GENESYS™

Workforce Management Server

8.5.220.34

12/18/2025

8.5.220.34

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/17/25	Update						X

Contents

What's New

This release includes only resolved issues.

- Workforce Management (WFM) Server now supports Single Sign-on (SSO) with any Identity Provider (IDP) supporting OpenID Connect (OIDC) protocol. Use the idp option in the **[auth]** section to configure the identity provider details. For more configuration details on the identity provider, see the knowledge base article Workforce Management support for the Single Sign On SSO (000109597).
    Note: WFM Web 8.5.220.37 or higher is required to enable this feature. (WFM-37420)

Resolved Issues

This release contains the following resolved issues:

WFM Server now always saves the schedules received from the WFM Builder successfully. Previously, WFM Server could not save schedules if WFM Builder was configured t rue for the **MultiSiteActivitiesEnabled** option. (WFM-37664)

The WFM's Extract, Transform, and Load (ETL) process no longer fails if the WFM configuration contains **Sites** or **Business Units** that doesn't contain an assigned time zone. (WFM-37660)

The saved **Report Task properties** are now correctly synchronized across multiple servers and presented to the end user consistently. Previously, some of the **Report Task properties** failed to synchronize across multiple servers and showed up inconsistently depending on the server serving the user's session. (WFM-37659)

The **Published Schedules** are now correctly synchronized across multiple servers and presented to the end user consistently. Previously, the **Published Schedules** could sometimes fail to synchronize across multiple servers and show up inconsistently depending on the server serving the user's session. (WFM-37654)

User authentication-related messages are now localized according to the browser's locale. **Note**: WFM Web 8.5.220.37 or higher is required for this fix. (WFM-36733)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Workforce Management Server

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.34.