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Workforce Management

auth Section

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- `idp`
- `roles.administrator`
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- `provider`
- `roles.administrator.default`
- `roles.supervisor.default`

idp

Default Value: empty

Valid Values: A short name representing the Identity Provider without spaces.

Changes Take Effect: After restart

Dependencies: [auth] provider

Introduced: 8.5.220.34

Enables Single Sign-On (SSO) using any external Identity Provider (IDP), supporting OpenID Connect, an industry-wide protocol. For more configuration details on the identity provider, see the knowledge base article [Workforce Management support for the Single Sign On SSO \(000109597\)](#). Note that the option **provider** in the **[auth]** section must have the value `wfm` for this functionality to work correctly.

provider

Default Value: ""

Valid Values: "", `wfm`

Changes Take Effect: After restart

Dependencies: [Server] `tzdb`. See Important note in this option

Introduced: 8.5.214.08

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. Such configuration influences default value of **tzdb** option which controls time zones usage.

Important

When you see "" (empty string), this indicates that the option **Value** field should be

left blank. Also, 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).

roles.administrator

Default Value: " " (empty string)
Valid Values: A string of characters
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.218.

Specifies a comma-separated list of Genesys role names. (Do not add spaces between list items.) Users who are assigned any of these roles are designated as Administrators when they are auto-imported into the WFM database.

roles.administrator.default

Default Value: " " (empty string)
Valid Values: A string of characters
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.218.

Specifies the name of WFM role that is assigned to the newly auto-imported administrator, if the user's Genesys role is not explicitly mapped to the WFM role.

roles.supervisor

Default Value: " " (empty string)
Valid Values: A string of characters
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.218.

Specifies a comma-separated list of Genesys role names. (Do not add spaces between list items.) Users who are assigned any of these roles are designated as a supervisor when they are auto-imported into the WFM database.

roles.supervisor.default

Default Value: " " (empty string)
Valid Values: A string of characters
Changes Take Effect: Immediately
Dependencies: None

Introduced: 8.5.218.

Specifies the name of WFM role that is assigned to any newly auto-imported supervisor, if the user's Genesys role is not explicitly mapped to the WFM role.