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## Workforce Management Web

8.5.220.37

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## Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/05/25	Update			X			X

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## What's New

This release contains the following new features and enhancements:

- Workforce Management (WFM) Web now supports Single Sign On (SSO) authentication when the application option provider is specified with wfm. Previously, when the provider option was set to wfm, WFM Web used a standard authentication method via WFM API. 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 Server 8.5.220.34 or higher is required to enable this feature. (WFM-37598)
- WFM Web now saves information about the user's browser language when modifying notifications. To enable this feature, turn on the new NotificationsMultiLang option added in the **Functionality** section of the WFM Web application.  
**Note:** WFM Daemon 8.5.220.07 or higher is required for the updated notifications format. (WFM-37633)
- Starting with WFM Web version 8.5.220.37, support for Internet Explorer (IE) and Edge in IE mode is discontinued. (WFM-37711)

## Helpful Links

### Releases Info

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

### Product Documentation

#### [Workforce Management Web](#)

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## Resolved Issues

This release contains the following resolved issues:

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WFM Web RPC calls now hide the sensitive information when communicating with the backend. Previously, the sensitive information was transferred to the backend without modifications. However, WFM Web still requires communicating with the backend only over HTTPS as it is an indispensable part of the application security configuration. (WFM-37640)

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WFM Web now provides user's localization information, hence, error messages are now displayed using the correct localization. Previously, messages related to user authentication were displayed without taking into account the browser locale. (WFM-37622)

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The **New Schedule Scenario** wizard now shows the correct list of Agents when the **Additionally filter Agents by Contracts** filter is applied. Previously, the **New Schedule Scenario** wizard didn't show the correct Agents list if agent has several contracts assigned and if one of the contracts does not have an end date set. In such scenarios, the agent was incorrectly presented in the list when his/her current contract is unchecked. This issue appeared when scenario is created based on Master

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#### Schedule. (WFM-37607)

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WFM Web Java modules now use the titles for the confirmation dialog and action button names from the localization file. Previously, these buttons did not use localization files and titles were provided by Java. (WFM-37379)

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WFM Web has been modified to allow passing the character ' to comments or objects names and to skip it when preventing XSS attacks. (WFM-37368)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.37.