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Workforce Management

auth Section

5/5/2025

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- **provider**

provider

Default Value: wfm

Valid Values: " ", wfm

Changes Take Effect: After restart

Dependencies: See Important note in this option

Introduced: 8.5.214.07

Specifies the provider that performs WFM user authentication.

If this option value is set to:

- " " (empty string)—WFM Server SOAP API authenticates WFM users.
- wfm—WFM Server REST API (on-premises) authenticates WFM users.

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).