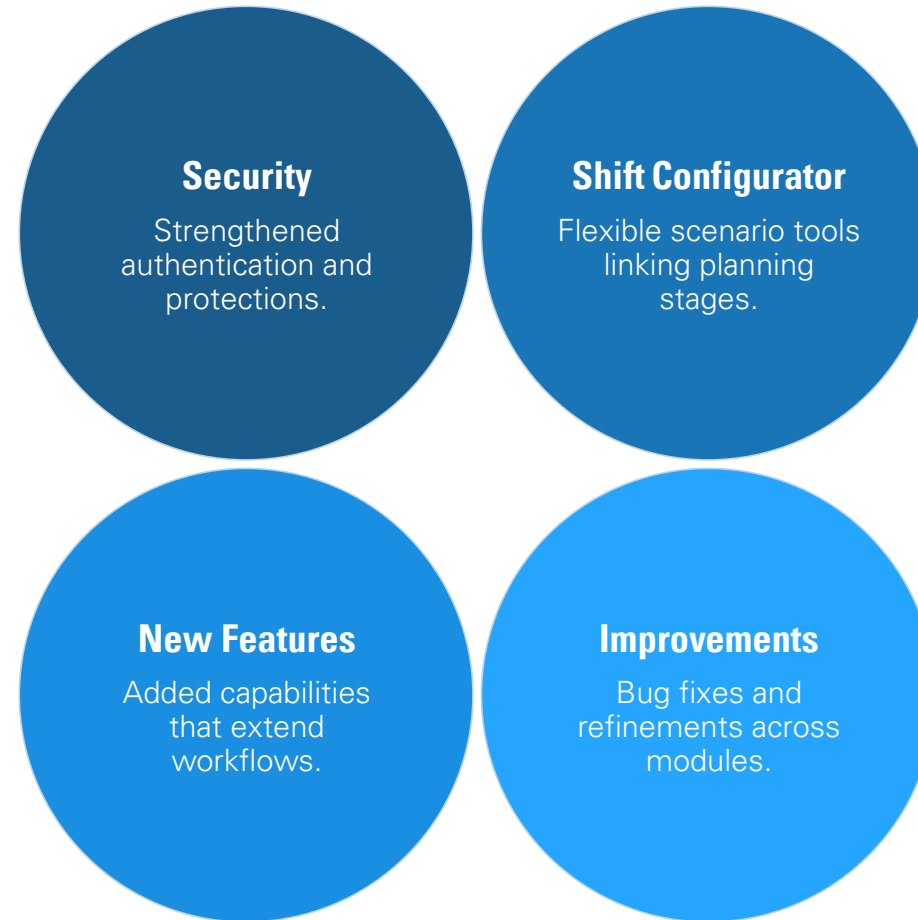


WFM One Release 20260616.2

This release delivers meaningful improvements across security, shift planning, and employee self-service. The following slides walk through the most important changes — from new authentication options to an enhanced Shift Scenario Configurator — giving WFM administrators a clear picture of what's new, what's improved, and what's been fixed.



Highlights

Two standout capabilities define this release — strengthening how users authenticate and how shift scenarios are built.



Optional 2FA & Passkeys

Administrators can now enforce two-factor authentication at the tenant level and enable passkey-based login — giving organizations fine-grained control over authentication security without impacting SSO workflows.



New Shift Scenario Configurator

A redesigned configurator automates scenario creation, handles team rotations and compensation days, and delivers transparent reporting — dramatically reducing the manual effort behind complex shift planning.

Security Settings

This release introduces two significant enhancements to the authentication framework, giving organizations greater flexibility and stronger security posture — without disrupting existing SSO configurations.

Optional Tenant-Level 2FA

Administrators can now enable two-factor authentication on a per-tenant basis. This gives organizations the ability to enforce stronger login verification for their workforce without a platform-wide mandate — ideal for phased rollouts or compliance-driven environments.

Passkey Support

Users can now authenticate using passkeys — a modern, phishing-resistant credential standard built on device-based biometrics or PINs. Passkeys eliminate the friction of traditional passwords while meeting contemporary security expectations.

Scope: Internal Authentication Only

These settings apply exclusively to users authenticating directly through WFM One's internal login flow. Organizations using external SSO providers such as Azure AD or Okta are unaffected — their authentication path remains unchanged.

CORE FEATURE

Shift Scenario Configurator

The new Shift Scenario Configurator is the centerpiece of this release. It replaces manual scenario-building with an intelligent, automated workflow that accounts for team structures, rotation logic, and compensation requirements — all surfaced in a clear, auditable reporting layer.



Automated Scenario Creation

Generate shift scenarios automatically based on defined rules and staffing parameters, eliminating repetitive manual configuration and reducing the risk of human error.



Compensation Days

Compensation day rules are now embedded directly into the configurator, so planners can handle accruals and time-off substitutions without leaving the scheduling workflow.



Team Rotations

Built-in support for rotating team assignments ensures fair distribution of shifts across employees, with rotation logic configurable to match your organization's scheduling policies.



Transparent Reporting

Every generated scenario is accompanied by a clear report detailing the decisions made — giving administrators full visibility into how shifts were assigned and enabling faster audits or adjustments.

NEW FEATURES

New Features

ESS: SetTime Request

Employees can now submit time requests directly from the Employee Self-Service portal using a new dedicated SetTime Request flow. This streamlines absence and time-adjustment submissions, reducing the administrative back-and-forth between employees and WFM administrators.

New ESS User Guide

A comprehensive, in-product User Guide has been added to the ESS portal. Designed for end users rather than administrators, the guide covers key self-service workflows — from submitting requests to viewing schedules — helping employees get up to speed faster and reducing support ticket volume.

IMPROVEMENTS

Improvements

Two existing capabilities have been meaningfully enhanced, improving both the employee onboarding experience and the reliability of automated scenario generation.

Enhanced ESS Registration

The Employee Self-Service registration flow has been refined to reduce friction for new users. Updated field validation, clearer guidance text, and improved error messaging help employees complete registration successfully on the first attempt — lowering the burden on HR and IT support teams during onboarding cycles.

Improved Activity Scenario Generator

The Activity Scenario Generator has been updated with more accurate calculation logic and a more intuitive configuration interface. Planners will notice fewer edge-case inconsistencies when generating scenarios across complex activity structures, resulting in higher-quality output with less manual correction required.

Bug Fixes

This release resolves five targeted issues reported across scheduling views, dashboards, and employee data management. Each fix addresses a specific pain point identified through administrator and user feedback.

Area	Fix Description
ESS Team Overview	Resolved a display issue where team member data failed to render correctly under certain filter combinations in the ESS Team Overview panel.
Dashboard Training Management	Fixed an error causing training assignments to appear incorrectly or not update in real time on the WFM Dashboard's Training Management widget.
Filters & Favorites	Corrected a bug where saved filter favorites were not persisting between sessions, requiring users to re-apply filters on every login.
Monthly View	Addressed a rendering inconsistency in the Monthly scheduling view that caused certain shift blocks to overlap or display at incorrect dates.
Date Attributes in Employee Master Data	Fixed a validation error that prevented date-type custom attributes from being saved correctly in the Employee Master Data record editor.