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Workforce Management

auth Section

12/16/2025

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- **provider**

provider

Default Value: " "

Valid Values: " ", wfm

Changes Take Effect: After restart

Dependencies: See Important note in this option

Introduced: 8.5.214.14

Specifies the provider that performs authentication when users log in to WFM.

If this option value is set to:

- " " (empty string)—A legacy, WFM proprietary mechanism is used to authenticate user access to the WFM Web for Supervisors (Classic) interface.
- wfm—An internal WFM implementation of authentication is used to provide user access to the WFM Supervisor interface.

Important

If this option is set in one WFM Application, it must be set in all of them (WFM Web, WFM Server, WFM Builder, WFM Data Aggregator).