



Alvaria Cloud™ Platform New Feature Update

This document describes the new features and product improvements that are being implemented in the Alvaria Cloud Platform™ consolidating the features for Alvaria and Aspect.

Table of Contents

[New Feature Updates](#)

[Alvaria Cloud™](#)

[Alvaria Cloud View](#)

[Alvaria Cloud MyAccount](#)

[Alvaria Cloud Advanced Outreach™](#)

[Alvaria Cloud Self-Service™](#)

[Aspect Workforce Engagement Management](#)

[Aspect Workforce™](#)

[Known Issues and Workarounds](#)

[Resolved Issues](#)

[Browser Compatibility](#)

[Documentation Set](#)

[Training Courses](#)

[Commenting on the Documentation or Help](#)

[Support](#)

[Support Best Practices](#)

New Feature Updates

The tables below reflect the planned Alvaria Cloud™ changes for November 2025. These changes will be rolled into the Alvaria DUB and LGW regions on 11/7/2025 and into the IAD region on 11/15/2025.

In the tables below, the **Feature Audience** column designates the availability for that feature. A designation of All Customers indicates that all Alvaria customers will receive the feature. A designation of Selected Customers indicates that only specific customers are receiving the feature. Other designations indicate specific component distribution for the feature. For information about feature availability, contact Aspect Customer Care. The **Enablement Method** column in the tables below describes the method by which the designated feature will be deployed. In many cases, features are automatically delivered. In some cases, customers will engage with the Alvaria account team to enable the feature in their Alvaria Cloud platform. Documentation related to the feature, if available, is found in the **Documentation** column. In some limited cases, documentation may follow the feature being released in as much as two weeks.

Note: This is a living document and subject to change. Customer features may be added or removed prior to official rollout.

Alvaria Cloud™

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
Default Org Configurations	New Public Cloud Implementations	Automatic	There are new default values and settings for any new implementations of Public Cloud instances	Alvaria Cloud™ Planning Guide

Alvaria Cloud View

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
Scheduling the Reassignment of Inbound Voice Worktypes	All Public Cloud CC Customers	Automatic	Customers will have the option to schedule a single reassignment task on a template job for Inbound Voice Worktype	Working with Templates

Alvaria Cloud MyAccount

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
Bulk User Modify	Public Cloud Customers with WFM	Automatic	Additional status is displayed when a user is being deleted	Delete User

Alvaria Cloud Advanced Outreach™

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
Updated LaunchDarkly SDK	All Public Cloud CC Customers	Automatic	Third party package component upgrade. No end user impact or actions needed.	NA
Updated AWS SDK	All Public Cloud CC Customers	Automatic	Updated AWS SDK v2 to v3 in Campaign service. No end user impact or actions needed.	NA

Alvaria Cloud Self-Service™

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
Deprecated Support for Microsoft Luis	All Public Cloud Self-Service Customers	Automatic	Microsoft has deprecated LUIS. Customers will no longer be able to use this NLU engine, therefore it has been removed from CXP. Projects created earlier with	Content related to Microsoft LUIS is removed from all the necessary documents
Removed Simple / Advanced views from CXP Designer	All Public Cloud Self-Service Customers	Automatic	CXP Designer will now always show all functions & features, the button to switch	Object Reference Guide for CX Designer

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
			between Simple & Advanced view has been removed.	
Deprecated Support for Nuance Dialog Modules	All Public Cloud Self-Service Customers	Automatic	CXP no longer supports Nuance Dialog Modules (NDMs). The corresponding functionalities have been removed from CXP.	NDM related content is removed from all the necessary documents
Connector object: Usability improvements	All Public Cloud Self-Service Customers	Automatic	Several improvements have been added to the Connector object: <ul style="list-style-type: none"> - Separation of Headers, Body and Query String parameters - New option to log request & response parameters - Setting a default value in case a value can not be retrieved from the result 	Connector Section - HTTP Connector Section - Java Connector Section - Web Service Connector Section - Alvaria Cloud API
Text object: Parameterization of prompts	All Public Cloud Self-Service Customers	Automatic	Text prompts referenced via a Text object can now be parameterized, allowing to provide dynamic values to replace placeholders.	Parameter Set Section
Loop object: New Index field	All Public Cloud Self-Service Customers	Automatic	The Loop object now offers an Index field, which can be used to keep track on where the processing is with iterating through the Loop scenario.	Loop Object Definition Section

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
Recent objects folder in Designer	All Public Cloud Self-Service Customers	Automatic	A new folder is shown Recent Objects will show up on the Object Browser to provide quick access to up to the last 10 used objects.	About the Recent Projects Folder
Usability improvement for creating new objects	All Public Cloud Self-Service Customers	Automatic	New objects can now be created more quickly in Designer due to the optimization of the context menus.	NA
Secret Variables now masked in Service logs	All Public Cloud Self-Service Customers	Automatic	The value of Variables of type secret will now be masked in log files when they are using in Log objects.	NA
New Streaming/ AIConnector	All Public Cloud Self-Service Customers	Automatic	A new Connector object to integrate Streaming / AI backends, such as ASAPP's Generative Agent, with CXP self-service dialogs.	NA

Aspect Workforce Engagement Management

Aspect Workforce™

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
Accessibility	Customers licensed for Workforce	Standard	Accessibility improvements made to the WEM UI, addressing many identified WCAG 2.1 deficiencies.	NA

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
<p>Role-Based Authentication for BYOS (Bring Your Own Storage)</p>	<p>Customers licensed for Workforce</p>	<p>Standard</p>	<p>Role-based authentication for BYOS enhances security by replacing access key management with role-based controls, reducing operational overhead while aligning with cloud security best practices. Primarily benefits AWS Public Cloud customers.</p>	<p>Updates available in the Rich Client 25 Help.</p> <p>Aspect Cloud Workforce™ User Guide</p>
<p>Autorun Memo Improvements: Export Path Display Enhancement</p>	<p>Customers licensed for Workforce</p>	<p>Standard</p>	<p>Improves AutoRun export visibility by displaying destination paths and filenames in the AutoRun Memo tab and Event Viewer. This enhancement provides better troubleshooting capabilities, reducing support overhead and enabling faster resolution of export-related issues.</p>	<p>Updates available in the Rich Client 25 Help.</p> <p>Aspect Cloud Workforce™ User Guide</p>
<p>Autorun Job Reporting and Notifications</p>	<p>Customers licensed for Workforce</p>	<p>Standard</p>	<p>External Autorun Job Monitoring: Enables customers to track autorun job status outside the WFM platform through notifications, eliminating the need for manual monitoring in Event Viewer and improving operational efficiency. Allows the</p>	<p>Updates available in the Rich Client 25 Help.</p> <p>Aspect Cloud Workforce™ User Guide</p>

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
			<p>customer to be notified when the job was started, stopped, killed, canceled, or failed to start. Additionally, the customer can be notified when the job completes with configurable information specific to that Autorun job.</p>	
<p>Cloud Storage File Browser for Import/Export</p>	<p>Customers licensed for Workforce</p>	<p>Standard</p>	<p>Enhances Cloud Storage import/export experience by implementing a visual file browser dialog, replacing manual path entry. Features dual-pane layout with folder tree navigation, file metadata display, file type filtering, and comprehensive path validation. Reduces errors, improves usability, and provides intuitive workflow for selecting objects. Includes error handling for permission issues and cloud service availability.</p>	<p>Updates available in the Rich Client 25 Help.</p> <p>Aspect Cloud Workforce™ User Guide</p>
<p>Design-Time Database Export to Cloud Storage</p>	<p>Customers licensed for Workforce</p>	<p>Standard</p>	<p>Enables users to export design-time SQLite databases directly to cloud storage containers, in addition to local disk locations. Addresses</p>	<p>Updates available in the Rich Client 24.2 Help. Documentation updates in: Aspect Cloud</p>

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
			<p>technical limitations with ADO/ODBC connection handling by implementing a file availability detection mechanism that waits for the SQLite file to become accessible before upload.</p> <p>Enhances export flexibility by allowing users to choose between disk file (default) or cloud container destinations through updated UI controls. Includes improvements to the Reports "Cloud Storage Container - Export" functionality and applies consistent file handling when duplicating reports with cloud container uploads.</p>	<p>Workforce™ User Guide Aspect Workforce™ 24 User Guide</p>
<p>Automatic Termination of Unterminated Adherence-Feed Spans</p>	<p>Customers licensed for Workforce</p>	<p>Standard</p>	<p>Automatically terminates unterminated adherence-feed spans to prevent data integrity issues and improve system reliability. This enhancement ensures that adherence tracking remains accurate by closing open spans that may have been left</p>	<p>Updates available in the Rich Client 25 Help.</p>

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
			incomplete due to system errors or incomplete data feeds.	
Permanent Closeout Performance Improvements	Customers licensed for Workforce	Standard	Enhances the performance of permanent closeout operations, reducing processing time and improving system efficiency. This optimization enables faster completion of closeout procedures, minimizing impact on system resources and improving overall user experience during critical end-of-period operations.	NA
Group Balances Snapshot AutoRun Job Performance Enhancement	Customers licensed for Workforce	Standard	Improves performance of the Group Balances Snapshot AutoRun job by breaking work into multiple transactions. This optimization reduces processing time, decreases database locking contention, and enables more efficient handling of large-scale balance calculations, resulting in faster job completion and improved system responsiveness.	Updates available in the Rich Client 25 Help.
Staff Group Exclusion from IDP Checks	Customers licensed for Workforce	Standard	Enables exclusion of specific staff groups from IDP checks to	NA

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
			<p>improve server caching performance without causing serialization issues in Checker. This enhancement provides greater flexibility in managing performance optimization across different staff groups, reducing unnecessary processing overhead while maintaining data integrity where needed.</p>	
<p>Five9 Connector API Version Update</p>	<p>Customers licensed for Workforce with Five9 integration</p>	<p>Standard</p>	<p>Updates the Five9 Connector to support the latest API versions, ensuring continued compatibility and access to new features. This enhancement maintains seamless integration with Five9 contact center platform, enabling customers to leverage the latest capabilities and security improvements provided by Five9's evolving API.</p>	<p>NA</p>
<p>File Manager - Object Path and Name Validation</p>	<p>Customers licensed for Workforce</p>	<p>Standard</p>	<p>Enhances File Manager with comprehensive object path and name validation to ensure data integrity and</p>	<p>Updates available in the Rich Client 25 Help. Aspect Cloud</p>

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
			prevent errors. Implements validation rules for file naming conventions, path structures, and retrieves all file metadata for improved file management. This improvement complements the Cloud Storage File Browser enhancements by providing consistent validation across both rich client and web interfaces, reducing user errors and improving overall system reliability.	Workforce™ User Guide

Known Issues and Workarounds

This section contains the open issues that currently exist for this release of the Alvaria Cloud™ service. The following table summarizes the functional areas where unresolved issues have been reported at the time of GA. Many issues are already targeted for the next update.

The following known issues have been observed with the Alvaria Cloud™ software deliverables and are planned to be addressed in an upcoming release.

ID	Capability Area	Description / Comments
CXP-16929	Via CX Hotspot Analytics	Leading or trailing spaces, for example, on a Menu item label, can lead to a situation where no Hotspot Analytics data can be found for this object. Comment: Customers should not use either leading

ID	Capability Area	Description / Comments
		or trailing spaces in Object items
MANUX-13756	Engagement Center	Users can assign a draft email to a suspended user. Functions as designed.
157694	Performance Management	Chart axis scale not drawn correctly for stacked line and area types when multiple data types are used. Other chart types display correctly.
<u>APM-1805</u>	Performance Management	Report cells sometimes misaligned when expanding dimension members on Rows then on Columns, and empty cells are on a report
VIA-10705	Via Quality Management	During an email forwarding scenario, if a customer adds an attachment, this same attachment cannot be downloaded as an "agent" attachment in the Quality recordings Interaction page.
VIA-12806	Via Quality Management	User having persona of Manager role cannot view the IVR search report in WFO
END-11231	Outreach	Records presented to agents in preview mode before an exclusion time is in effect are not recalled by Outreach once the exclusion time begins.
VIC-12541	Outreach	On Disposition Plan when assigning an exclusion duration with only minutes (0 days and hours), the value will be saved to the database, but the user interface will show as being blanked out. Even though this is an issue that could cause confusion, for an

ID	Capability Area	Description / Comments
		exclusion that is intended to be for less than an hour, typically an Attempts Tracker rule would be more appropriate.
AQMSCRUM-33979	League	Failsafe Web App - Store page cannot be opened
AQMSCRUM-33917	League	Mobile App iOS: Going back or next from month selection closes the calendar found from Goal and Duel filters
AQMSCRUM-33915	League	Postgres service fails after League installation and upgrade because it's finding a log file from /run/nsc/nsc-logserver
AQMSCRUM-33916	League	iOS/Android Web App: Pages cannot be clicked in Menu
AQMSCRUM-33956	League	League not opening when logging in as a certain user using Pats
AQMSCRUM-33899	League	Multiple Raffles - Android App - Duel - UI Issue
AQMSCRUM-33897	League	Multiple Raffles - iOS Web - Raffle Room - Spin button UI Issue
AQMSCRUM-33862	League	Failsafe Web App - Bling Bazaar Configuration page - Images are not displaying
AQMSCRUM-33912	League	Failsafe Web App - My Profile - PHP Warning displayed
AQMSCRUM-33955	League	Failsafe Web App - Trophy Earned - Did not receive Push Notification

Resolved Issues

This section includes fixes for issues reported by Alvaria customers against previous Alvaria Cloud™ software releases. Resolved issues for Alvaria Cloud™ are published in knowledge article 14944.

ID	Capability Area	Description / Comments
AQM-1269-47	Quality Management	(WEM) Cloud: for Agent in Calibration Results playback is disabled and Channels not displayed
AQM-1267-8	Quality Management	400 Bad Request when updating Recording Rules
MANUX-30539	Alvaria View	Selecting Same Park State Resets Real time Stats in View
MANUX-30835	Alvaria View	Prevent Users from Deleting the latest version of the Custom Layout File for Dashboard layouts
AQM-1229-13	Quality Management	Start Recording API: non voice interaction type shouldn't succeed when requested for screen only
AQM-1265-8	Quality Management	Cloud - icon is not displayed (Refused to load the image)
VIA-25317	Quality Management	Long Delay on Displaying data for Assigned Interactions & Evaluation
VIC-27491	Advanced Outreach	Weekday automation schedules set wrong next execution date time.
VIC-27512	Advanced Outreach	Duplicate account number for some customers.
VIC-27535	Advanced Outreach	Unable to run historical outreach report - execute permission error due to permission revocation

ID	Capability Area	Description / Comments
VIC-27648	Advanced Outreach	Postal code (97005) that should be Pacific it is passing America/Dawson (MST) into Compliance Hub
VIC-27658	Advanced Outreach	Violation of Primary Key constraint encountered during full build
VIC-28059	Advanced Outreach	Addressing a race condition that can result with activating outreach worktypes after patching activity
VIC-28227	Advanced Outreach	Active records after compliance check are not cleared with a disposition and bulk deleted during the next day purge. This can occur when the List does not have @NUMBER1 in the schema and the dial sequence have 1. This resulted in @NUMBER1 to choose and check for compliance and leave on the floor as the @NUMBER1 not found in schema.
AQMSCRUM-33954	League	Failsafe Web App - Friend Request - Did not receive Push Notification
AQMSCRUM-34655	Quality	Select users button is not appearing in the user profile under user tab
AQMDEV-80433	Quality	Abnormal CPU usage caused by the database service
AQMSCRUM-34168	League	Text field part of Leaderboard Expire Date for Contest UI is huge
AQMSCRUM-34313	Quality	Changing Interaction Monitor's log settings in the WEM UI has no effect

ID	Capability Area	Description / Comments
AQMSCRUM-34048	Performance	Quality Data load fails when maxweightedscore of section is null
AQMSCRUM-34536	Performance	UI Allows Metric Deletion Without Backend Support, Causing Data Load Failures
AQMSCRUM-33921	League	SWAT User getting error attempting to configure store.
AQMSCRUM-34525	League	Error occurs when existing supervisor in My Account is updated but does not exist in League
AQMDEV-80947	Quality	No way to disable agents in WEM UI
VIC-28626	Advanced Outreach	Load Exclusions/CCT and ContactAttempts scripts are failing with "CSL response timeout"

Browser Compatibility

The following are the only browsers tested and deemed compatible with Alvaria Cloud™:

- Chrome - 141.0.7390.108 (Official Build) (64-bit)
- Edge - 141.0.3537.71 (Official build) (64-bit)

Note: Microsoft Windows 10 is EOSL on 10/14/2025. This means that Windows 10 no longer receives technical support, security updates, or feature updates. Microsoft recommends upgrading to Windows 11 for continued security and performance. For those who cannot upgrade immediately, a paid Extended Security Updates program is available, offering critical security updates for a limited time, ending on October 13.

Documentation Set

Documentation is provided for Alvaria Cloud™ that focuses on user tasks that relate to the product personas. The content created for each persona can be accessed at [Alvaria Cloud™](#).

Training Courses

To access product training from the Alvaria Learning Portal, perform the following steps:

1. Log in to the [Aspect support site](#).
2. Click the **Aspect Academy** widget.
3. Open the **Catalog** menu in the left-hand navigation menu.
4. Use the Search box to search for a Phrase, Category, Style or Language of courses of interest.

To Browse all courses, open the Catalog menu, then select a widget to review courses offered in Aspect Workforce, Aspect Cloud Workforce, Aspect Workforce Experience (WFX), Aspect Performance, Aspect Quality, or Aspect League.

Commenting on the Documentation or Help

If you find an error in the documentation or eLearning module or have comments and suggestions as to how to improve the provided information, send email to the Technical Publications department at technical.publications@alvaria.com.

Please include the following information in your e-mail:

- Title of the document or on-line help
- Page number or Topic name related to suggestion
- Your comment or suggestion

Support

Alvaria's products and services are backed with comprehensive Customer Care and investment protection offerings that are designed to provide stable and predictable performance for your key mission critical applications. Our experienced staff and extensive online resources are dedicated to helping you to get the most out of your Alvaria investment.

Support for non-critical questions or issues can be obtained through the Alvaria Community at support.alvaria.com.

In the case of a critical service outage, customers should call the toll-free support number (see <https://aspect.my.site.com/CustomerCenter/s/contactsupport> for list of numbers for each region). You will need to have an Alvaria Community account to access this page.

Support Best Practices

The Alvaria Community website provides the following resources to help customers follow best practices when accessing Alvaria Customer Care:

- [Asset ID Overview and FAQ](#)
- [Authorized Support Contact FAQ](#)
- [How To Manage Case Access](#)
- [About Platform Notices](#)
- [Getting Started with Customer Care](#)

About Aspect®

Aspect is dedicated to transforming the service economy by humanizing the workforce experience. Their WorkforceOS platform offers a robust workforce management solution that aligns employee preferences with business needs enhancing scheduling, predictive insights, and collaboration tools. Supported by its parent company, Alvaria Inc., which boasts over 50 years of leadership in workforce management technology, Aspect is a trusted partner for large global enterprises across key sectors, including financial services, airlines, automotive, insurance, retail, telecommunications, and utilities. The Aspect WorkforceOS stands out as the only culture-driven WEM software designed to foster work-life balance while maximizing ROI for businesses. For more details, visit www.aspect.com

© Copyright 2025 Alvaria, Inc. All Rights Reserved. 9026US-D 2/23
www.aspect.com

About Alvaria®

Alvaria is empowering human connection by building software that supports the best possible customer experience and workforce engagement.

Our software is created to empower teams and customers by optimizing workforce engagement and enhancing customer interactions. Alvaria is making an agent's day-to-day better and therefore, the customer's experience better. We go beyond inbound and outbound to create a comprehensive software-driven system that makes the people behind your business shine brighter and your customers more loyal. Alvaria is transforming the way people interact with companies and increasing our client's profits because of it.

Alvaria is the leader in proactive outreach and workforce engagement software, fostering better connections through better technology. Our open, innovative platform is purpose-built to deliver two essential experiences: feature-rich, intuitive, and intelligent workforce engagement management, and proactive enterprise outbound services. Proudly celebrating 50 years in business, Alvaria is the product of the merger of world leaders Aspect Software and Noble Systems. For more information, please visit www.alvaria.com.

Alvaria is paving a new path in customer experience—offering optimized customer experience, workforce engagement software, and cloud services technology solutions. We're empowering teams and agents to stay in touch with your customer's side of the story.

© Copyright 2024 Alvaria, Inc. All Rights Reserved. 9026US-D 2/23

WWW.ALVARIA.COM / [TWITTER @ALVARIA_INC](https://twitter.com/ALVARIA_INC) / INFO@ALVARIA.COM