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Workforce Management Builder

8.5.220.02

12/15/2025

8.5.220.02

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/04/24	Update						X

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What's New

This release contains the following new features and enhancements.

- This enhancement includes the following new features:
 - Workforce Management Builder now supports structured logging to the file containing one-line log records formatted in JSON format. This allows integration with the centralized log aggregation and viewing systems such as Grafana and Loki. The JSON log can optionally be enabled by setting up a new set of **x-json-log** configuration options in the **Log** section. For more details on JSON logging, see the [Log section](#) of WFM Builder configuration options.
 - WFM Builder now supports distributed tracing of the HTTP requests using Open Telemetry protocol (OTLP). All HTTP requests now propagate the OTLP tracing headers. The corresponding request **trace_id** and **span_id** are also logged in the logs for tracking and integration purposes. All WFM backend servers can also be configured to export traces via **OTLP gRPC exporter**. This allows integration with the distributed tracing collection and visualization systems such as Grafana and Tempo. For more details on distributed tracing, see the [trace](#) section of WFM Builder configuration options.
- (WFM-36412)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Workforce Management Builder](#)

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Resolved Issues

This release contains the following resolved issues:

The health check algorithm now detects authentication issues (for example, a valid current token became invalid before its expiration) and shows **red** auth and overall health status in such cases. (WFM-37244)

WFM Builder now automatically obtains a new access token if the earlier issued access token used by Builder to access WFM Server was invalidated by the authentication method before its expiration. (WFM-37157)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.02.