

8.0.X.X - WFS More Details link broken in YourSite Explorer

PROBLEM

When you go to YourSite Explorer > Getting Started the Workforce Scheduling More Details link is broken.

WORKAROUND

The files do exist on the server, however the landing page was renamed. The correct URL format is below.

http://SERVERIP/CCMWeb/webforms/help/online_en/6100_ccs_Left.htm#CSHID=3|StartTopic=Content/Admin-Install/Configuring_Workforce_Scheduling.htm|SkinName=Global Skin

RESOLUTION

This issue is resolved in MiContact Center Version 8.1.0.0.

APPLIES TO

MiCCC 8.0.X.X

Keywords: WFS workforce scheduling more details

Last Modified By: AndrewMontpetit, Tuesday, September 06, 2016

<http://micc.mitel.com/kb/KnowledgebaseArticle52489.aspx>

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