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Workforce Management Server

8.5.220.34

12/19/2025

8.5.220.34

Workforce Management Server Release Notes

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

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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 `true` 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

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.34.