



# CommunityWFM Login Methods

Review of methods for logging in to WFM  
and troubleshooting steps

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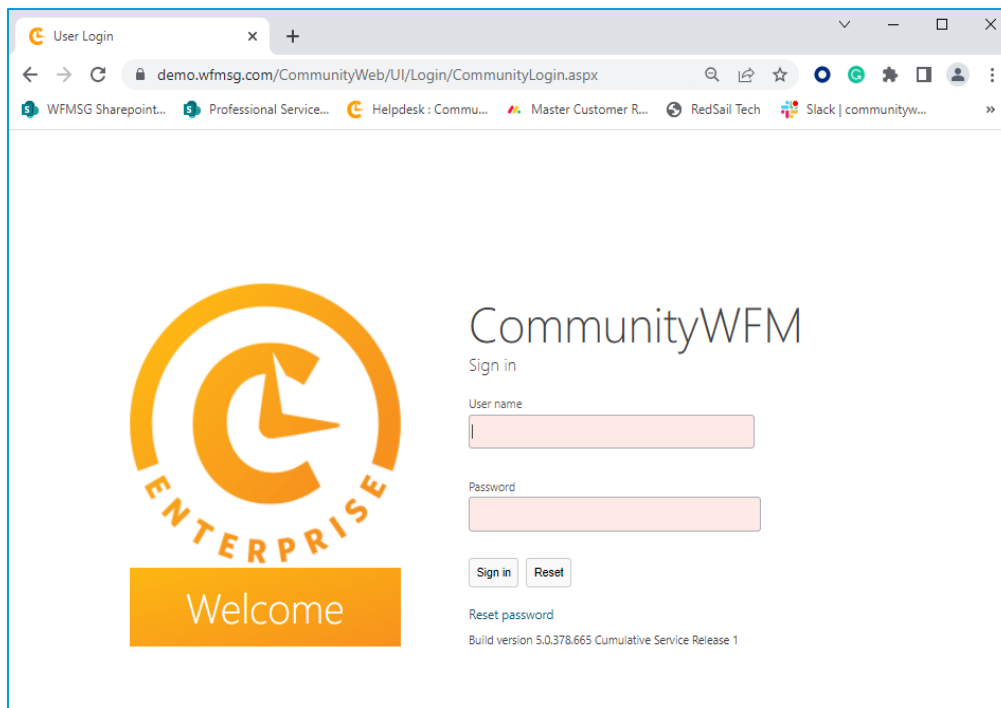
## The Basics

Community has four login methods

1. [Application Login](#)
2. [Windows Login](#)
3. [Third Party Passthrough](#)
4. [Single Sign On \(SSO\)](#)

## Application Login

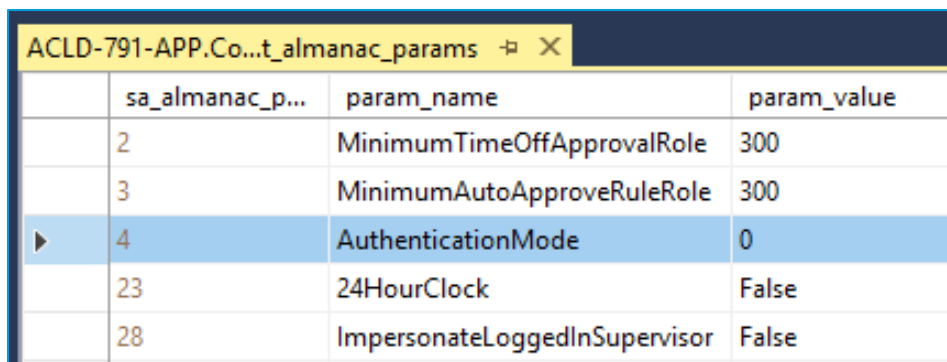
Application Login is the default login method for Community and is the most popular option. The login page uses a username & password combination that is stored in the Community3 Database.



## How is it interfaced?

0 – Digit in Authentication Mode in the “t\_almanac\_params” table

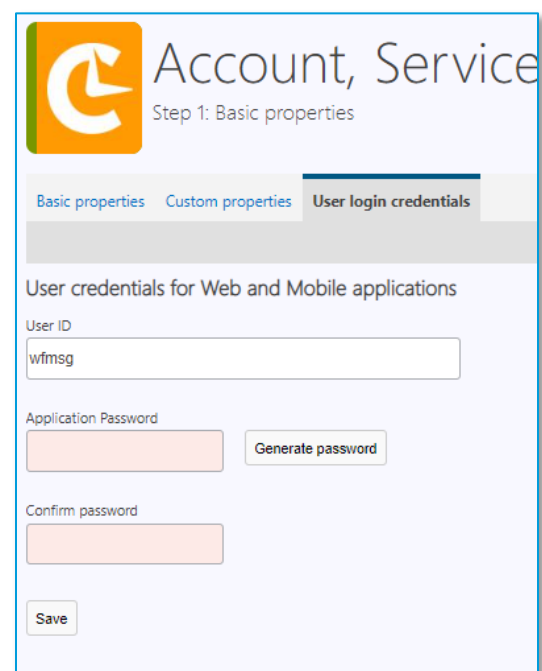
- User IDs are located in the “login\_id” field in t\_agent table
- Can use either a text login ID or a text email address
- Verifies the login ID against the t\_agent table, resolves the password, and serves the agent profile



sa_almanac_p...	param_name	param_value
2	MinimumTimeOffApprovalRole	300
3	MinimumAutoApproveRuleRole	300
4	AuthenticationMode	0
23	24HourClock	False
28	ImpersonateLoggedInSupervisor	False

## How do we troubleshoot?

- Username and Password used with Application Login works with Community Android/IOS Apps (if licensed).
- Password resets can be done by those with accounts at the same privilege level or above.
- Recommended password reset process:
  1. Navigate to the agent profile
  2. Click “Generate password”
  3. Copy & paste the password into the “Confirm password” field
  4. Click “Save”
  5. Verify the new credentials by logging in
  6. Send the new credentials to the user



Account, Service  
Step 1: Basic properties

Basic properties Custom properties **User login credentials**

User credentials for Web and Mobile applications

User ID  
wfmsg

Application Password

Confirm password

## Windows Active Directory Login

- Windows Active Directory Login (or “Windows Login”), is a method most popular with On-Prem customers.
- 1 – Authentication Mode
- Instead of the request being processed by Community, a login request is passed through the Active Directory server for the agents' Windows profile and is then matched in the t\_agent table.

FROM [Community3].[dbo].[t\_almanac\_params]

	sa_almanac_param_id	param_name	param_value	CreateDate	LastUpdate
1	2	MinimumTimeOffApprovalRole	300	2002-08-28 10:38:07.000	2014-01-23 08:42:17.870
2	3	MinimumAutoApproveRuleRole	400	2002-08-28 12:23:48.000	2014-01-23 08:42:17.873
3	4	AuthenticationMode	1	2002-09-09 16:45:29.000	2002-09-09 16:45:29.000
4	23	24HourClock	0	2002-09-23 10:57:08.000	2014-01-23 08:42:17.910

FROM [Community3].[dbo].[t\_agent]

	first_name	last_name	title	employee_id	supervisor_id	sa_activity_id	hire_date	work_type	login_time	login_id	tiebreaker	sa_role_id	sa_timezone_id	ExternalUserId	UserTags
1	Teresa	Kasperczyk	Oh Sales Manager	11	951	411	2005-01-25 00:00:00.000	1	NULL	pgac\cosatk01	0	400	35	cosatk01	NULL
2	Allison	Garretson	VP	11401	951	411	2005-01-27 00:00:00.000	1	NULL	pgac\rtpfag01	0	400	20	rtpfag01	NULL
3	Sean	Stewart	Workforce Manager	11575	NULL	411	2007-06-18 00:00:00.000	68	NULL	pgac\ntcss01	0	400	20	ntcss01	NULL
4	Anna	Valencia	CS Asst Mgr	11823	31	412	2005-01-25 00:00:00.000	1	NULL	pgac\rtcsav01	0	400	20	rtcsav01	NULL
5	Julie - AZ - H	Capell	TN QA Specialist	1312	951	411	2007-11-26 00:00:00.000	69	NULL	PGAC\NTCSJC02	0	400	20	NTCSJC02	NULL
6	WFMSG	ServiceAcct	DO NOT DELETE	NULL	NULL	411	2006-01-01 00:00:00.000	1	NULL	PGAC\WFMSJT30	0	1000	NULL	WFMSJT30	NULL
7	WFMSG	Support	DO NOT DELETE	NULL	NULL	411	2000-07-31 00:00:00.000	1	NULL	PGAC\blasch1	0	1000	20	blasch1	NULL
8	Dejuana	Fowler	Sales Manager	33234	4966	411	2010-03-17 00:00:00.000	1	NULL	pgac\cosadf01	0	400	35	cosadf01	NULL
9	John	O'Sullivan	Senior WFM Analyst	14456	5167	376	2011-01-10 00:00:00.000	1	2022-05-03 07:04:41.497	pgac\rtcsajo01	0	400	20	rtcsajo01	NULL
10	Christine	Perez	Sales Admin	NULL	951	411	2013-04-01 00:00:00.000	1	NULL	pgac\pasacp01	0	400	4	pasacp01	NULL
11	Constance	Briggs	Associate WFM Analyst	2871	5167	1	2015-10-12 00:00:00.000	1	NULL	pgac\PACSCB02	0	400	4	PACSCB02	NULL
12	Dominick	Arena	Associate WFM Analyst	NULL	5167	412	2017-12-04 00:00:00.000	69	2022-05-03 08:53:29.047	PGAC\PASADA30	0	400	4	PASADA30	NULL
13	Kim	Sanford	Ohio Admin	NULL	3338	411	2017-12-11 00:00:00.000	68	NULL	PGAC\COSAKS01	0	400	35	COSAKS01	NULL
14	Jennifer	Strzala	Associate WFM Analyst	NULL	5167	411	1997-02-18 00:00:00.000	68	2022-05-02 07:44:58.463	PGAC\COSAJ502	0	400	35	COSAJ502	NULL
15	Jay	Shubrowsky	Workforce Analyst	3210	5167	411	2003-01-27 00:00:00.000	1	NULL	pgac\COSAJ501	0	400	35	COSAJ501	NULL

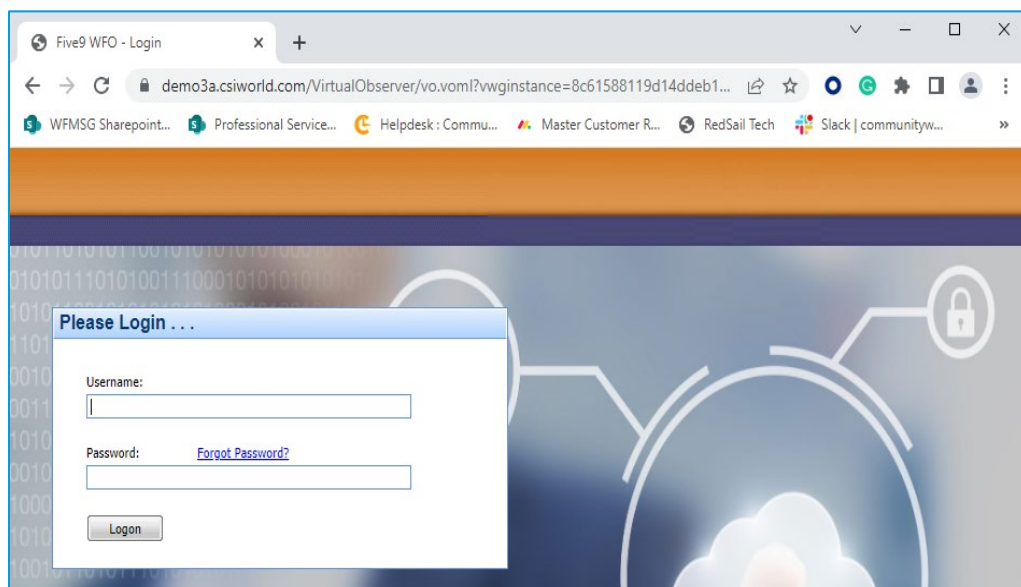
- Logins use a specific format:
  - Domain\User
  - Community\jturner
- The User ID needs to match in the login\_id field in the t\_agent table.

## How do we Troubleshoot?

- Check the login ID and Agent Profile.
  - User credentials can be found by using “whoami” command in the command prompt of the client PC.
  - Check Agent Profile Employment
  - Make sure the agent is “Active” and not “Inactive”
- If confirmed that it’s the same login, check for leading or trailing spaces.
- If that does not work, Send a request to the customer for a meeting, cc Community Support.
  - The meeting should involve the Five9 support agent, Five9 support supervisor, Community Support, and Community Systems Engineer.

## Third Party Passthrough

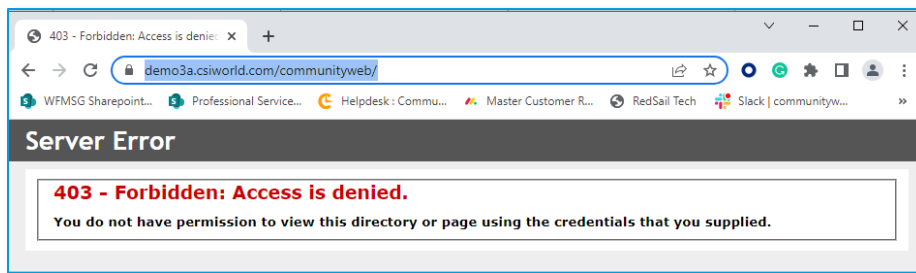
- Community is wrapped and served inside another web page.
- Most common occurrence is Five9/CSI with their Virtual Observer Suite.
  - Five9 manages the user accounts and passwords.



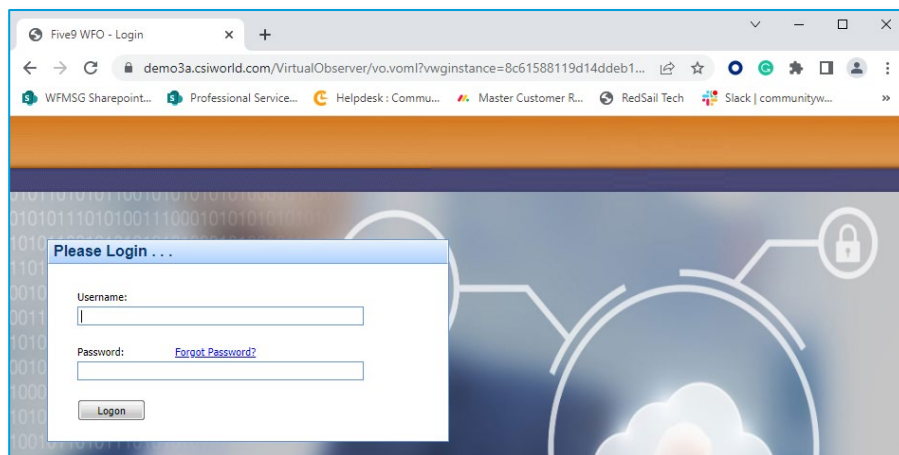
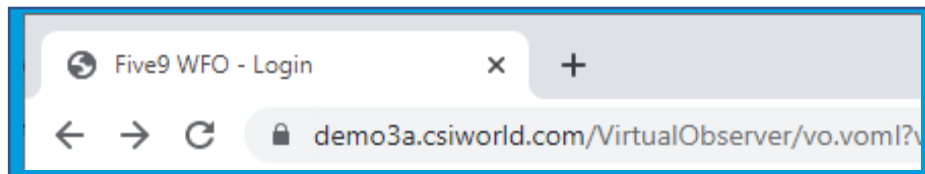
- 2 - Authentication Mode
- Authentication is handled by Five9/CSI profiles
- Matches the User ID in Virtual Observer and Community to serve the Agent Profile
- Community is wrapped in the Virtual Observer window
- Community is inaccessible through the normal /communityweb/ extension
  - It uses the extension /VirtualObserver/vo.voml?

## How do we Troubleshoot?

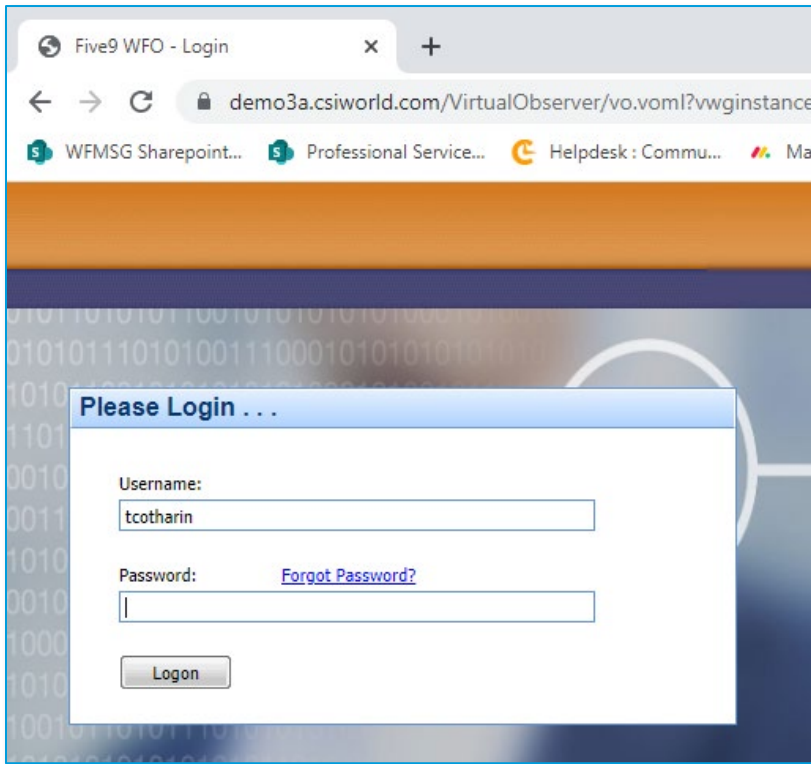
- Check URL extensions if you can't access a site.



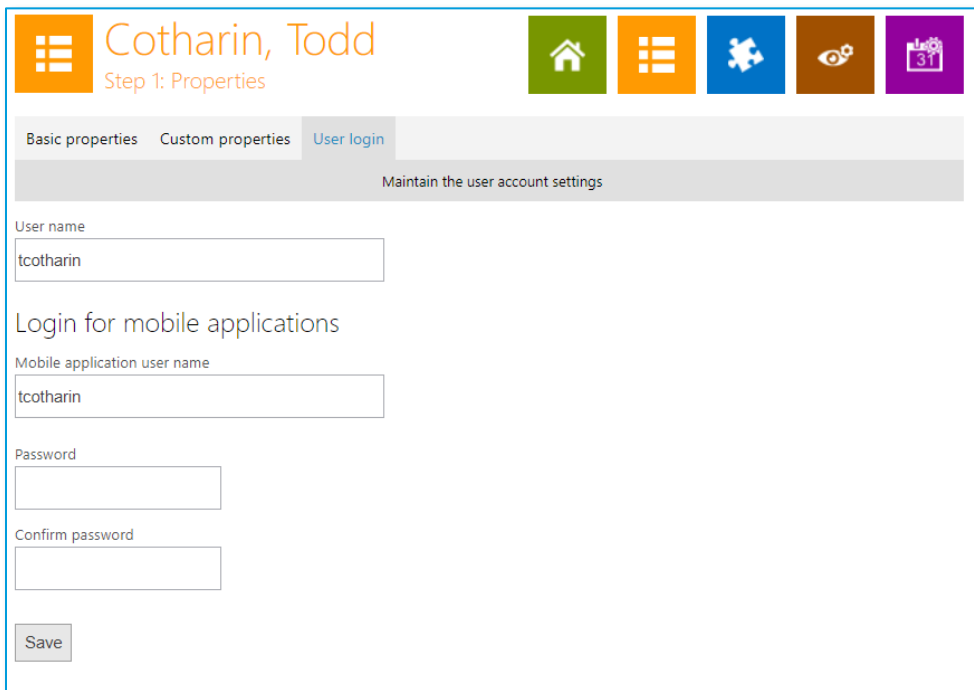
- Try changing the URL from /communityweb/ to /virtualobserver/vo.voml? to see if the page will resolve



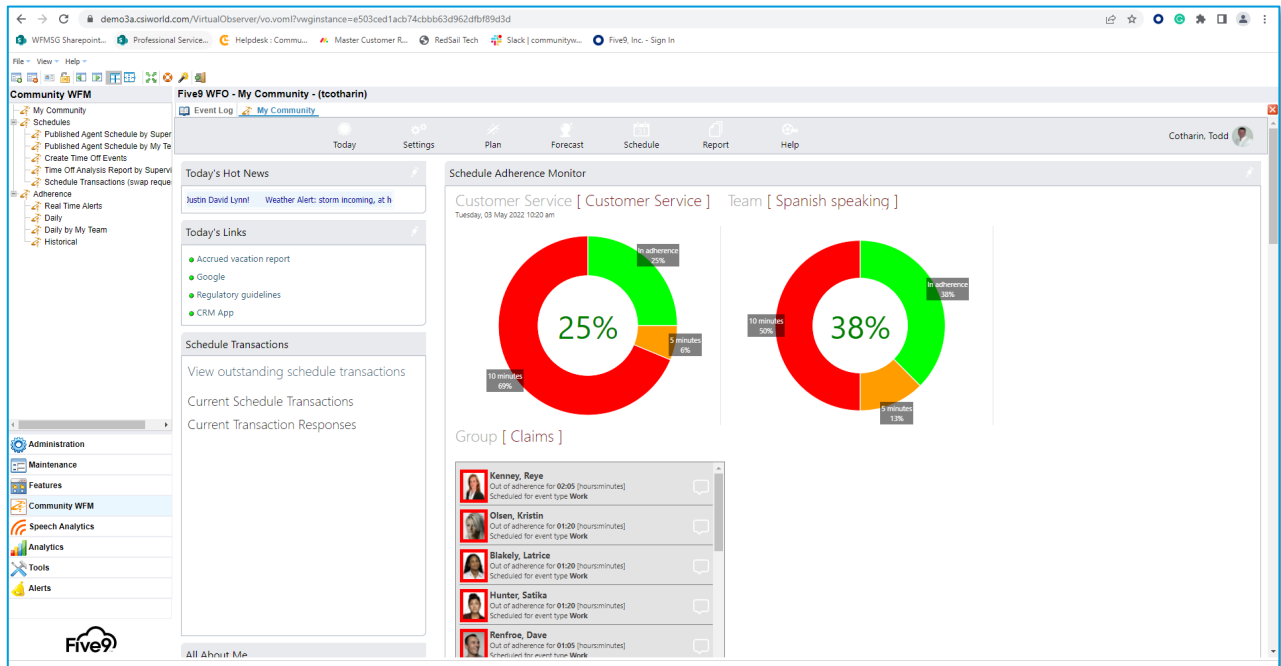
- Confirm that there is a Virtual Observer Profile for the specific agent (e.g., tcotharin).



- Confirm that there is a Community Profile for the specific agent (e.g., tcotharin).



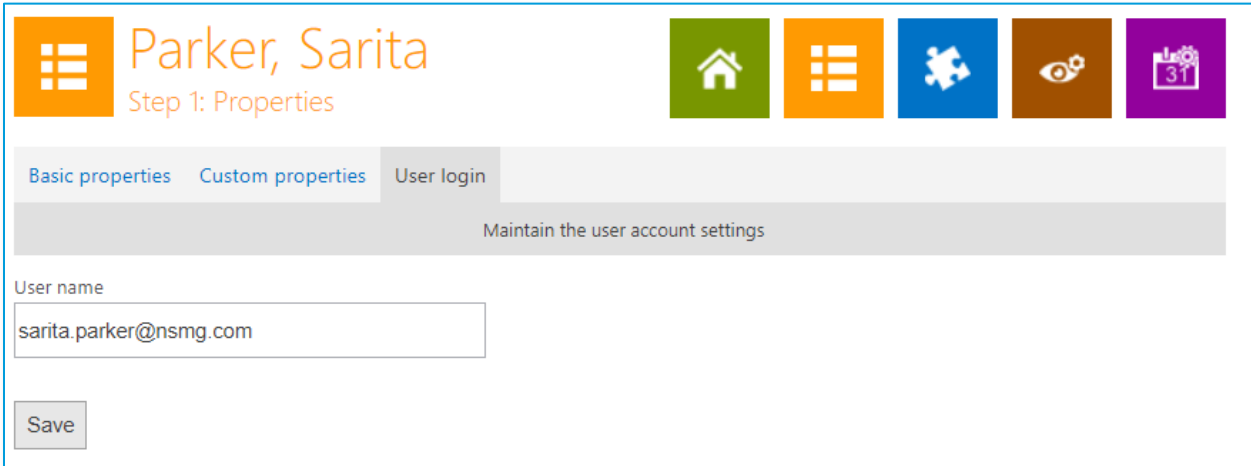
- Confirm that the User ID is the same between the two profiles.
- When all accounts match in Virtual Observer and Community you will see a profile served like this:



- If that does not work, send a request to the customer for a meeting, cc Community Support.
  - The meeting should involve the Five9 support agent, Five9 support supervisor, Community Support, and Community Systems Engineer.



- Most common practice is to use email address for the attribute.



**Parker, Sarita**  
Step 1: Properties

Basic properties Custom properties **User login**

Maintain the user account settings

User name

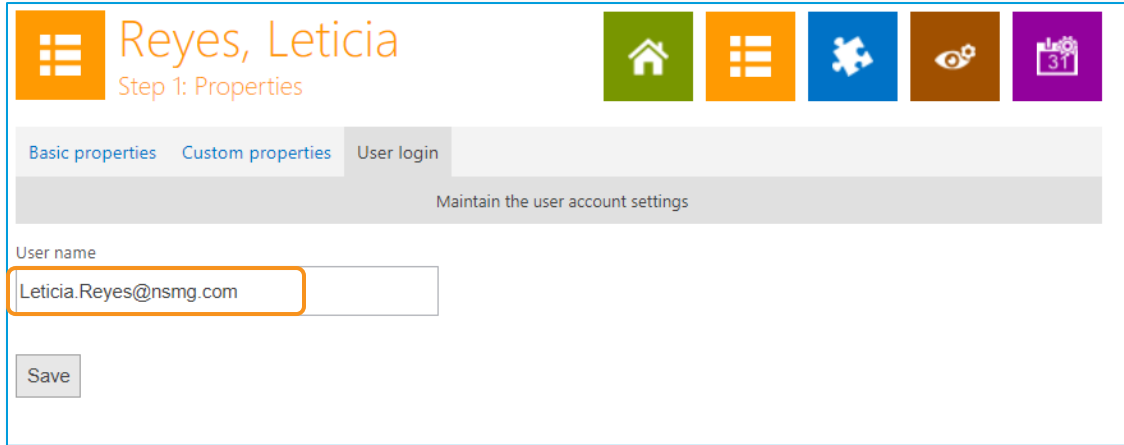
Save

## How do we Troubleshoot?

- Community does not pull down accounts from SSO providers.
- Create Agent accounts in Community first and then setup in the SSO.
- Populate the user login entry in the Agent profile with the unique attribute.
  - E.g., jturner@communitywfm.com
- Confirm that it matches the email address in the SSO profile.

```
[/SAML/consumer.aspx] SAML consumer called at 4/29/2022 2:42:39 PM.
[/SAML/consumer.aspx] Attempting to read Community's SAML configuration...
[/SAML/consumer.aspx] Community's SAML configuration was successfully read.
[/SAML/consumer.aspx] HTTP POST binding detected.
[/SAML/consumer.aspx] POST data successfully read. (Length: 7103)
[/SAML/consumer.aspx] SAMLResponse was successfully read. (Length: 7012)
[/SAML/consumer.aspx] Decode was successful.
[/SAML/consumer.aspx] Creating Response object...
[/SAML/consumer.aspx] Response object created.
[/SAML/consumer.aspx] StatusCode evaluation...<PASS>
[/SAML/consumer.aspx] IssueInstant evaluation...<PASS>
[/SAML/consumer.aspx] Reading Community username from attribute http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress...
[/SAML/consumer.aspx] Username = reyesl@nsmg.com
[/SAML/consumer.aspx] X.509 Certificate evaluation...<PASS>
[/SAML/consumer.aspx] Issuer evaluation...<PASS>
[/SAML/consumer.aspx] Authentication failed...user 'reyesl@nsmg.com' was not found in Community.
```

Using this login we find:



The screenshot shows a user interface for 'Reyes, Leticia' with the subtitle 'Step 1: Properties'. There are navigation icons for home, menu, puzzle, eye, and calendar. Below these are tabs for 'Basic properties', 'Custom properties', and 'User login'. A grey bar below the tabs contains the text 'Maintain the user account settings'. Under the 'User login' tab, there is a 'User name' label and a text input field containing 'Leticia.Reyes@nsmg.com'. A 'Save' button is located below the input field.

- Ask: Is the issue with all agents or only some agents?
  - If all agents: suggests a problem with the SSO settings and configuration.
    - Contact customer's SSO engineers to diagnosis the issue.
  - If only some agents: suggests a problem with the individual agent profiles.
- If that does not work, send a request to the customer for a meeting, cc Community Support.
- The meeting should involve the Five9 support agent, customer's SSO engineer, affected customer agent, & Community Systems Engineer.