available in all environments in Pro WFM 2024.R2 Express Upgrade (EU) 10.

In the new time-off request user experience:

- When starting the time-off request from My Absence Calendar, the Request time off slider is prepopulated with the date the employee selects on the calendar, if any. Additional dates can be added on the Request time off slider.
- The calendar embedded on the Request time off slider displays:

    - In-progress and approved time-off requests
    - Team Absence information (if enabled in the time-off request subtype configuration)
    - Accruals information (if enabled in the time-off request subtype configuration)
    - Request period banner (if an employee visibility period has been specified). **Note:** Dates that fall outside of the specified request period are grayed out on the calendar
- The slider includes a legend that identifies the markings used to indicate:
    - Approved and in-progress time-off requests
    - Scheduled shifts
    - Team absences
    - Holidays
- Note the following when configuring the time-off request subtype:
    - **Display "Add Another" Button for Additional Dates** – If selected, allows multiple dates to be added to the request using either the **Add another date** link on the slider or the embedded calendar. If not selected, all dates specified for the request must be contiguous. **Note:** Prior to EU10, this setting had no effect on the Request time off slider. The **Add another date** link was always displayed on the slider.
    - **Display Request Summary** – this setting has no effect on the redesigned time-off request: request summaries are displayed by default in the new Request time off request slider.

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

• *Configure Time-Off Requests*

• *Request Time Off from My Schedule*

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

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

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

PS-334836 - An enhancement was made to the Staffing Dashboard that now enables managers to choose how they want paycodes applied on days with multiple shifts.

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

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

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

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

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

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

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

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

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

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

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

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

Note: An Advanced Scheduling license is required to use this enhancement.

To configure manager access for this enhancement:

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

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

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

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

For more information, see the following online help topics:

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

Dataview for Shift Builder Serviceability (DSCHED-408)

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

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

Employee Pattern Name

- Name of employee Schedule Pattern

Employee Pattern Created By

- User who creates the employee Schedule Pattern

Rollout Start

- Start date of pattern rollout period

Rollout End

- End date of pattern rollout period

Rollout Failure Date(s)

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

Rollout Failure Type

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

Rollout Outcome

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

Rollout Failure Details

- Error message returned from system

Failure Report Anchor

- In **Assignment**, select one of the following options:
    - **Rollout Launch Date** (Shift Builder Execution Date): Displays Shift Builder errors arising in the period generated by the Shift Builder on the rollout launch date, within the loaded Dataview period
    - **Rollout Failure Date(s)**: Dataview identifies Shift Builder errors that occur within the loaded Dataview period
    - **Rollout Period(s)**: Dataview pulls in errors in the loaded Dataview period, as well as all other errors that occurred in the rollout event (includes all errors in schedule rollout periods that overlap with the loaded Dataview period
- In the Column Properties, set **Visible** to **No**.

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

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

- Rollout before signed off date is not allowed
- Rollout before employee hired date is not allowed
- Rollout on inactive employee is not allowed
- Rollout on employee with terminated employee status is not allowed
- Rollout on locked days is not allowed
- The primary org job is expired

- Scheduled PCE exists on date of rollout
- Accrual balance overdrawn

For more information, see the following help topics:

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

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

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

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

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

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

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

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

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

- Open Shift
- Self-Scheduling
- Time Off

- Swap Shift
- Request to Cover

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

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

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

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

The report now includes the following enhancements:

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

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

Timekeeping

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

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

New timeframes for the Exception Tile (OD-85)

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

- Today
- Yesterday
- Week to date
- Last Week

Current Week

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

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

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

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

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

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

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

To setup and configure Brazil Compliance:

1. Enable the **Brazil Compliance** feature switch (Administration > Application Setup > System Configuration > Feature Switch).
2. Allow as necessary the following access control points in the manager or administrator function access profiles (Administration > Application Setup > Access Profiles > Function Access Profiles > Manager – Common Setup). The default is Disallowed for all.

- Brazil Compliance – Controls access to Brazil Compliance.
- Setup Items – Controls access to the Brazil Device Setup configuration items in Application Setup.
- People Record Configuration – Controls access to the Timekeeping > Brazil Compliance group in People Information.
- Retrieve Decrypted PII Data Values via API – Controls access to decrypted Personal Identifiable Information (PII) data values retrieved from the people record via the API. Decrypted values are available for view only in specific locations, such as certain reports. PII values (for example, PIS, eSocial, and CPF) are always encrypted in People Information regardless of the setting of this ACP.
- Digitally Sign Brazil Reports – Controls the ability for managers to generate digitally signed Brazil Compliance Reports (PAdES, CAdES).

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

    - CPF
    - Company
    - Pay Code Attribute
    - REP Type

For more information, see the following online help topics:

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

Timekeeping Exceptions (TKEEP-1341)

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

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

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

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

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

To configure manager access for employee job transfer sets:

1. Enable the "Employee Job Transfer Set Access" feature switch.
2. Open the manager’s function access profile and then go to Manager – Common Setup > People Editor > Timekeeping Group > Employee Job Transfer Set.

3. Select Allowed or Disallowed for Add, Edit, Delete, and View. **Note:** The default for all options is Disallowed for all new installations. For existing installations, the defaults will match the current configuration.
4. Save the function access profile.

Notes:

- For multiple assignment employees, the parent Access Control Point (ACP) for Employee Job Transfer Set is Assignments – General View. This parent ACP must be enabled to use the Employee Job Transfer Set ACP with multiple assignment employees.
- For multiple assignments, if the parent ACP (Assignments – General View) has View permission but not Add permission, then regardless of the settings for the Employee Job Transfer Set ACP the manager will not be able to make changes (create, edit, delete) to the Employee Job Transfer Set.
- If Add, Edit, or Delete are Allowed, View is automatically allowed regardless of the actual selection for the Employee Job Transfer Set ACP.
- You can only view History for the Employee Job Transfer Set in People Information when at least one of the options (view, create, edit, delete) is allowed.
- If a manager only has view permission, or does not have any permission, for the Employee Job Transfer Set, the Employee Preferences table shows the employee job transfer set that is in effect for the current date.
- Managers must also have at least View access for the Employee Job Transfer Set ACP to view the Job Preference and Scheduling Context table.

Punch Tile Redesign (TKEEP-1352)

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

- A confirmation message
- The time the punch was submitted
- Job transfer information (for transfers selected by the employee at the time of the punch. Information for automatic transfers is not displayed.). An information icon displays the job’s full path. Work rule transfer information is not displayed.

- Assignment information (for multiple assignments employees if they selected something other than their primary assignment for the punch)

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

- *Punch tile*

Payroll Extract Service - additional fields (TKEEP-794)

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

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

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

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

System setting: site.timekeeping. recordTimestampAfterApproval	FACP: Allow bypass of timecard permissions during Attestation	Manager Timecard Action	Application Behavior
True	Allowed	Unapproved	Punch and paycode accepted

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

Totals in the timecard (TKEEP-1290)

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

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

WFMaaS

Delegation Notification Enhancements (WFMAAS-155)

PS-188867 - Notifications for the Delegate Authority business process are enhanced. Now when the delegate accepts or rejects a request, a notification goes to the delegator.
To use the enhanced notifications, you must deploy the latest version of the Delegate Authority business process, add the new and remove the old process profile, and configure the new generic notifications. For detailed instructions, refer to the *Configure Delegate Authority* help topic.

Migrate PPAS to CloudSQL (WFMAAS-273)

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

PPAS 2024 Release Qualification and Handoff (WFMAAS-448)

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

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

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

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

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

Person Number in Delegation Request (WFMAAS-507)

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

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Auth0 Login Screen Theming (WFMAAS-559)

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

Auth0 Logon (WFMAAS-563)

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

Update Client Credentials to Client Management (WFMAAS-568)

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

Batch Processing in Multi-Create (WFMAAS-582)

PS-316567 - When batch processing to create multiple schedules, 500-code errors occurred when eventOutput and manager ID were omitted, and 400-code errors occurred when startDate or endDate had an incorrect ISO format. Also, 200 success codes were shown without a corresponding record in Event

Manager when a SERVICES-LEVEL3 user account was assigned, and when the number of weeks, emailList, or Monthly Schedule Type were empty but required.

Audit Report Performance Enhancement (WFMAAS-591)

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

Auth0 Deregister Device (WFMAAS-593)

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

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

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

Korean Language Support (WFMAAS-609)

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

Last Password Change Date Discrepancy (WFMAAS-625)

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

Security for PII Data (WFMAAS-640)

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

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

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

ROPC and Client Credential URLs (WFMAAS-648)

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

Downgrade Support to Smaller VM Size (WFMAAS-679)

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

Feature Switches

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

Headline	Tracking Number	Feature Switch	Default
Run Priority Scheduling Engine (PSE) in the Schedule Planner	DSCHED-159	Run Priority Scheduling Engine in Schedule Planner	Off
Time-off Request Redesign	DSCHED-902	Enable Legacy Time Off Experience	Disabled in NPR environments Enabled in PRD environments
Restrict Manager Transfer Set to Employee's Transfer Set	OD-82	Display only eligible set of jobs when transferring employees	Off
Manager Exception Tile support all symbolic timeframes	OD-85	Additional symbolic time periods for the Exception Tile	Off
Allow employees to approve timecards from the My Timecard tile	PS-361421	Manage My Timecard Approval	Off
Display only applicable balances on employee’s My Accruals tile	PS-362498	My Accruals Tile Filter	Off
Display punch status on Punch tile	PS-362459	Punch Tile Status	Off
Brazil Compliance - Device Setup/Device Group Setup UI| SDM support	TKEEP-1054	Brazil Compliance	Off
Limit Person Record Access for Manager	TKEEP-1351/OD-64	Employee Job Transfer Set Access	Off

New API Operations

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

Domain	Resource	Operation	Method	URL endpoint
Activities	Activity Move Quantity Transaction Audits	Retrieve Activity Move Quantity Transaction Audits	POST	/v1/work/move_quantities/audit/multi_read
Common Resources I	Biometric Consent History	Retrieve Biometric Consent History	POST	/v1/commons/biometric_consent_history/multi_read
Common Resources II	Hyperfind Queries	Retrieve Personal Hyperfind Queries for Inactive and Terminated Employees	GET	/v1/commons/hyperfind/personal_inactives
Common Resources II	Hyperfind Queries	Delete Personal Hyperfind Queries	POST	/v1/commons/hyperfind/personal_inactives/multi_delete
Common Resources II	Locations	Retrieve Paginated List of Locations	POST	/v2/commons/locations/multi_read
Common Resources II	Locations	Move Location Asynchronously	POST	/v1/commons/locations/apply_update/async
Person Assignments	Brazil Employee Assignments	Retrieve Brazil Employee Assignments by Person ID or Number	GET	/v1/commons/persons/brazil_employee_assignments
Person Assignments	Brazil Employee Assignments	Retrieve Brazil Employee Assignments by Person ID	GET	/v1/commons/persons/brazil_employee_assignments/{personId}
Person Assignments	Brazil Employee Assignments	Retrieve Brazil Employee Assignments	POST	/v1/commons/persons/brazil_employee_assignments/multi_read
Person Assignments	Brazil Employee Assignments	Add or Update Brazil Employee Assignments	POST	/v1/commons/persons/brazil_employee_assignments/multi_upsert
Platform	Publish and Run Reports	Retrieve Report by Name	GET	/v1/platform/reports/{name}/file
Platform	Publish and Run Reports	Retrieve Payroll Staging Asynchronous Request	GET	/v1/platform/reports/import/async/{executionKey}/status

Domain	Resource	Operation	Method	URL endpoint
		Status by Key		
Platform	Publish and Run Reports	Save Report Asynchronously	POST	/v1/platform/reports/import/async
Platform	Switch Employment	Switch Employment	POST	/v1/platform/switch_employment
Scheduling Setup	ESS Calendar Settings	Retrieve All Schedule Insights Widget Entities	GET	/v1/scheduling/ess_calendar_settings/schedule_insights_widget_entities
Scheduling Setup	Request Submission Periods	Open Next Submission Period	POST	/v1/scheduling/request_submission_periods/employee_opt_outs
Timekeeping	Brazil Compliance Digital Signature	Sign Brazil Compliance Reports	POST	/v1/timekeeping/brazil_compliance/reports/sign
Timekeeping	Brazil Compliance System Settings	Retrieve Brazil Compliance System Settings	GET	/v1/timekeeping/brazil_compliance/system_settings
Timekeeping Setup	Combined Paycodes for Timekeeping	Retrieve Combined Paycode by ID	GET	/v1/timekeeping/setup/paycodes/combined/{id}
Timekeeping Setup	Combined Paycodes for Timekeeping	Retrieve Combined Paycodes	POST	/v1/timekeeping/setup/paycodes/combined/apply_read
Timekeeping Setup	Combined Paycodes for Timekeeping	Add Paycodes to or Remove Paycodes from Combined Paycodes	POST	/v1/timekeeping/setup/paycodes/combined/apply_upsert
Timekeeping	Paycode Data Access Profiles	Retrieve GDAP-filtered Paycode Data Access Profile by ID	GET	/v1/timekeeping/setup/pay_codes/data_access_profiles/{id}/available
Timekeeping	Paycode Data Access Profiles	Retrieve Paycode Data Access Profile by Paycodes	POST	/v1/timekeeping/setup/pay_codes/data_access_profiles/apply_read
Timekeeping	Paycode Data Access Profiles	Add Paycodes to or Remove Paycodes from Paycode Data Access Profiles	POST	/v1/timekeeping/setup/pay_codes/data_access_profiles/apply_upsert

Online Help Modifications

Pro WFM 2024.R2

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

Online Help Resolved Issues

General

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

People

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

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

Scheduling

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

Timekeeping

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

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

PS-296155 20385886 - The Attestation Button 'Break In' definition in the online help was incorrect. It has been corrected as follows:
Break In — An explicit punch to end a break. The system captures the time and records it as the end of a break regardless of any other punches in the timestamp or device.

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

Resolved Issues

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

Pro WFM 2024.R2, Service Release 25.01.19.01

The issues below were resolved for 2024.R2, Service Release 25.01.19.01:

Absence Management

PS-378632 - When passing in qualifier or name for Leave Rule using API `v1/leave/leave_cases/case_rules`, the following error returned: '*Unknown Error. Please contact the Administrator*'.

PS-374527 - No error message appeared when duplicating an Attendance Pattern; an error message should have been generated and displayed.

Engines

PS-397055 - The following error appeared when running the Schedule Generator: "*Generator failed. Some Unknown Error Occurred. Error Details Not Available.*" Assuming the generator had failed, it was run another two times. Upon checking schedules, however, most of the employees had up to 3 copies of the same shift added for the period that was executed.

HCA

PS-340077 - Multiple HCA monitoring attempts in production reported *java.lang.NullPointerException* in gathering metrics.

Identity

FS-83929 - Security Audit Report was not pulling user logout information, as it should have.

People

PS-414350 - Calls to API `commons/data/multi_read` resulted in high cpu/499s.

PS-365187 - The dataview column "Holiday Profile (Employment Terms)" was not displaying as it should have been.

Platform

PS-414638 - Mobile App: All the WFM Tiles were missing from the Home Page and the Menu of the UKG Pro Classic App.

Scheduling

PS-410669 - In the Time Off Request Calendar, the dates outside of the request period were greyed out previously, indicating visually in the calendar in addition to the dates listed at the top of the dates of the request period. This greying stopped: all dates in the calendar glance were the same. The dates outside of the request period should have been greyed out.

PS-396374 - User was unable to select today's date when submitting a Time Off Request.

PS-394517 - When a shift was moved from within the change detection period to a date in the future outside of the period, the Predictive Scheduling bonus was not being triggered. Any shift that originates within the change detection period should be evaluated for Predictive Scheduling bonuses.

PS-393247 - When attempting to import Employee Visibility periods, the following error appeared: "*Some Unknown Error Occurred. Error Details Not Available*" .

PS-389226 - The Data Correctness Corrector batch jobs were failing daily.

PS-385450 - Employees were not returned by schedule multi_read API `/v1/scheduling/schedule/multi_read`.

PS-381685 - It was taking long to complete loading date and show table of Schedule Planner Selection in Schedule Planner Profile.

PS-378879 - Employee were able to submit a time off request on a previously approved request day. This should not have been allowed.

PS-374045 - Error (*Shift not found. Reload and try again*) occurred when using the **Call List -> Find Replacement** process in Schedule Planner.

PS-371870 - Hyperfinds in Schedule Planner profile menu not sorted in alphabetical order as they should have been.

PS-358279 - Intermittently, when a new Job Transfer Set was effective-dated in the future, the old (current) Job Transfer Set would lose its Employee Preferences assignments. The assignments should have been retained.

PS-353909 - When using the "German/Switzerland" locale, managers were unable to edit Time-Off Requests from within Control Center; the Edit button was permanently greyed out.

PS-353653 - When using the Hours per Volume and Hours Per Volume By Job reports using locations, 1-3 jobs were omitted from the location selection and the summary data was including hours associated with jobs not included in the location selection. Only jobs that are included in the location selection should have been be reported on, including in totals in those reports.

PS-347234 - Warning: Rule Violation Indicators could not be calculated because the number of days (92) was exceeded. This 92 maximum had been previously increased.

PS-343501 - Manager could not see newly submitted open shift requests in control center if the employee had a canceled open shift request for the same day. Manager should have been able to see the new submitted request.

PS-328142 - The API `v1/scheduling/workload_patterns/multi_upsert` was hitting a File Size Service Limit during an integration run.

PS-323144 - Unable to see the indicators in Schedule Planner. After clicking the Indicator tab, the following appeared when clicking the Indicators tab: “*Some Unknown Error Occurred. Error Details Not available*”.

Timekeeping

PS-405208 - Dev portal documentation issue: response for "retrieve all emp terms" appeared to only match the response for a single term.

PS-402751 - The API `v1/timekeeping/pay_code_edits/import` was not overriding Accrual Warnings as it should have been.

PS-391701 - Duplicate Historical Corrections were getting generated after making a historical edit.

PS-390607 - Error when trying to save timecard edit in User Acceptance environment.

PS-389727 - When hovering over the "first" Timecard transfer cell, the more detailed Business Structure readout functionality detail displayed. When hovering over the "second" Timecard transfer cell, the more detailed Business Structure readout functionality did not display as it should have.

PS-386405 - A "Sick" paycode edit was successfully added and sent for 8 hours. The following day, a historical edit took take back 7.5 hours of the paid time that was generated.

PS-386253 - Punches occurring up to 1 hour before the DST change were marked as "after DST" in the database, incorrectly adding 1 hour to employee's timecards.

PS-327797 - When an employee submitted a timecard correction in a signed-off payperiod, the following error occurred: "*The attestation process with ID xx is already complete, does not exist, or is invalid for the specified employee.*"

UDM

P**S-402763** - Customer requested the Workforce Management (WFM) system's language display to change from "Chinese (China)" to "Chinese (Simplified)."

PS-384931 - When initializing Intouch DX time clocks within UDM, after initialization the clocks were displaying an amber exclamation in the device name field and an error in the state field. "*Device Initialize required. The device smart views are out of sync with the server*" displayed within the device dashboard. Within the device details, the initialization indicated that it was successful.

WFMaas

PS-378437 - The "Event Output: Email" checkmark and field had been removed from events in Event Manager, resulting in customers no longer being able to receive emails upon completion of batch events.

Pro WFM 2024.R2, January Monthly Update 25.01.12.01

The issues below were resolved for the 2024.R2, Monthly Update 25.01.12.01:

KPI

PS-382042 - NullPointerException was occurring due to missing metrics.

Scheduling

PS-401225 - New column condition, when in request, was not getting, sent preventing open shift processing from happening.

PS-397015 - Calendar Configuration for Accrual Schedule Insights widget was not reflecting employee's assigned currency.

PS-394304 - In paycode definitions, when marking a paycode invisible for timecard, schedule and requests, it was incorrectly making it invisible in the Request sub-type configuration as well.

PS-393143 - Schedule Planner unable to remove paycodes created by a Timeoff Request from Schedule, as it should have been.

PS-392061 - Unable to add a transfer when adding a paycode edit in Schedule Planner.

PS-390532 - Unable to align accrual balances shown in Calendar tile and Timecard add-on.

PS-383443 - In the Self Schedule with Shift Templates: the Job/Location selector and the Selected Shifts selection were not being retained once employee closed the request form.

PS-380756 - The Skills and Certifications Integration started having errors in the API response for the API call `v1/commons/persons/skills/multi_upsert`. HTTP 400 responses were occurring with the following error message: "*errorCode":"WFS-107602","message":"Skill was not found for reference: MED.*"

PS-372461 - Unable to delete an employee shift. The following error appeared: "*Error You are trying to update an item that has been deleted by another user or process. Reload and try again. Involved id(s): <>*".

PS-365117 - A Historical Correction that was reversing a "public holiday not worked" paycode was being duplicated.

PS-344932 - The API call `GET v1/commons/symbolic_purposes` was not returning all symbolic purposes as it should have been.

PS-343093 - When two employees requested the same Partial Open shift with different time segments, the manager was presented with the message: "*Approving this Request will refuse other employees overlapping request.*" The requests did not actually have overlapping times, and if the manager approved one of the requests, the other request was invalidated\refused.

PS-336149 -When users Enter Time Off for employees in the Schedule Planner, the Absence Hours displayed as '0:00', unless a Refresh was done. The Refresh should not have been necessary.

Suite Integration

PS-407970 - After running the Remove Test Data Job, all Hyperfinds had their conditions removed including gold data Hyperfinds such as "All Home".

Timekeeping

PS-388224 - Cancel Specified Meal Break was not canceling the deduction in the timecard through attestation as it should have.

PS-386190 - Attestation assignment date was being triggered based on UTC time based on user Punch versus the user's assigned Time Zone as it should have been.

PS-383798 - When users ran the Dataview 'Employee Data', employee data did not display as it should and an *Information Message\Error* appeared.

PS-379353 - A domain events problem was causing timecard punch edits that crossed a day divide to modify the punch date.

PS-370440 - Managers were getting emails and Alerts in Control Center for future project punches. Managers should not receive alerts for future punches.

PS-356833 - When an employee's work rule included both Shift Guarantee and Bonus Deduction, they did not receive the shift guarantee if the bonus deduction occurred at the end of their shift. The employee should have received shift guarantee per their work rule configuration.

PS-355117 - When duplicating an overtime rule, if the list of pay codes under 'Selected Pay Codes for this rule only' was changed, then these were not saved as they should have been.

PS-351470 - An employee was paid 14 hours of STAT holiday, which appeared when looking at the timecard for the period. When opening for the full date range of the lookback, the correct 8 hours showed, but no historical corrections were calculated. The system did generate historical corrections to correct the pay, however it kept showing 14 hours in the timecard. The employee should have been paid 8 hours of STAT, and the system should have taken into account that the employee was overpaid, and calculated historical corrections to remove this extra pay.

UDM

PS-398310 - During the tenant cloning process, customer was setting the Communication Address and Communication Type fields to blank or null instead of copying the values from the source tenant. This resulted in null values for these fields when performing the SDM export. Previously, validations on the SDM side that would throw an exception if these values were found to be null. To address this issue, the validation check was removed, allowing null or blank values to be inserted into the database. This workaround stopped working.

PS-379251 - End Work Rule Transfer offers options to prompt for Labor Level and Location in the configuration, but those options were not presented at the clock.

PS-359102 - Performance issue: seeing high *cpu/low available jvm memory* on certain tenants.

WFMaas

PS-403958 - Numerous performance issues since update. There appeared to be an issue occurring client side which was contributing to an inability for the browser to respond to connections in a timely manor. This has been resolved.

PS-395357 - If users' initial login triggers their assigned AMP it should be retained even if they switch to a Delegated Role or a MMR.. This was not happening: when the user went back to their initial role, it ignored the AMP that was triggered.

PS-377091 - When APIs were used to modify multiple manager role (MMR) assignments, any assignment field that was not included in the request was unassigned. Now, the APIs support partial updates in which only assignment fields that are passed in the request are modified; this means that the existing assignments that are not included in the request remain assigned. mpacted APIs:

- Create, Update, or Delete Manager Role Assignments
- Update Manager Role Assignments

Pro WFM 2024.R2, Service Release 25.01.05.01

The issues below were resolved for 2024.R2, Service Release 25.01.05.01:

Absence Management

PS-393590 - The balance reset was disappearing when rules were applied multiple times in the same day using default start date — and the default start date was after the reset but less than the expiration date of the point.

Activities

PS-359465 - When an API request was sent to `v1/work/activities/multi_upsert`, and the MANT Activity was included in the request, the request would frequently (but not always) fail.

Identity

FS-115524 - "*WPA error: unable to save state error*" was appearing.

FS-106797 - An alert was triggered due to more than 1k requests being blocked by Cloud Armor Security policy.

Mobile App

PS-400657 - Login issues with the Mobile App: when a user is logged out and tries to log back in again, they encounter: "*We Are Having Trouble Signing You In. Please Try to Sign In Again*". This required force-closing the app to get logged back in.

Platform

PS-381494 - Performance issue: The employee search option was taking an extended amount of time to load, resulting in significant waiting times. As a result, delays were experienced with accessing employee details, which was impacting operations.

Scheduling

PS-340869 - On the Staffing Dashboard, when selecting today's date, there were some shifts for employees scheduled for tomorrow from 3 AM to 3:30 PM. If selecting a time span from 11 PM to 7 AM in the coverage setting of the "Show/Hide" slider, it displays all the shifts for today within that span, as well as shifts for tomorrow starting from 3 AM to 3:30 PM. This means it displays all shifts for the next day that fall within the period from 11 PM of the selected day to 7 AM of the next day.
Issue: After selecting the coverage settings, when selecting the Refine tab and clicking "Apply", those next-day shifts were removed from the Units view when configuring the Staffing Dashboard Setup with the Staffing Dashboard Dataview setting.

PS-402169 -There was a date format discrepancy between the Time-off Request (TOR) main tile and the Time-off advanced options tabs. The locale policy was expecting "*mm/dd/YYYY*". Went selecting a date in the main TOR tile, the date showed in the correct "*mm/dd/YYYY*" format. However, if you clicked on the advanced options tab, the date showed in "*dd/mm/YYYY*" format.

PS-396344 - Scheduling Notifications such as Availability change, Open Shift Request, Request to Cover, and Shift Swap were not consistent in displaying Subject and Body of the message to the right side of Details Panel. It just displayed for a millisecond, and then disappeared.

PS-393338 - Unable to self-schedule to open shifts. User receiving message "*One or More of the shifts you have selected are unavailable*" despite the fact that there were many open shifts that day.

PS-391199 - Dataview with name "Temporary Availability Request Information" was not showing consistent data to the managers who had access to the employees

PS-386979 - Employees receiving error '*Some unknown error occurred. Error Details Not Available*' when attempting to request an Availability pattern change.

PS-380558 - Inconsistent behavior of pop-up previews in Schedule Planner when displaying Shift Label and Shift Times.

PS-380555 - The API `/v1/commons/persons/employment_terms/multi_upsert` was returning the following error for employees with Multiple Assignments: "*The result for applying the employment term membership changes are not consistent*."

PS-373524 - After the Time-off Request redesign, the "Today" option in the calendar icon glance wasn't doing anything. Clicking "Today" should have selected today, closed the calendar box, and had today's date in the screen for the request.

PS-364840 - Performance issue: UI caching was causing Schedule Planner performance degradation.

Timekeeping

PS-391133 - Using the PCR extension for timecard totalization, when the employee changed pay rules, the PCR was still calculating time based on the expired pay rules. The PCR extension should pull the currently effective-dated pay rule.

PS-389141 - Ten Employees were stuck in the BGP (Background Processor) tab - some received a CT Call error when going into timecard. These employees should have been able to be totalized without CT errors.

PS-388347 - Vacation accrual was not calculating correctly.

PS-388020 - Schedule Cost incorrect in Dataview; appeared to be missing for some employees. No config changes had been made and Historical loads had been run for the dates, yet the employees figures were missing in the Dataview. The Costings should have shown in Dataview the same as Schedule Planner.

PS-366559 - User was unable to request time-off through Flow. When selecting the time-off feature, receiving a blank option and no actions were performed.

PS-358627 - When a holiday credit pay code appeared in an employee's timecard to pay an employee for a future public holiday, a shortfall pay code was also being generated for the shift not being worked. Most employees do not actually punch in and use pay-from-schedule, so this can also impact public holidays in the current period. It is expected that the holiday credit pay code should replace the employee's shift and should not generate a shortfall pay code for the shift not worked.

PS-352437 - Holiday Credit was not appearing correctly depending on date range selected. When selecting a larger date range within timecard, the calculated amount was correct. When selecting previous pay period, the amount was incorrect. The Credit should have remained the same regardless of date range selected.

PS-339127 - The Minimum Hours option for Consecutive Day Zone configuration did not include Deduction time in calculation, as it should have.

WFMaaS

PS-368960 - When managers ran the All Home and Transferred-in Hyperfinds, they were incorrectly included in the results. Managers' Primary Jobs were not included in their Employee Groups, nor did they have any transfers into these Locations.

Pro WFM 2024.R2, Express Upgrade 16

The issues below were resolved for 2024.R2, EU16:

Gaming

PS-394571 - The Dataview, "Gate Access" was throwing a Java DateTime Exception when loading data for a specific Hyperfind.

PS-393177 - When an employee was a member of multiple toke pools, the toke pay associated with the last toke pool that was run was the only one that appeared in the timecard.

PS-392187 – In Gaming Configuration, when attempting to reset the "Business Structure type for retrieval" an error was received.

PS-389102 – A manual pay code edit was applied on the timecard for an employee with an hourly amount greater than zero. When toke processing ran, a toke pay code edit was created as expected. Then, the hourly amount for the manual pay code edit was changed to zero and the toke processor was run again. The toke amount was not removed from the timecard, as was expected.

Identity

FS-143264 - Employees were ending up in the Transaction Assistant with error: "*The password must contain one or more character for specified character set*" even though the password met all the requirements. Passwords that meet the requirements should process successfully without going to the Transaction Assistant.

Scheduling

PS-386933 - During staffing matrices, the multi_create the API (`/api/v1/scheduling/staffing_matrices/multi_create/`) was returning an "unkown error".

PS-385426 - A manager approved an Open Shift Request from an employee in the Control Center. After Approval, the manager received an email where the "Open Shift Request Actor" listed himself as the Open Shift Requester.

PS-379707 - The documentation for API `v1/scheduling/violations/evaluate` did not indicate the API could return 207 response code.

PS-379167 - The Update Dev Portal documentation for `/api/v1/scheduling/employee_availability_requests/multi_read` was incorrect - it has been corrected.

PS-378664 - The system was not allowing employees to request Timeoff past one week if there was a Reoccurring Visibility Period.

PS-376323 - When users tried to select **Saved Locations** in the Staffing Dashboard., the following error appeared: "*Error WFS-100000 Some Unknown Error Occurred. Error Details Not Available*".

PS-372078 - Incorrect violation reason showed after running Predictive Scheduling (deprecated) API "`v1/scheduling/predictive_scheduling/apply_read`". The following tag was added *"This tag was created when the system detected a worked shift that was unscheduled during the change detection period."* This message should have read that the shift was added, not unscheduled.

PS-334610 - The **Shift Label** column heading in the Workload Shift Sets tab on the Workload Setup page (Administration > Application > Scheduler Setup > Workload Setup) did not accurately match the usage of the data that was populated in the column. As a result of this issue, the column has been renamed to **Shift Name**.

Timekeeping

PS-391616 - When Opening Timecard For 9 employees. the following WFM error appeared: "*Error A System Error was encountered during CT Call.*"

PS-374691 - A holiday credit generated as a historical correction for an employee with no apparent changes to pay configuration after sign off. The credit should have generated during the pay period and should not have generated as a historical correction.

PS-367999 - When attempting to access the timecard for a certain employee, the timecard was inaccessible and the following error appeared: *"Error: A System Error was encountered during CT Call*."

PS-356128 - Pay period based workflow notifications for unapproved timecards were not being sent as they should have been.

PS-353530 - The pay period dates were "misaligned" with **Today** incorrectly showing as the start of the Next Pay Period.

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

PS-350983 - The "ST CRIB Break Attestation Post 20m" Attestation is supposed to trigger if the employee works for 2 hours or more after the scheduled shift ends. This works for most days, but wasn't working on Friday's or Saturday's. This seemed to only happen to employees who worked a night shift or worked over the day divide.

PS-303110 - Multiple occurrences of the message "*The session is out of sync*" requiring logging out and logging back in again.

UDM

PS-385659 - When employees tried to clock in, their punch was rejected with the following error: "*Invalid function for this employee NGT (06-4)*". This only happened when they tried to punch on a configured softkey with a default location; they were only able to do simple punches to clock in/out.

WFMaaS

PS-398297 - Reports were not getting generated to completion.

PS-386954 - Managers utilize the dataview "Timecards With Changes" to view any pending timecard changes in the previous pay period prior to timecard sign off. If a manager changed roles to a delegated role, the dataview and homepage tile would no longer load for them. The delegated role has the same Function Access Profile & Display profile as the manager's normally assigned profiles, so the behavior of this dataview & chart should have been the same regardless of the role they were using.

PS-352977 - The BGP (Background Processor) stopped processing a tenant. Once in this state, the BGPs would not process any records for that specific tenant until the BGP nodes were restarted.

Pro WFM 2024.R2, Express Upgrade 15

The issues below were resolved for 2024.R2, EU15:

Absence Management

PS-380873 - The response to the API `v1/timekeeping/absence_spans/multi_read` was incorrect during last day of the processing period.

Activitities

PS-384603 - The API `v1/work/activity_shifts/net_changes/multi_read` was sending transactions that did not have an actual stop time or transactions where another activity had not been started to end the first activity (For Start Only). Previously, the API did not send an activity based on projected end punches, but instead waited until it was stopped by either punching out or starting another activity. If the activity export is run between 8am and 5pm, the activity should not be included because it does not have an actual stop time (is purple) and another activity has not been started to end the first activity (for Start Only).

PS-363632 - Intermittent issue where the "QTY Complete" activities form was not flowing to the timecard when employee punched, as it should have.

Forecasting

PS-389245 - Customer was receiving errors when trying to open .xls files created by export of Operational Dashboard. The file was corrupt and could not be opened. Customer was using Open Office, but similar errors were experienced when using Excel. They were not having any issue when opening other .xls files; only those created by our system.

PS-385151 - Performance issue: Forecasting engines were running slow.

PS-384544 - Imports were run for Tasks and Labor Standards in test environment. Since then, the Batch Jobs stopped completing and the Labor Forecast would not run to completion. The Batch Jobs should have completed so as to not hold-up the Forecasting processes.

PS-381808 - Unable to move Volume Driver Assignments via SDM. The following error occurred: "*WFF-100018 No category is loaded or added to session cache yet. - See log for data*".

Information Access

PS-358112 - The "Group By" option was no longer available in Business Structure Dataviews, as it should have been.

KPI

PS-385860 - While provisioning, tenant failed on WFM Core.

People

PS-385711 - There was an undocumented key available in the employee refs API for lookup by email address. The documentation has been updated to include this option and clarifies the APIs behavior if multiple people share the same address.

Scheduling

PS-389104 - Managers were receiving duplicate emails for employees submitting time off requests. Duplicates were often seen once the time off request was approved with an additional email being sent at that time.

PS-388941 - Employee was not receiving the expected .ics Outlook notification when manager approved a time off request.

PS-386470 - Managers with access to only one Volume Type were not able to Add Volume for the single Volume Type as they should have.

PS-385769 - In Production environment, opening the Rule Page under **Application Setup/Scheduler setup/Sorting and matching/Rules** took several minutes to load or it never loaded; after 2-5 minutes of waiting, a "*504 Gateway Time-Out error*" appeared. The Rules page should load data in paginated chunks. When a user searches for a Rule, all Rules should be searched.

PS-382081 - When selecting a Time off Request, the options were unavailable to the manager. The manager should have seen the type of requests available to select.

PS-379887 - Delegation of Authority was not passing along GDAP Request subtype access as expected. Request subtype granted to a Manager should also be granted to a manager performing a Delegation of the original manager.

PS-379167 - The Update Dev Portal documentation for `/api/v1/scheduling/employee_availability_requests/multi_read` was incorrect - it has been corrected.

PS-377928 - When trying to request open shifts or self schedule, the following error appeared: "*You cannot submit the request because the subtype or the period is not configured.*"

PS-376142 - In the mobile app, when a user selected a date in the future or past, the calendar jumped back to "today."

PS-375851 - The Staffing Plan by Zone report was not including all scheduled employees. It was also displaying a permissions-based error even though the permissions in the FAP were correct.

PS-373028 - Employee was able to select an open shift from the current month, and once selected, the date populated was the date selected. When selecting a future month, however, the date did not shift, as it should have.

PS-372204 - Unable to use multi-edit functionality when using any locale other than English.

PS-367454 - Employee Rule set not being enforced during Employee Initial Self-Scheduling Open Shift Request. Previously, when the **Allow Submit and Add More Shifts** setting was specified for the self-schedule subtype, the system behaved inconsistently when requests exceeded maximum hours settings specified in the employee rule set:

- When building a request and adding more shifts before submitting, the system incorrectly accepted the request if it exceeded specified maximums
- When editing an existing request and adding more shifts, the system correctly rejected the request if it exceeded specified maximums

The system now correctly rejects any self-schedule request that exceeds specified maximums, regardless of whether you are:

- Submitting a request for the first time
- Editing a previously submitted request to add additional shifts

The system excludes these rules when evaluating self-scheduling requests for which the **Allow Submit and Add More Shifts** setting is specified:

- Minimum Hours per Day
- Minimum Hours per Week
- Minimum Days per Week
- Period Hours
- Events

PS-363662 - Calls to REST API `/api/v2/commons/locations/multi_read` was returning different and duplicate results for the same orgId.

PS-363347 - Request to cover: employee was not returned automatically. You had to search for the employee and then it was visible for request to cover. It should not have required a search.

PS-353705 - SDM was exporting incorrect /schedule_rule_sets/location_assignments. When running the API to pull all sets (GET `v1/scheduling/schedule_rule_sets/location_assignments`), the results were correct. When exporting the same in SDM, the results were incorrect.

PS-340869 – In the Staffing Dashboard when the current date was selected and the Coverage setting in the Show/Hide slider was set to 11PM to 7AM, all shifts for the current day and the next day that fell within that time span were displayed in the Units view. However, if the Refine tab was then selected and **Apply** was clicked, the next-day shifts were removed from the Units view.
As a result of this issue, corrections were made to the Units view functionality. For a selected location and date, the Units view now displays only those shifts that originate on the selected date, according to the time span set in the Coverage setting in the Show/Hide slider. Shifts that originate on the following day are no longer displayed, even if they fall within the selected Coverage setting time span. However, shifts that fall within the selected Coverage setting time span are considered for volume calculations, even if they originate on the next day.

PS-327977 - Approved Time off Request shows Approved-by "Reports to Manager," but the Approval was actually made by the Delegated Manager.

Timekeeping

PS-391701 - Duplicate Historical corrections were getting generated after making a historical edit.

PS-385086 - When the new feature switch for "**Employee Job Transfer Set Access Control**" was enabled and the manager's FAP was set properly [**Manager - Common Setup > People Editor >Timekeeping Group > Employee Role = View: Disallowed**], the manager could select the drop-down for Schedule Context in the Job Transfer Set, but the drop-down appeared blank.

PS-384630 - Accrual takings were not reflected in Available Balance.

PS-374920 - In Payroll Extract Services, the API `api/v1/commons/payroll/staging/` failed with the following message: "*No data produced from map...please check source profile and make sure it matches source data.*"

PS-374745 - When a Custom Zone was added to a Work Rule, the employee's hours were incorrect.

PS-363085 - Employees, who were assigned an adjustment rule, were getting incorrect wage rate in timecard total. Employees should get the wage rate as defined in the adjustment rule or their base wage.

PS-358673 - When customer went to a dataview to enable edits, selected timecard, and made a historical correction, intermittently they did not appear under the tab. If they then went to search, entered the employee's name, went to their timecard, and made a historical correction, then they always appeared. The historical corrections should always appear regardless of how the timecard is accessed.

PS-344670 - Data Import Tool Pay Code Edit did not show in timecard.

PS-328971 - The callable Totalizer dropped future totals in Timecard from Scheduled Paycode edits.

UDM

PS-387239 - Actual Hours and Scheduled Hours columns were showing incorrect hours in multiple Dataviews.

WFMaas

PS-373117 - Notification type template business process stopped executing.

PS-357108 - Hyperfinds showing different results for Previous pay period and Previous Schedule Period Timeframe.

PS-352392 - Unable to assign Hyperfind using Query Manager. The result was a blank screen (the page did not load).

Pro WFM 2024.R2, Express Upgrade 13

The issues below were resolved for 2024.R2, EU13:

Absence Management

PS-377555 - Attendance balances for some employees were not updating when a pay code edit was added and "Apply Rules" was run for a period that includes the pay code edit.

PS-376396 - Unable to configure Leave Alert notification after implementing the Leave module.

Activities

PS-301384 - Valid Activities were disappearing after sign-off.

Scheduling

PS-385857 - An *Internal.Server.Error* occurred when accessing the Toke Pool Processing screen.

PS-385810 - When managers were approving Overtime or Time Off requests in the Control Center, the loading circle spinned indefinitely. This forced the user to navigate from the Control Center to the Home screen. The control center should have refreshed with the pending notification removed.

PS-380541 - An "Open Shifts" Dataview was no longer displaying Open Shifts following the 09.08.00 update as it should have.

PS-379706 - When opening the Staffing Matrix, a *ServletException* occurred.

PS-379313 - Customer had created three hyperfinds to use with the dataview - Employee Self Service Open Shift. When using any of the three hyperfinds, the Next Schedule Period did not populate data in the dataview. Dataviews should load data for any time period and any hyperfind.

PS-374104 - Since the upgrade to 2024.R2, users could no longer see absence details with "*Display team absence details*" enabled on the calendar configuration.

PS-373796 - When trying to add Schedule Tags to a schedule pattern, the following error appeared: "*Error Some Unknown Error Occurred. Error Details Not Available*".

PS-372507 - When using an API for a Request to Cover, approved cover requests were showing as Pending.

PS-372168 - When an employee attempted to start a Request to Cover by clicking the ellipses (...) next to a Specific Shift in My Schedule, the panel did not show options to "Post Shift to Shift Market" or "Send to Specific Employee". Instead, it proceeded as if "Send to Employee" was selected. The Expected Result:

- If the Request To Cover subtype is configured with Shift Market, then the subtype should always show the option to "Post Shift to Shift Market" or "Send to Specific Employee" as the first step.
- The process should be consistent between the different ways the employee can initiate a Request to Cover: Manage My Schedule Tile; My Schedule > New Request > Cover; Selecting a Specific Shift in My Schedule.

PS-372078 - Incorrect violation reason showed after running Predictive Scheduling (deprecated) API `v1/scheduling/predictive_scheduling/apply_read`. The following tag was added "*This tag was created when the system detected a worked shift that was unscheduled during the change detection period*." This message should have read that the shift was added, not unscheduled.

PS-370982 - The "Additional Dates" option on Request Subtypes was not able to be turned off. Regardless of the check box state (checked or unchecked), the option "Add another date" was visible for employees to submit time off.

PS-368278 - When a Time Off Request ICS was generated for a range of dates, users with Google Calendar found that only the first day of the range was added to Google Calendar instead of the full range of dates. The ICS file created by WFM should allow Google Calendar to import all events successfully

PS-366551 - The Schedule Planner "All Schedule Views" was not loading all assigned shifts. It loaded the current 10-week schedule period and all operations, but when scrolling to the bottom of the view, the last job in the "View by Job" view never loaded the assigned shifts.

PS-352600 - Performance issue: CPU usage alert for CPU usage that exceeded 95%.

PS-352268 - Time off Request was configured with reviewers list which had Symbolic Reviewer added to it with the option "Filter by Job". When employee submitted time off, the symbolic reviewer did not get the notification for the submitted time off and was therefore not able to approve the time off. The reviewer did have access to the Employee's Job. If the reviewer has access to the employee through Job, the reviewer should be able to approve the submitted time off.

PS-350781 - Calls to `scheduling/widget/team_definition/resources` resulted in low available jvm memory

PS-336270 - A number of employees were experiencing a problem where Time-off Requests were not being auto-approved after 5 days as they were configured to.

Timekeeping

PS-375303 - GTORs (Global TimeOff Requests) applied for signed-off period was creating duplicate historical corrections. Only a single correction should have been created.

PS-358673 - When customer went to a dataview to enable edits, selected timecard, and made a historical correction, intermittently they did not appear under the tab. If they then went to search, entered the employee's name, went to their timecard, and made a historical correction, then they always appeared. The historical corrections should always appear regardless of how the timecard is accessed.

PS-356857 - The holiday zone did not trigger when the employee was using the second job assigned in Multiple Assignment. The holiday should trigger when the secondary assignment is applied to the employee's timecard.

PS-351196 - Timecard was not following the effective dating. Employee received a new labor category and base wage from the nightly import effective 8/2/2024. This was successfully added to his person record. On this employee's timecard, the new labor category and base wage applied on their shift for 8/1. The Rule Analysis stated the shift apply date was for 8/1 but if you looked at the Spans, it said it was for 8/2.

PS-348238 - When importing paycode edit deletes via `v1/timekeeping/pay_code_edits/multi_delete`, a "*500 error*" occurred intermittently,

PS-325488 - When an employee had a Day Type Time Off Request added to their Schedule, a worked Break was displayed in the Timecard. The worked break should not have displayed.

UDM

PS-374923 - All scheduled and manual Actions were receiving the incorrect error "Download already in progress for the specified device and download options" for all clocks.

WFMaaS

PS-382330 - Multiple errors occurred when attempting to modify Logon Profiles after the update to the enhanced password policy.

PS-375906 - The API `/v1/commons/delegate_profiles/multi_upsert` Request was failing due to exceeding file size limit.

Pro WFM 2024.R2, Express Upgrade 10

The issues below were resolved for 2024.R2, EU10:

Absence Management

PS-267983 - Frequency and Duration Leave notification not working.

Identity

FS-123468 - When using the forced password reset page (User must change password at next login), the error message that displayed was not accurate (or appropriate).

FS-119308 - "*Internal Server Error*" occurred when attempting to update the "Password" field.

People

PS-374199 - API-based integration for person import was failing for all managers with the error "*WFP-999001: Could not apply the changes to the MFA Required setting because you cannot override MFA for manager-role user accounts.*" Since the FACP "MFA Required" was set to "Allowed" for both the INTEGRATION user (FAP = 00-INTEGRATION) and the managers being loaded (FAP = 00-MANAGER) and the value they were setting in the API was "true," the integration should have completed without this error.

PS-366149 - Performance issue: CPU usage at 95%.

Simplified Business Structure (SBS)

PS-379197 - The API `v1/commons/persons/extensions/multi_read` endpoint was intermittently throwing errors that an employee (with a valid ID) was not found.

Scheduling

PS-378046 - The 'My Time Off' tile > Advanced Options link was no longer opening a page for any employee. When the link was clicked, nothing happened. A slider on the right-hand side should have appeared.

PS-373036 - Employee calendar and Employee Self Schedule shift swap were not loading all scheduled shifts and events, as they should have been.

PS-372845 - TOR-Text formatting of Request Type name and description not properly differentiated. In the previous release on non-production (NPR) environments, it was difficult to distinguish the Request type name and its description, and one request type from another, when displaying values in the **Request type** drop-down on the Request time off slider. Request type names now are lightly bolded, descriptions use a different font, and spacing has been increased.

PS-370982 - Display “Add Another” Button for Additional Dates setting in Time-off Request subtype has no effect on the new Time-off request slider. When the new Time-off request experience was introduced in Pro WFM 2024.R2, the Add another date link always appeared on the redesigned **Request time off** slider, regardless of the setting of the **Display “Add Another” Button for Additional Dates** field in the Time-off Request subtype. In addition, the new experience was enabled automatically for anyone using the new My

Schedule employee self-service experience in non-production (NPR) environments; it was not available in production (PRD) environments.

In this express upgrade:

- The setting of the Display “Add Another” Button for Additional Dates field is respected by the Request time off slider.
- The new Time-off request experience is available in PRD environments.
- A new feature switch, “Enable legacy Time Off experience”, controls whether the new Time-off request experience is enabled:
    - In existing NPR environments, this feature switch is disabled; the new Time-off request experience is enabled by default
    - In existing PRD environments, this feature switch is enabled; the legacy Time-off request experience is enabled by default. Disable this feature switch to opt in to the new Time-off request experience.

To learn more about the new time-off request redesign, see the description for **Time-off Request Redesign (DSCHED-902)** in the "What’s New" section of these Release Notes.

PS-362613 - Work Rule assignment was not being assigned from the Employment Terms as it should have been. When a Pay Code Tag is used in a Duration Pay Code with the two relevant system settings set properly to enable this (i.e. the *Date to calculate from* and the *Tag* itself) then the Scheduled Work Rule Transfer comes into the Duration Pay Code correctly. But if there was no Scheduled Work Rule Transfer, then the Duration Pay Code should have had the Work Rule assigned from the Employment Term.

PS-346912 - The Bryte AI-Assisted comment was available in the *pending timecard changes* slider when it should not have been available.

PS-339674 - The API `v1/timekeeping/accruals/resets` was failing with a "*504 gateway timeout error.*"

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

PS-324707 - After selecting multiple rules on the Combination Rules page and clicking Edit, when navigating to a different rule from the Name drop-down list the following error appeared: *"HTTP Status 400 – Bad Request*".

PS-307932 - One employee was unable to be signed off for the previous pay period due to error "*WTK-165004: Previous sign-off has not yet completed for person number...*" The Sign-off should have been successful.

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

PS-370982 - "Additional Dates" option on Request Subtypes was not able to be turned off. Regardless of the checkbox (checked or unchecked), the option "Add another date" was visible for employees to submit time-off. If the option is unchecked, the option should be not visible to employees.

PS-363974 - Employees intermittently were seeing shift templates to which they did not have access to when self scheduling. When employees selected "Edit my schedule," the shift drop down for 'request self schedule with shift templates' contained shift templates that were not in the employee's shift template profile. Employees should have only seen shift templates to which they had access when shelf scheduling.

PS-363603 - When trying to self-schedule with shift template, the following error appeared: "*Some unknown error occurred. Error details not available*".

PS-361329 - Some Employee Shift Swaps were not visible in the Control Center, despite being visible in the Dataview.

PS-351724 - When attempting to add a pay code to an employee in the Schedule Planner, the Override Shift selections were not allowed if the first pay code was a cascading pay code that the employee did not have within their Cascading Profile. This should not have prevented the pay code addition.

PS-346987 - ESS Calendar Sync problem with Apple iCalendar after posting. Shifts generated and posted using the integration API should have properly updated the Apple iCalendar.

PS-342186 - An employee was able to request an Open Shift that put them on the schedule for 7 consecutive days; this violated the Minor Rule Set maximum of 6 consecutive days. The Rule Violations did appear on the Schedule Rule Violation tab, but the shifts were assigned anyways.

PS-336275 - Performance issue: When attempting to open, edit, save Coverage Counting, it was extremely slow - it should have taken less than 5 seconds.

PS-328657 - The following problem was occurring with Team Definitions that use a hyperfind that references a Schedule Group. When running 'Update Employees included in Teams Definitions' event, they go blank or return zero employees. In order to get them working again, it was necessary to edit them and click 'Apply'. It should not have been necessary to update the Team Definitions in order to get them working again.

PS-328142 - The API `v1/scheduling/workload_patterns/multi_upsert` was hitting a "File Size Service limit" during integration run.

Timekeeping

PS-379772 - Since the release of 2024.R2, users were getting the following error when running a custom report: "*Error [WFM-COMMON-1234] Failed to retrieve some data from the providers (Actual Total Hours (Include Corrections), Actual Total Apply Date)*". The error did not occur when running the report as "SuperUser."

PS-362613 - Work Rule assignment was not being assigned from the Employment Terms as it should have been. When a Pay Code Tag is used in a Duration Pay Code with the two relevant system settings set properly to enable this (i.e. the *Date to calculate from* and the *Tag* itself) then the Scheduled Work Rule Transfer comes into the Duration Pay Code correctly. But if there was no Scheduled Work Rule Transfer, then the Duration Pay Code should have had the Work Rule assigned from the Employment Term.

PS-346912 - The Bryte AI-Assisted comment was available in the *pending timecard changes* slider when it should not have been available.

PS-339674 - The API `v1/timekeeping/accruals/resets` was failing with a "*504 gateway timeout error.*"

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

PS-324707 - After selecting multiple rules on the Combination Rules page and clicking Edit, when navigating to a different rule from the Name drop-down list the following error appeared: *"HTTP Status 400 – Bad Request*".

PS-307932 - One employee was unable to be signed off for the previous pay period due to error "*WTK-165004: Previous sign-off has not yet completed for person number...*" The Sign-off should have been successful.

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

UDM

PS-367111 - The following discrepancy was occurring in the TeleTime Hours Worked Entry module. When an employee logged a full 24 hours of work, it was incorrectly displaying as '0 hours worked' on their timecard.

UI Platform

PS-375772 - Using the Request Time-Off shortcut (under "My Shortcuts") on the homepage allowed for the user to click on it, but it loaded blank on the right side of the screen.

WFMaaS

PS-378437 - The "Event Output: Email" checkmark and field were removed from events in Event Manager and users were no longer able to receive emails upon completion of batch events. Expectation is to be able to receive an email notification when a batch event (such as Volume/Labor forecasting and Schedule Generation) has completed.

PS-373571 - Scheduled Integrations stopped running on schedule, but were able to be run manually.

PS-368005 - When moving hyperfinds containing Schedule Groups from UAT to Production environment, the hyperfind did not return any records. If a new hyperfind was created (with same conditions) or an existing hyperfind was amended by removing schedule group and adding it back in, it then returned the correct employees.

Pro WFM 2024.R2, Express Upgrade 9

The issues below were resolved for 2024.R2, EU9:

Absence Management

PS-363091 - When an employee had multiple assignments applied - if they go inactive and the manager tried to add hours from leave editor, the following error appeared: "*The Assignment is Not Active. Client* *unable to add hours*." The manager should have been able to add leave hours to employees who were inactive for a certain time without error.

Authentication

FS-120689 - Tenant inaccessible. Blue screen error message upon login.

Forecasting

PS-377516 - A large number of Forecasting batch jobs were stuck in a "Waiting" status.

Gaming 9.8

PS-336304 – A duplicate toke pool paycode edit was generated on an employee's timecard. When the toke pool was run again, the duplicate paycode edit was not deleted.

Scheduling

PS-377966 - A previous fix for Cost Center shift transfers was then preventing shifts from being transferred with Business Structure of Labor Category Transfers. Shifts that didn't have explicit Cost Center Transfers were being blocked from the copy/paste with the following error: "*Operation not permitted_Access control point; SE_COSTCENTER_TRANSFERS_Action: ALLOWED...*"

PS-376456 - Simple Punches, uploaded from UDM, were not going to timecard throught Transaction Assistant as they should have been. Error in the TA: "*Unable to perform beforeTransactionCompletion callback: EmployeeExceptionFactory: EMPLOYEE_NOT_FOUND_ERROR; nested exception is org.hibernate.HibernateException: Unable to perform beforeTransactionCompletion callback: EmployeeExceptionFactory: EMPLOYEE_NOT_FOUND_ERROR*"

PS-376292 - Staffer and Scheduling Timekeeper roles could not approve/refuse/enter time off requests in the Schedule Planner as they should have.

PS-372076 - The availability pattern request read API functions correctly for Superuser, however, when an employee created an availability pattern request and attempted to read these requests immediately after a successful creation response from the API, the read request failed.

PS-361875 - Employees were able to view some, but not all, Open Shifts for some weeks in the Self Schedule Period. They should have been able to view all available open shifts.

PS-343493 - Open Shift Requests were being invalidated by other employees. Unable to determine the cause and why other employee's names were tied to the Invalidation. It is expected that the invalidations would display the Manager or SuperUser that caused the Invalidations and also provide a way to determine the cause of the Invalidation.

PS-318999 - The Procedure Set for "Sort employees" was not sorting correctly. The sort was based on Person Dates "Division Seniority Date" in ascending order. The resulting sort in the schedule planner did not seem to follow any logical order.

PS-292168 - A manager had already approved an employee's Time off Request, but the notification was not being removed from their Control Center as it should have been. After clicking on it to try and approve it again, the following error appeared: "*The state is an invalid change state: Approved*."

Suite Serviceability

PS-377500 - Users encountering "*Error Some Internal Server Error Occurred. Please contact System Administrator*" when attempting to access Production Readiness.

Timekeeping

PS-379136 - Trying to return timecard metric data via API `v1/timekeeping/timecard_metrics/multi_read` was returning the following error: "*Timekeeping timecarddata service was accessed with a bad reference*."

PS-364979 - API calls to `timekeeping/timecard/changes/multi_update` was resulting in low available jvm memory.

PS-355093 - Attestation Profile assigned on current day with an effective date of tomorrow was incorrectly triggering on current day. This was resulting in the assigned profile activating and being used a day earlier than expected.

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

UDM

PS-367111 - The following discrepancy was occurring in the TeleTime Hours Worked Entry module: When an employee logged a full 24 hours of work, it was incorrectly displaying as '0 hours worked' on their timecard.

PS-367023 - The assigned device profile was being removed from the clock setup in UDM. The clocks were in a RED status and had no profile assigned to them. Once a profile was re-assigned, the clocks came back online.

WFMaaS

PS-373098 - Tenant refresh was failing at the database access point.

PS-371935 - Tenant Reset activity was failing at the Database Service.

PS-371826 - Unable to receive email after updating SeedUser email address.

PS-335760 - Translated Swedish words were appearing in any locale policy. Customer's Swedish locale policy had many translations that showed Swedish text when logged in with this locale policy. However, when logging in with test users that had different locale policies assigned, some words in the workflow notifications continued showing the Swedish versions.

PS-303257 - In the password policy on OpenAM-authenticated systems, you can edit only the Minimum Password Length from 8 to 64 characters. None of the other settings in the password policy can be changed.

PS-303252 - In the password policy on OpenAM-authenticated systems, you can edit the Minimum Password Length from 8 to 64 characters.

PS-291349 - In the password policy on AuthN-authenticated systems, you can edit the Minimum Password Length from 8 to 64 characters.

Pro WFM 2024.R2, Express Upgrade 8

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

Absence Management

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

Activities

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

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

Data Import Tool

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

Engines

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

Forecasting

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

Information Access

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

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

Scheduling

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

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

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

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

SDM

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

Timekeeping

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

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

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

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

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

PS-343860 - The following problems were occurring in timecards and the print preview. When viewing a timecard, going into totals tab, and selecting all span with paycodes using 'share and print', the preview would revert back to ALL. Also, on a timecard with more than 15 paycodes, the print preview cut off the 16th item.

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

WFMaaS

PS-373098 - Connection timed out while refreshing database.

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

Pro WFM 2024.R2, Express Upgrade 7

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

Engines

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

Scheduling

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

PS-367580 - Self Schedule shift was not showing as "self scheduled" for all days consistently. Manager and Employee views were different. An Employee self-scheduled shift was not always reflecting that it was employee created. When an employee self schedules, the shift should be identified in bold, indicating self scheduled.

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

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

Timekeeping

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

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

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

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

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

UI Platform

PS-367501 - A timing issue was causing the date format to be incorrect since the R2 release into the test environment. This was caused by the PageLanguage being set based on the "lang" field in the HTML, but it was not waiting for lang to be available, so if language had not yet been set, it would fail.

WFMaaS

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

Pro WFM 2024.R2, Express Upgrade 6

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

Activities

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

Engines

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

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

Forecasting

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

HCA

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

Scheduling

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

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

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

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

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

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

Timekeeping

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

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

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

UDM

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

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

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

WFMaaS

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

Pro WFM 2024.R2, Express Upgrade 5

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

Scheduling

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

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

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

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

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

PS-315718- In a Chrome browser, when a user was trying to fill open shifts for next week using the call list and procedure set 7, the list of employees stopped appearing after about seven shifts. Attempting to use any of the other procedure steps also produced a blank screen. After users waited several minutes, the call list started working properly.

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

Suite Integration

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

Timekeeping

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

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

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

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

UI Platform

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

UDM

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

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

WFMaaS

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

Pro WFM 2024.R2, Express Upgrade 4

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

Engines

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

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

Forecasting

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

Identity

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

Scheduling

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

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

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

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

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

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

PS-323076 - The team absence calendar was not displaying the time off requests for team members when the Team Definition did not have a quota defined. Also, if there was a quota on a specific day but no Time-off requests, you could not see that there is a quota. It is expected that you could see team absences in the calendar.

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

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

Suite Experience

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

Timekeeping

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

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

UI Platform

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

WFMaaS

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

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

Pro WFM 2024.R2, Express Upgrade 3

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

Scheduling

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

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

Timekeeping

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

Pro WFM 2024.R2, Express Upgrade 2

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

Integrations

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

People

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

Scheduling

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

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

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

Timekeeping

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

Pro WFM 2024.R2, Express Upgrade 1

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

Engines

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

Scheduling

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

Pro WFM 2024.R2

The issues below were resolved for 2024.R2.

Absence Management

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

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

Analytics

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

Activities

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

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

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

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

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

Authentication

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

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

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

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

Data Import Tool

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

EDAP

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

PS-171033 - The Press Ganey NDNQI Report:

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

Engines

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

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

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

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

Forecasting

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

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

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

Healthcare Productivity (HCP)

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

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

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

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

Information Access

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

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

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

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

Integrations

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

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

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

People

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

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

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

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

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

Ready WFM Integration

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

Reporting

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

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

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

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

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

Scheduling

PS-315683 - Enhanced the **Retrieve Locations by External IDs** (`POST /v1/commons/locations/external_ids/multi_read`) API operation with the optional Boolean request payload property `returnAllMatches`, which enables the new behavior, along with the new property `endDate`, which determines the date span for the `external_ids` returned. This new functionality allows multiple mappings to be returned whenever multiple revisions exist during a given date span and whenever multiple different locations use the same `external_id`.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Talk

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

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

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

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

SDM

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

Suite Integration

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

Timekeeping

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

UDM

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

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

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

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

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

UI Platform

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

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

UltiPro Integration

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

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

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

WFMaaS

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

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

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

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

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

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

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

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

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

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

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

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

- 1st Half
- 2nd Half
- Full

Workflow

PS-308738 20518036 - When using Setup Data Manager to import process models, the display of custom stencil set model components that included collapsed subprocesses reverted to generic version of the stencil set component. Only the display on the workflow canvas was affected; functionality remained intact.

Known Issues

There are no Known Issues in this release.

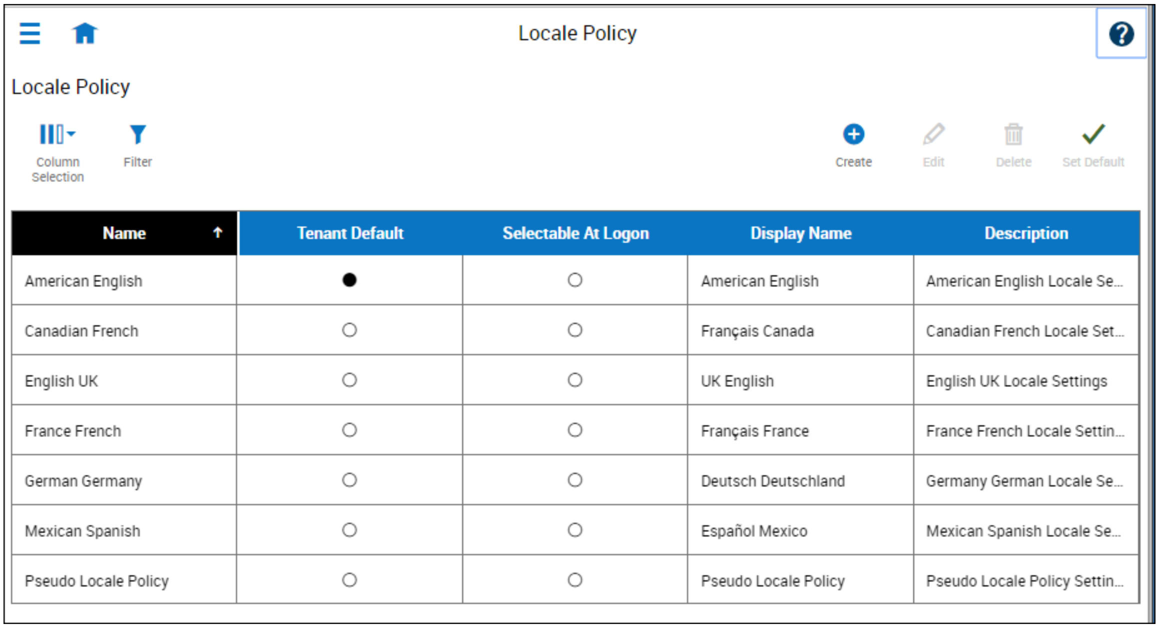
International and customization considerations

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

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

To change the user interface to one of these languages:

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



3. To change the default setting, select one of the listed languages in the **Tenant Default** column.
4. To have one or more languages selectable from the logon page, select the applicable languages from the **Selectable at Logon** column.

   Users can then change their locale profile by clicking one of the options on the logon screen. The new locale profile is valid only during the logon session.
5. To assign different languages for people to select at logon:
   a. Go to **Maintenance** > **People Information** from the Main Menu.
   b. Select **Access Profiles** and then select a Locale Policy from the **Locale Policy** drop-down list.

Translation and customization

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

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

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

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

Translation Language setting

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

Implementation considerations

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

- Pro WFM device-specific support on page 146
- Pro WFM supported data-collection devices (terminals) on page 147
- Implementation considerations on page 146
- Homepage wallpaper on page 148
- Enhanced Branding Capabilities on page 148

Pro WFM device-specific support

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

Desktop requirements

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

Browser support by operating system

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

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

Mobile app: minimum operating system support

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

Pro WFM supported data-collection devices (terminals)

Pro WFM supports the following devices:

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

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

Accessibility support in Pro WFM

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

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

Homepage wallpaper

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

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

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

Enhanced Branding Capabilities

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

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

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