

Aspect Developer Portal

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Introduction

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Rev A

November 7, 2025

▼ **About this Guide**

This guide helps Aspect Developer Portal users quickly find what they need to get started and use the portal effectively.

It begins with an **Introduction** section covering account registration, login steps, and an overview of key features. It also includes dedicated sections for **Apps** (creating and managing applications and credentials), the **API Catalog** (exploring available APIs and documentation), **Integrations** (HRIS Data Connect), and **Usage** (monitoring API activity and performance).

Each section uses collapsible toggles, so you can expand only the topics you need. **Back to top** links throughout help you quickly return to the main sections.

Whether you're integrating workforce data for the first time or managing multiple applications, this guide provides step-by-step instructions tailored to your role and goals.

▼ **GDPR Compliance**

Overview

This article describes how to secure user and employee data to comply with GDPR requirements.



Admin users are not sourced from WFM, so you can delete or deactivate them directly in the New Experience and maintain GDPR compliance.

To delete or remove an Employee user, you must use the WFM procedures because Employee users are sourced from WFM.

Right to Erasure

Workforce Management satisfies the right to erasure by providing the tools and procedures documented in this article.

Delete an Employee

You can easily delete an employee you've just added—for example, if you created an employee record by mistake. However, if the employee has been associated with other Aspect Workforce Management information, particularly official schedules, it is usually better not to delete them. Instead, terminate and inactivate the employee to maintain the integrity of your tracking history, especially intra-day performance information.

To delete an employee:

1. Open the Workforce Management client.
2. Navigate to **Employees > Employee Records**.
3. Select the employee to delete and select **Special > Change Employee Status**.
4. Terminate the employee, using the **Change Employee Status** option.
5. On the Change Employee Status dialog box:
 - a. Under **Employee Status**, select the **Change To** option.
 - b. Select the **Terminated** option and specify the **termination date**. The termination date must be the current system date or a previous date.

6. Delete all data records that refer to the employee explicitly and that block employee deletion. To view these cross-references, select the employee and select **Tools > Show Cross-References**, which opens the **Cross Reference Summary** dialog box.
7. If the employee is an employee user, use the **Users Administration** module to change that user to an inactive, regular user.
8. In the **Employee Records** grid, select the employee.
9. Select **Edit > Delete** and confirm your choice when prompted.



Deleting the employee removes any remaining cross references, such as trial schedule assignments. The Cross Reference Summary dialog box (mentioned in step 6) displays the dependent data types and the number of records of each type that exist in the database. The Table below lists these data types and indicates which types block deletion of an employee record.

Delete a User

As with most types of data, you can delete a selected user by selecting **Edit > Delete**. However, if there is data associated with the user, you must either delete it first or associate it with another user. The Delete option itself enables you to easily perform the latter alternative.

After you select **Yes** at the confirmation prompt, the **Delete Users** dialog box opens. Here you can associate a different user with the data associated with the user, or users, you are deleting. The data associated with a user consists of various types records that the user created or updated and that have an **Updated By** column in the associated grid. If there is no such data, you can select the second option (Delete the selected users if there is no data associated with them).

If there is associated data with a user, select the first option (Associate all data with another user and delete the selected users) and specify a different user to be associated with the data. For best results, select a "dummy" user that

you have created only for this purpose, as opposed to an actual user. For example, you might choose the user name `deleted_user`.

After you click **OK** and the deletion is finished, this user name appears in the Updated By column of all grids containing associated records.

Delete Contact Definition

A **Contact Definition** is a person whom users can communicate with by the way of email, instant messaging, or telephone.

To delete a Contact Definition:

1. Navigate to **Administration > Contact Definitions**, and select the contact to be deleted.
 2. Right-click on the contact and choose **Delete**.
-

Delete Autorun

Reports can be sent to email addresses, either using contact definitions or literal email. Literal emails will need to be found using a SQL command: `select * from AUTORUN_PROC where PROC_PAR LIKE '%John.Doe@aspect.com%'`
The autorun jobs found by the above query will need to be deleted or changed to remove the email.

Delete Logs

In addition, some log files may need to be addressed by your system administrator:

- Windows Event Viewer - This will expire automatically.
- WFM Event Viewer - this will expire automatically (based on system clean-up).
- AMR log - This isn't always enabled, but if it is, it will need to be manually deleted by your system administrator.
- RTA log - This will need to be deleted by your system administrator.
- IIS log - This isn't always enabled, but if it is, this will expire automatically.
- WFO log - this will expire automatically.

- WFMDData log - this will expire automatically.
-

Right to Data-Portability

Workforce Management satisfies the right to data-portability by providing the tools and procedures documented in this article.

View Employee Information

You can view employee information using the **Employee Records** module in Workforce Management.

The following modules are used to add, view, and change the information for individual and multiple employees, including their IDs and status information, extra field information, employee group assignments, and schedule preferences.

The primary modules for viewing employee information are:

- **Employee Records**, which lets you add, view, and operate on individual or multiple employees in a master list. You enter and view each employee's information using the Employee Information form.
- **Employee Information form**, which provides a quick way to edit a single employee record.
- **Employee Reports**, which allows you to view user-selected information on each of your employees.

The Employee Information Form

Use the Employee Information form to enter and view information about a specific employee. This form is accessible from several modules.

Enter the information on the following pages, as needed:

- **General**—Enter the essential identification and status information about this employee, such as name, ID, email address, and hire date.
- **Extra Information**—Enter extra information about the employee on one or more extra information pages set up by an administrator.

- Group Assignments—Assign the employee to one or more employee groups.
- Skills—Enter the employee’s skill associations.
- ACD Login ID—Enter the employee’s ACD login IDs (optional).

Employee Information Reports

Aspect Workforce Management provides several employee information reports you can preview, print, and export. The following Employee Information reports are available:

- Employee Information - **E-mail Address** - This report shows each employee’s ID, name, seniority, hire date, termination date, and e-mail address. Report details are grouped by employee group.
- Employee Information - **Extra Fields** - This report shows each employee’s name and seniority, plus as many as four employee extra fields. Report details are grouped by employee group.
- Employee Information - **General** - This report shows each employee’s ID, name, seniority, hire date, termination date, and time zone. Report details are grouped by employee group.
- Employee Information - **Instant Message Address** - This report shows the employee ID, name, seniority, hire date, termination date and instant message address. Report details are grouped by employee group.

To create employee information reports, open the **Reports** module, select **Employee Reports**, then select **Employee Information reports**, and choose the desired report, and select **File >Print**.

Previewing a report lets you see exactly how it will look when you print it. And, while previewing, you can print or export the report at any time.

View User Information

You can view user information by accessing the Users Module in Workforce Management. To access the Users Module, navigate to **Administration > Access Control > Users**. Complete the user name field to find a specific user, or select the All check box and click the **Retrieve** button to display all users. You can then view user information by double-clicking a user record.

Right to Rectification

You can rectify erroneous information by editing employee and user data in Workforce Management. This section describes the tools and processes that Workforce Management provides in order to rectify data.

Edit an Employee

You can rectify employee information by using the Employee Information Form as described in The Employee Information Form.

Edit a User

You can rectify user information using the Users module as described below.

To edit a user:

1. Open the **Users module (File > Open)** or select **Administration > Access Control > Users** in the navigation tree.
2. Complete the user name field to find a specific user, or select the **All** check box and click the **Retrieve** button to display all users.
3. Double-click the user to be edited, displaying the **User** form.
4. On the **General** Page, you can type over the **User Name** and **Alternate User Name**.
5. On the **Access** Page, you can type over the **Login ID**, **First name**, and **Last name**.
6. Click **Save** and **Close** when you are finished editing the user.

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▼ Aspect Developer Portal overview

The Aspect Developer Portal modernizes how customers integrate with Cloud Workforce by providing a fast, self-service experience. Developers can create and manage applications, generate API credentials, explore interactive documentation, and track usage—without submitting support tickets.

The portal reduces onboarding time from days to seconds, supports secure and scalable integration, and lays the foundation for continuous innovation through a growing catalog of REST APIs. With built-in features such as version

tracking, real-time testing, and performance dashboards, the Developer Portal helps teams build faster and with more confidence.

The Aspect Developer Portal is now available in the US, EU, UK, and Canada.



Virtual Walkthrough

[Click this link to see a virtual walkthrough of the Developer Portal.](#)

App Name	App Desc	App ID	Updated	Created	
test_app	This is a test app		03/16/2026 11:08 AM	03/16/2026 10:15 AM	
Extract Employee Schedule Data	Retrieves up-to-date shift schedules for workforce ...		03/12/2026 05:46 PM	03/12/2026 05:42 PM	
Daily Active WFM Employees	Number of daily active		03/12/2026 04:10 PM	03/12/2026 03:27 PM	
akh_test	akh_test		02/18/2026 04:22 PM	02/18/2026 04:21 PM	
BamboohR to WFM - every 1h	Update Time Off Types & Balance in WFM for all ma...		02/12/2026 04:34 PM	02/12/2026 04:33 PM	

Figure 1-1

Key Features

- **Rapid Integration** - Generate credentials and integrate applications in 30 seconds, replacing the previous multi-day process
- **REST API Capabilities** - Access workforce data including:
 - Productivity metrics
 - Performance insights
 - Scheduling information
- **Developer Tools**
 - Interactive API documentation
 - Usage dashboards


- Sandbox environment
- Self-service credential management
- **HRIS Data Connect** - a one-way integration that syncs employee time-off types and balances from HR systems to Aspect WFM, eliminating duplicate data entry and reducing compliance risk.
 - Fully automates the flow from HRIS to Aspect
 - Zero R&D investment required
 - Guided configuration (Connect → Map → Sync)
 - One-time setup keeps data automatically synced
 - Eliminates discrepancies between Employee hours scheduled and worked
 - Reduces compliance risk and potential labor law related disputes

▼ **System Requirements**

- You must be an Aspect Cloud Workforce™ customer.
- The Developer Portal is available in the US, UK, EU, and Canada.

▼ **Register your Aspect Developer Portal account**

1. Open the invitation email and click **Accept your invite to Workforce Experience**.

-  The email will include your Account name for logging into the Aspect Developer Portal. The email will expire after 7 days. If the email expires, contact your Account Manager to resend the email.

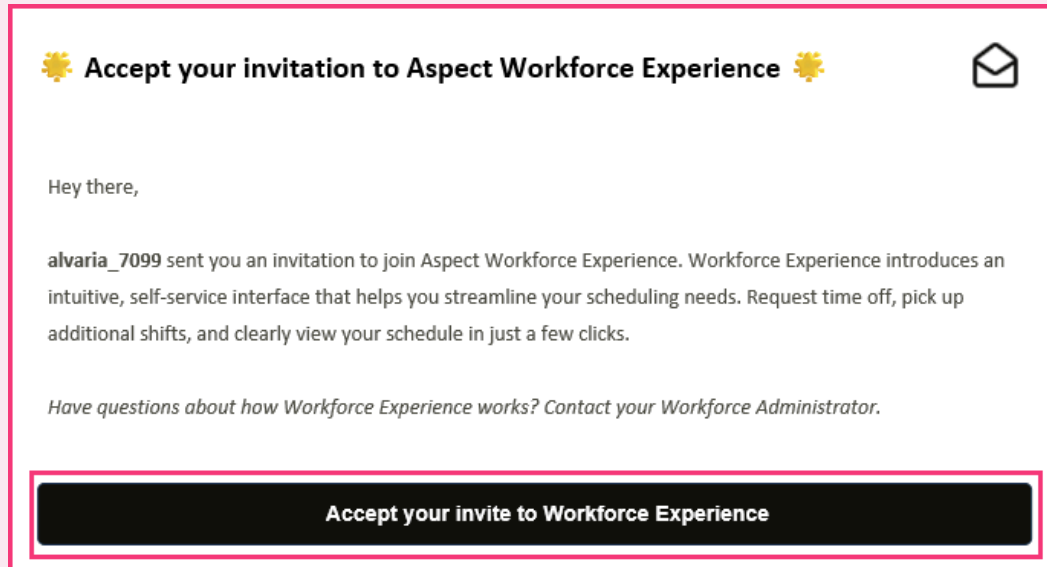



Figure 1-1

2. You will be redirected to the **Let's Get Started** page.

 When **Federated Login** is enabled on your account, you will not be required to register or to create and confirm a password. You will be redirected to your company's authentication provider to verify your identity. If you have already authenticated in your current browser session, you will be automatically logged into the New Experience.

3. Type your first and last name.
4. The account name will be preselected for you.
5. Select an answer from the drop-down menu that describes your work.
6. Create and confirm a password.
7. When you are finished, click **Get Started**.

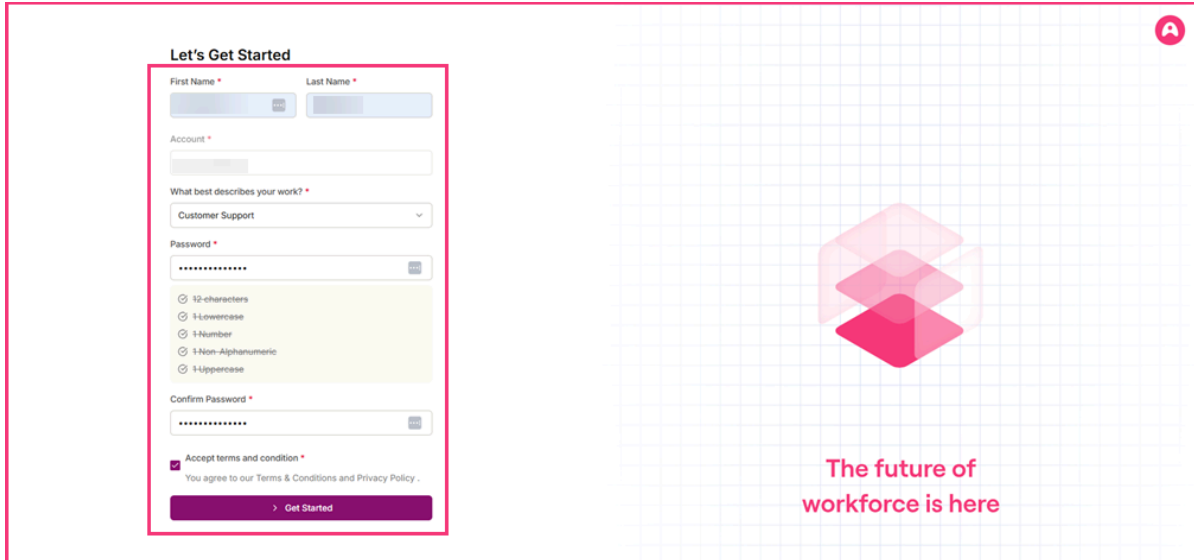


Figure 1-2

8. You will receive a verification email. Open the email and verify the account. The next time you need to log in, visit the [Aspect Developer Portal login page](#).

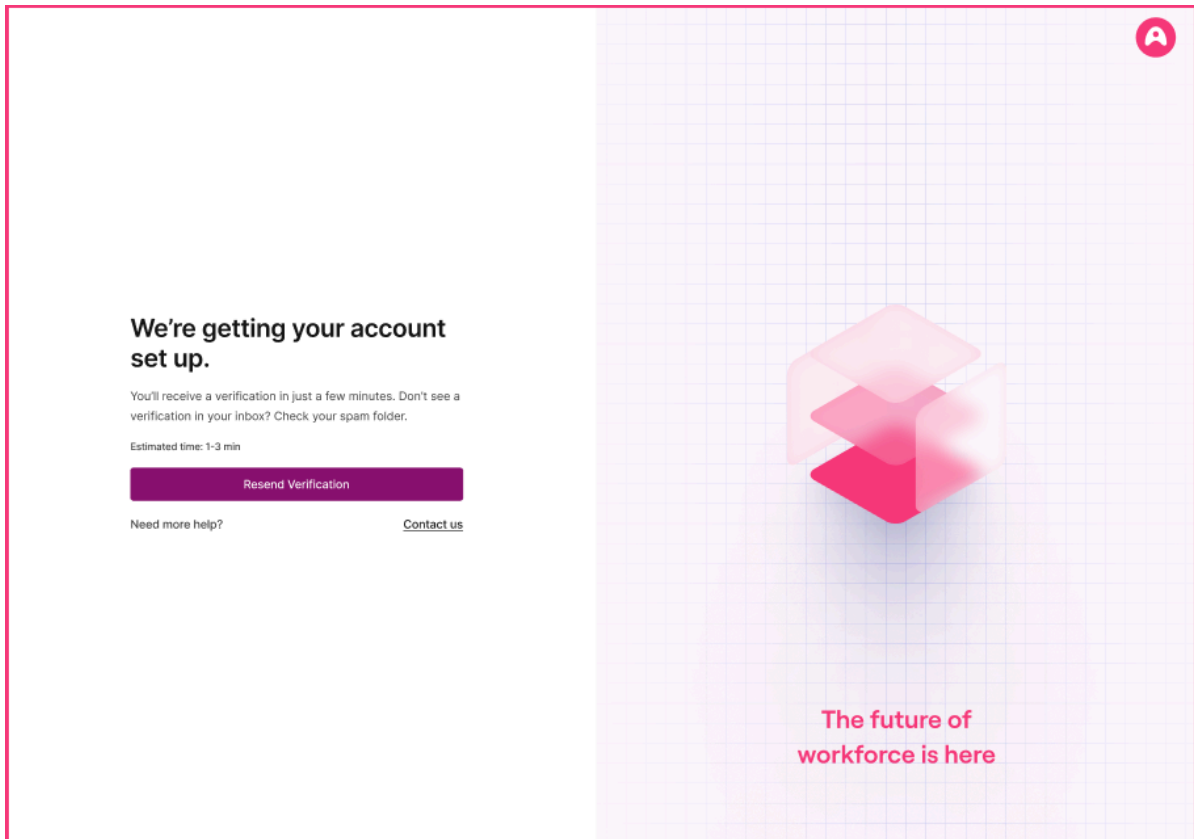


Figure 1-3

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▼ Log in to the Aspect Developer Portal

1. Open the [Aspect Developer Portal](#). Select or type your **Account name**, then click **Continue**.

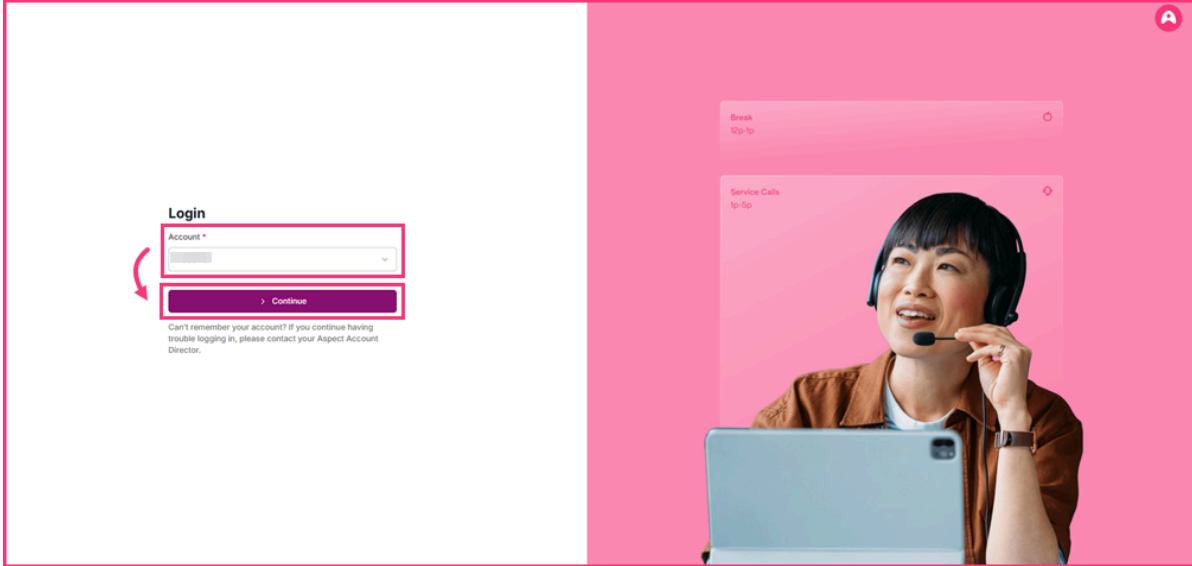


Figure 1-1

2. Type your **email** and **password**, then click **Login**. See how to create and view an Application.

! When **Federated Login** is enabled on your account, you will be redirected to your company's authentication provider to verify your identity. If you have already authenticated in your current browser session, you will be automatically logged into the New Experience.

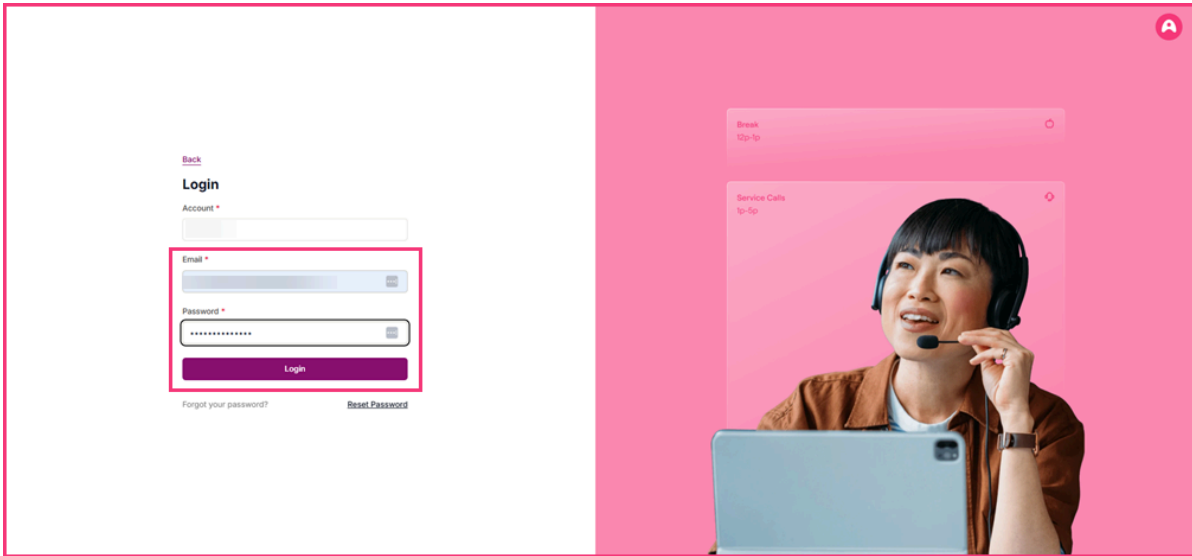


Figure 1-2

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▼ **Dashboard overview**

The Aspect Developer Portal dashboard is divided into four main sections:

- **Apps**: The Apps section displays the current list of Apps on the account. From here, you can view the App name or description, the App ID, or see the last time it was updated. You can also edit or delete an App.
- **API Catalog**: The API Catalog section provides details about Authentication and Pagination. The API Catalog contains detailed documentation for all available APIs, including the following for each API:
 - API definition
 - Query Parameters
 - Responses
- **Integrations**: Provides a one-way integration that syncs employee time-off types and balances from HR systems to Aspect WFM, eliminating duplicate data entry and reducing compliance risk.
- **Usage**: The Usage section allows you to monitor API and/or Apps usage through intuitive graphs and tables that display activity patterns across daily, weekly, and monthly timeframes.

▼ **Invite an Admin to your account**

Admins will have unrestricted access for inviting other admins and removing users.

1. [Open the Aspect Developer Portal and log in.](#)
2. Expand **Admin**, click **User management** and in the upper-right corner, click **Invite Admin**.

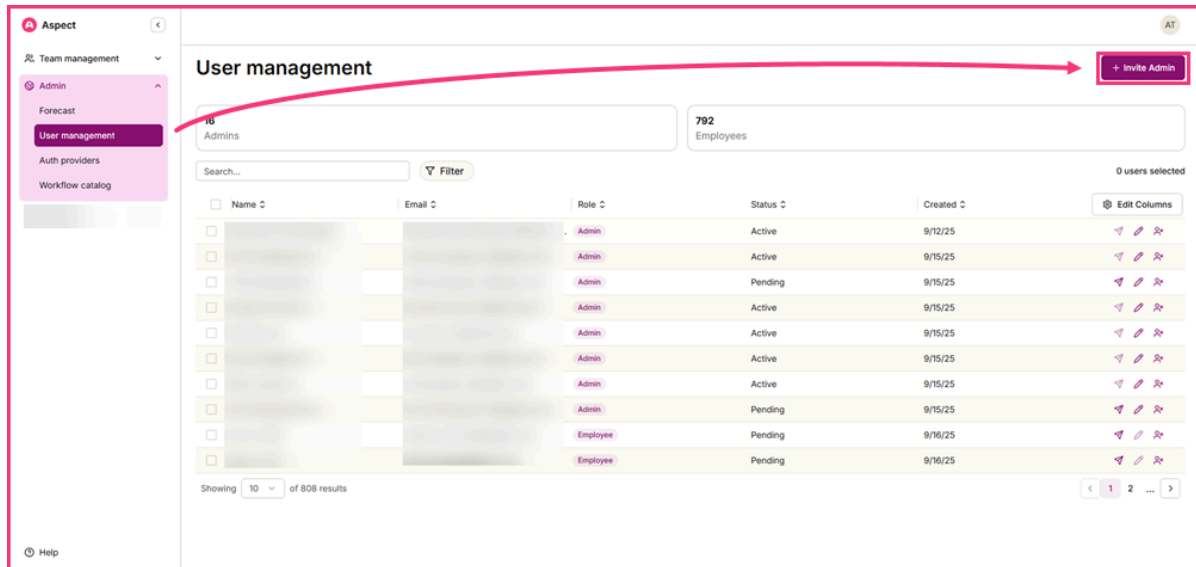


Figure 1-1

3. Type the Admin email address and click **Invite**.

- Federated tenant: Admin will appear with **Available** status and change to **Active** when they log in.
- Unfederated tenant: Admin will receive an invitation email with login instructions.



For Unfederated tenants, invites expire after 7 days. If the invite expires, resend the invite. Sending admin invites in bulk is not available yet but will be added soon.

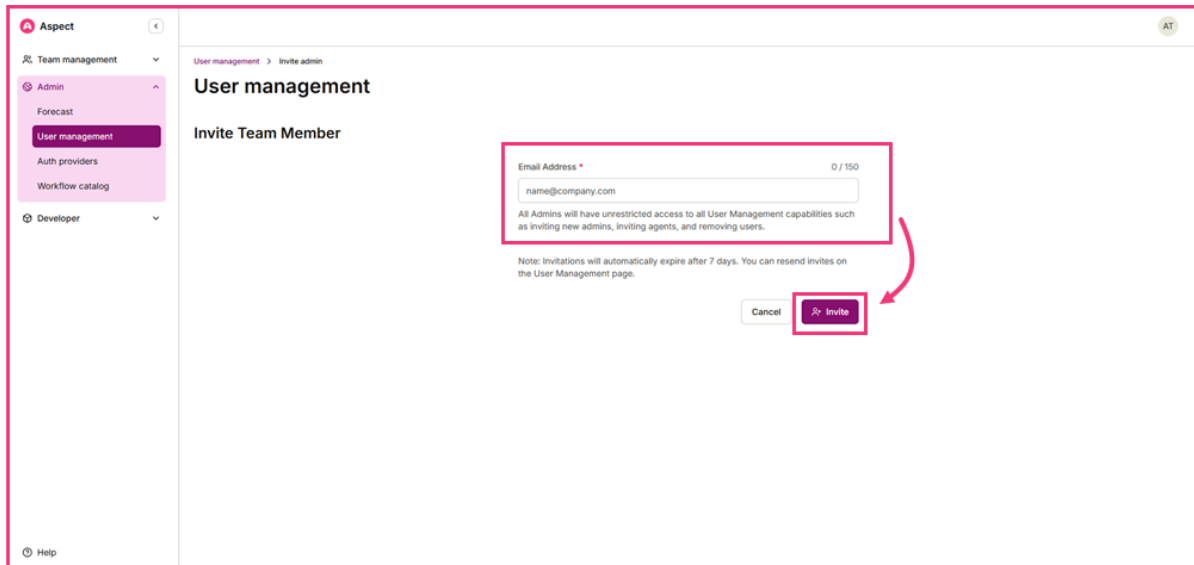


Figure 1-2

4. To resend an invite, locate the user's row and click the **Resend** icon in the **Actions** column. To delete an invite, locate the user's row and click the **Trash** icon in the **Actions** column.

- The **Status** column shows the current status of all users in your account. Use the navigation buttons at the bottom to view all users.
- **Active:** The user has accepted the invite email and has an active account.
- **Pending:** The user has not accepted the invite email and does not have an active account.

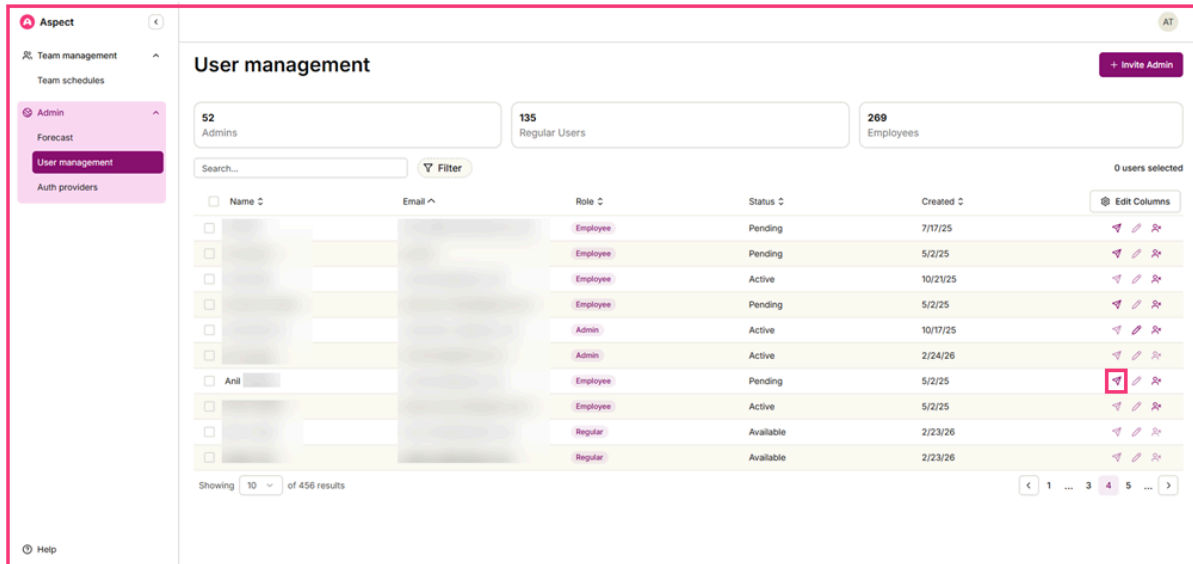


Figure 1-3

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Apps

▼ Create an App with automatically generated credentials



Create, edit, or delete Apps in just a few clicks. The system automatically generates credentials for each new App. Before you create an App, we suggest [exploring the API catalog](#).

1. Log into the Aspect Developer Portal.
2. Expand **Developer** and click **Apps**.

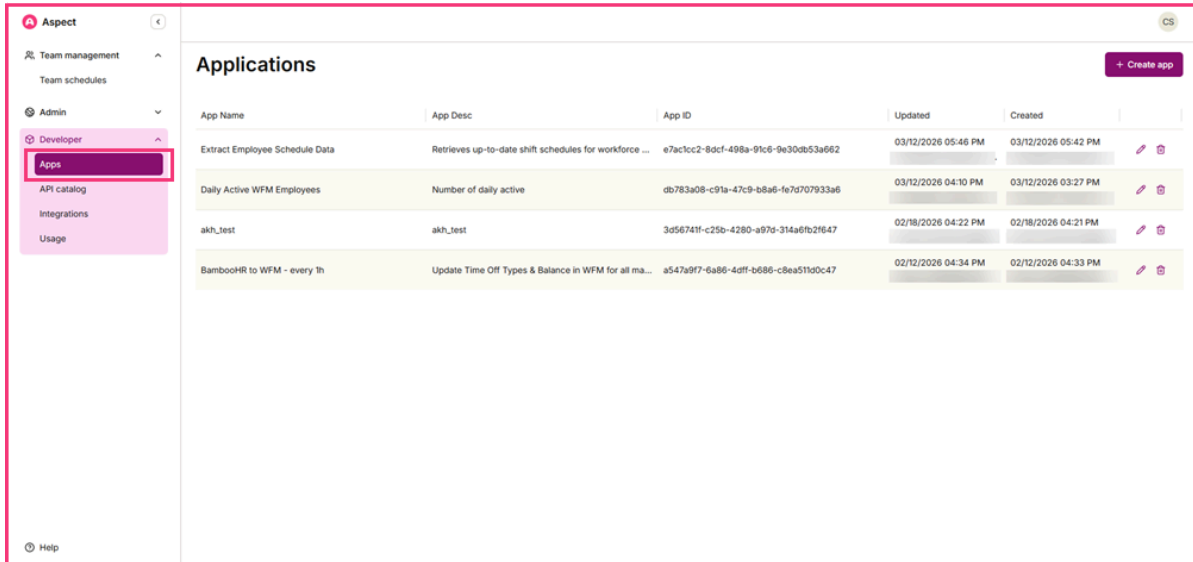


Figure 1-1

3. Click **Create App** in the middle of the screen. If you have already created an App, click **Create App** in the upper-right corner.

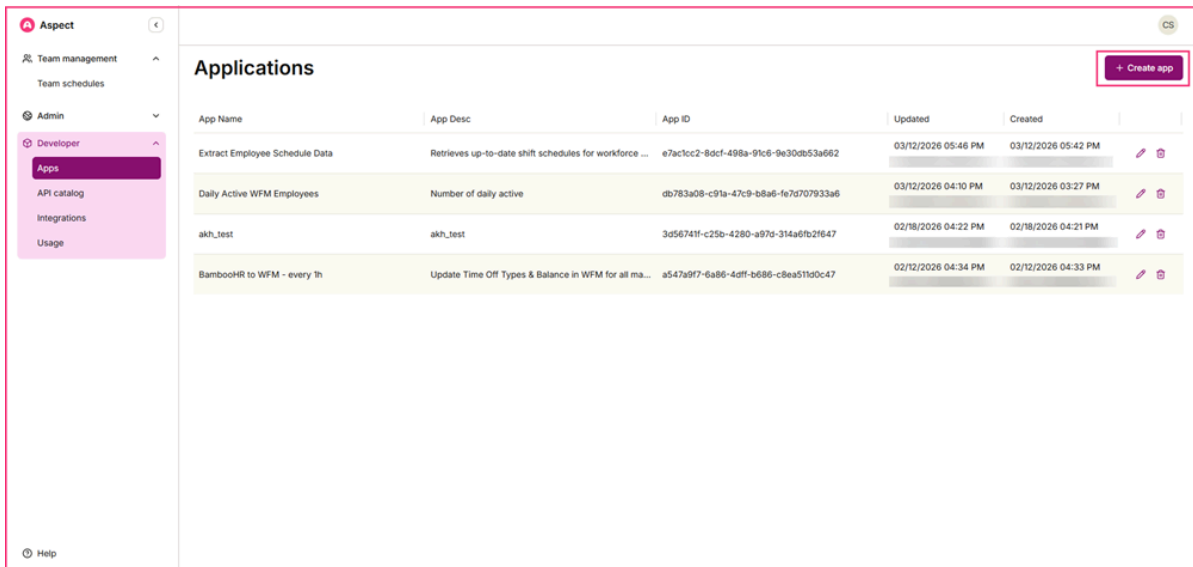


Figure 1-2

4. Enter an **App Name** and **App Description**, then click **Create App**.

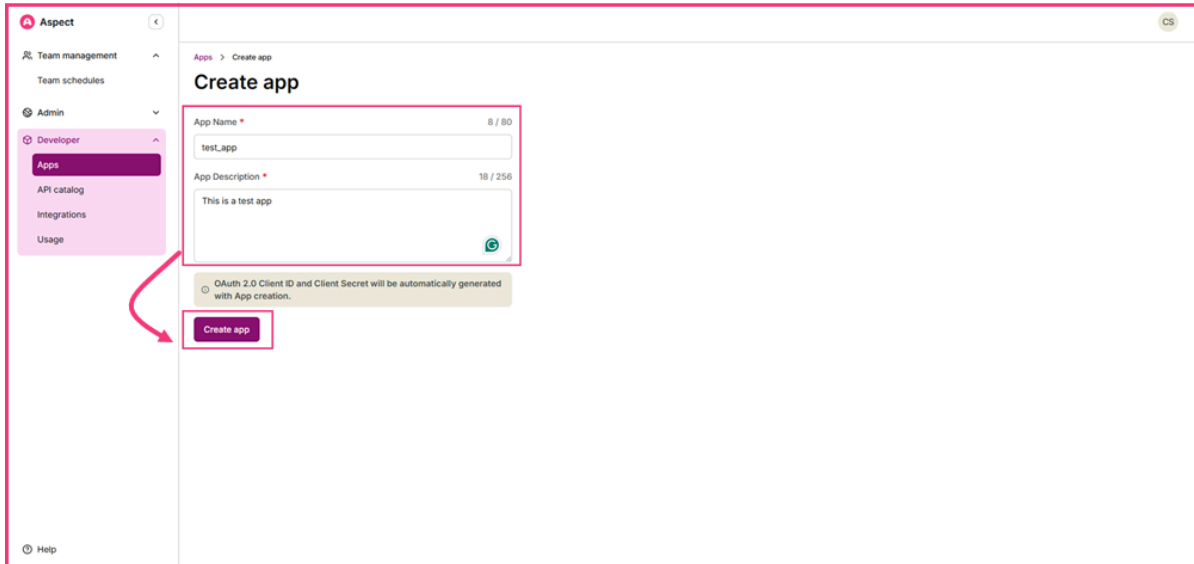



Figure 1-3

5. Click the **Copy** icon next to the **App ID**, **Client ID** and **Client Secret** and paste the links somewhere you can reference at a later time. Optionally, you can manually write the credentials down.

 The generated credentials (Client ID and Client Secret) can only be viewed once they are initially created, but you can still generate new credentials if needed.

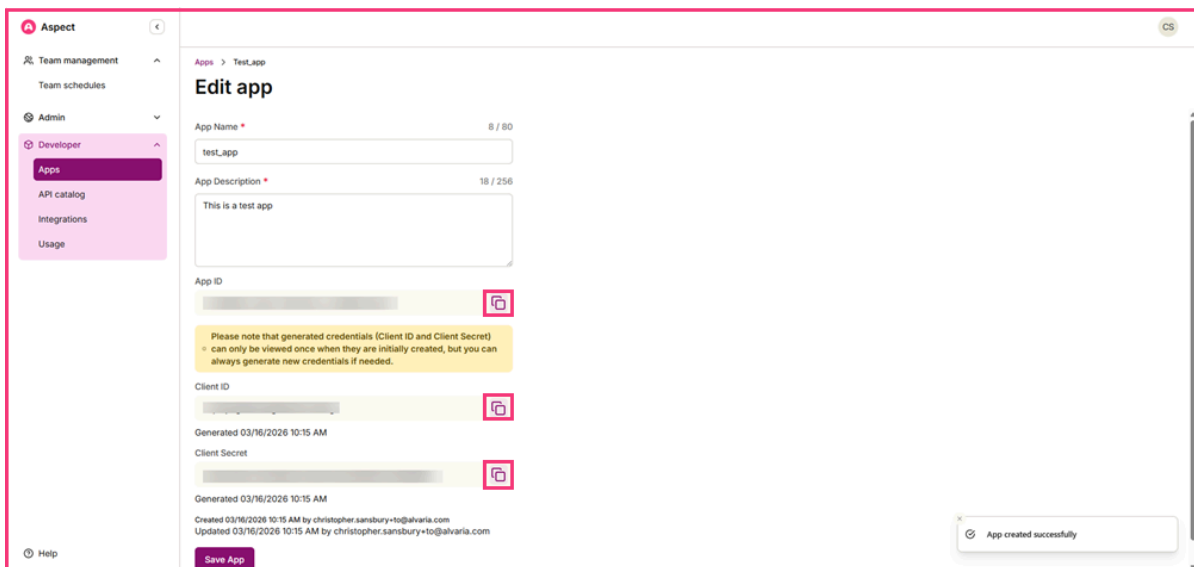


Figure 1-4

6. Click **Save App**.

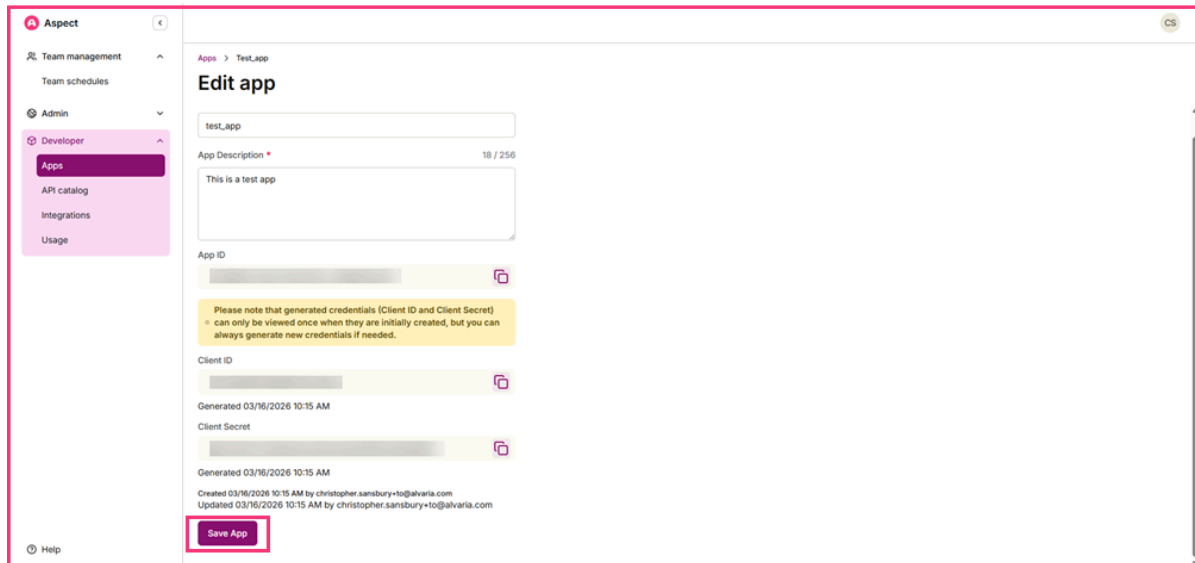


Figure 1-5

7. The new App will appear in the **Apps** screen. You can see the App name, description, ID, and updated/created times. See how to edit or delete an App.

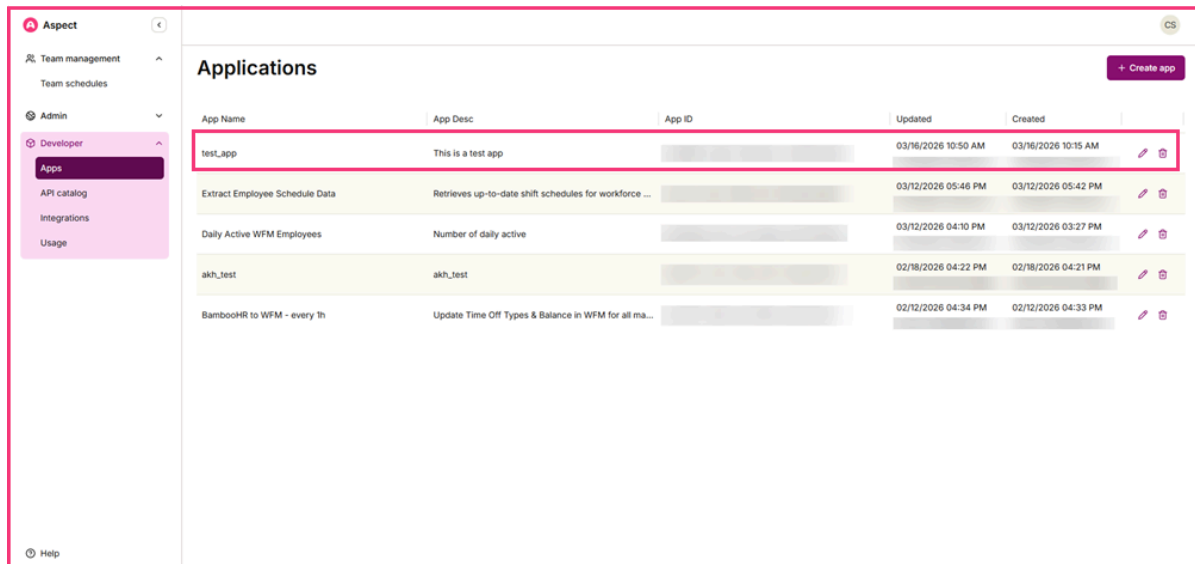


Figure 1-6

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▼ Edit or Delete an App

You can update your App's name, description, and re-create credentials at any time. All changes are logged for tracking.

1. Log into the Aspect Developer Portal.
2. Expand **Developer** and click **Apps**.

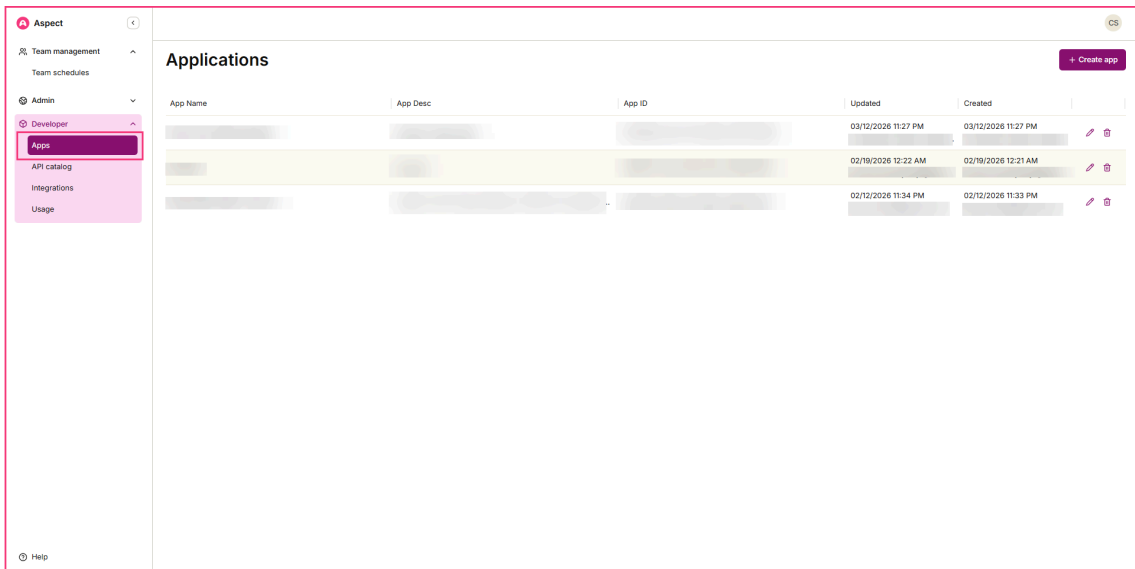


Figure 1-1

3. On the right side of the screen, click the **pencil** icon to edit an App, or click the **trash** icon to delete an App.

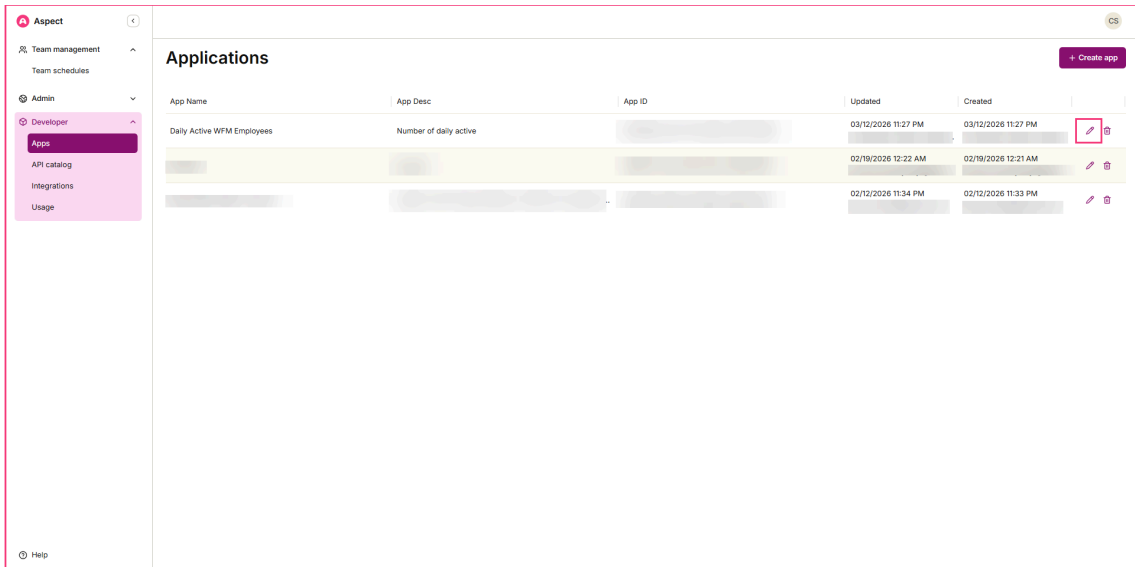


Figure 1-2

- **Edit an App**
 - a. Click the **pencil** icon next to the App you want to edit.
 - b. You can edit the **Name** or **Description**.
 - c. Optionally, to create new credentials, click **Generate New Client ID/Client Secret Credentials > Generate New Credentials**.



By generating a new set of Client ID/Client Secret credentials, any previous Client ID/Client Secret credentials will no longer work.

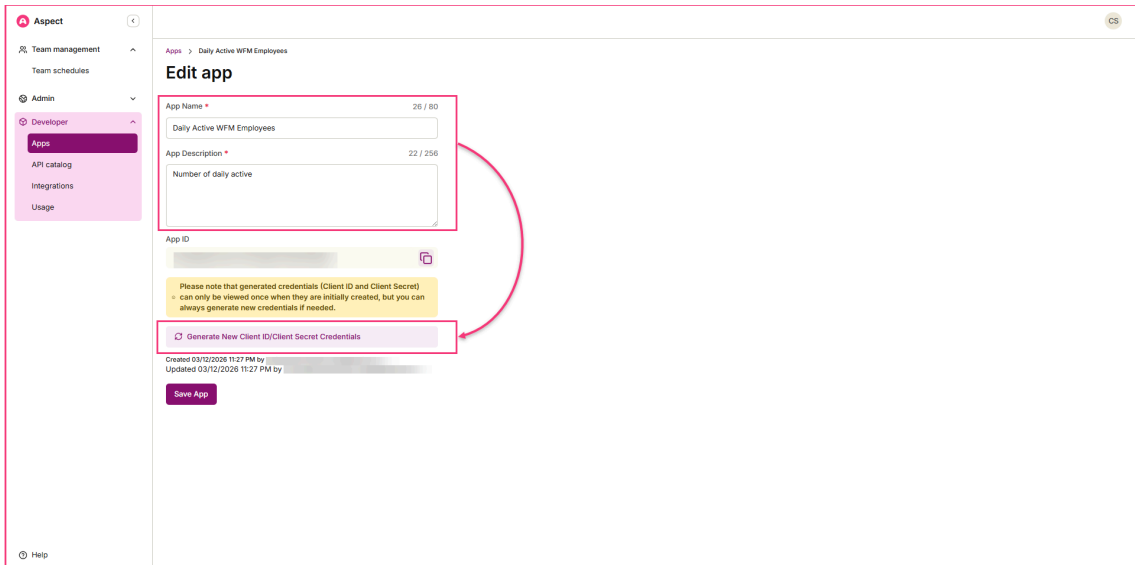


Figure 1-3

d. The new credentials will appear. Click the **Copy** icon next to both the **Client ID** and **Client Secret**, then save them in a secure location for future reference. You can also write down the credentials manually.

e. Click **Save App**. The new credentials will be applied to the App.

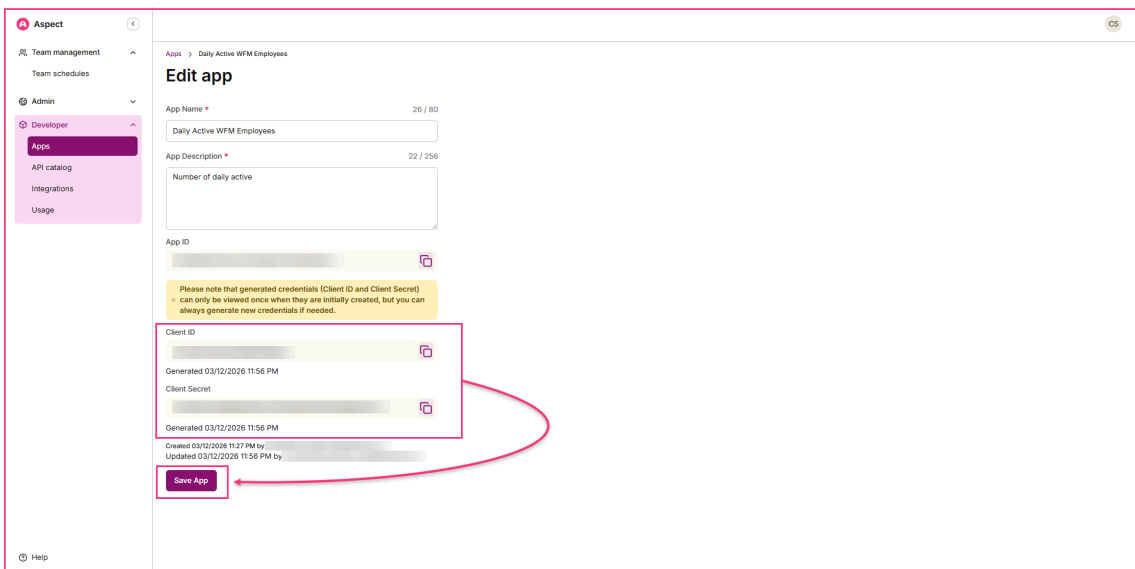


Figure 1-4

- **Delete an App**

a. Click the **trash** icon next to the App you want to delete.

- Verify you want to delete the selected App and click **Confirm**. The app will be removed from the Apps screen.

All users have Admin privileges and can delete any App in the Developer Portal.

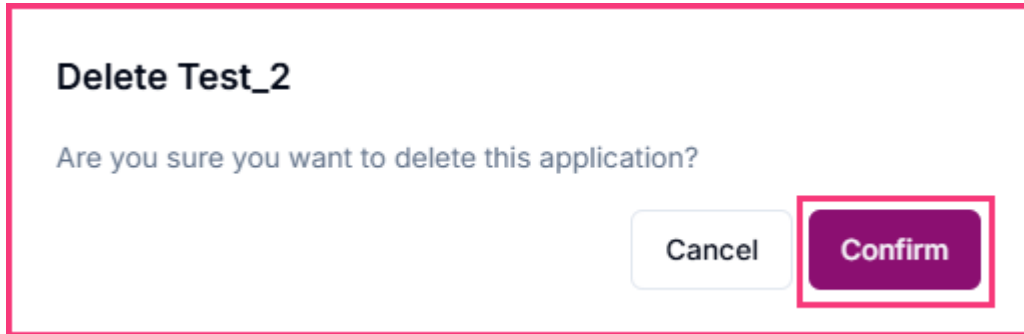


Figure 1-5

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▼ Re-Generate New Credentials for an App (Client ID/Client Secret)

- Log into the Aspect Developer Portal.
- Expand **Developer** and click **Apps**.

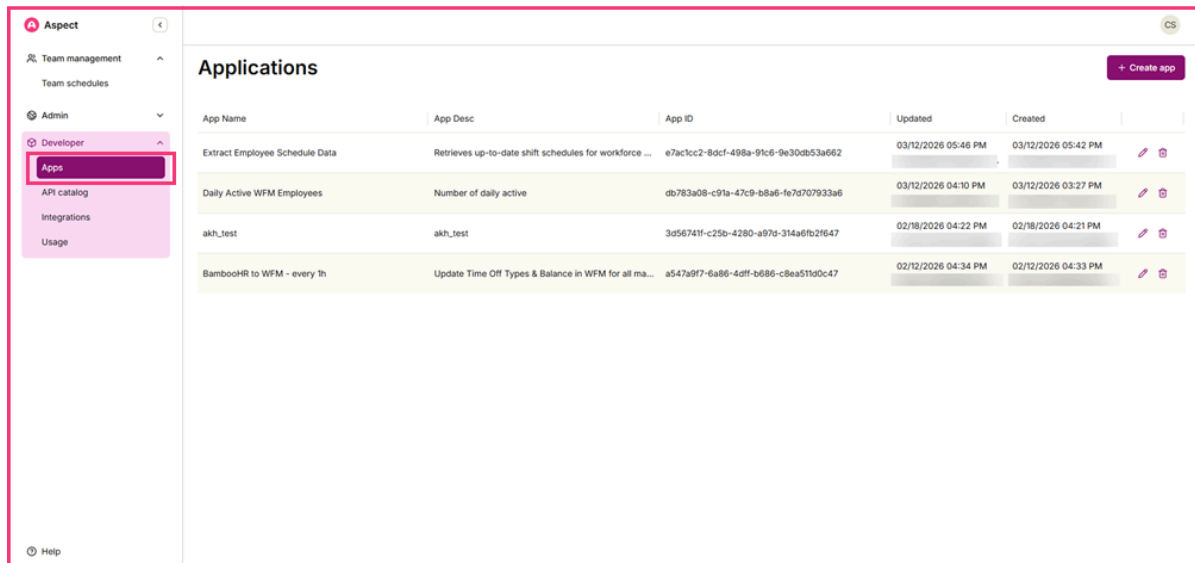


Figure 1-1

3. On the right side of the screen, click the **pencil** icon next to the App for which you want to generate new credentials.

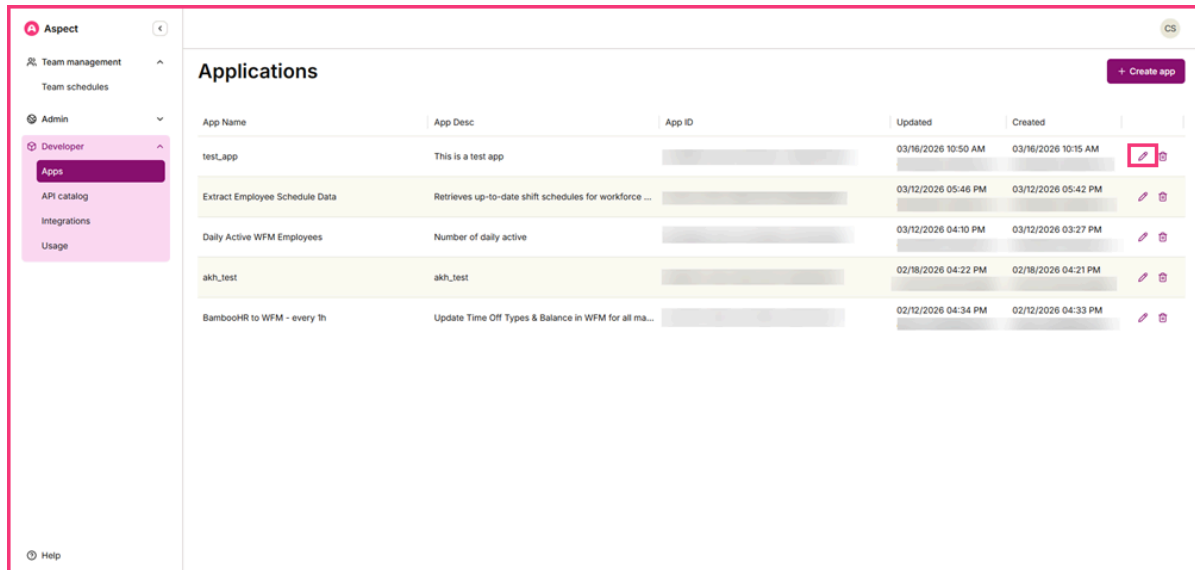


Figure 1-2

4. Make any edits to the **App Name** and **App Description** fields and click **Generate New Client ID/Client Secret Credentials > Generate New Credentials**.



By generating a new set of Client ID/Client Secret credentials, any previous Client ID/Client Secret credentials will no longer work.

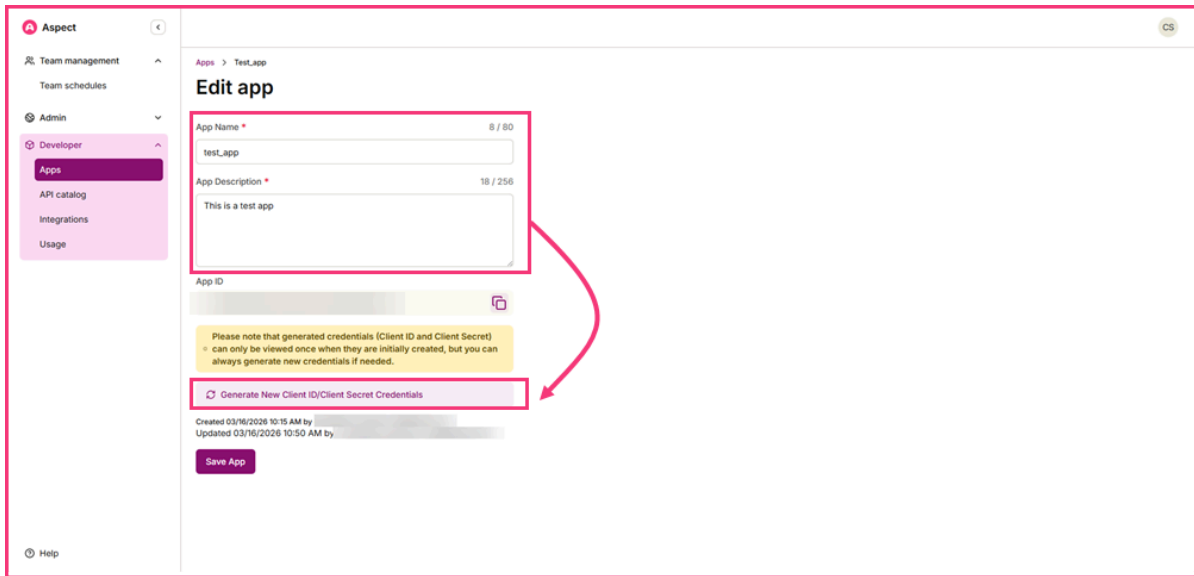


Figure 1-3

5. The new credentials will appear. Click the **Copy** icon next to both the **Client ID** and **Client Secret**, then save them in a secure location for future reference. You can also write down the credentials manually.
6. Click **Save App**. The new credentials will be applied to the App.

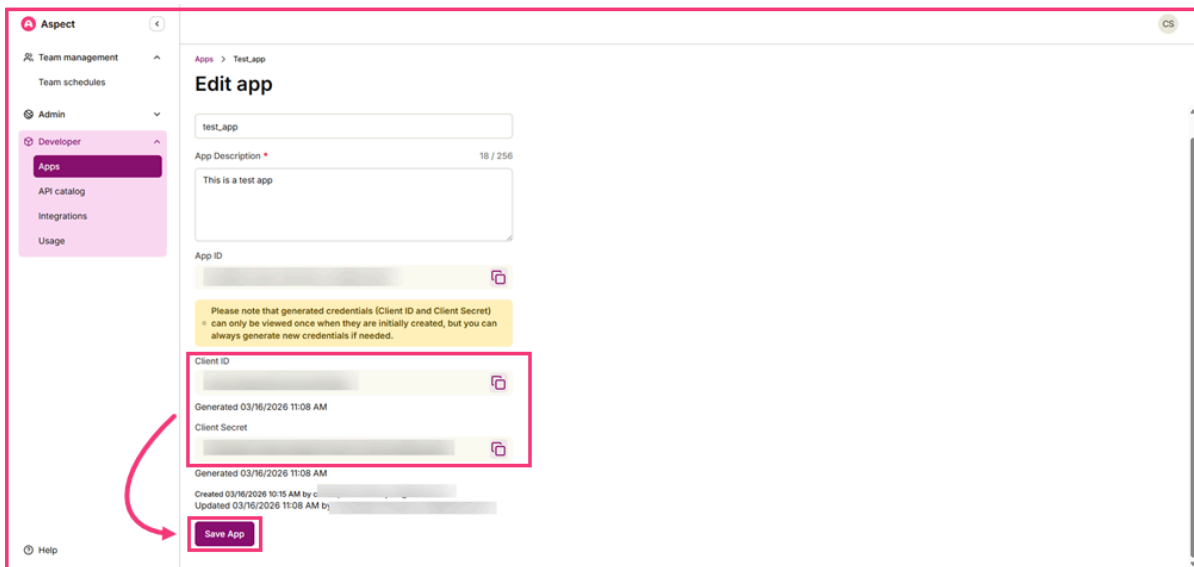


Figure 1-4

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▼ **Explore the Sandbox environment**

1. Log in to the Aspect Developer Portal.
2. Expand **Developer**, click **API Catalog**, then click the API that you want to test in the Sandbox and click **Test Request**. In this example, we are testing the **Search Employees** API.

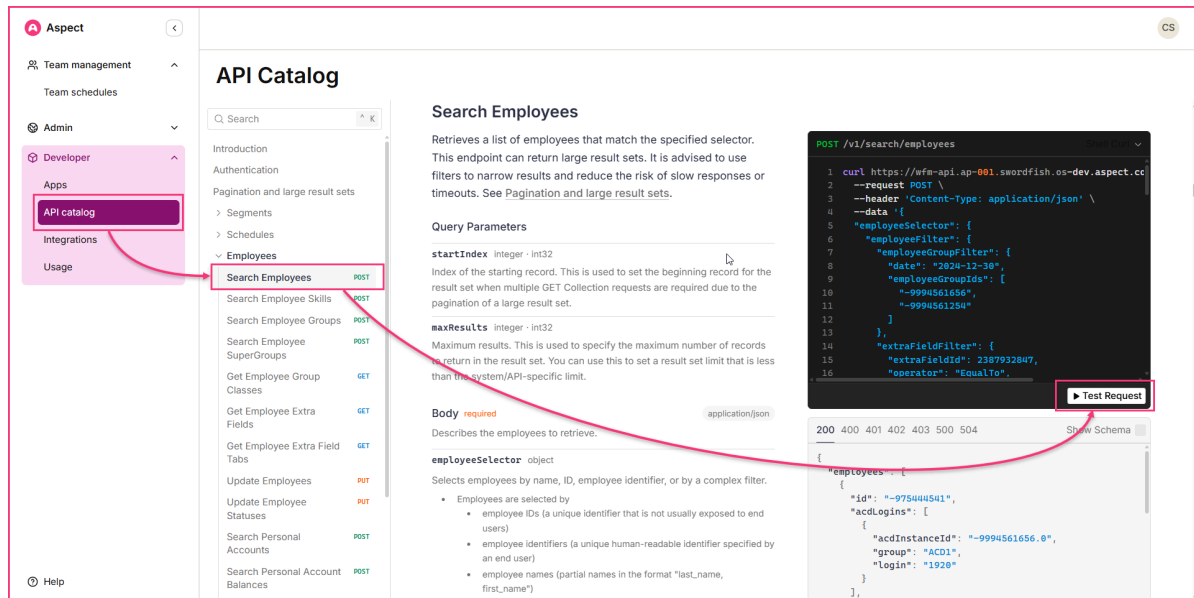


Figure 1-1

3. Confirm the following configuration settings in the **Search Employees Definitions** fields and click **Authorize**.
 - a. **Authentication**
 - b. **Cookies**
 - c. **Headers**
 - d. **Query Parameters**
 - e. **Query Call Body (JSON)**

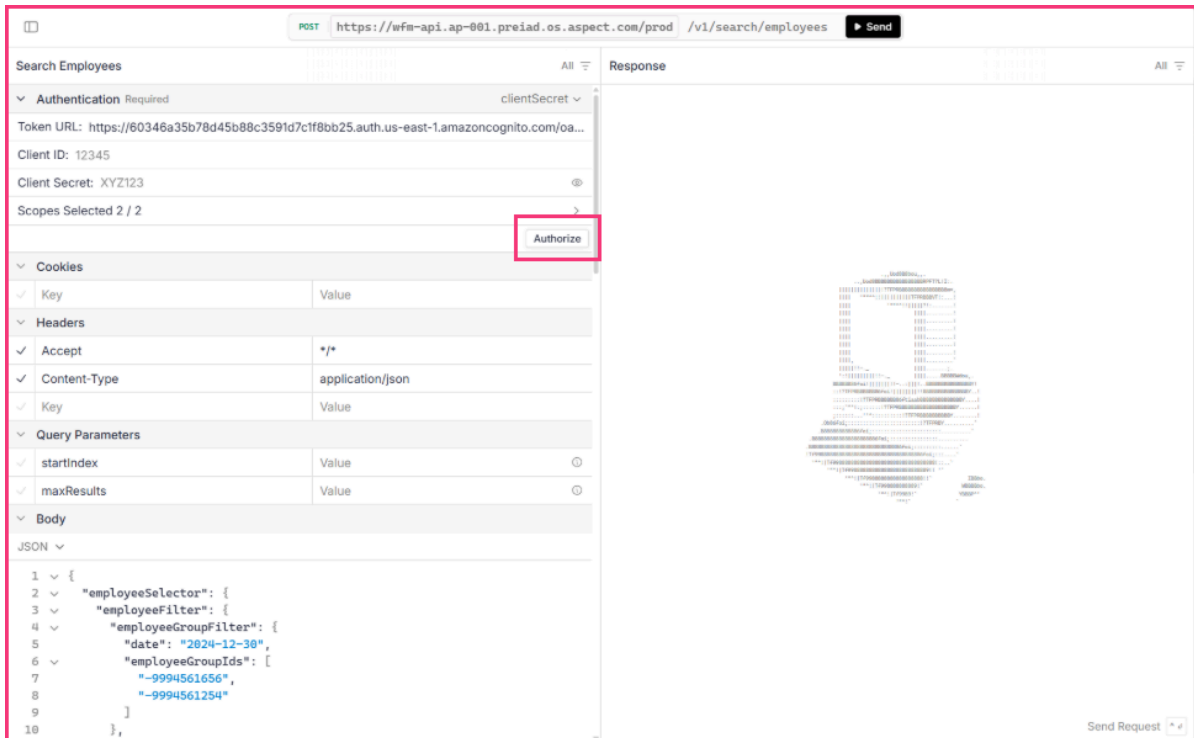


Figure 1-2

4. The **Client Secret** and **Client ID** are automatically generated, click **Authorize**.

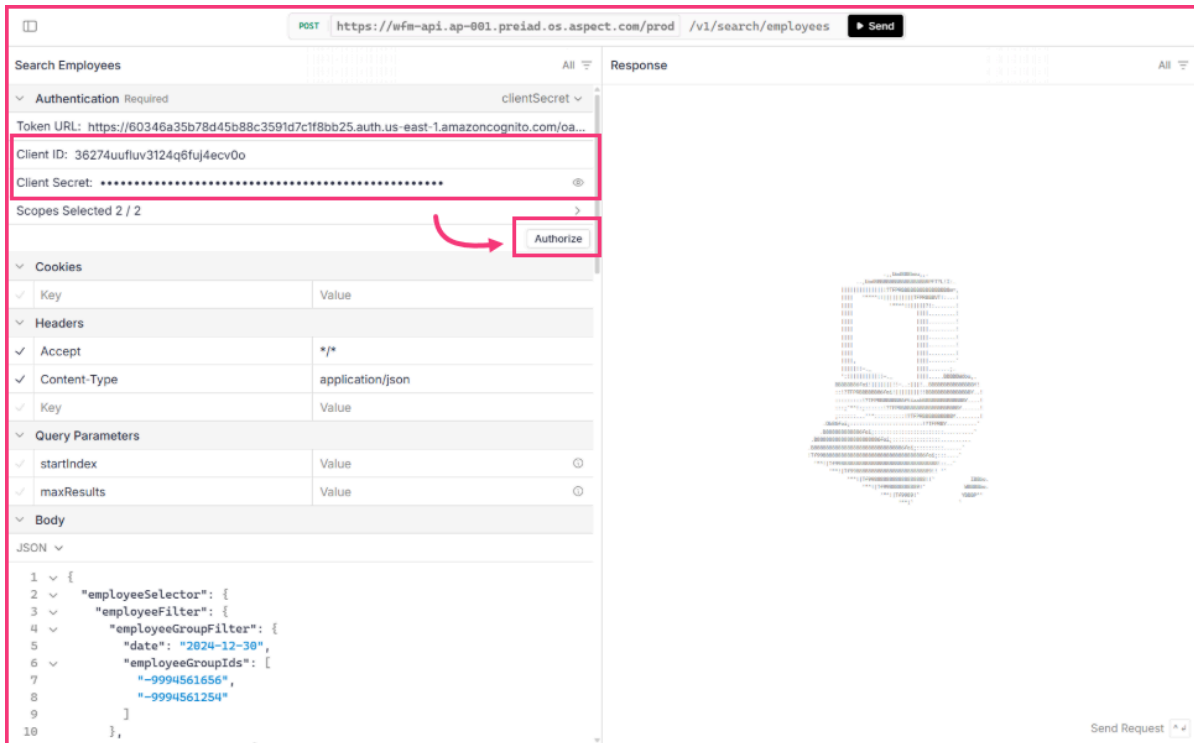


Figure 1-3

5. The **Access Token** is automatically generated. Click **Send** to make an API call. On the right side of the screen you will see the API call response:



The JSON code used is the default example provided with the API endpoint in the API catalog.

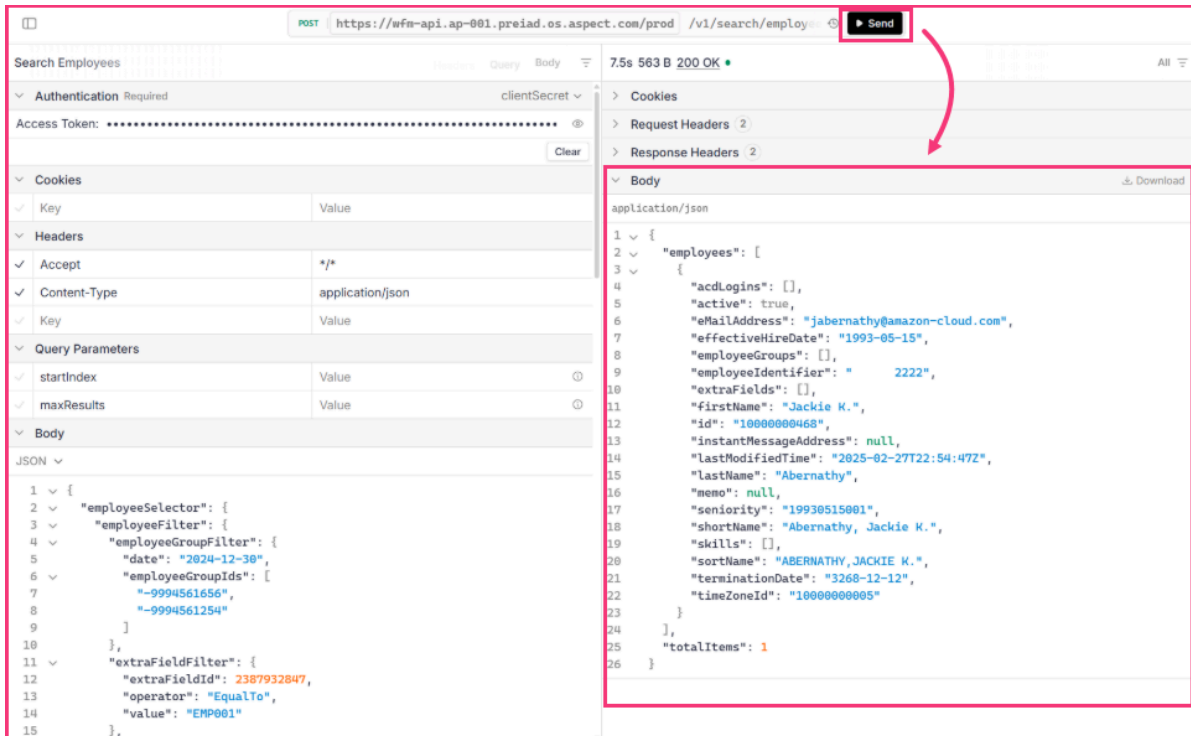


Figure 1-4

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API Catalog

▼ Explore the API catalog



The Aspect Cloud Workforce REST API enables developers to create Apps that retrieve, create and update information related to their workforce productivity, Intra-Day Performance (IDP) and schedule entities.

Users can browse available APIs, review detailed documentation, and test APIs directly within the portal.

1. Log in to the Aspect Developer Portal, expand **Developer** and click **API Catalog**.

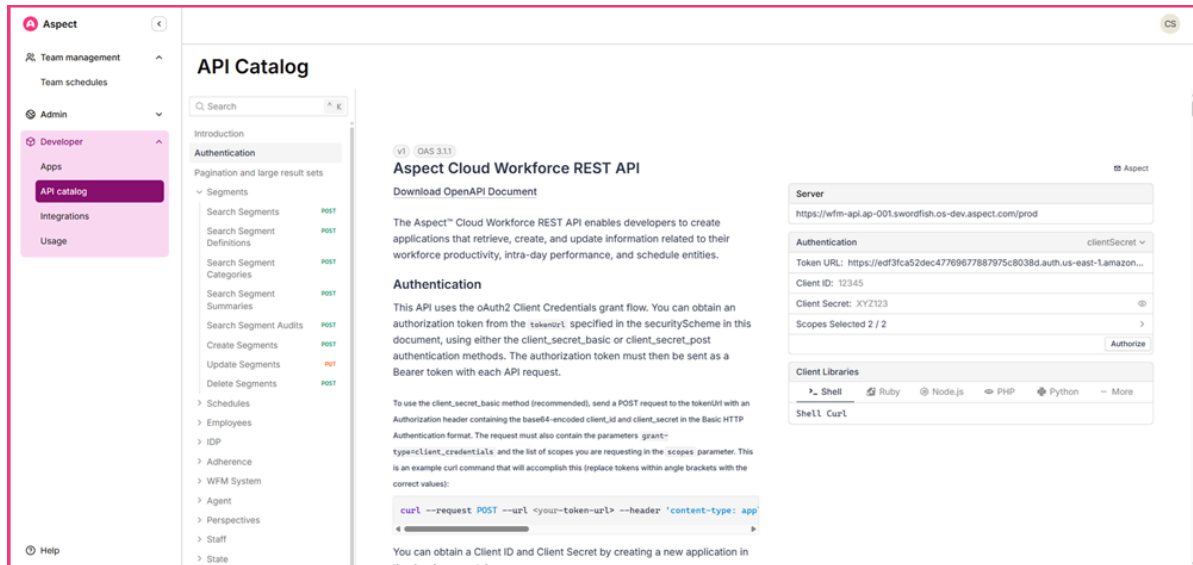


Figure 1-1

2. Click **Authentication** and view the related information.

- The API uses OAuth2 Client Credentials flow where you obtain an authorization token from tokenUrl using either client_secret_basic or client_secret_post methods. For the recommended client_secret_basic method, you send a POST request with base64-encoded credentials and required parameters.
- After obtaining your Client ID and Client Secret from the Developer Portal, you can authenticate by filling in credentials, selecting scopes, and clicking Authorize to set up the Access Bearer token for test requests.

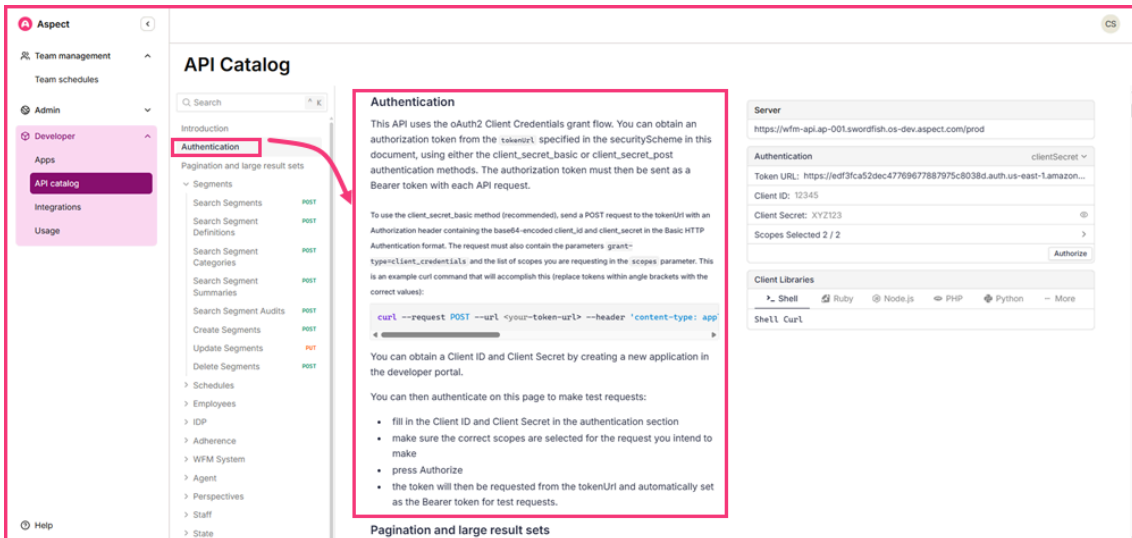


Figure 1-2

4. Click **Pagination and large result sets** and view the related information.

- The API supports pagination through `startIndex` and `maxResults` parameters, with configurable service-specific limits for result sets.
- When dealing with large data volumes, it's recommended to use multiple focused queries instead of paging through a single large result set, such as breaking down schedule requests by date or employee. Since most data changes infrequently, high-frequency synchronization of large data volumes should be avoided as it can impact system performance.

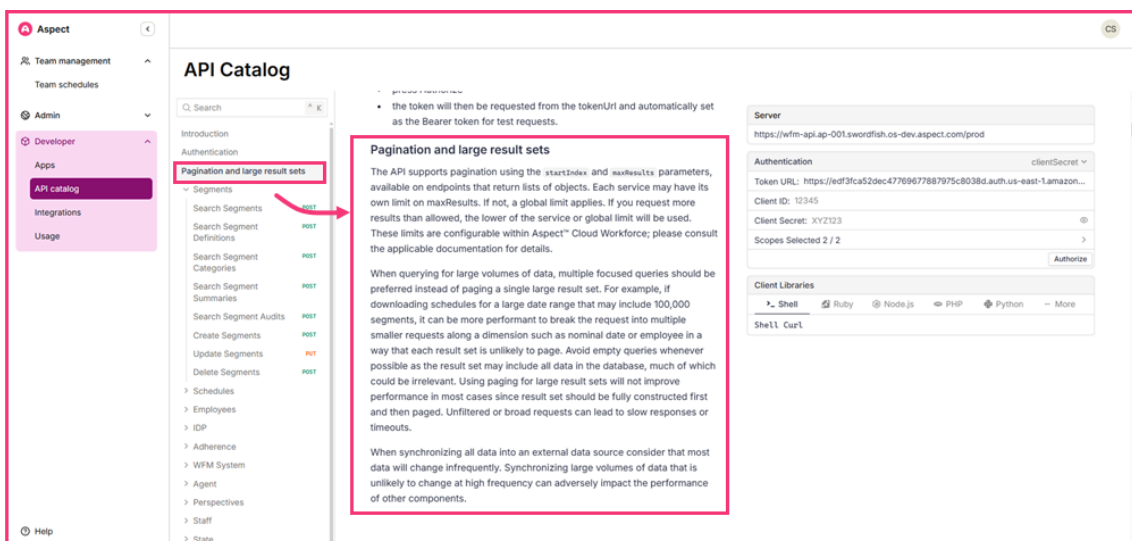


Figure 1-3

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▼ View Segments

💡 Endpoints for managing segments and associated entities.

Operations

- [POST/v1/search/segments](#) (Search Segments)
- [POST/v1/search/segmentDefinitions](#) (Search Segment Definitions)
- [POST/v1/search/segmentCategories](#) (Search Segment Categories)
- [POST/v1/search/segmentSummaries](#) (Search Segment Summaries)
- [POST/v1/search/segmentAudits](#) (Search Segment Audits)
- [POST/v1/segments](#) (Create Segments)
- [PUT/v1/segments](#) (Update Segments)
- [POST/v1/segments/delete](#) (Delete Segments)

Search Segments

Retrieves a list of segments that match the specified selector.

1. Click **API Catalog > Segments > Search Segments**. You will see the following:
 - API definition
 - Query Parameters
 - Segments to retrieve
 - Responses
 - Sandbox environment for testing

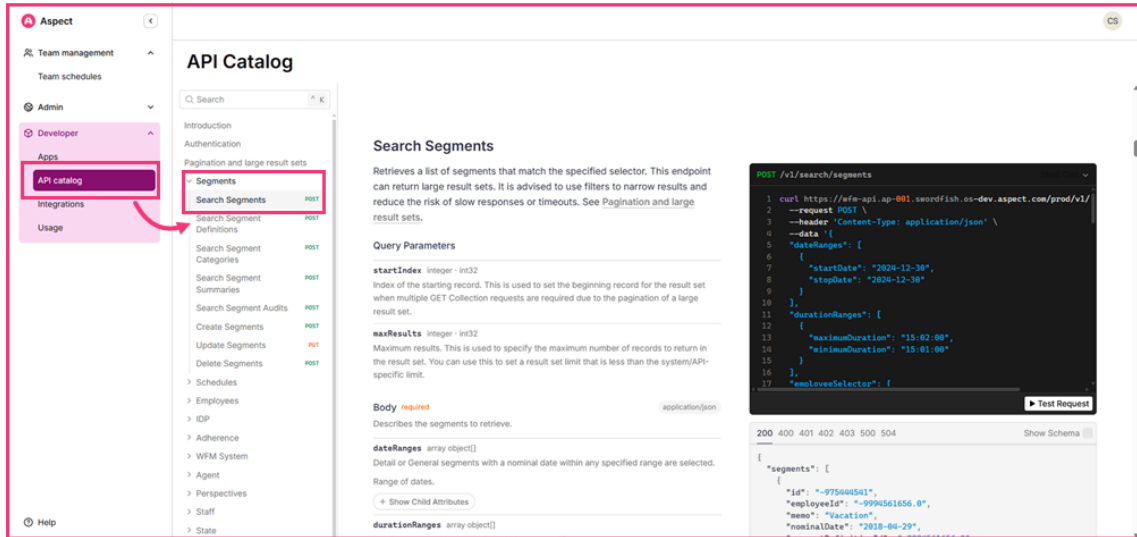


Figure 1-1

Search Segment Definitions

Retrieves a list of segment definitions that match the specified selector.

1. Click **API Catalog > Segments > Search Segment Definitions**. You will see the following:
 - API definition
 - Query Parameters
 - Segment definitions to retrieve
 - Responses
 - Sandbox environment for testing

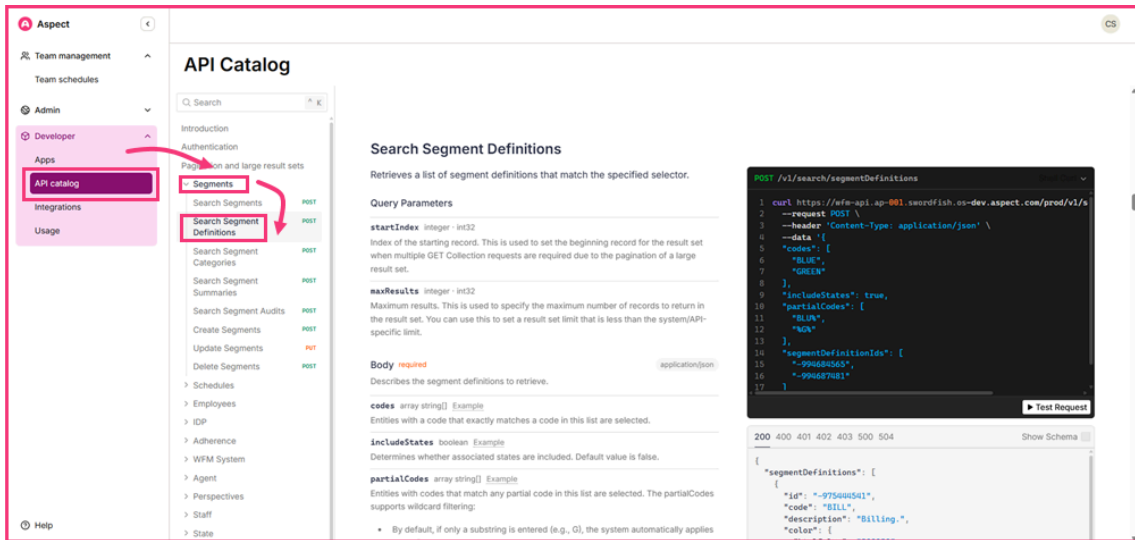


Figure 1-2

Search Segment Categories

Retrieves a list of segment categories that match the specified selector.

1. Click **API Catalog > Segments > Search Segment Categories**. You will see the following:

- API definition
- Query Parameters
- Segment categories to retrieve
- Responses
- Sandbox environment for testing

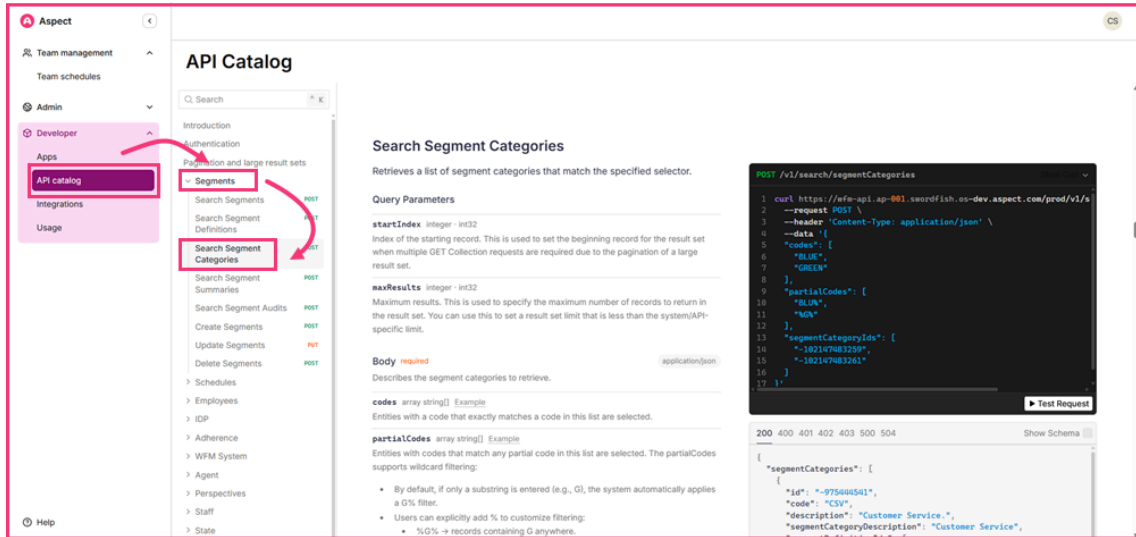


Figure 1-3

Search Segment Summaries

Retrieves a list of segment summaries that match the specified selector.

1. Click **API Catalog > Segments > Search Segment Summaries**. You will see the following:
 - API definition
 - Query Parameters
 - Segment summaries to retrieve
 - Responses
 - Sandbox environment for testing

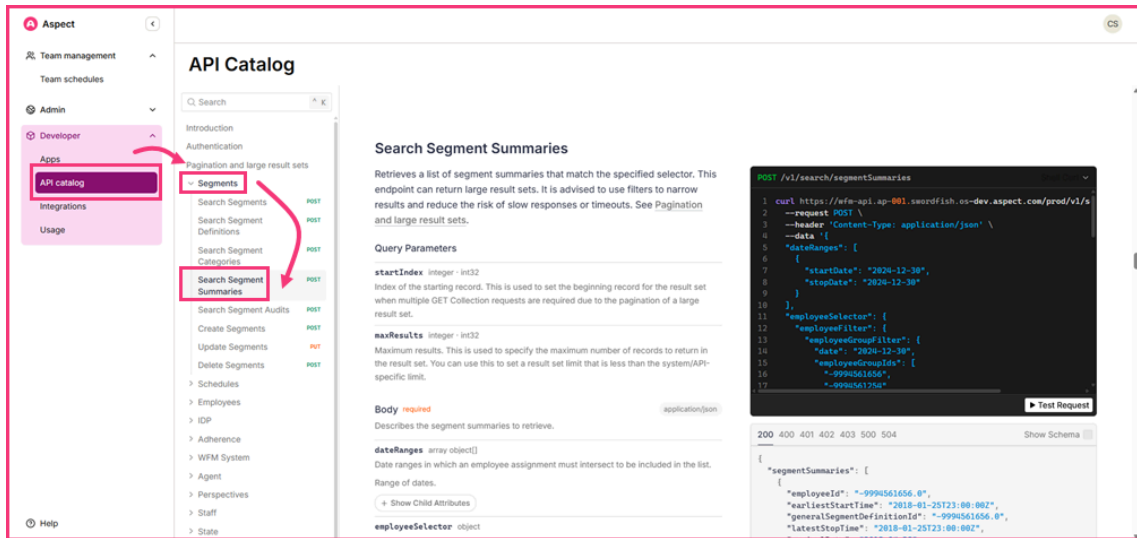


Figure 1-4

Search Segment Audits

Retrieves a list of segment audits that match the specified selector.

1. Click **API Catalog > Segments > Search Segment Audits**. You will see the following:

- API definition
- Query Parameters
- Segment summaries to retrieve
- Responses
- Sandbox environment for testing

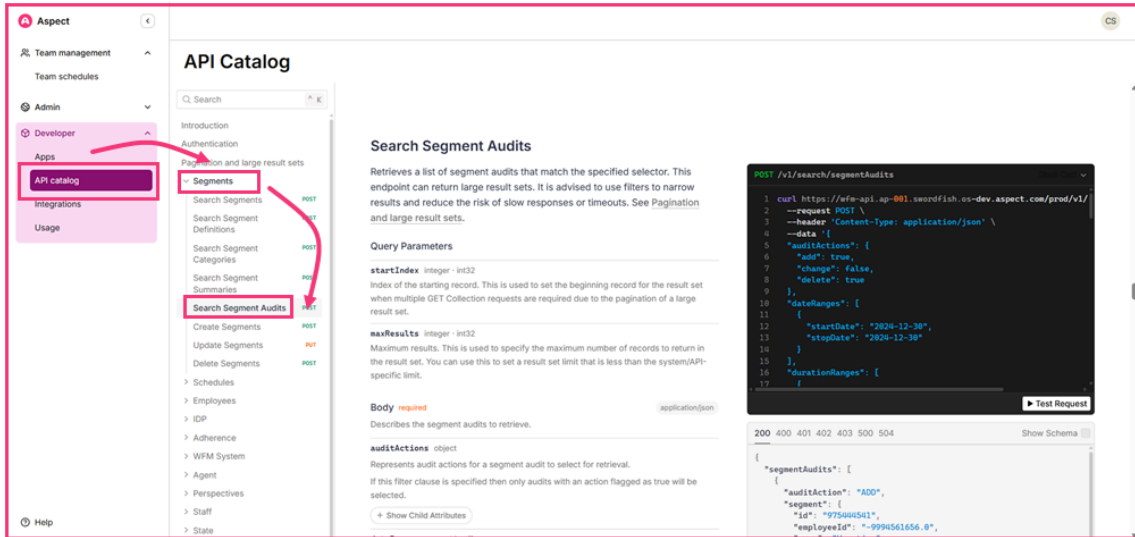


Figure 1-5

Create Segments

You can create segments directly to the schedule or submit them as requests, with each segment requiring specific elements like employee ID, date, code, times, type, and memo. The saveAsRequest flag determines whether the segment becomes an official part of the employee's schedule immediately or is submitted as a request for approval.

1. Click **API Catalog > Segments > Create segments**. You will see the following:
 - API definition
 - Segments to create
 - Responses
 - Sandbox environment for testing

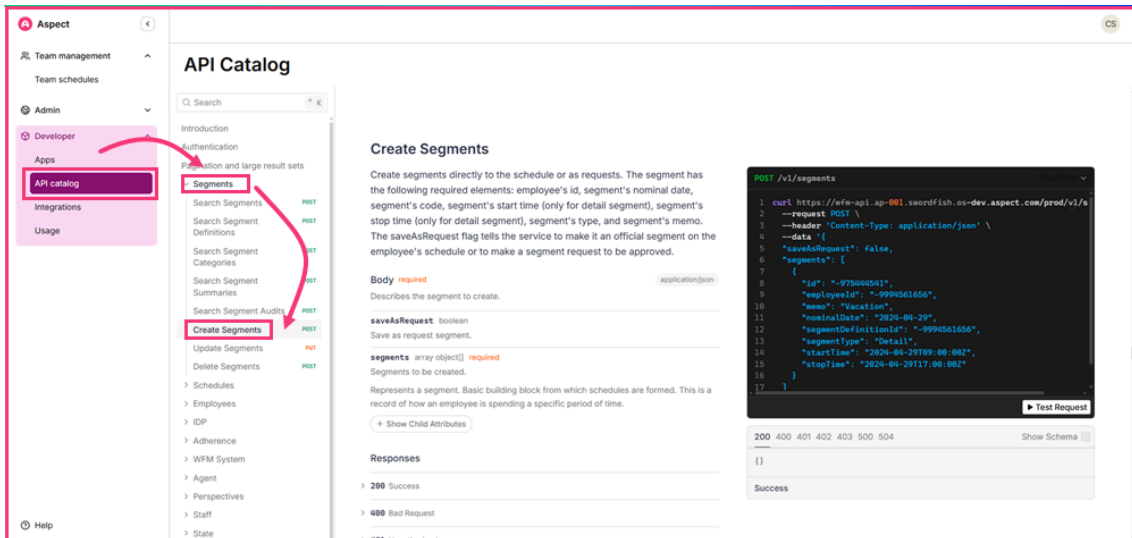


Figure 1-6

Update Segments

Updates to existing official schedule segments require both the current segment (retrieved using POST /v1/search/segments) and the update segment containing all property values, even unchanged ones. The saveAsRequest flag determines whether the update is applied directly to the official segment or submitted as a request for approval, with error messages provided if the current segment version doesn't match the database.

1. Click **API Catalog > Segments > Update segments**. You will see the following:
 - API definition
 - Segments to update
 - Responses
 - Sandbox environment for testing

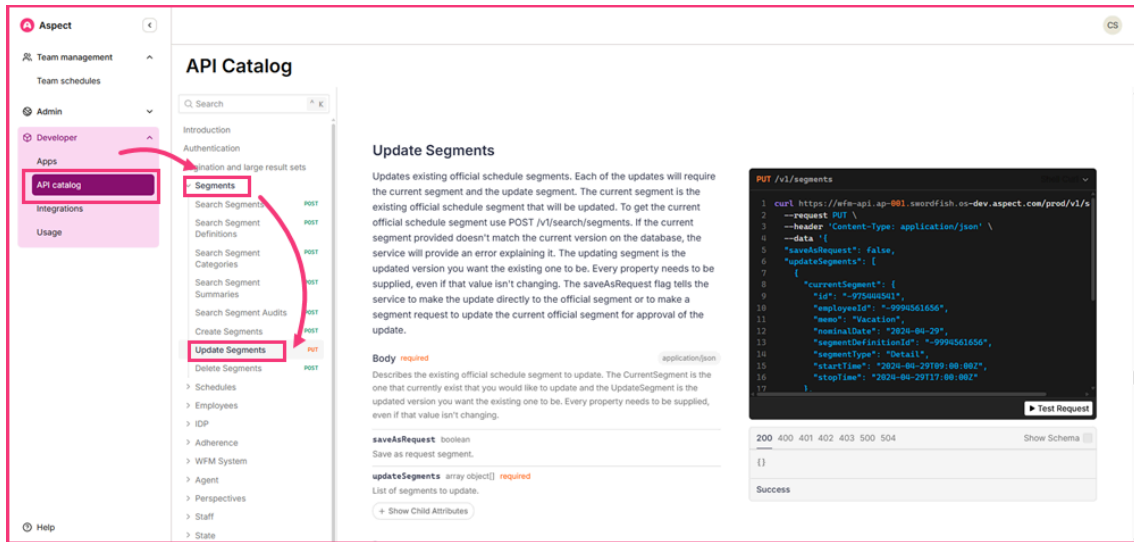


Figure 1-7

Delete Segments

Delete segments either directly from the schedule or submit them as requests to be reviewed. Each segment requires specific elements including employee ID, nominal date, code, start/stop times (for detail segments only), type, and memo, with a saveAsRequest flag that determines whether it becomes an official schedule segment or a request for approval.

1. Click **API Catalog > Segments > Delete segments**. You will see the following:

- API definition
- Segments to delete
- Responses
- Sandbox environment for testing

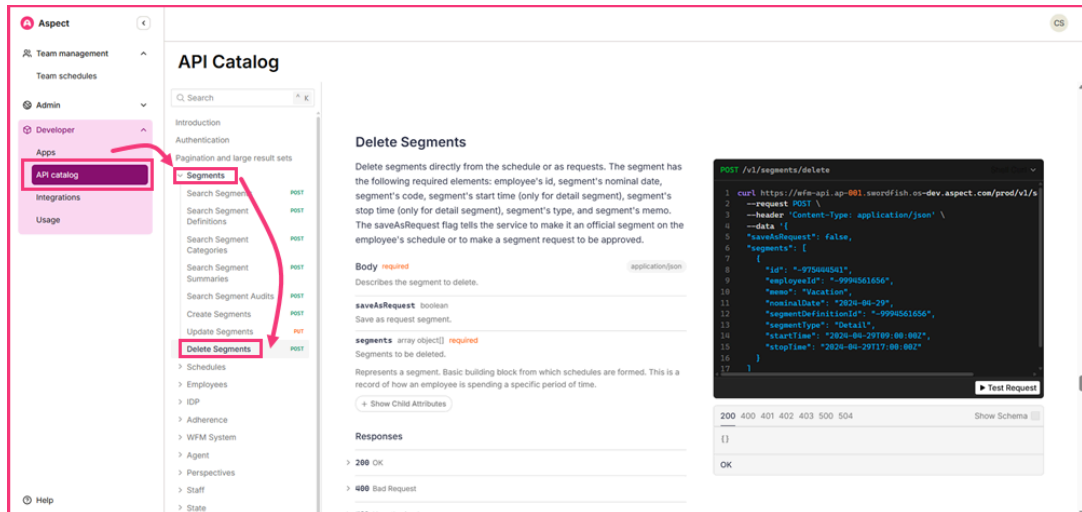


Figure 1-8

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▼ View Schedules



Endpoints for managing schedules and associated entities.

Operations

- **[POST /v1/search/scheduleTimePeriodResolution](#) (Search Schedule Time Period Resolutions)**

Search Schedule Time Period Resolutions

Retrieves employee schedule time period resolution from WFM.

1. Click **API Catalog > Schedules > Search Schedule Time Period Resolutions**. You will see the following:

- API definition
- Query parameters
- Time period resolutions to retrieve

- Responses
- Sandbox environment for testing

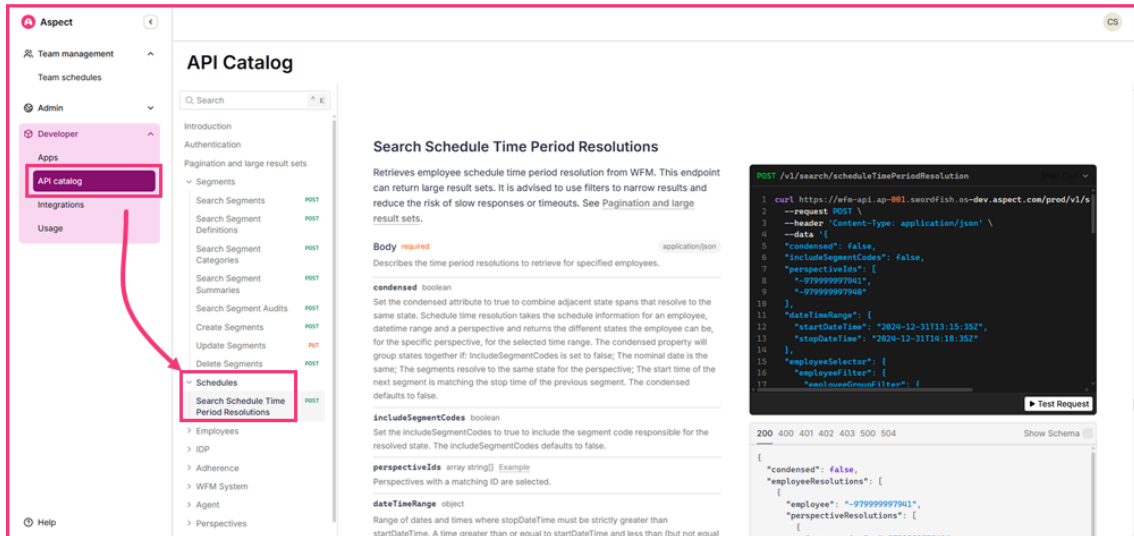


Figure 1-1

▼ View Employees



Endpoints for managing employees and associated entities.

Operations

- **POST /v1/search/employees (Search Employees)**
- **POST /v1/search/employeeSkills (Search Employee Skills)**
- **POST /v1/search/employeeGroups (Search Employee Groups)**
- **POST /v1/search/employeeSuperGroups (Search Employee SuperGroups)**
- **GET /v1/employeeGroupClasses (Get Employee Group Classes)**
- **GET /v1/employeeExtraFields (Get Employee Extra Fields)**
- **GET /v1/employeeExtraFieldTabs (Get Employee Extra Field Tabs)**
- **PUT /v1/employees (Update Employees)**
- **PUT /v1/employeeStatuses (Update Employee Statuses)**

- **POST /v1/search/employeePersonalAccounts (Search Personal Accounts)**
- **POST /v1/employeePersonalAccountBalances (Search Personal Account Balances)**
- **PUT /v1/employeePersonalAccountBalances (Update Personal Account Balances)**

Search Employees

Retrieves a list of employees that match the specified selector.

1. Click **API Catalog > Employees > Search Employees**. You will see the following:

- API definition
- Query parameters
- Employee parameters to retrieve
- Responses
- Sandbox environment for testing

The screenshot displays the Aspect API Catalog interface. On the left, a navigation sidebar shows 'API catalog' selected. The main content area is titled 'API Catalog' and lists various endpoints. The 'Search Employees' endpoint is highlighted with a red box. To the right, the endpoint's details are shown, including a description, query parameters, and a body. A 'Test Request' button is visible, which has been clicked, resulting in a terminal window showing a cURL command and its corresponding JSON response. The response includes an 'employees' array with one object containing 'id', 'accLogins', and 'acdInstanceId'.

```

POST /v1/search/employees
1 curl https://api-api.ap-001.swordfish.os-dev.aspect.com/prod/v1/
2 --request POST \
3 --header 'Content-Type: application/json' \
4 --data '{
5   "employeeSelector": {
6     "employeeFilter": {
7       "employeeGroupFilter": {
8         "class": "2026-12-30"
9         "employeeGroupIds": [
10          "-9994561656",
11          "-9994561254"
12        ]
13      },
14      "extraFieldFilter": {
15        "extraFieldId": "2387932807",
16        "operator": "equalTo",
17        "value": "EM0801"
18      }
19    }
20  }
21 }'
22
23 200 400 401 402 403 500 504
24
25 {
26   "employees": [
27     {
28       "id": "-975604541",
29       "accLogins": [
30         {
31           "acdInstanceId": "-9994561656.0",

```

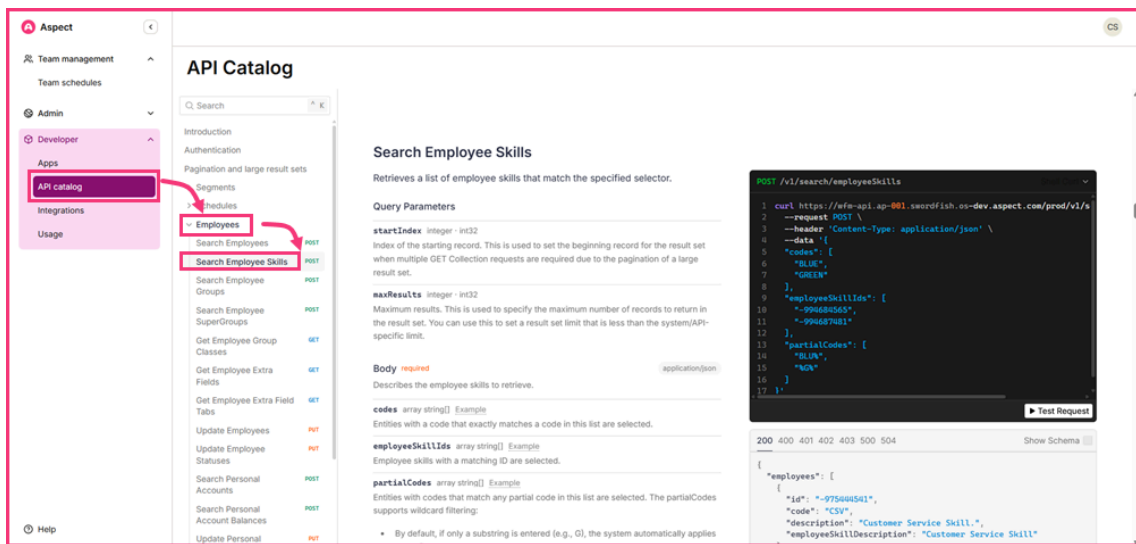
Figure 1-1

Search Employee Skills

Retrieves a list of employee skills that match the specified selector.

1. Click **API Catalog > Employees > Search Employee Skills**. You will see the following:

- API definition
- Query Parameters
- Employee skills to retrieve
- Responses
- Sandbox environment for testing



The screenshot shows the API Catalog interface for the 'Search Employee Skills' endpoint. The sidebar on the left has 'API catalog' highlighted in purple, and 'Employees' and 'Search Employee Skills' are also highlighted with red boxes. The main content area shows the endpoint details, including a description, query parameters, and a 'Test Request' button. A response preview is shown at the bottom right, displaying a JSON object with an 'employees' array.

Figure 1-2

Search Employee Groups

Retrieves a list of employee groups that match the specified selector.

1. Click **API Catalog > Employees > Search Employee Groups** You will see the following:

- API definition
- Query Parameters
- Employee groups to retrieve
- Responses
- Sandbox environment for testing

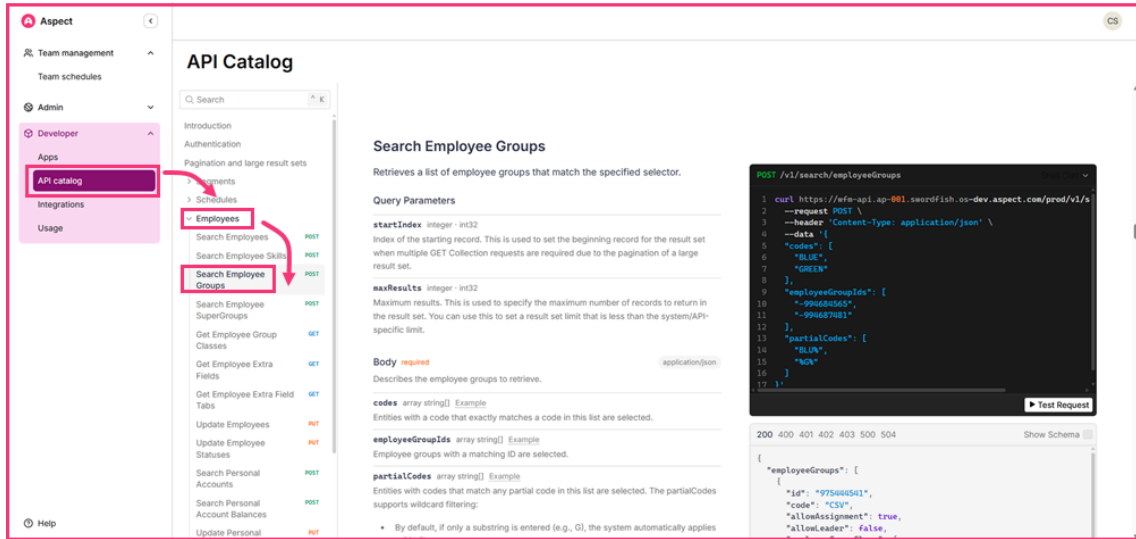
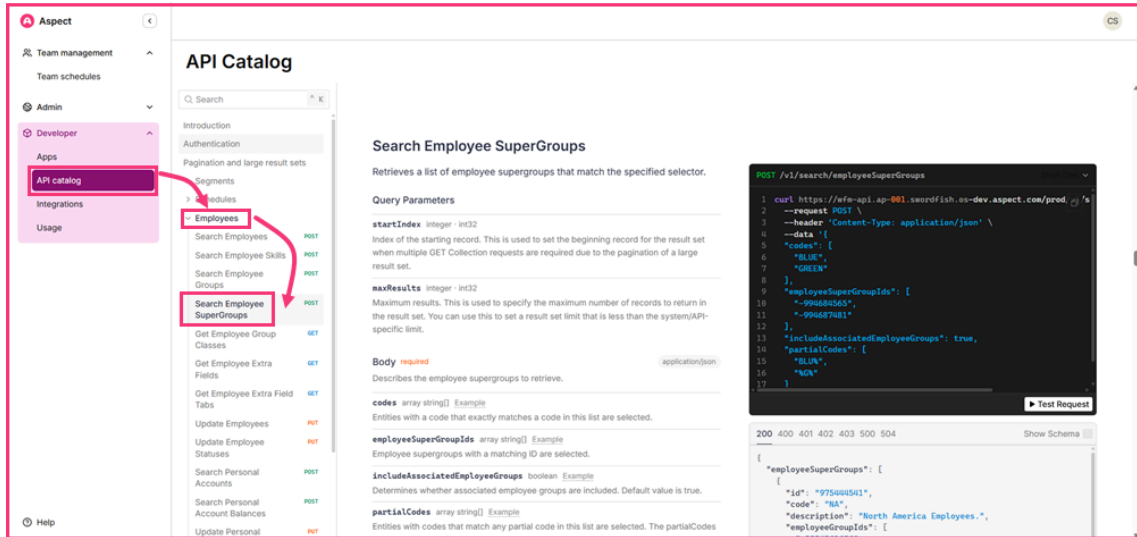


Figure 1-3

Search Employee SuperGroups

Retrieves a list of employee supergroups that match the specified selector.

1. Click **API Catalog > Employees > Search Employee SuperGroups**. You will see the following:
 - API definition
 - Query Parameters
 - Employee SuperGroups to retrieve
 - Responses
 - Sandbox environment for testing



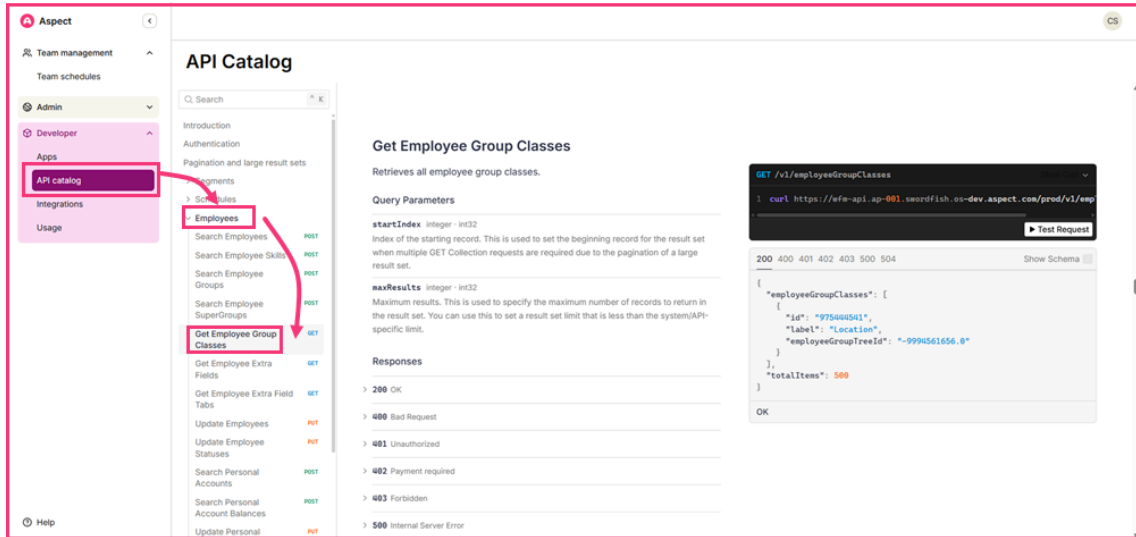


Figure 1-5

Get Employee Extra Fields

Retrieves all employee extra fields.

1. Click **API Catalog > Employees > Get Employee Extra Fields**. You will see the following:
 - API definition
 - Query Parameters
 - Responses
 - Sandbox environment for testing

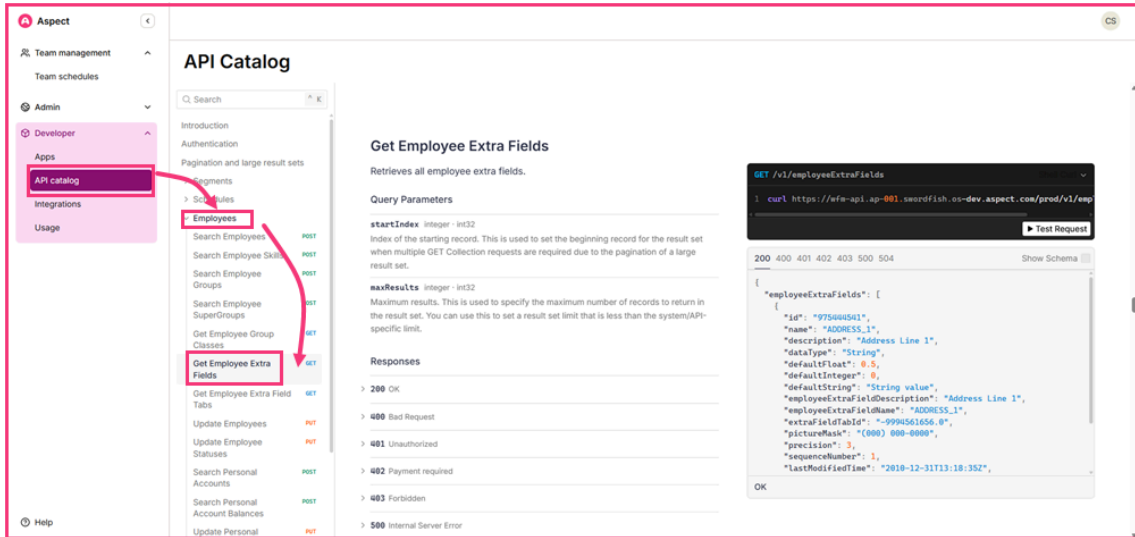


Figure 1-6

Get Employee Extra Field Tabs

Retrieves all employee extra field tabs.

1. Click **API Catalog > Employees > Get Employee Extra Field Tabs**. You will see the following:

- API definition
- Query Parameters
- Responses
- Sandbox environment for testing

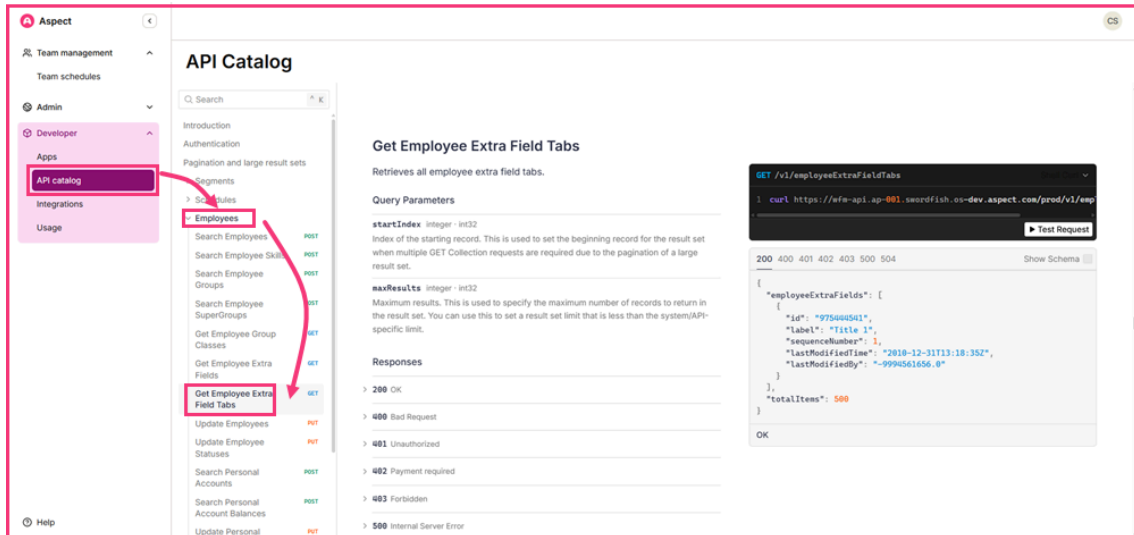


Figure 1-7

Update Employees

Updates a list of employees that match the specified updater.

1. Click **API Catalog > Employees > Update Employees**. You will see the following:
 - API definition
 - Employees to update
 - Responses
 - Sandbox environment for testing

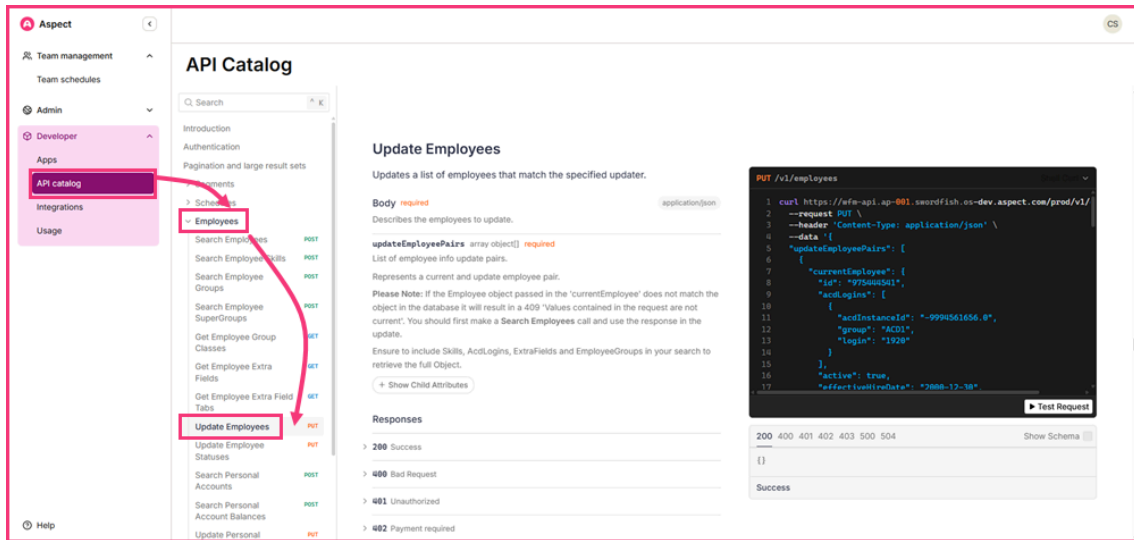


Figure 1-8

Update Employee Statuses

Updates the employment status and/or active status of one or more employees.

1. Click **API Catalog > Employees > Update Employee Statuses**. You will see the following:
 - API definition
 - Employee statuses to update
 - Responses
 - Sandbox environment for testing

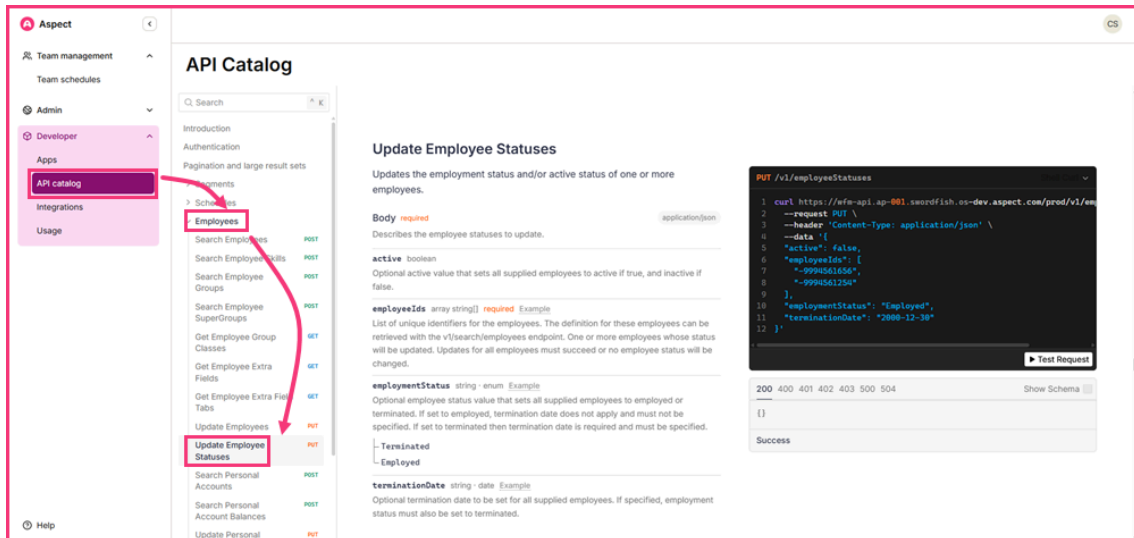


Figure 1-9

Search Personal Accounts

Retrieves a list of personal accounts that match the specified selector.

1. Click **API Catalog > Employees > Search Personal Accounts**. You will see the following:

- API definition
- Query parameters
- Personal account parameters to retrieve
- Responses
- Sandbox environment for testing

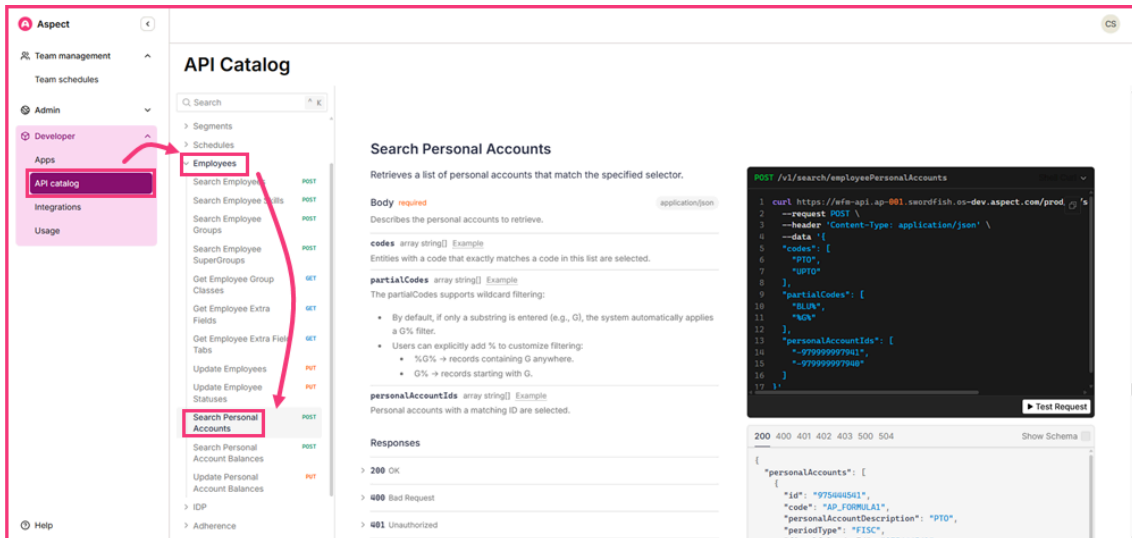


Figure 1-10

Search Personal Account Balances

Retrieves a list of personal account balances that match the specified selector.

1. Click **API Catalog > Employees > Search Personal Account Balances** You will see the following:

- API definition
- Query parameters
- Personal account balance parameters to retrieve
- Responses
- Sandbox environment for testing

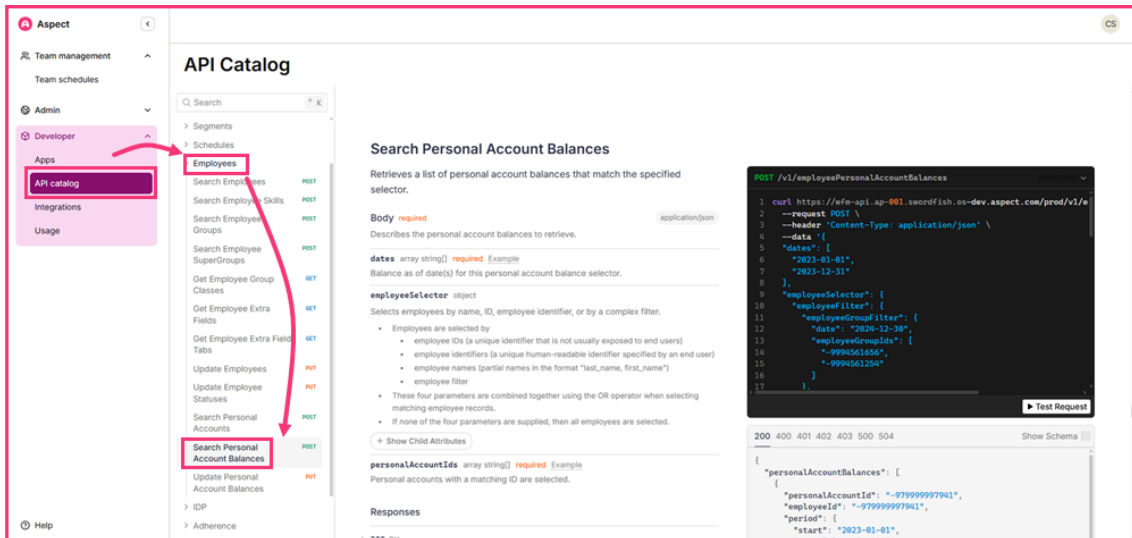


Figure 1-11

Update Personal Account Balances

Updates a list of personal account balances that match the specified selector.

1. Click **API Catalog > Employees > Update Personal Account Balances**. You will see the following:

- API definition
- Query parameters
- Personal account balance parameters to update
- Responses
- Sandbox environment for testing

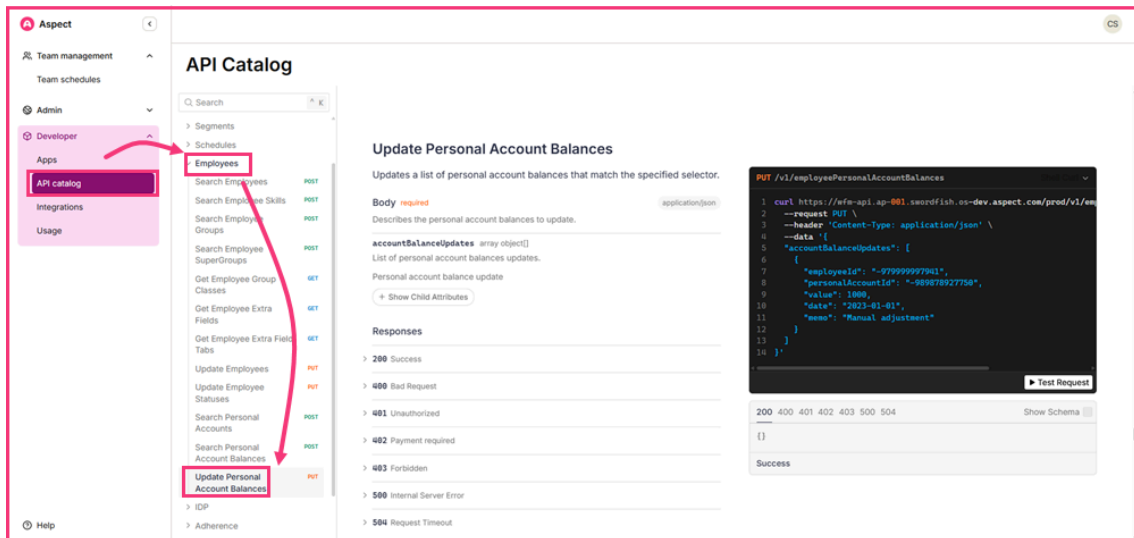


Figure 1-12

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▼ View IDP (Intra-Day Performance)



Endpoints for intra-day performance and associated entities.

Operations

- [POST /v1/search/idpSummaries](#) (Search IDP Summaries)
- [POST /v1/search/staffGroup](#) (Search Staff Groups)
- [GET /v1/search/staffGroup](#) (Get Staff Groups)
- [POST /v1/search/idpForecasts](#) (Search IDP Forecasts)
- [GET /v1/search/idpForecasts](#) (Get IDP Forecasts)
- [POST /v1/search/idp/details](#) (Search IDP Details)
- [GET /v1/search/idp/details](#) (Get IDP Details)
- [POST /v1/idp/{id}](#) (Search IDP)

Search IDP Summaries

Retrieves a list of intra-day performance summaries that match the specified selector.

1. Click **API Catalog > IDP > Search IDP Summaries**. You will see the following:

- API definition
- Query parameters
- Intra-day performance summaries to retrieve
- Responses
- Sandbox environment for testing

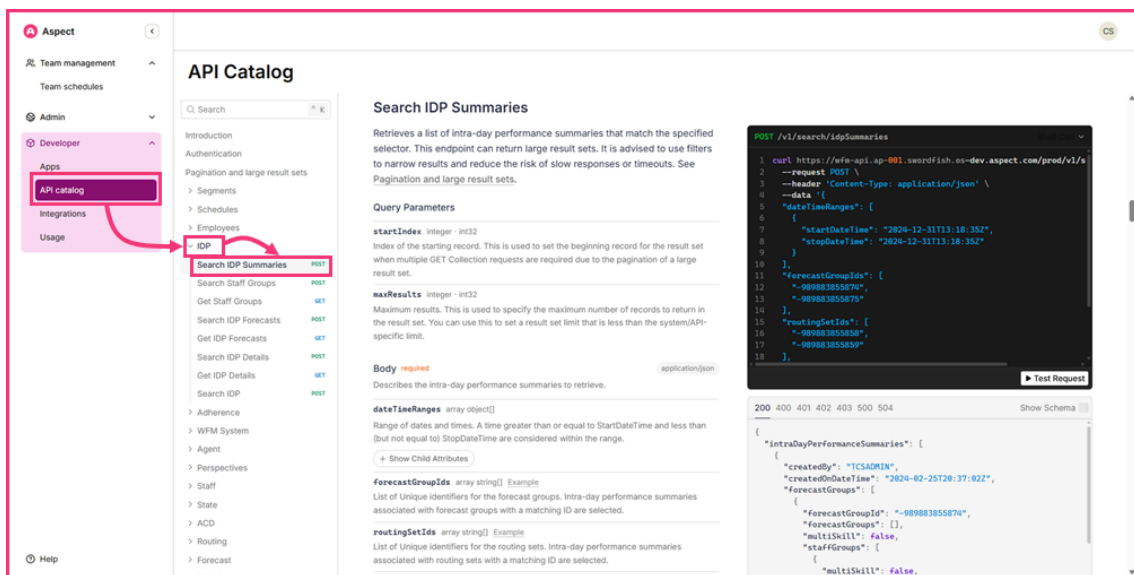


Figure 1-1

Search Staff Groups

Retrieves a list of detailed information about staff groups that matches the specified selector.

1. Click **API Catalog > IDP > Search Staff Groups**. You will see the following:

- API definition
- Query parameters
- Detailed information about staff groups to retrieve
- Responses
- Sandbox environment for testing

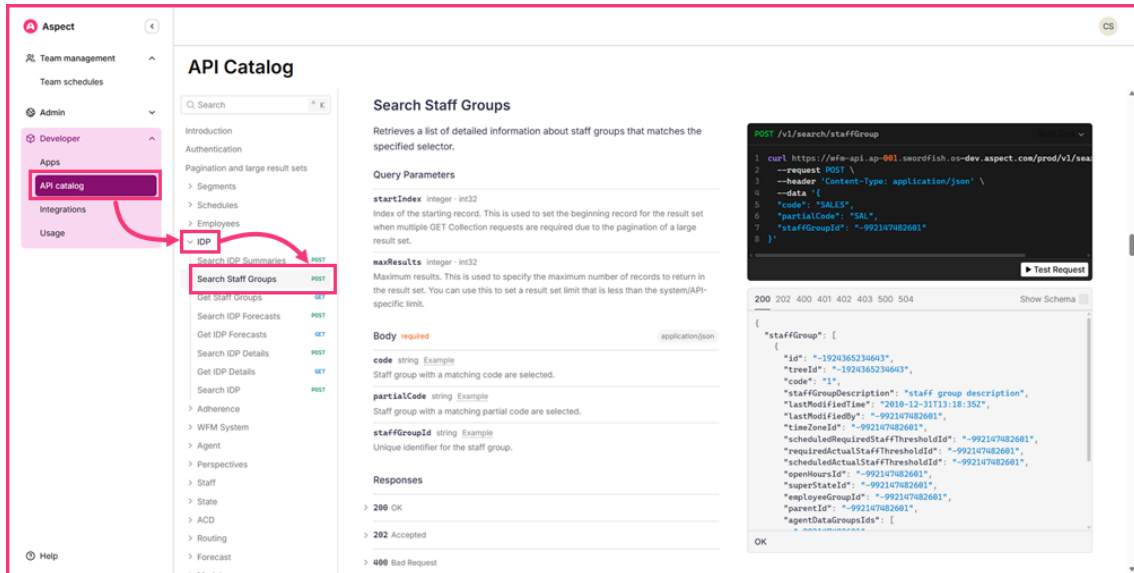


Figure 1-2

Get Staff Groups

Retrieves the list of cached detailed information about staff groups that matches the searchId from the original POST.

1. Click **API Catalog > IDP > Get Staff Groups**. You will see the following:

- API definition
- Query parameters
- Responses
- Sandbox environment for testing

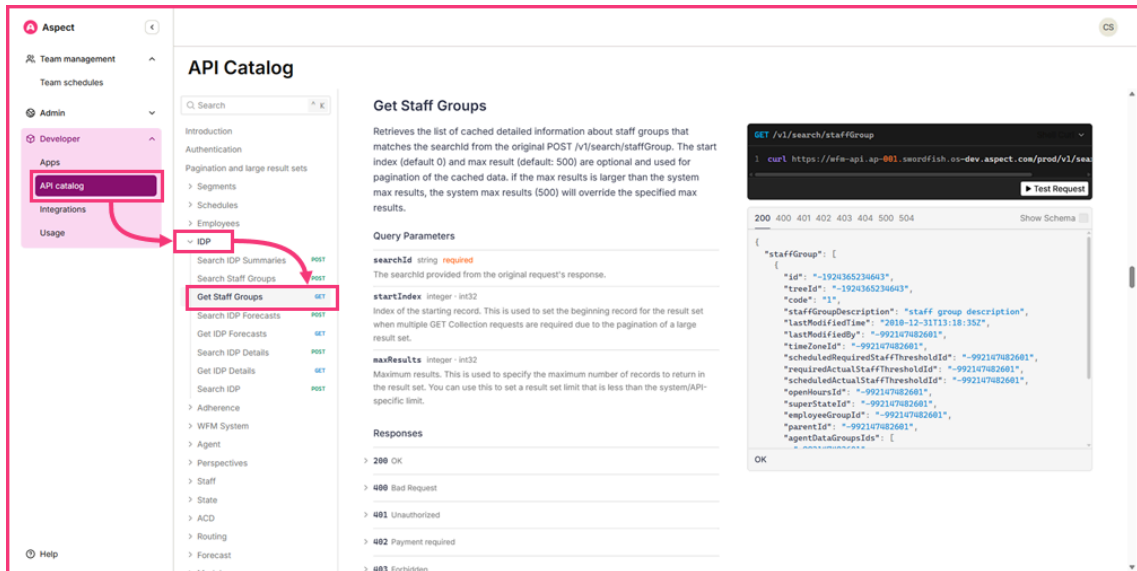


Figure 1-3

Search IDP Forecasts

Retrieves a list of detailed information about IDP forecasts that matches the specified selector.

1. Click **API Catalog > IDP > Search IDP Forecasts**. You will see the following:

- API definition
- Query parameters
- Detailed information about IDP forecasts to retrieve
- Responses
- Sandbox environment for testing

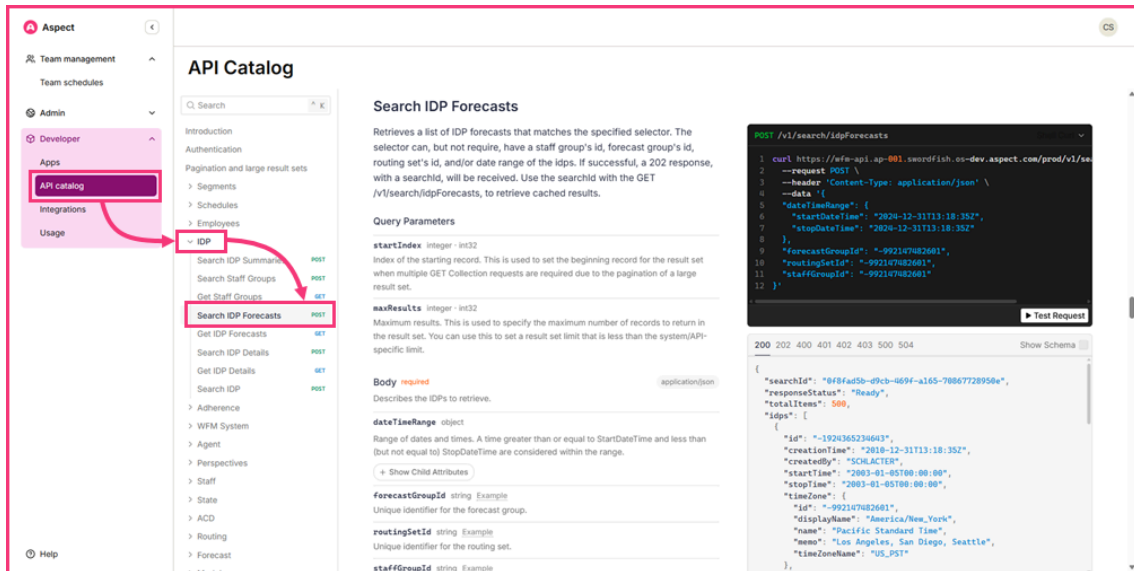


Figure 1-4

Get IDP Forecasts

Retrieves the list of cached detailed information about idp forecasts that matches the searchId from the original POST.

1. Click **API Catalog > IDP > Get IDP Forecasts**. You will see the following:

- API definition
- Query parameters
- Responses
- Sandbox environment for testing

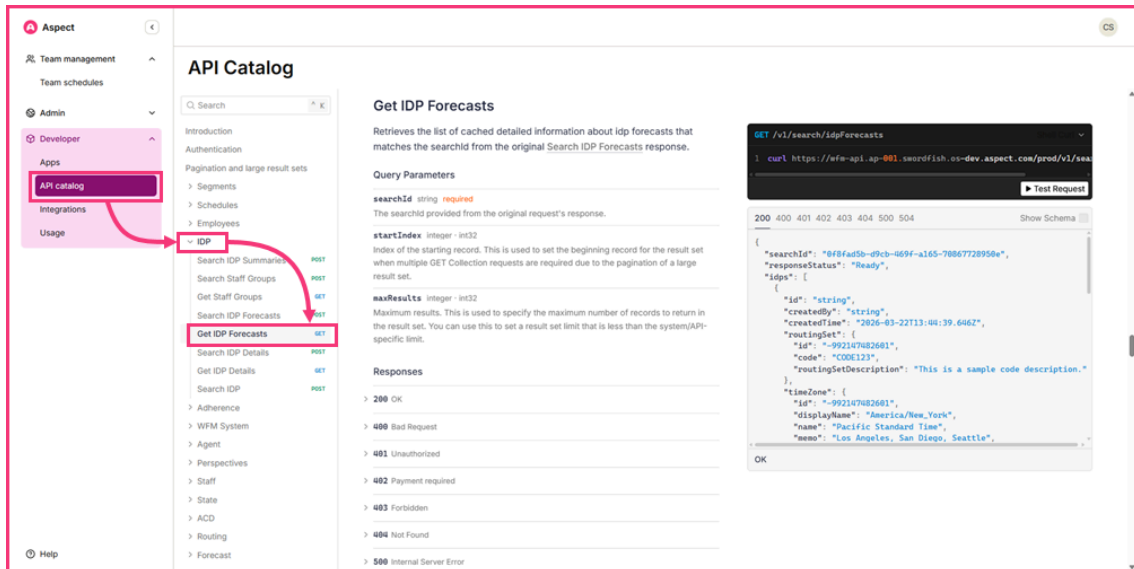


Figure 1-5

Search IDP Details

Retrieves a list of detailed information about IDP forecast details that matches the specified selector.

1. Click **API Catalog > IDP > Search IDP Details**. You will see the following:
 - API definition
 - Information about IDP forecast details to retrieve
 - Responses
 - Sandbox environment for testing

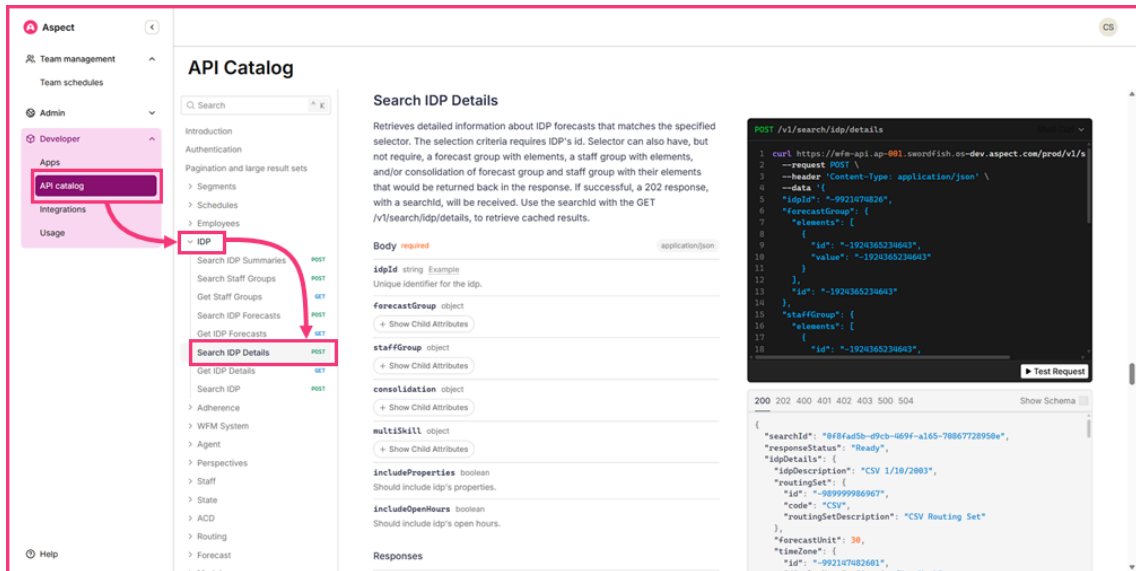


Figure 1-6

Get IDP Details

Retrieves a list of detailed information about IDP forecast details that matches the specified selector.

1. Click **API Catalog > IDP > Get IDP Details**. You will see the following:
 - API definition
 - Query parameters
 - Responses
 - Sandbox environment for testing

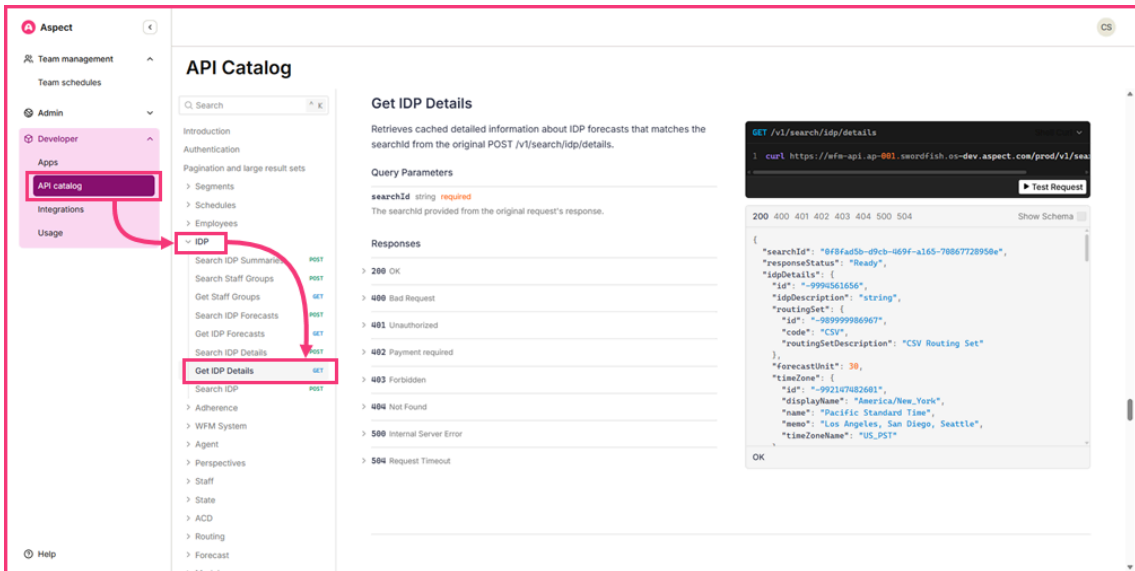


Figure 1-7

Search IDP

Retrieves an intra-day performance that matches the id and specified selector.

1. Click **API Catalog > IDP > Search IDP**. You will see the following:

- API definition
- Path parameters
- IDP parameters to retrieve
- Responses
- Sandbox environment for testing

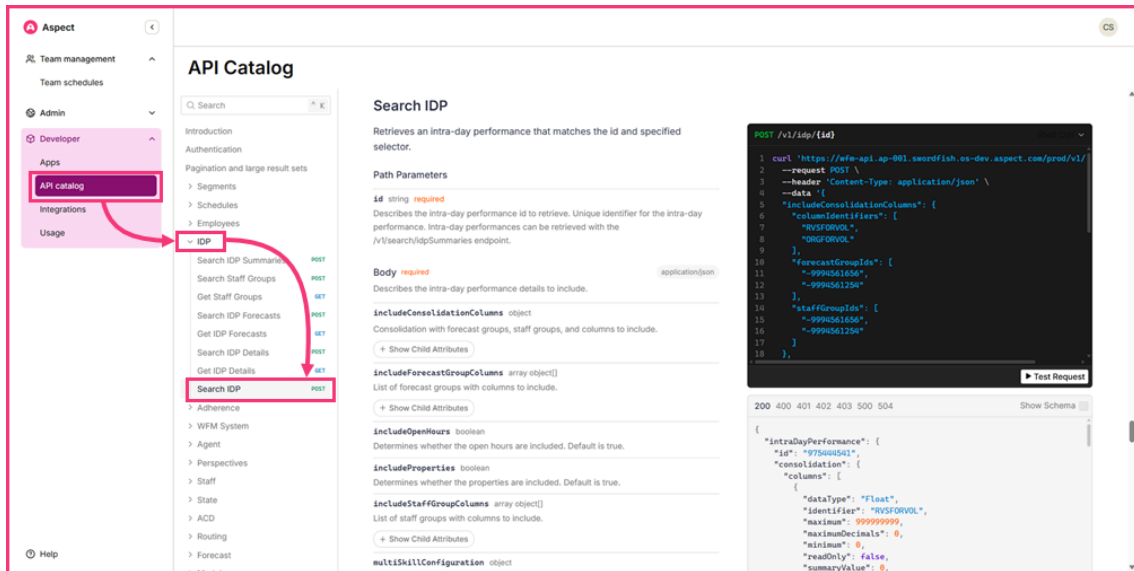


Figure 1-8

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▼ View State



Endpoints for managing superstate hours for groups of employees and associated entities

Operations

- [POST /v1/search/superStateHours](#) (**Search Superstate Hours**)
- [POST /v1/search/superStates](#) (**Search Super States**)

Search Superstate Hours

Retrieves a list of superstate hours that match the specified selector.

1. Click **API Catalog > State > Search Superstate Hours**. You will see the following:

- API definition
- Query parameters

- Superstate hours to retrieve
- Responses
- Sandbox environment for testing

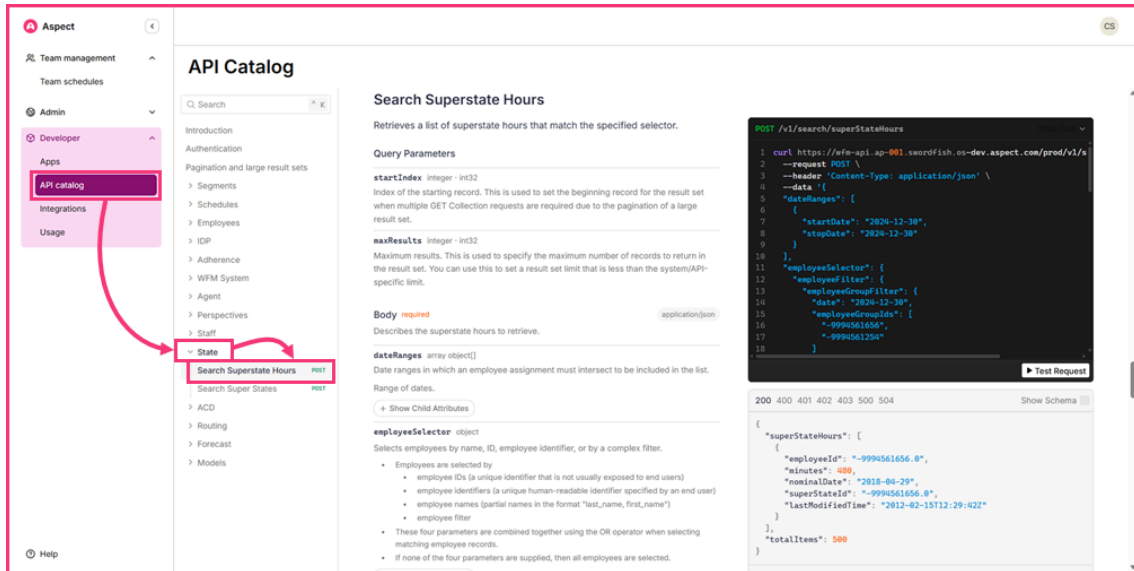


Figure 1-1

Search Super States

Retrieves a list of super states that match the specified selector.

1. Click **API Catalog > State > Search Super States**. You will see the following:

- API definition
- Query parameters
- Super States to retrieve
- Responses
- Sandbox environment for testing

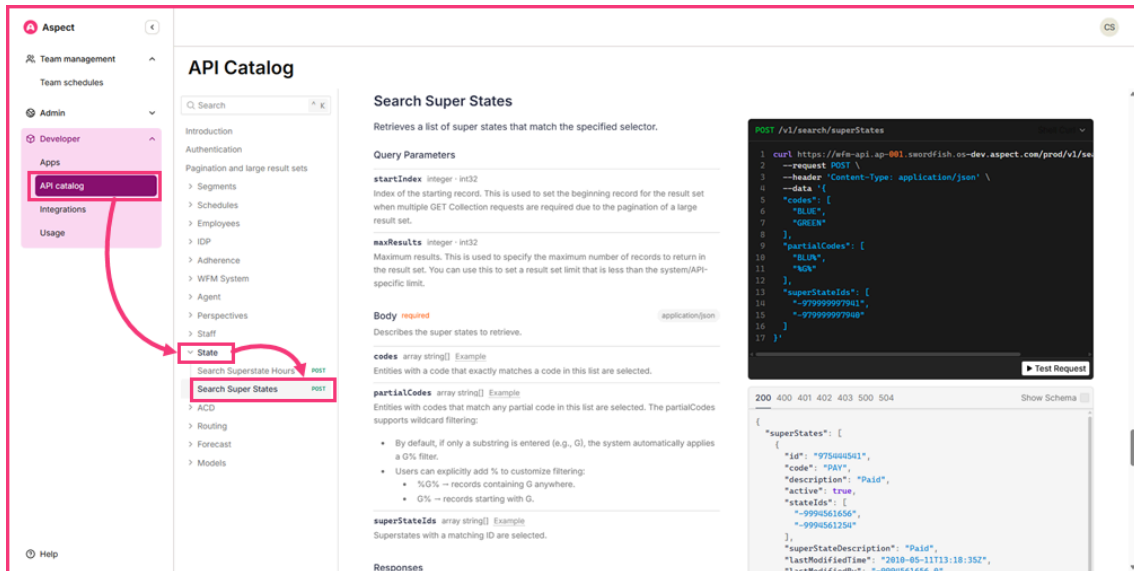


Figure 1-2

[Back to top](#)

▼ View Adherence



Endpoints for managing adherence and associated entities.

Operations

- [POST /v1/search/adherences](#) (Search Adherences)

Search Adherences

Retrieves a list of adherence records that match the specified selector.

1. Click **API Catalog > Adherence > Search Adherences**. You will see the following:

- API definition
- Query parameters
- Adherences to retrieve
- Responses

- Sandbox environment for testing

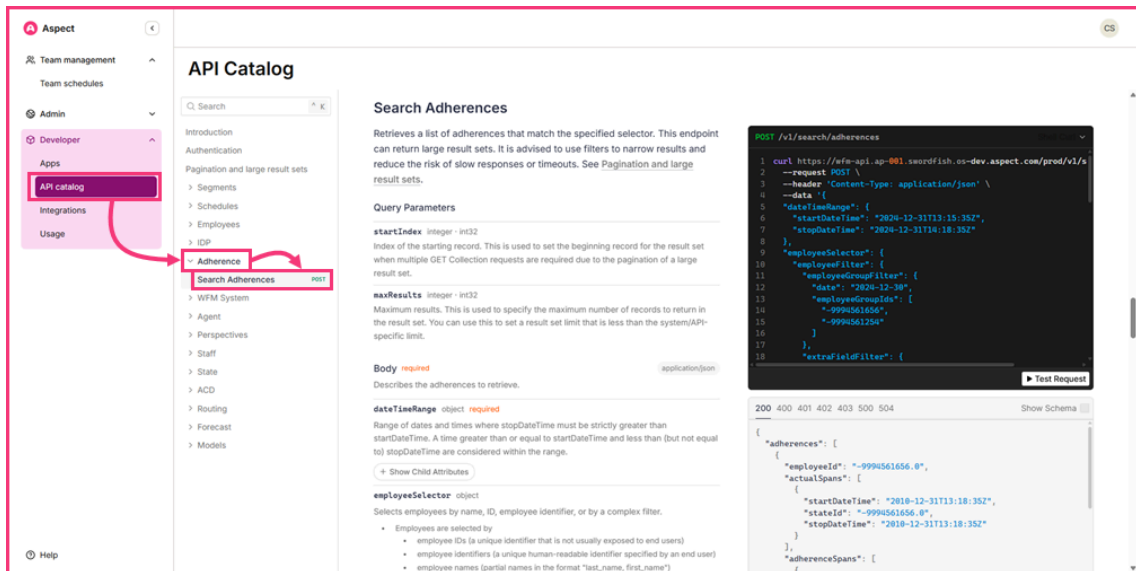


Figure 1-1

▼ View WFM System



Endpoints for managing the Workforce Management (WFM) system settings and associated entities.

Operations

- [GET /v1/adminCurrentTime](#) (Get System Time)
- [GET /v1/systemParameters](#) (Get System Parameters)
- [GET /v1/systemInformation](#) (Get System Information)
- [GET /v1/timeZones](#) (Get Time Zones)

Get WFM System Time

Retrieves WFM system time information including: a timestamp of the current system time from the database, the request server's local system time, the current time in UTC, timezones for both the Aspect Cloud Workforce database and server, and the current time expressed in any timezone(s) specified in the request.

1. Expand **Developer** and click **API Catalog > WFM System > Get System Time**. You will see the following:

- API definition
- Responses
- Sandbox environment for testing

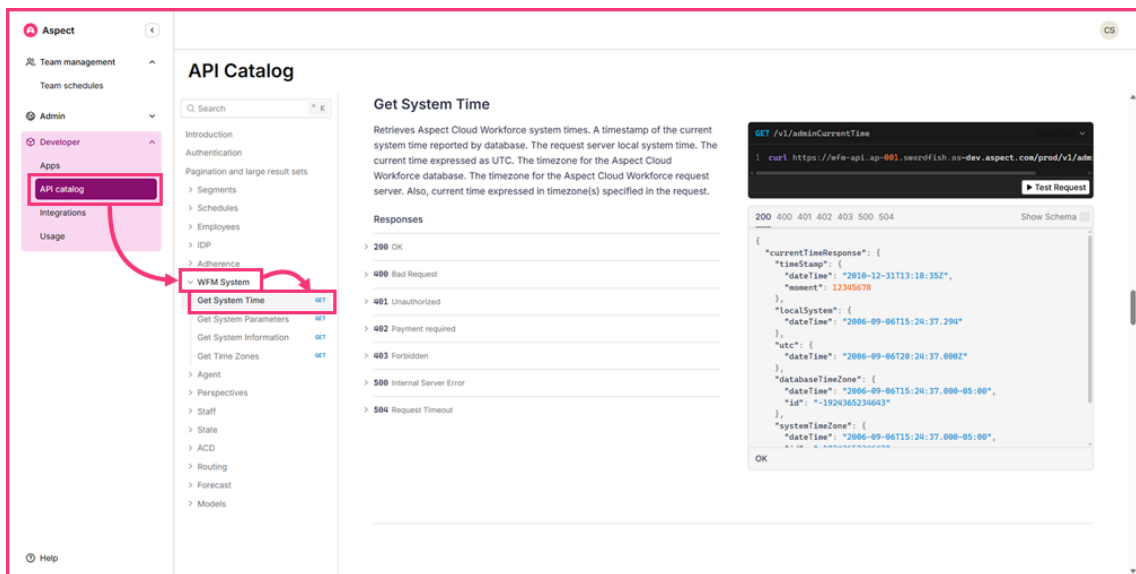


Figure 1-1

Get System Parameters

Retrieves a list of system parameters that match the name list.

1. Expand **Developer** and click **API Catalog > WFM System > Get System Parameters**. You will see the following:

- API definition
- Query parameters
- Responses
- Sandbox environment for testing

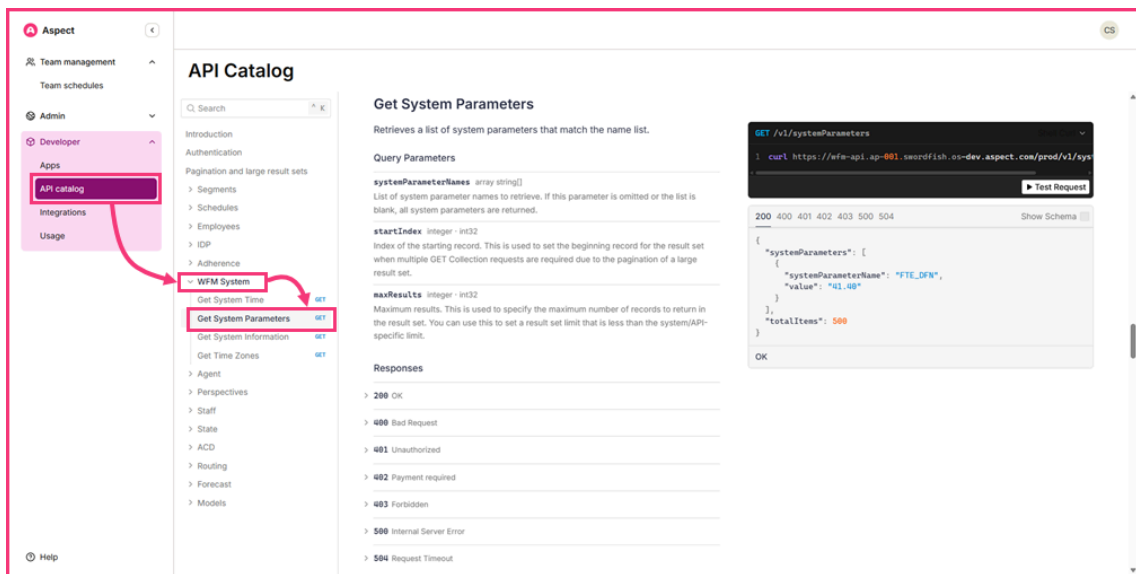


Figure 1-2

Get System Information

Retrieves information about the state and configuration of the Workforce component.

1. Expand **Developer** and click **API Catalog > WFM System > Get System Information**. You will see the following:

- API definition
- Responses
- Sandbox environment for testing

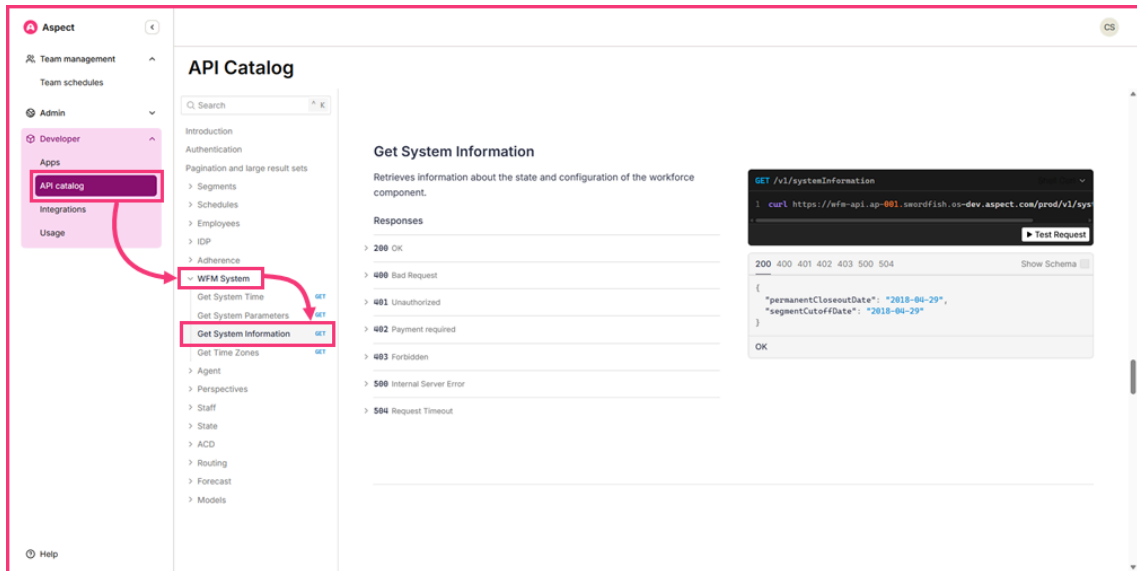


Figure 1-3

Get Time Zones

Retrieves WFM time zones.

1. Expand **Developer** and click **API Catalog > WFM System > Get Time Zones**. You will see the following:

- API definition
- Query parameters
- Responses
- Sandbox environment for testing

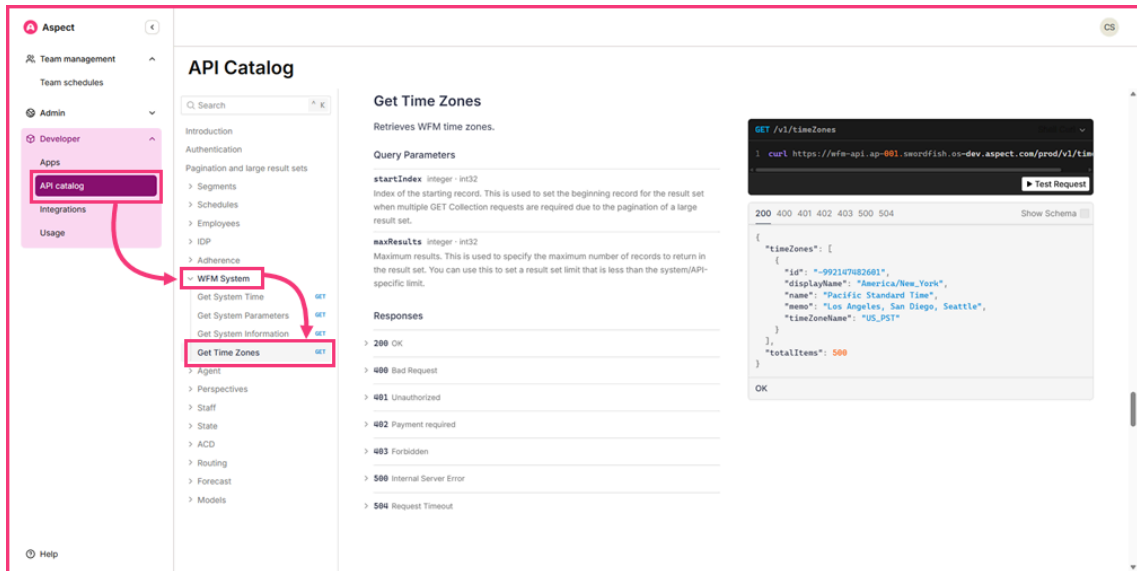


Figure 1-4

[Back to top](#)

▼ View Agent



Endpoints for managing agent productivities and associated entities

Operations

- [POST /v1/search/agentProductivities](#) (**Search Agent Productivities**)
- [GET /v1/agentProductivityAcidGroups](#) (**Get Agent Productivity ACD Groups**)
- [POST /v1/search/agentFormulaSets](#) (**Search Agent Formula Sets**)

Search Agent Productivities

Retrieves a list of agent productivities that match the specified selector.

1. Expand **Developer** and click **API Catalog > Agent > Search Agent Productivities**. You will see the following:

- API definition

- Query parameters
- Agent productivities to retrieve
- Responses
- Sandbox environment for testing

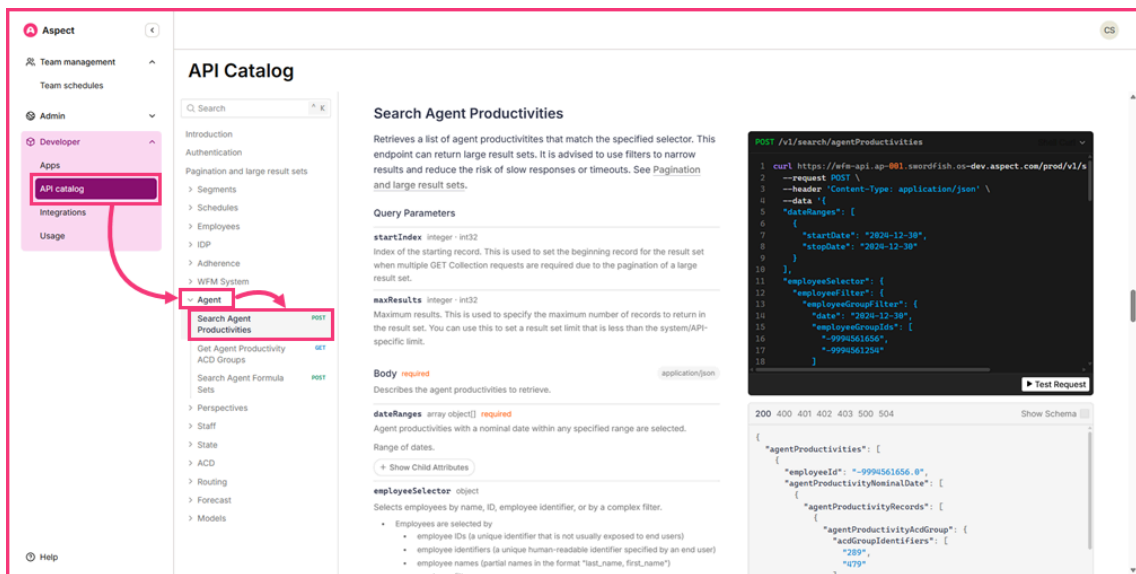


Figure 1-1

Get Agent Productivity ACD Groups

Retrieves WFM Agent productivity ACD groups.

1. Expand **Developer** and click **API Catalog > Agent > Get Agent Productivity ACD Groups**. You will see the following:

- API definition
- Query parameters
- Responses
- Sandbox environment for testing

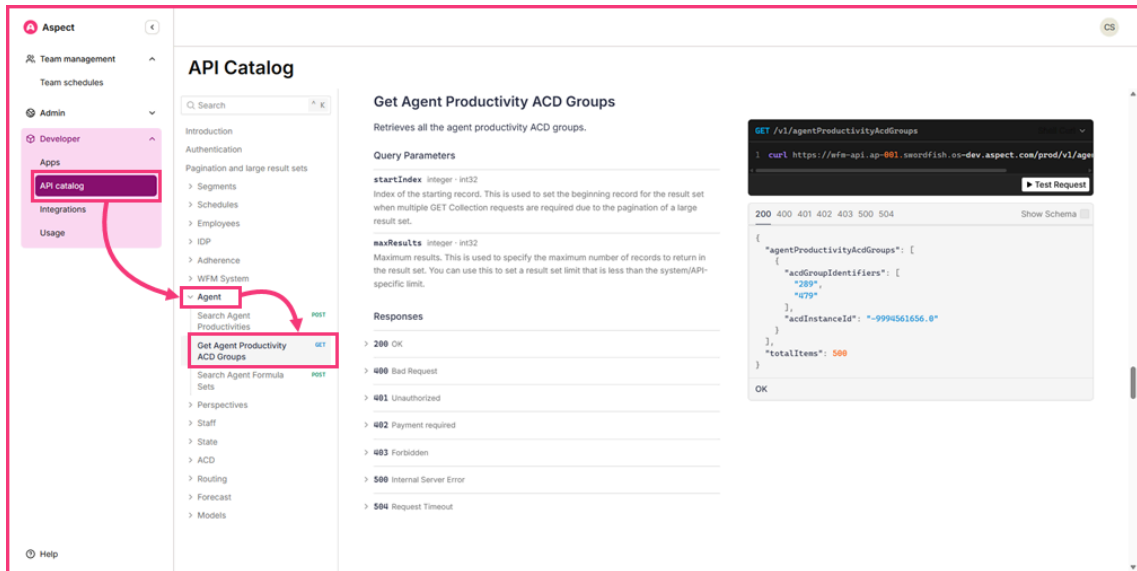


Figure 1-2

Search Agent Formula Sets

Retrieves a list of Agent formula sets that match the specified selector.

1. Expand **Developer** and click **API Catalog > Agent > Search Agent Formula Sets**. You will see the following:

- API definition
- Query parameters
- Agent formula sets to retrieve
- Responses
- Sandbox environment for testing

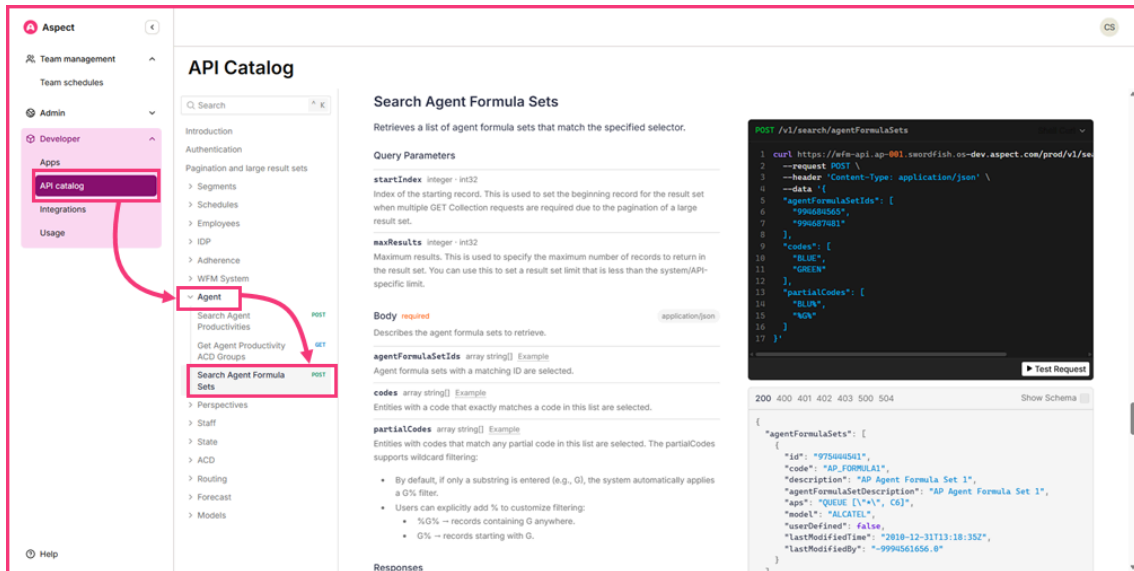


Figure 1-3

[Back to top](#)

▼ View Perspectives



Endpoints for managing perspectives and associated entities.

Operations

- [POST /v1/search/perspectives](#) (**Search Perspectives**)
- [GET /v1/perspectivePurposes](#) (**Get Perspective Purposes**)

Search Perspectives

Retrieves a list of perspectives that match the specified selector.

1. Expand **Developer** and click **API Catalog > Perspectives > Search Perspectives**. You will see the following:

- API definition
- Query parameters
- Perspectives to retrieve

- Responses
- Sandbox environment for testing

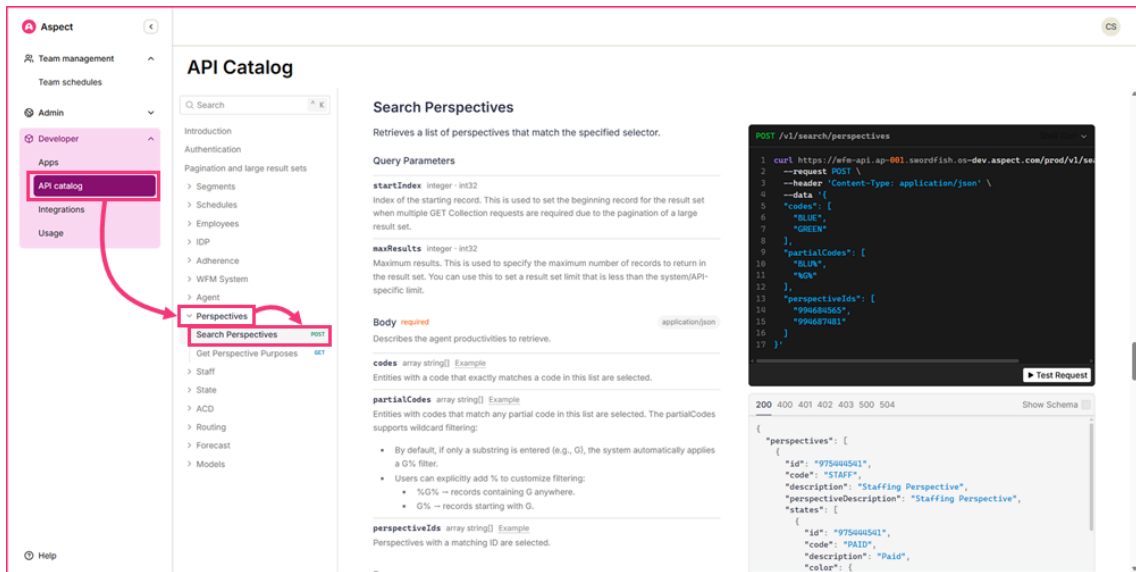


Figure 1-1

Get Perspective Purposes

Retrieves WFM perspective purposes

1. Expand **Developer** and click **API Catalog > Perspectives > Get Perspective Purposes**. You will see the following:

- API definition
- Query parameters
- Responses
- Sandbox environment for testing

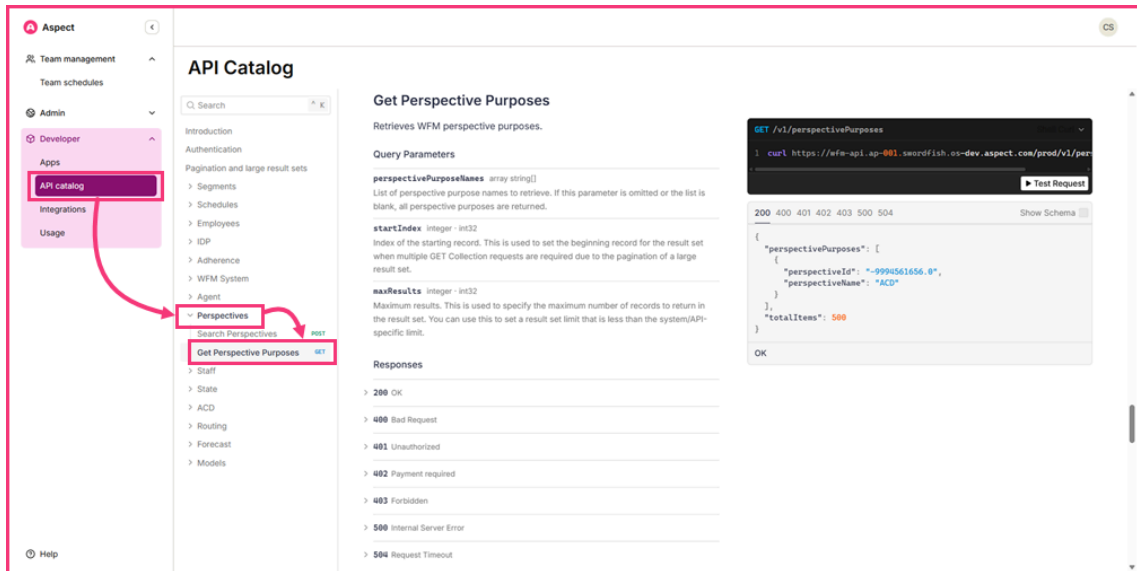


Figure 1-2

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▼ View Staff



Endpoints for managing staff and associated entities

Operations

- [POST /v1/search/staffAdjustmentSets](#) (**Search Staff Adjustment Sets**)
- [POST /v1/search/staffGroups](#) (**Search Staff Groups**)

Search Staff Adjustment Sets

Retrieves a list of staff adjustment sets that match the specified selector.

1. Expand **Developer** and click **API Catalog > Staff > Search Staff Adjustment Sets**. You will see the following:

- API definition
- Query parameters
- Staff Adjustment sets to retrieve

- Responses
- Sandbox environment for testing

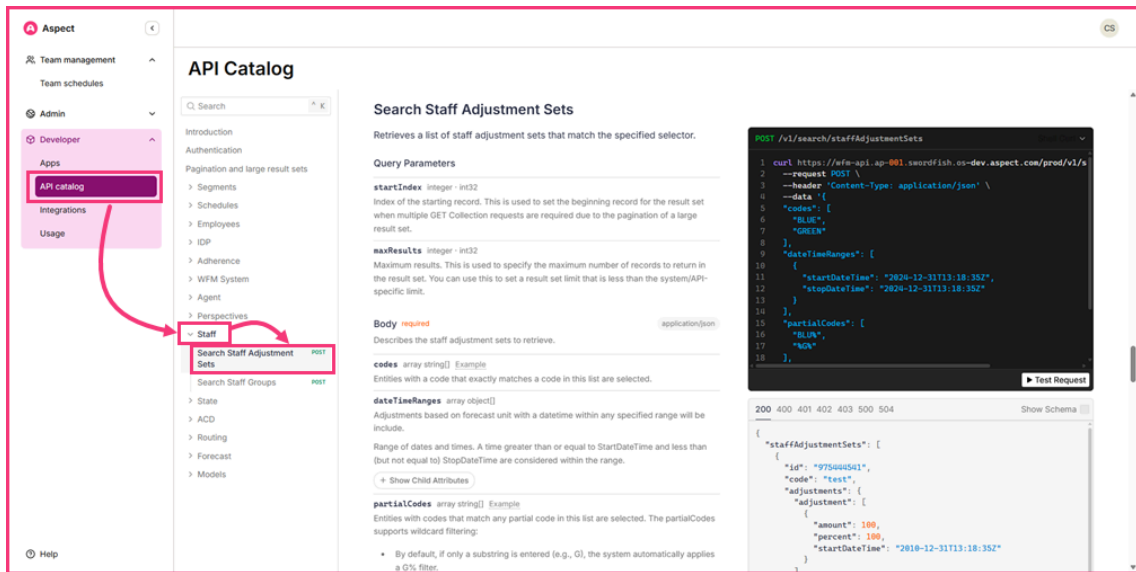


Figure 1-1

Search Staff Groups

Retrieves a list of staff groups that match the specified selector.

1. Expand **Developer** and click **API Catalog > Staff > Search Staff Groups**. You will see the following:

- API definition
- Query parameters
- Staff groups to retrieve
- Responses
- Sandbox environment for testing

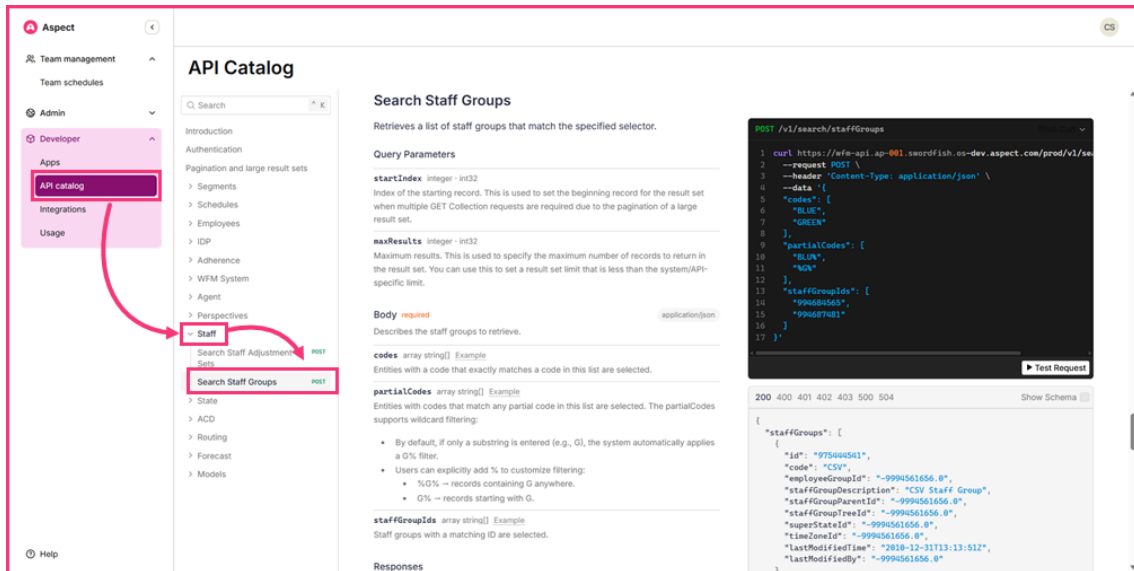


Figure 1-2

[Back to top](#)

▼ View ACD



Endpoints for managing ACDs and associated entities.

Operations

- [POST /v1/search/acdInstances](#) (Search ACD Instances)

Search ACD Instances

Retrieves a list of ACD instances match the specified selector.

1. Expand **Developer** and click **API Catalog > ACD > Search ACD instances**. You will see the following:

- API definition
- Query parameters
- ACD instances to retrieve
- Responses

- Sandbox environment for testing

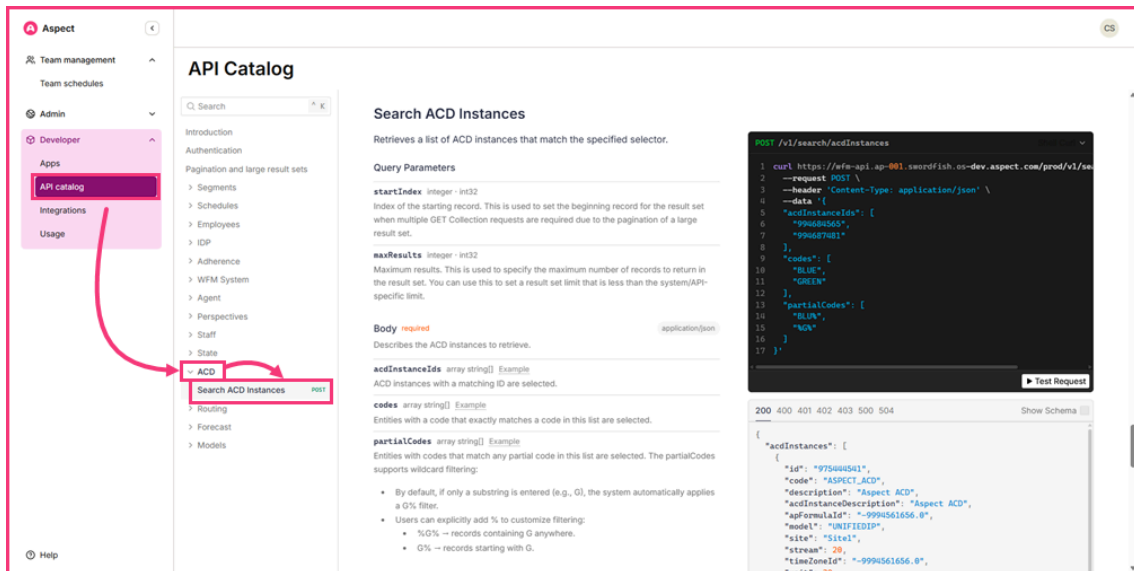


Figure 1-1

▼ View Routing



Endpoints for managing Routing sets and associated entities.

Operations

- [POST /v1/search/routingSets](#) (Search Routing Sets)

Search Routing Sets

Retrieves a list of routing sets that match the specified selector.

1. Expand **Developer** and click **API Catalog > Routing > Search Routing Sets**. You will see the following:

- API definition
- Query parameters
- Routing sets to retrieve

- Responses
- Sandbox environment for testing

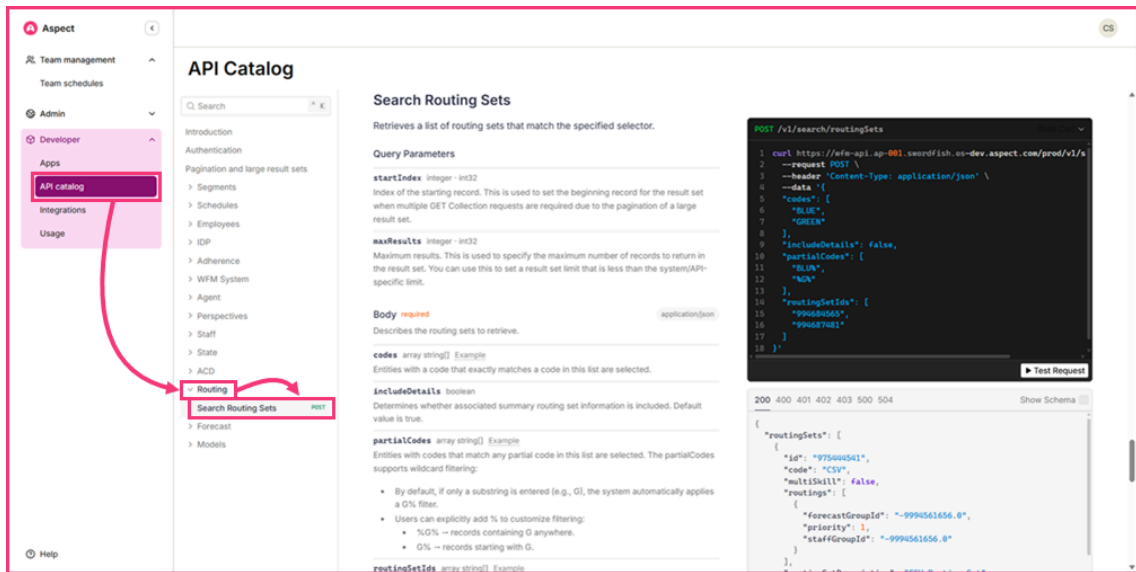


Figure 1-1

▼ View Forecast



Endpoints for managing forecast groups and associated entities.

Operations

- [POST /v1/search/forecastGroups](#) (**Search Forecast Groups**)
- [POST /v1/search/forecasts](#) (**Search Forecast**)
- [POST /v1/search/forecastdetails](#) (**Search Forecast Details**)

Search Forecast Groups

Retrieves a list of adherence records that match the specified selector.

1. Expand **Developer** and click **API Catalog > Forecast > Search Forecast Groups**. You will see the following:

- API definition
- Query parameters
- Forecast groups to retrieve
- Responses
- Sandbox environment for testing

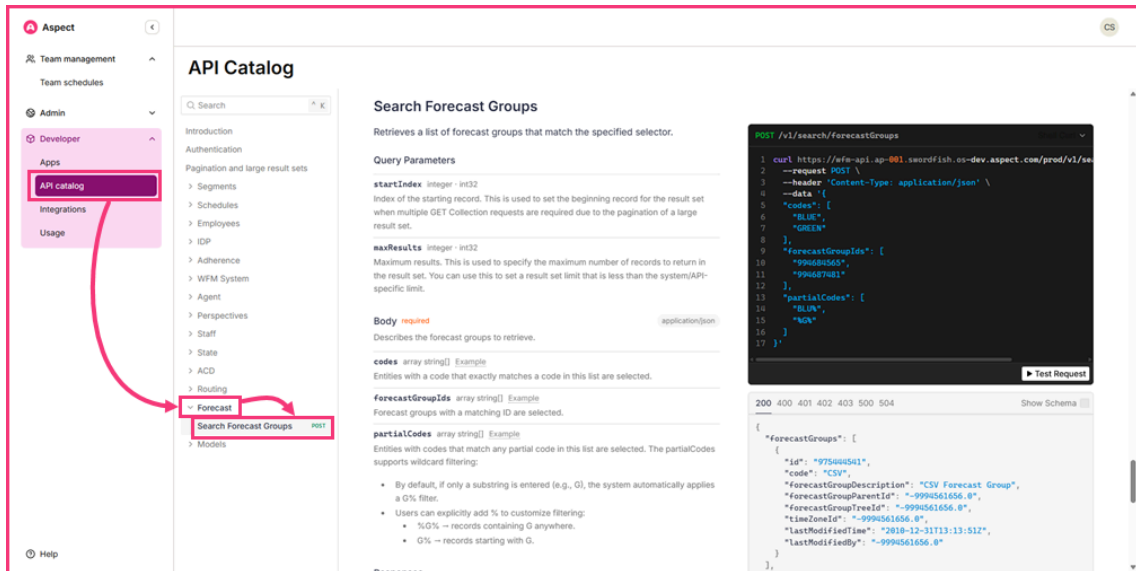


Figure 1-1

Search Forecasts

Search & retrieves all available forecasts for selected forecasting group with it's basic data entities that match the specified selector.

1. Expand **Developer** and click **API Catalog > Forecast > Search Forecasts**. You will see the following:

- API definition
- Query parameters
- Forecasts to retrieve
- Responses

- Sandbox environment for testing

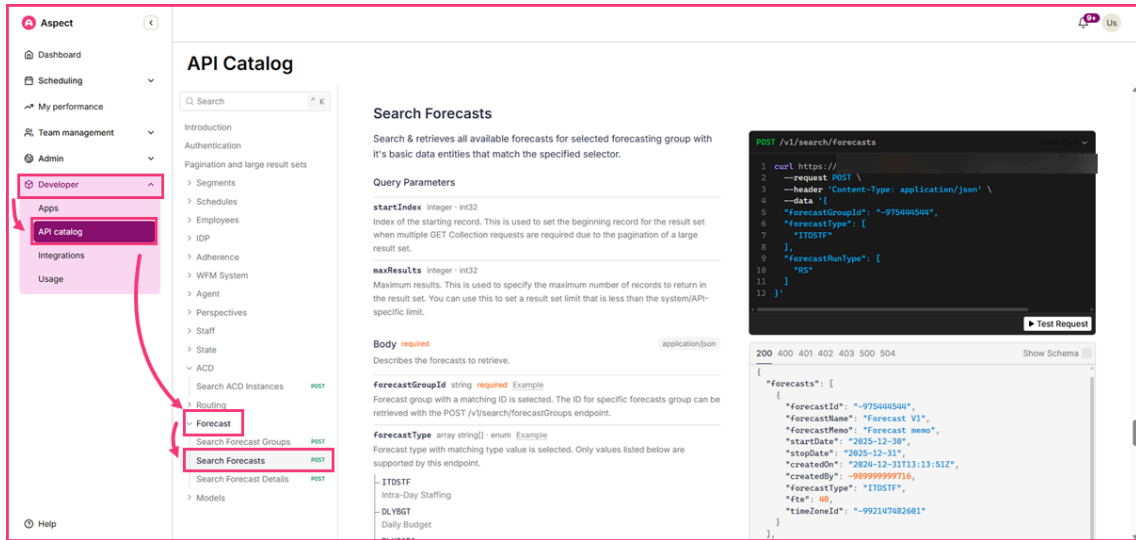


Figure 1-2

Search Forecast Details

Search & retrieves forecast detail data for selected forecast group that match the specified selector.

1. Expand **Developer** and click **API Catalog > Forecast > Search Forecast Details**. You will see the following:

- API definition
- Query parameters
- Forecasts details to retrieve
- Responses
- Sandbox environment for testing

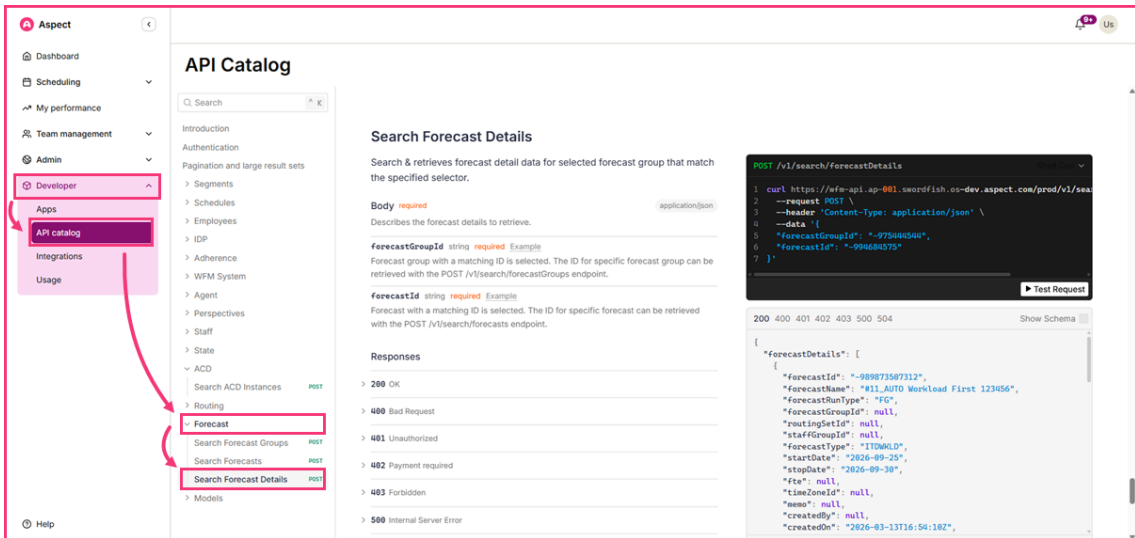


Figure 1-3

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▼ View Models

1. Expand **Developer** and click **API Catalog > Models**.
2. Expand each model to see the details.

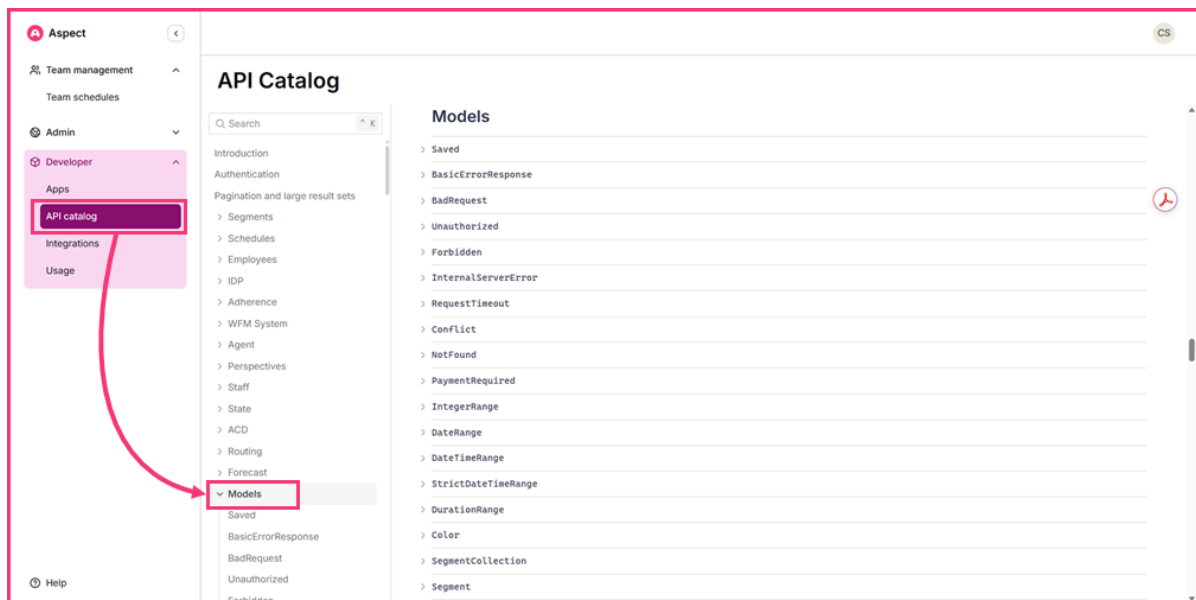


Figure 1-1

▼ View Use Case content

Aspect Developer Portal - Workforce Rest APIs

Aspect Developer Portal APIs enable seamless integration of Workforce Management (WFM) data with other business applications, allowing organizations to optimize workforce planning, scheduling, and performance tracking.

Key benefits of searching, retrieving and updating WFM data via API's:

- Access real-time and historical workforce data for decision-making
- Customize data extraction and/or data insert based on specific needs (e.g., for different teams or time periods)
- Reduce manual efforts by automating data search, retrieval & update

WFM data	Use Case Scenario	Suggested API Endpoints	Estimated API calls - day/week/month
Employee Schedules	<p>Third-party contact center and/or HRIS system needs to search & retrieve employee schedules from WFM.</p> <p>Listed functionalities allows complete access to up-to-date shift schedules for workforce planning.</p> <p>Can also be utilized to populate schedule information in external calendars or HRIS systems or scheduling tools.</p>	<p>Segments</p> <ul style="list-style-type: none"> • Search Segments • Search Segment Definitions <p>Employees</p> <ul style="list-style-type: none"> • Search Employees <p>Perspectives</p> <ul style="list-style-type: none"> • Search Perspectives (optional/if need state info) 	4/28/120

WFM data	Use Case Scenario	Suggested API Endpoints	Estimated API calls - day/week/month
<p>Employee Data & Agent Productivity Data</p>	<p>Business wants agent productivity insights for tracking and evaluation.</p> <p>WFM provides work hours, login/logout times, and other agent productivity metrics.</p>	<p>Employees</p> <ul style="list-style-type: none"> • Search Employees • Search Employee Groups (optional/if need employee groups info) • Search Employee Skills (optional/if need employee skills info) • Get Employee Extra Fields (optional/if need employee extra fields info) <p>Agent</p> <ul style="list-style-type: none"> • Search Agent Productivities • Get Agent Productivity ACD Groups (optional/if need AcGroups info) <p>ACD</p> <ul style="list-style-type: none"> • Search ACD Instances <p>WFM System</p> <ul style="list-style-type: none"> • Get Time Zones (optional/if need employee time zone info) 	<p>8/56/240</p>
<p>Intra-Day Performance Metrics</p>	<p>Contact center system wants to monitor real-time KPIs for workforce optimization.</p> <p>WFM provides access to Intra-Day performance</p>	<p>Employees</p> <ul style="list-style-type: none"> • Search Employees <p>IDP</p> <ul style="list-style-type: none"> • Search IDP Summaries <p>Routing</p> <ul style="list-style-type: none"> • Search Routing Sets 	<p>5/35/150</p>

WFM data	Use Case Scenario	Suggested API Endpoints	Estimated API calls - day/week/month
	metrics (e.g., call handling metrics).	Forecast <ul style="list-style-type: none"> • Search Forecast Groups Staff <ul style="list-style-type: none"> • Search Staff Groups 	
Agent Adherence Tracking	<p>Track agent schedule adherence in real-time for compliance and optimization.</p> <p>WFM provides real-time adherence data comparing scheduled vs. actual agent activity.</p> <p>Can be utilized to populate third-party systems like performance monitoring dashboards with adherence data.</p> <p>Can be utilized to extract non-adherent agents for coaching opportunities.</p> <p>Can be utilized to generate automated alerts for adherence violations (e.g., late</p>	Employees <ul style="list-style-type: none"> • Search Employees • Get Employee Extra Fields (optional/if need employee extra fields info) Adherence <ul style="list-style-type: none"> • Search Adherences Perspectives <ul style="list-style-type: none"> • Search Perspectives 	4/28/120

WFM data	Use Case Scenario	Suggested API Endpoints	Estimated API calls - day/week/month
	logins, extended breaks).		
<p>Employee Time Off Types and Balances (Personal Account Types and Balances)</p>	<p>WFM provides search, retrieve and update functionalities for each employee personal account type & balance data.</p> <p>Third-party systems (HRIS, Payroll,..) can utilize those functionalities to automate & sync processes for their employee Timeoff types (vacation, sick leave, ..) and Balances. Any TimeOff Type & balance change on third-party system would automatically be updated on WFM system, for all mapped Employees (and vice-versa).</p> <p>Note: Specific data updates on third-party systems are subject to availability and in complete controlled by those third-party system.</p>	<p>Employees</p> <ul style="list-style-type: none"> • Search Employees • Get Employees Extra Fields (optional/if need employee extra fields info) • Search Personal Accounts • Search Personal Account <p>Balances</p> <ul style="list-style-type: none"> • Update Personal Account Balances 	<p>5/35/150</p>

WFM data	Use Case Scenario	Suggested API Endpoints	Estimated API calls - day/week/month
<p>Employee Worked Hours</p>	<p>WFM provides search & retrieve functionalities for each Employee scheduled and worked time period. Details like Segments overlapping with Perspective are also available.</p> <p>Third-party systems (HRIS, Payroll,...) can utilize listed WFM functionalities to automate data processes of search & retrieve WFM scheduled and worked hours for each Employee, and update those hours on Payroll system. Automating this data process between WFM and third-party system will eliminate discrepancies and/or duplicate data entries for scheduled, worked and paid Employee hours.</p> <p>Furthermore, it will</p>	<p>Segments</p> <ul style="list-style-type: none"> • Search Segments <p>Employees</p> <ul style="list-style-type: none"> • Search Employees • Get Employees Extra Fields (optional/if need employee extra fields info) • Search Employee Groups (optional/if need employee groups info) • Search Employee Skills (optional/if need employee skills info) <p>Perspectives</p> <ul style="list-style-type: none"> • Search Perspectives <p>Schedule</p> <ul style="list-style-type: none"> • Search Schedule Time Period Resolutions 	<p>7/28/210</p>

WFM data	Use Case Scenario	Suggested API Endpoints	Estimated API calls - day/week/month
	reduce compliance risk and potential labor law related disputes.		

Legacy Reference Guides

- [Hosted and Premise Workforce SDK](#) (only applicable for hosted and premise deployments)

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Integrations

▼ Connect, Map and Sync HRIS Data Connection

Overview

HRIS Data Connect is a one-way integration that syncs employee time-off types and balances from HR systems to Aspect WFM, eliminating duplicate data entry and reducing compliance risk. HRIS Data Connect includes the following benefits:

- Fully automates the flow from HRIS to Aspect
- Zero R&D investment required
- Guided configuration (Connect → Map → Sync)
- One-time setup keeps data automatically synced
- Eliminates discrepancies between Employee hours scheduled and worked
- Reduces compliance risk and potential labor law related disputes



There are four parts to setting up HRIS data connect from the Developer Portal:

1. Connect to HRIS
2. Map the Employee Time Off Types
3. Map the Employees by name and email
4. Schedule Sync

I. Connect to HRIS

1. Log into the Aspect Developer Portal.
2. Expand **Developer**, select **Integrations** and click **Add Integration**.

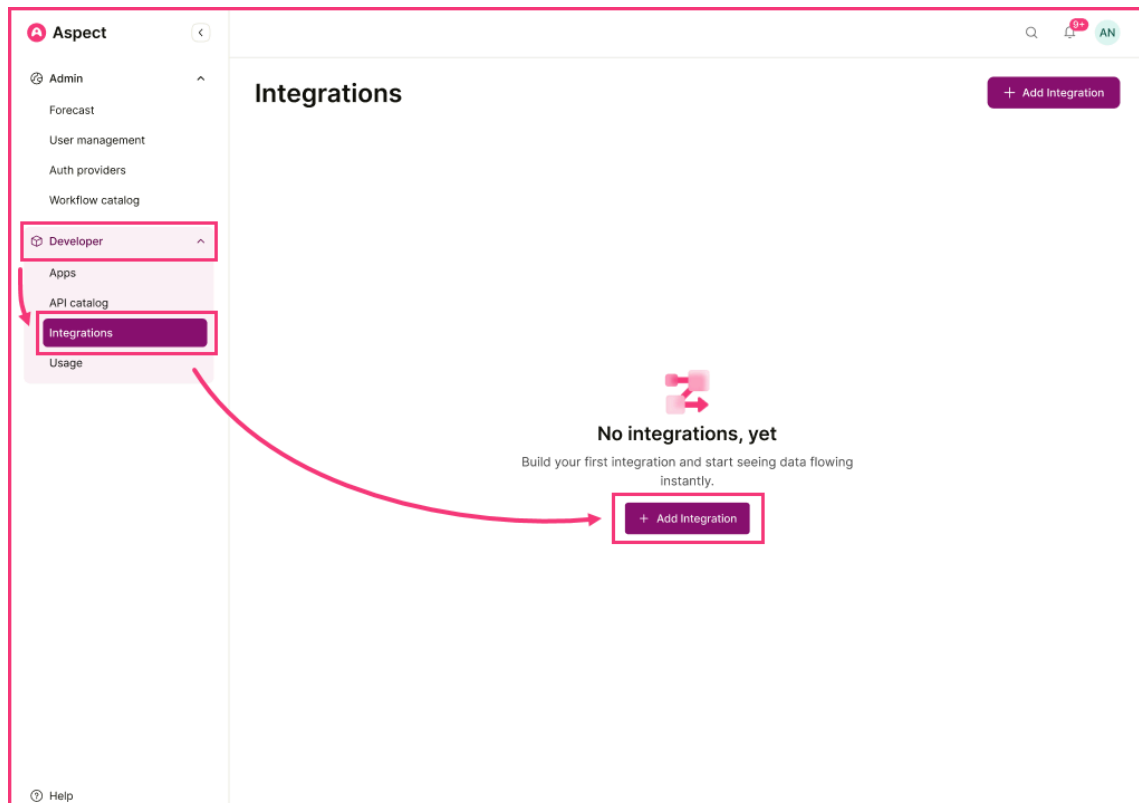


Figure 1-1

3. Next to **BambooHR > Aspect WFM**, click **Set up integration > Configure**.



The integration currently supports BambooHR, with plans to add Workday HCM and ADP Workforce Now in the future.

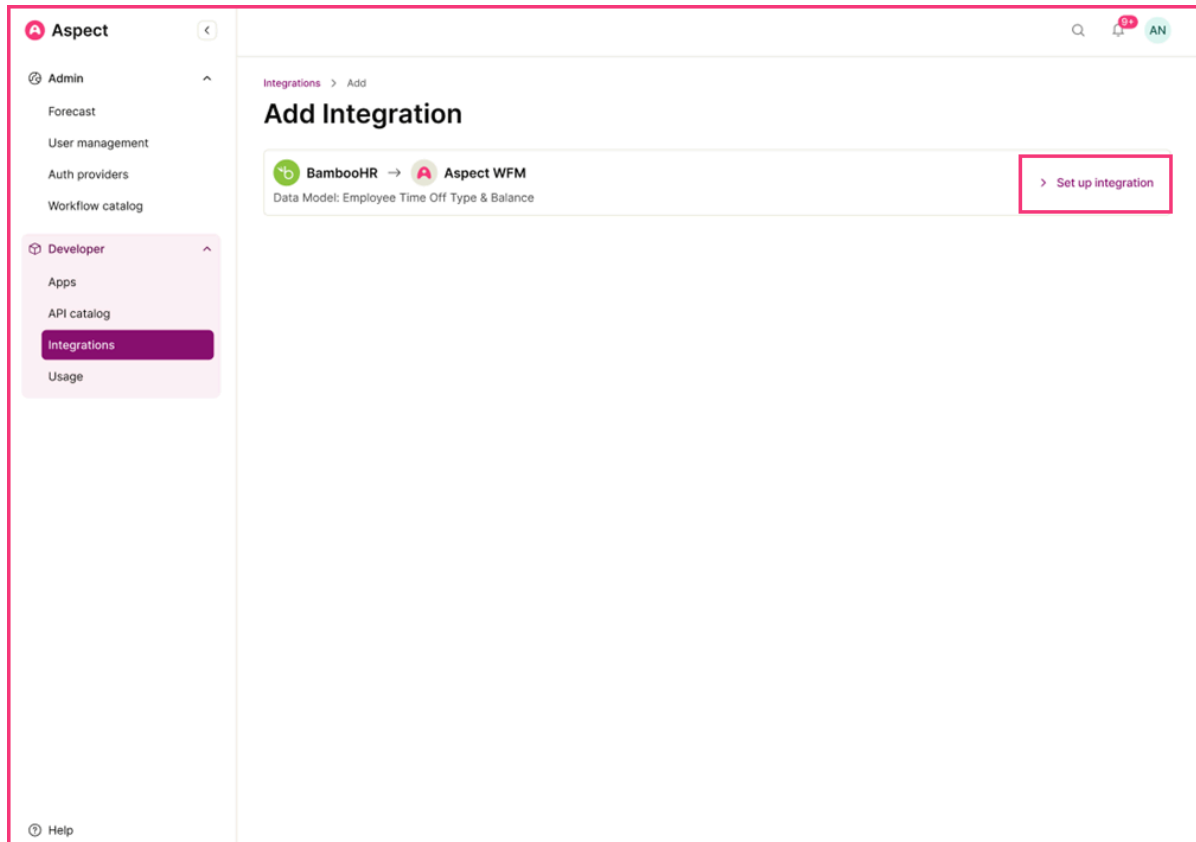


Figure 1-2

4. In the **Connect to BambooHR** section, fill in the fields and test the connection.
 - a. In the **Company Domain** field, type the name of your company domain (how it's defined in BambooHR).
 - b. In the **API Key** field, copy/paste the API key that was auto generated from the BambooHR software.
 - c. Click **Test Connection**. After a Successful Connection, click **Next**.



If the connection is unsuccessful, an error message will appear. The message describes whether you should enter the correct company domain and API key values or contact BambooHR support.

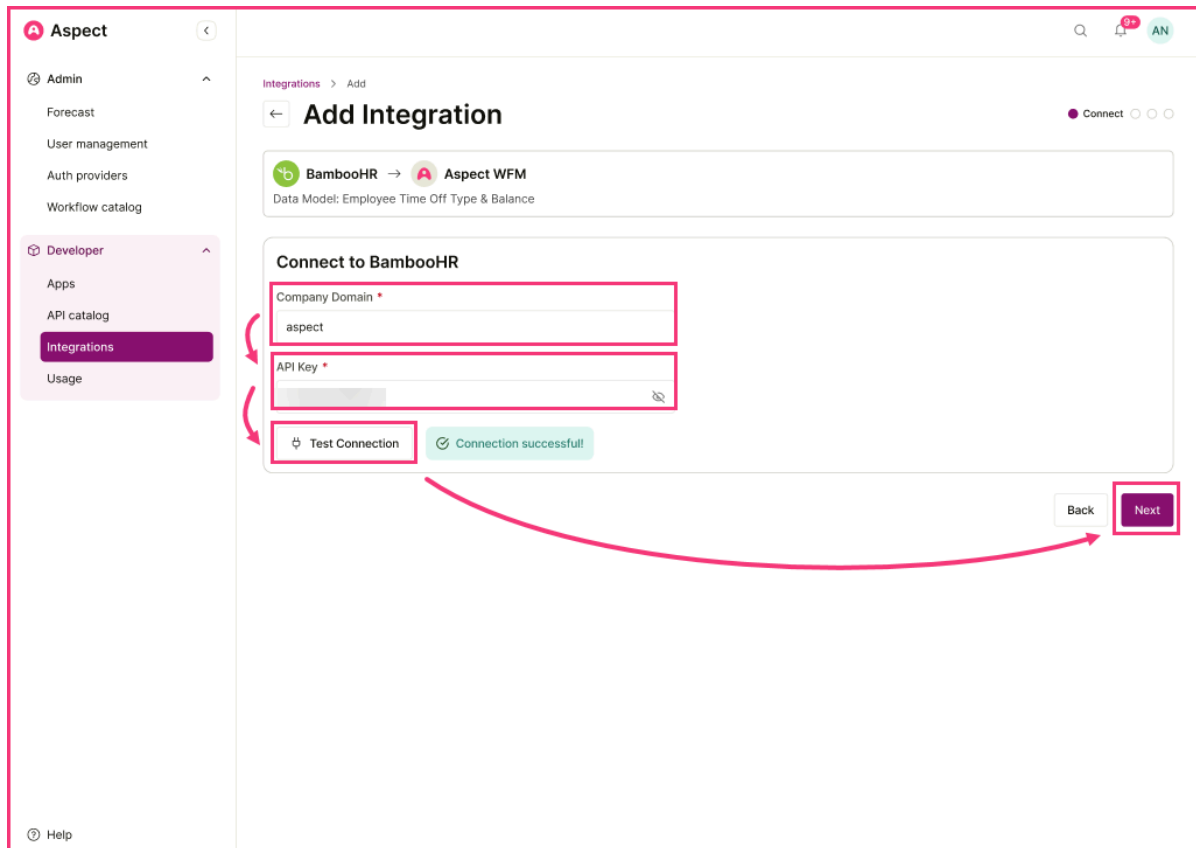


Figure 1-3

II. Map the Employee Time Off Types

1. In the **Field mapping** section, fill in the fields to map the source HRIS data to the destination WFM data. Add at least one entry to continue to the next step. You can add as many time off types as needed.
 - a. From the **Time Off Type** drop-down menu on the left side, select an option for the source HRIS data field.
 - b. From the **Personal Account Type** drop-down menu on the right side, select an option for the destination WFM data field.

- c. Select an option (Hours or Days) from the **Measurement Unit** drop-down menu.
- d. Type a value in the **Work Hours Per Day** field.
- e. Review your field mapping data and click **Confirm Field Mapping**. Optionally, click **Add Type** to add another entry before continuing.

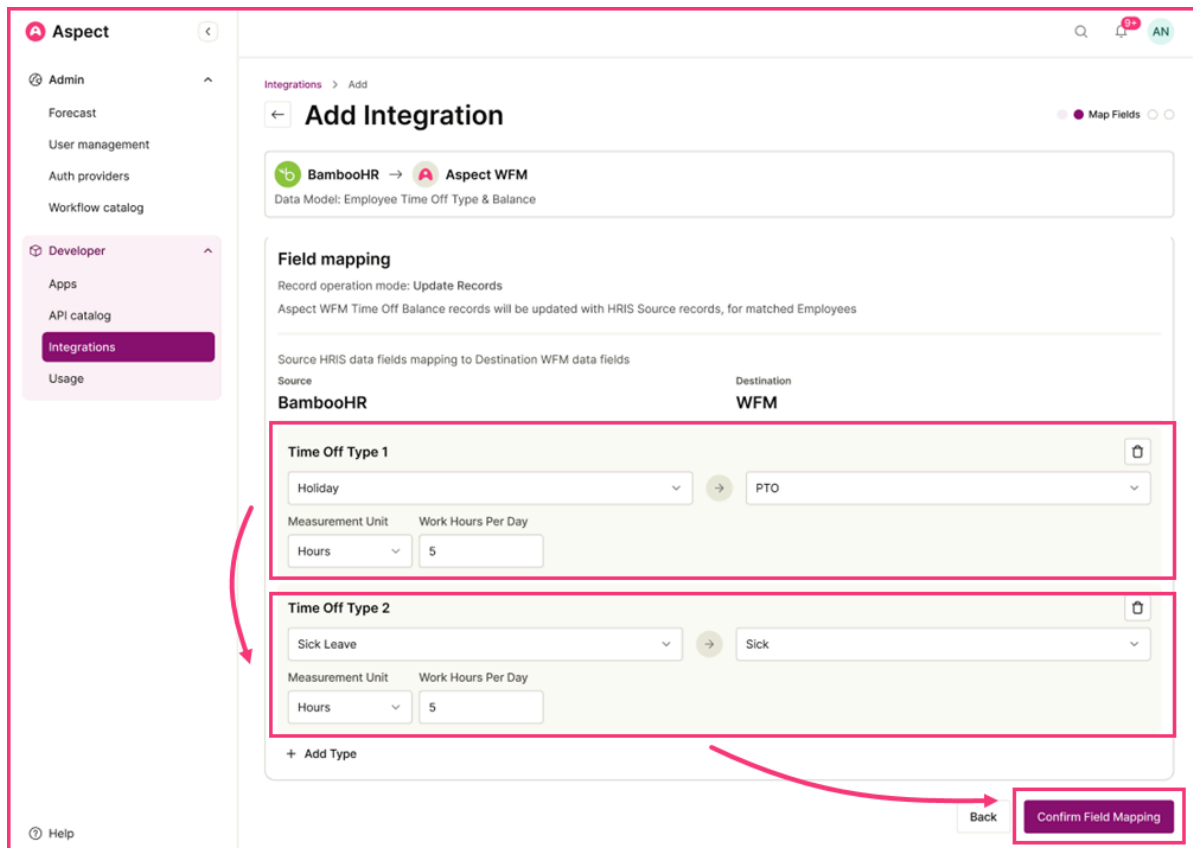


Figure 2-1

III. Map the Employees by name and email



The system will automatically map employees using first name, last name, and email. Next to **Matched Fields**, you can see how many employees were mapped automatically. For those who were not automatically mapped, you will need to map them manually. This is a one-time process.

If new employees are added to BambooHR and also added to Aspect WFM, you must edit the HRIS integration and confirm the automatically mapped employees or manually map any newly added employees that were not mapped.

1. In the **Employee mapping** section, fill in the fields to map the Employee source email address to the destination WFM email address.
 - a. Use the filter option to navigate to a specific employee.
 - b. Select an email address under the **WFM Employee** and confirm that it matches the same email address under **Email**.
 - c. When you are done, click **Confirm Employee Mapping**.

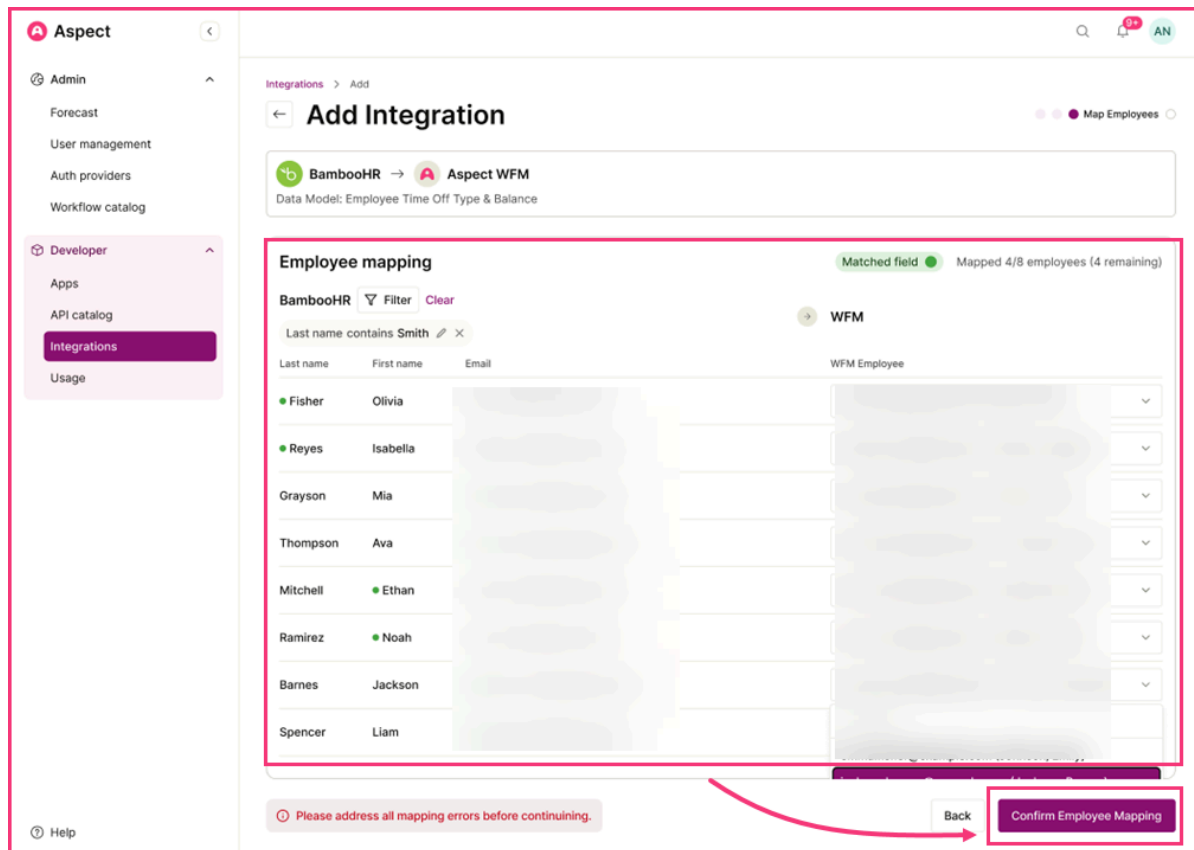


Figure 3-1

IV. Schedule Sync



Syncing allows you to determine when the data should be imported from HRIS to WFM. There are two ways you can schedule syncs: Manual or Scheduled.

- Manual Sync
 1. Select **Manual**.
 2. Click the **Manual Sync** button anytime from this page to perform a Manual Sync.
 3. Click **Add Integration and Schedule Sync**.

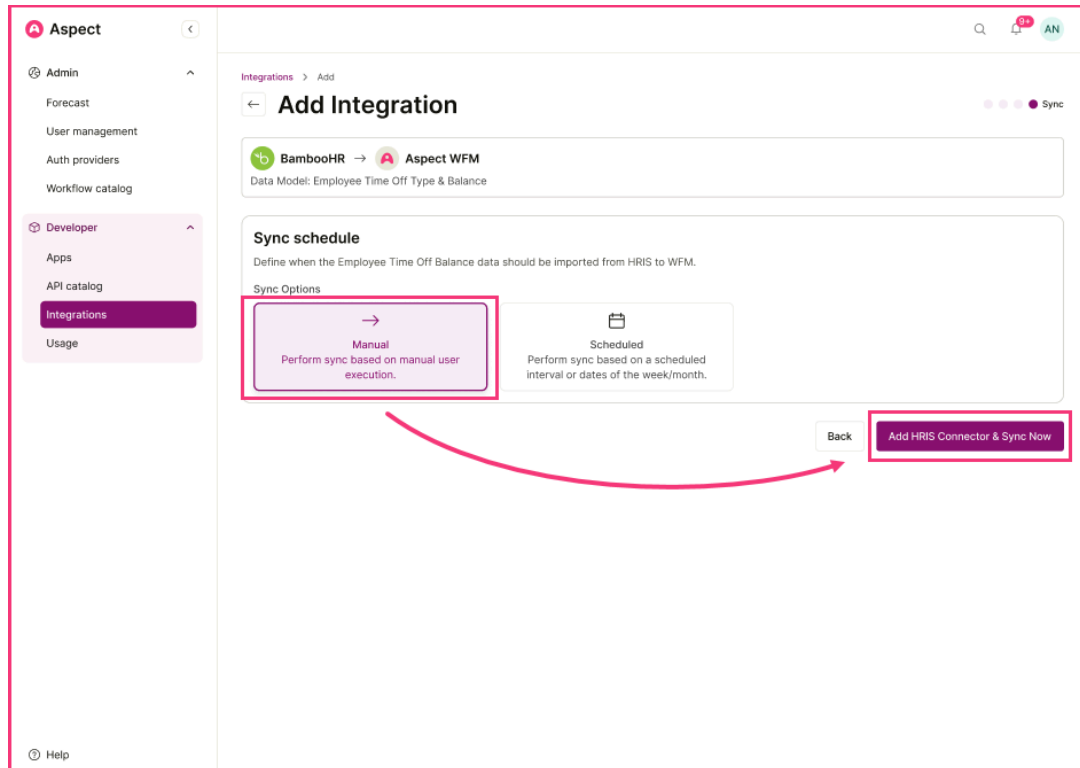


Figure 4-1

4. After a successful sync, you will be redirected to the Integrations view where you can see your new HRIS connection. See how to edit, disable, or delete the connection.
- Scheduled Sync
 1. Select **Schedule**.
 2. From the **Sync start** drop-down menu, select a time to start the sync.
 3. From the Sync Interval drop-down menu, select an interval option.
 4. Click **Add Integration and Schedule Sync**.

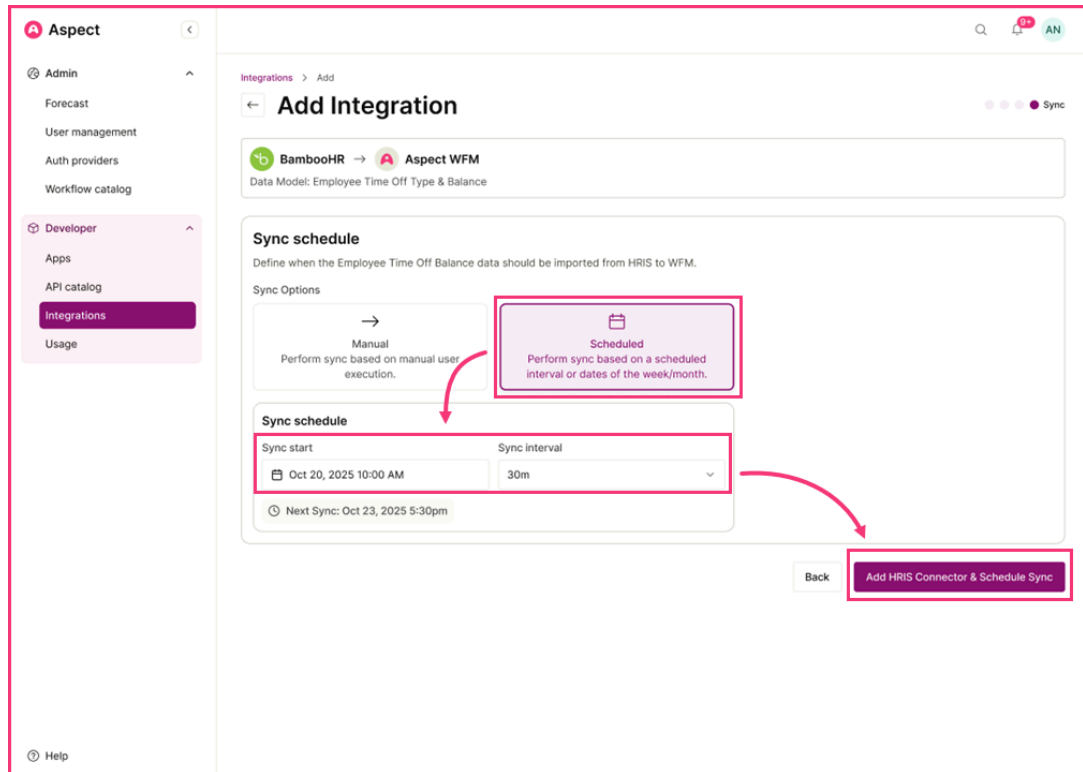


Figure 4-2

5. After a successful sync, you will be redirected to the Integrations view where you can see your new HRIS connection. See how to edit, disable, or delete the connection.

Edit, Disable or Delete your HRIS Connection

Edit an HRIS connection



- You cannot save mapping edits (Field and Employee) while a sync is in progress. The **Save** button is inactive.
- When you change the company domain, you must complete the entire process (connect, map, sync) and then save your changes.
- When you change the API key, you must reconnect and save your changes. You do not need to remap or change the sync setting.
- When you change the mapping, you only need to save your changes. You do not need to change the sync setting.
- When you change the sync settings, you only need to save your changes.

1. Log into the Aspect Developer Portal.
2. Expand **Developer**, select **Integrations** and click **Configure**.

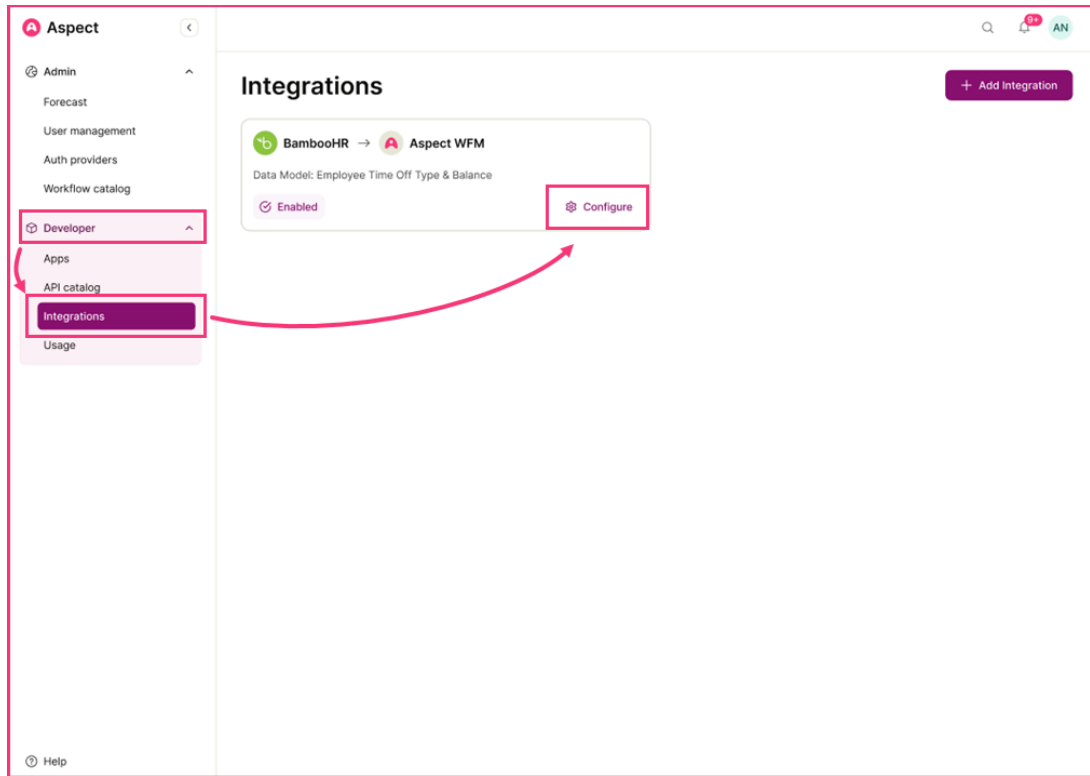


Figure 5-1

3. Click the panel you want to update (Connect, Map Fields, Map Employees, Sync), then make your edits. When you are finished, click **Save** to apply the changes to your HRIS connection.

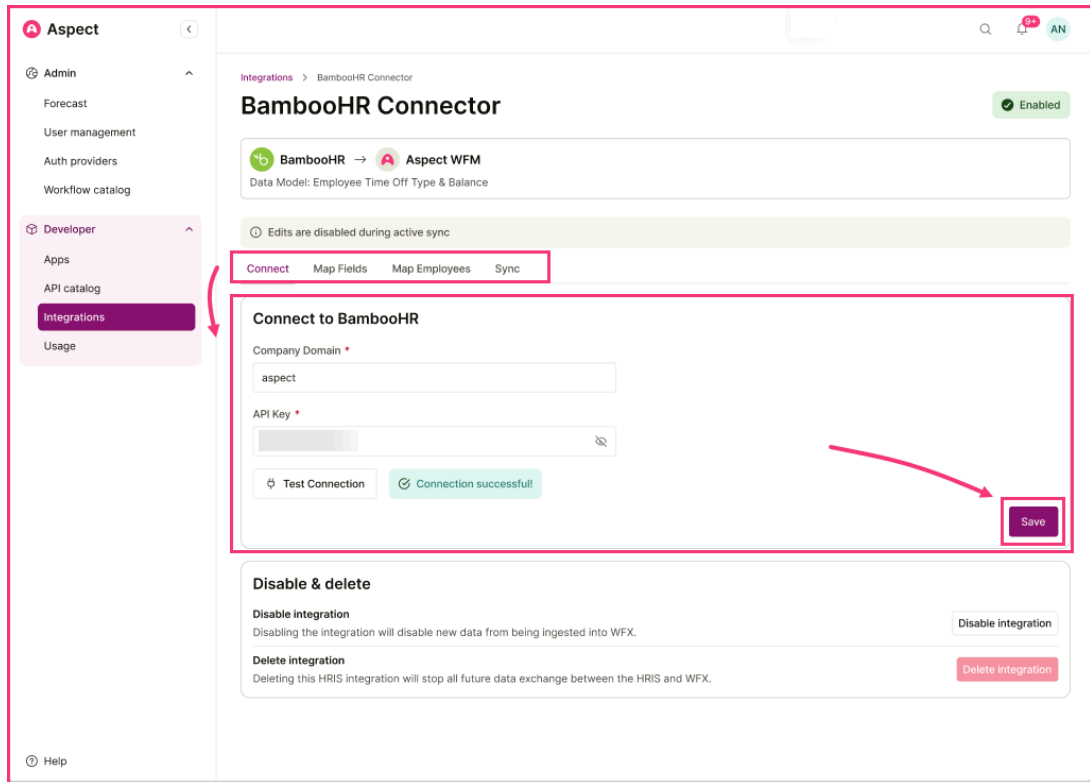


Figure 5-2

Disable an HRIS connection

1. Log into the Aspect Developer Portal.
2. Expand **Developer**, select **Integrations** and click **Configure**.

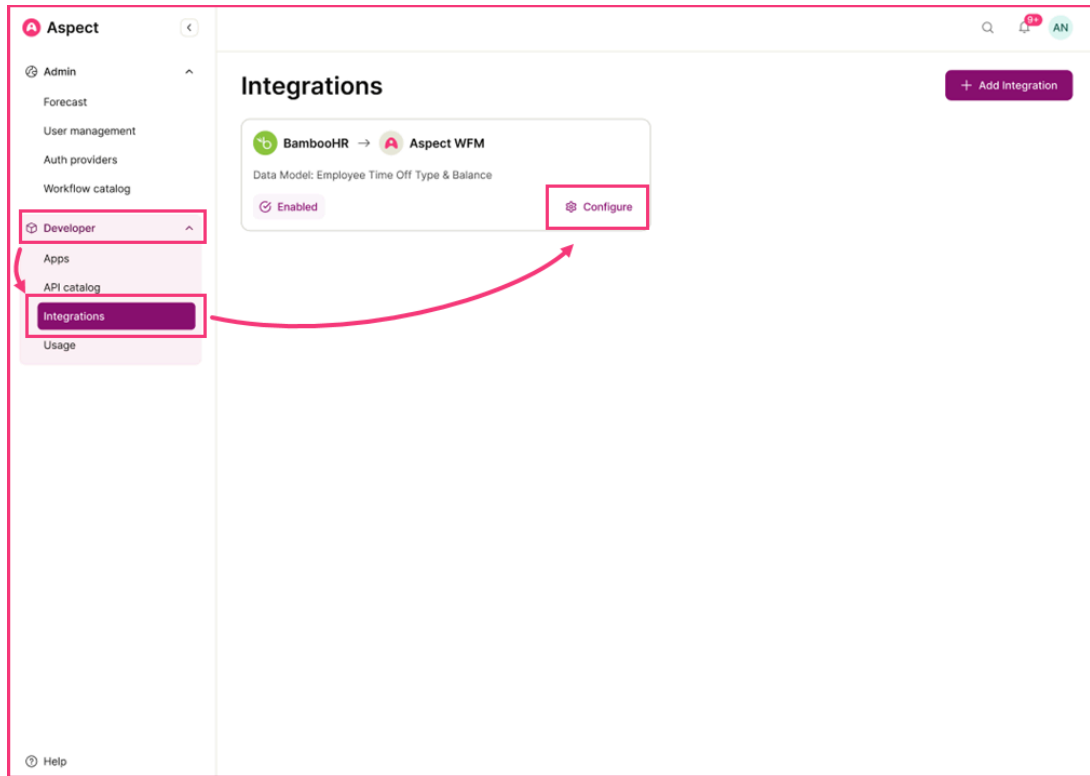


Figure 6-1

3. Under the **Connect** tab, click **Disable integration**.

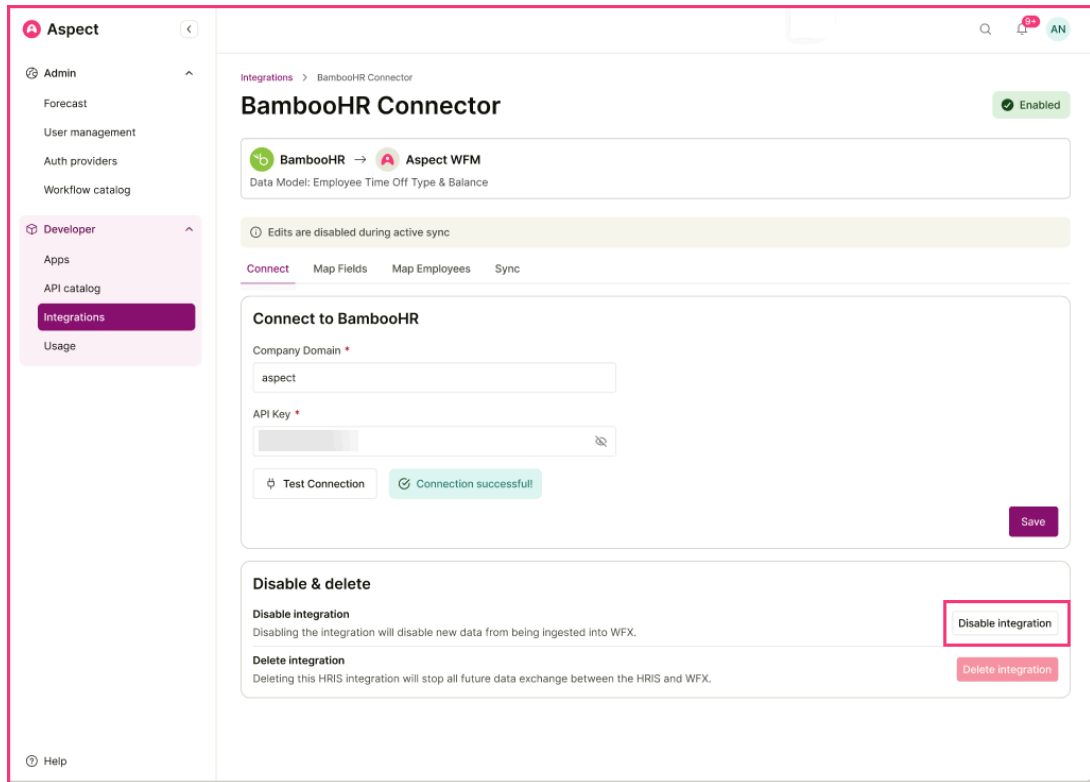


Figure 6-2

4. Click **Disable integration** again to disable the connection. Optionally, click **Cancel** to return to the edit screen.

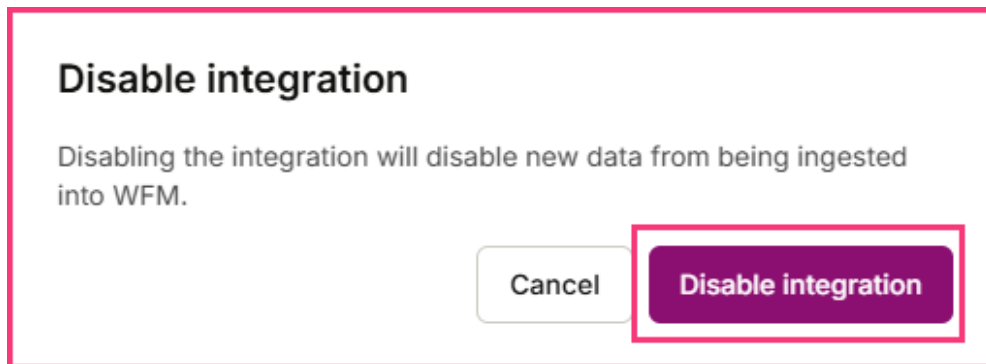


Figure 6-3

Delete an HRIS connection



Deleting the HRIS integration stops all future data exchange between the HRIS and WFM. Previously received data is not changed.

All configured and saved integration data (connect, map, sync) is deleted.

Employee balances for mapped time off types that were synced from HRIS to WFM while the integration was active remain available.

1. Log into the Aspect Developer Portal.
2. Expand **Developer**, select **Integrations** and click **Configure**.

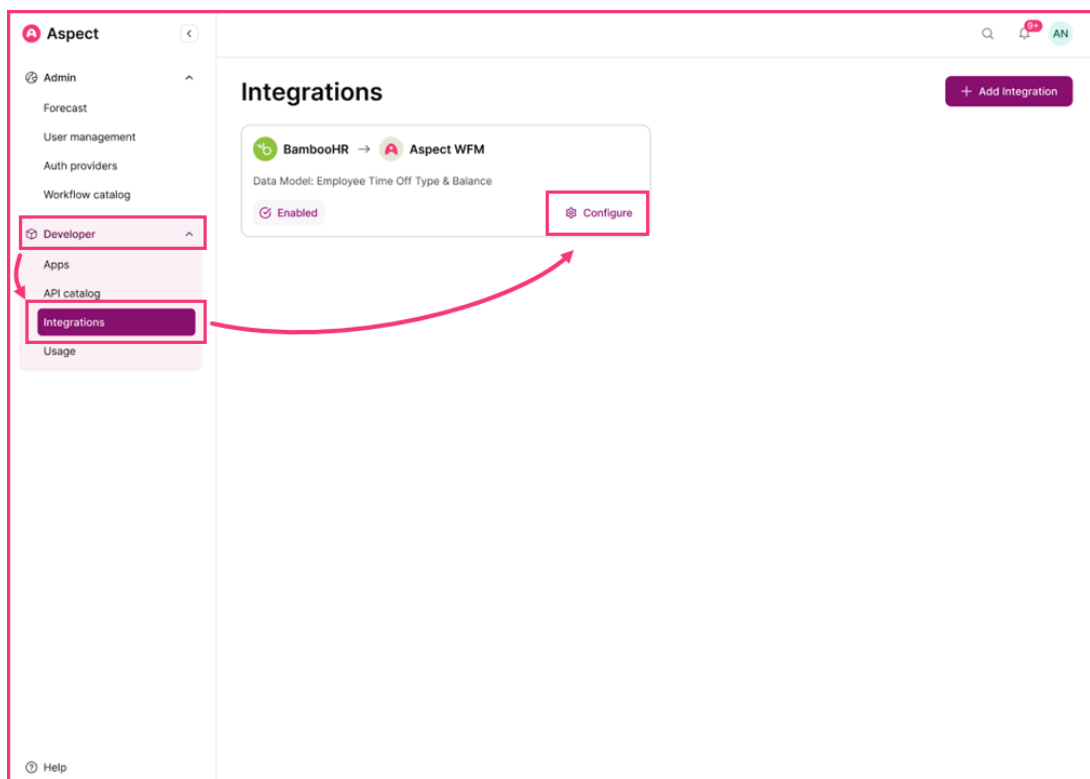


Figure 7-1

3. Click **Delete integration**, type the required text and click **Delete integration**. Optionally, click **Cancel** to return to the edit screen.

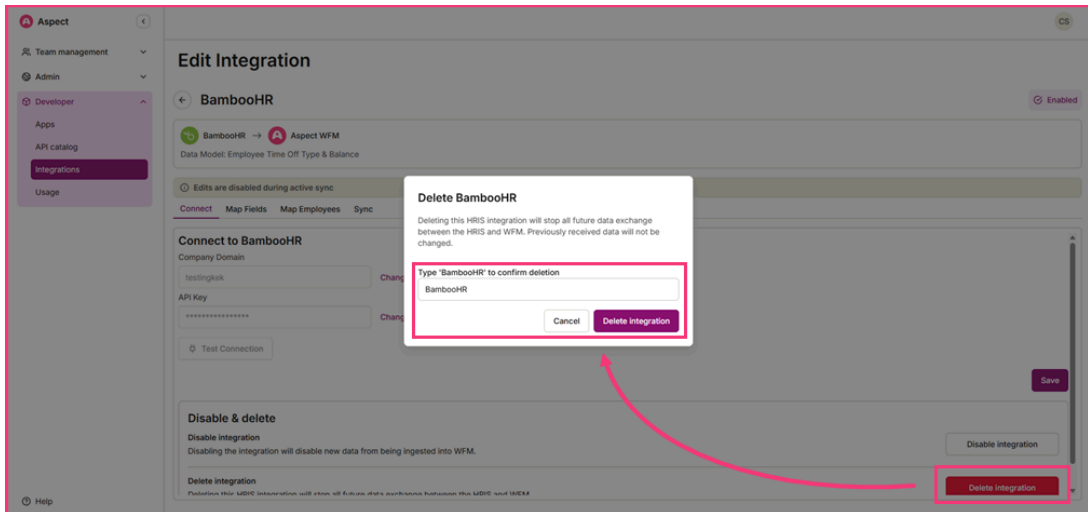


Figure 7-2

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Usage

▼ View API usage metrics



Users can monitor API and/or Apps usage through intuitive graphs and tables that display activity patterns across daily, weekly, and monthly timeframes.

1. Log in to the Aspect Developer Portal.
2. Expand **Developer** and click **Usage**.

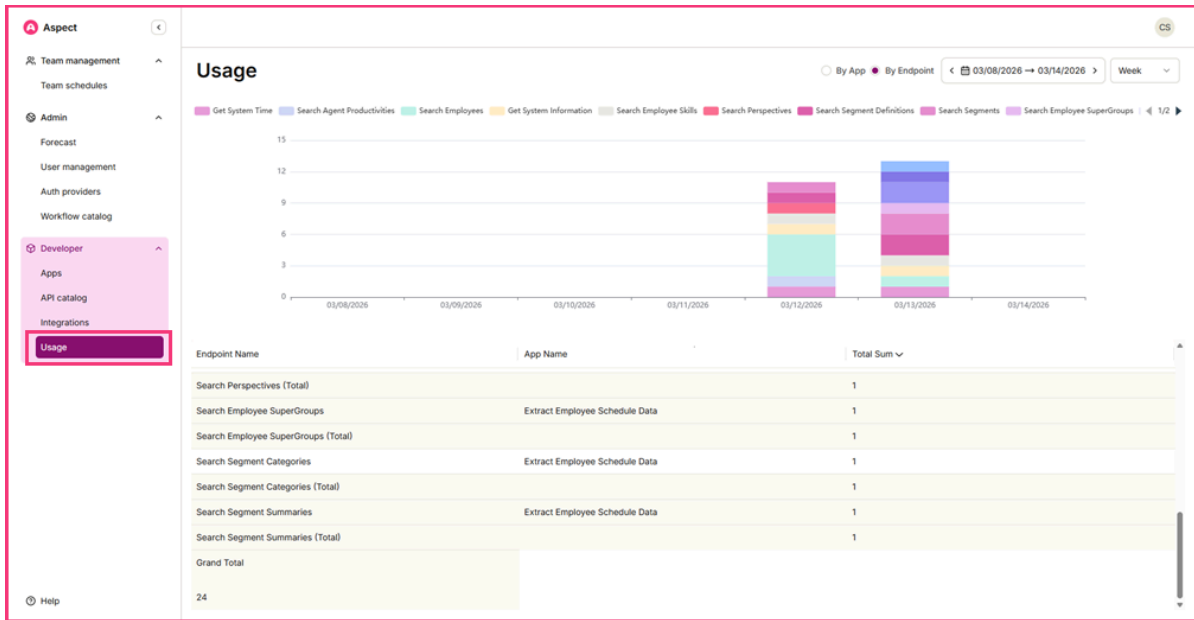


Figure 1-1

3. In the top-right corner of the screen, you'll find date configuration settings.

- From the drop-down menu, select **Day**, **Week**, **Month**, or **Year** to adjust the time period. The default view/position should present usage data for the current week.
- Use the **calendar** menu to select a specific date or date range.
- The graphs and table below will automatically update to reflect your selection.

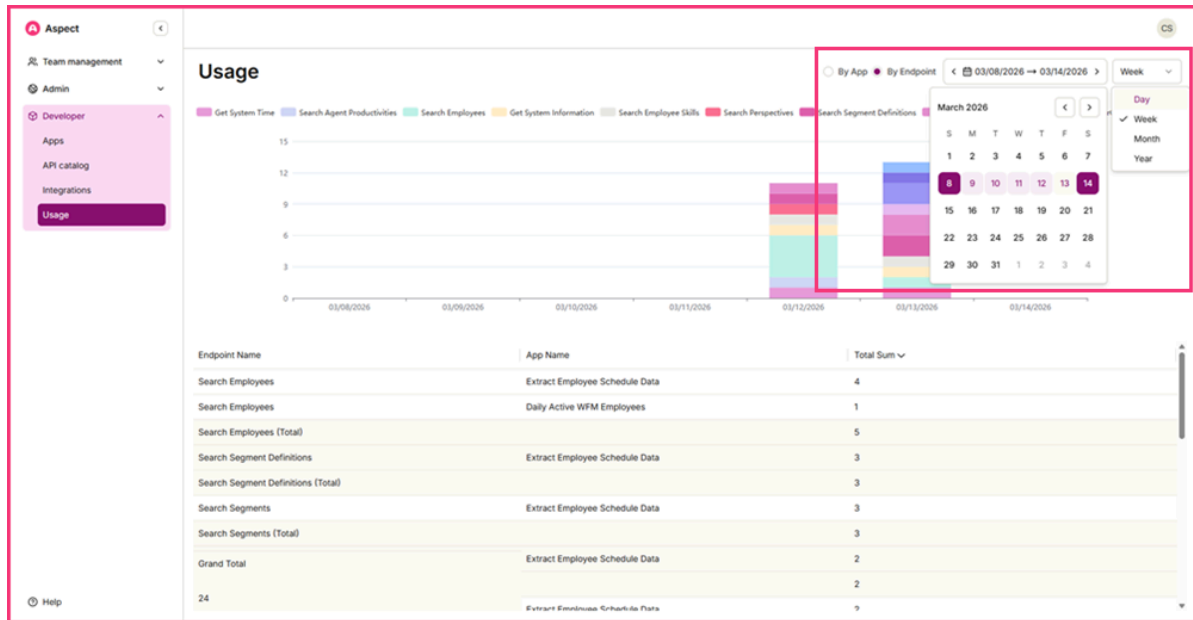


Figure 1-2

4. To create a filtered view of your usage metrics, select either **By App** or **By Endpoint**.
 - **By App** shows you the number of **API calls** linked to each **App** (using App credentials as linkage).
 - **By Endpoint** shows you the number of **API calls** per specific **API endpoint**, also linked to each **App**.
4. Based on these selections, a graph and table showing your usage metrics will appear in the center of the screen.
 - **Graph View By Endpoint:** Shows **sum of API calls per API endpoint** for selected day/week/month (breakdown by day).

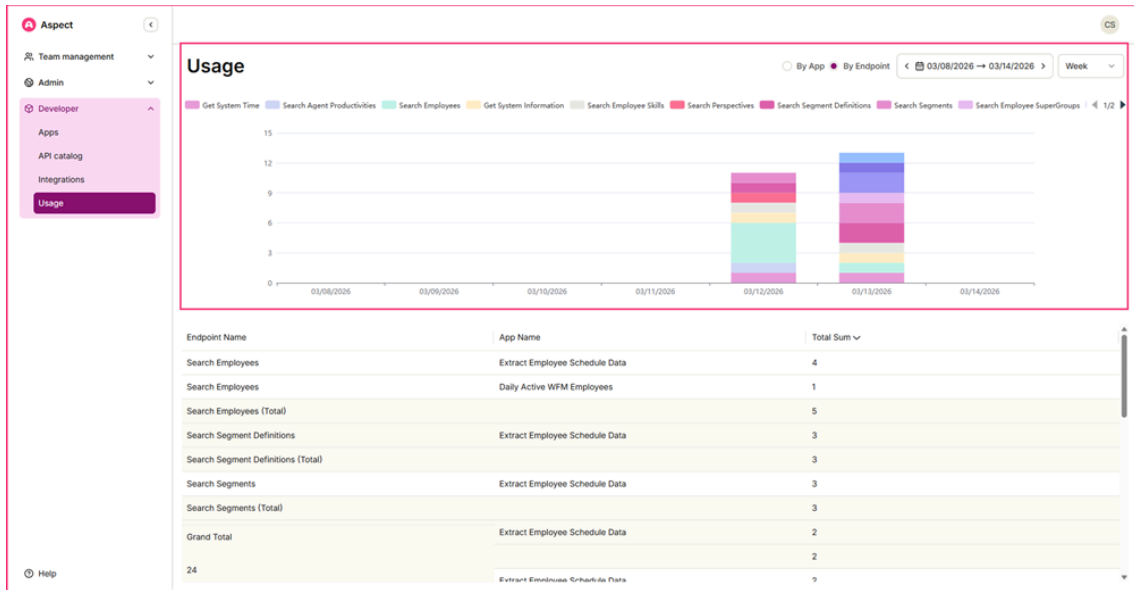


Figure 1-3

- **Graph View By App:** Shows **sum of API calls per App** for the selected day/week/month (breakdown by day).

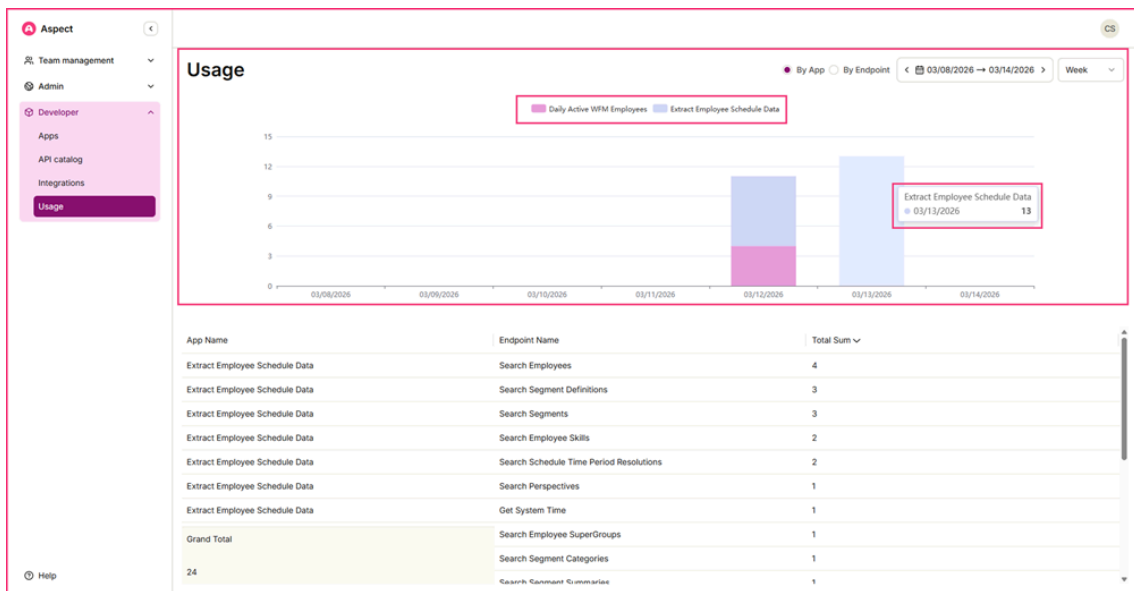


Figure 1-4

- **Table View by Endpoint:** Shows usage breakdown based on the **API Endpoint name** and **number of API calls made** using:
 - App name

- API endpoint (linked to the App)
- Total sum of all API calls per App name and per API endpoint (can be filtered by descending or ascending order)

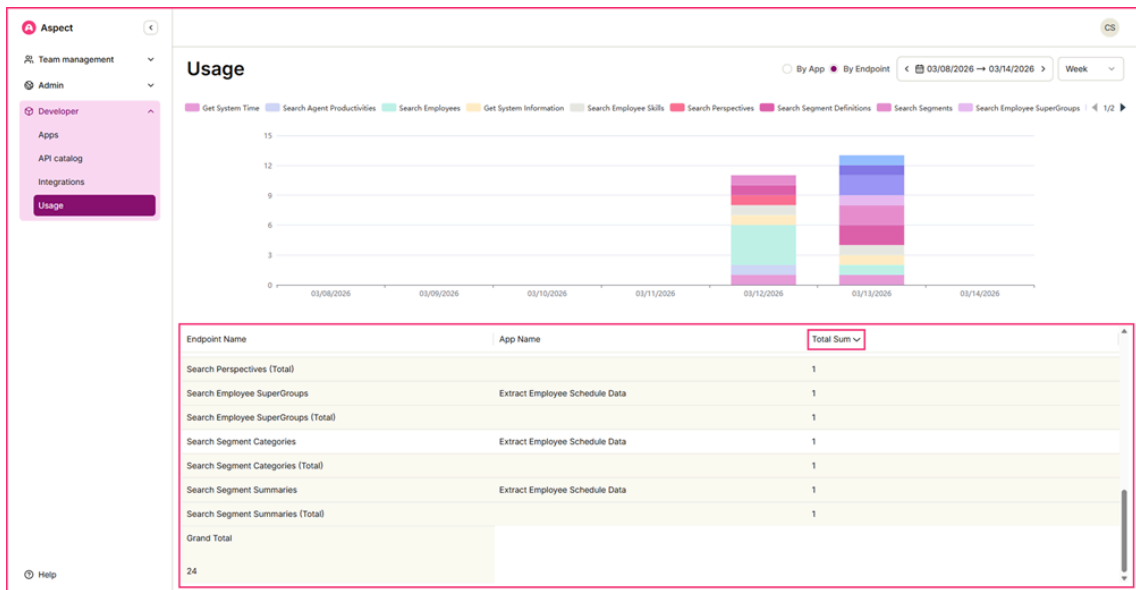


Figure 1-5

- **Table View By App:** Shows usage breakdown based on **App name** and **number of API calls made** using:
 - App name
 - API endpoint (linked to the App)
 - Total sum of all API calls per App name and per API endpoint (can be filtered by descending or ascending order)

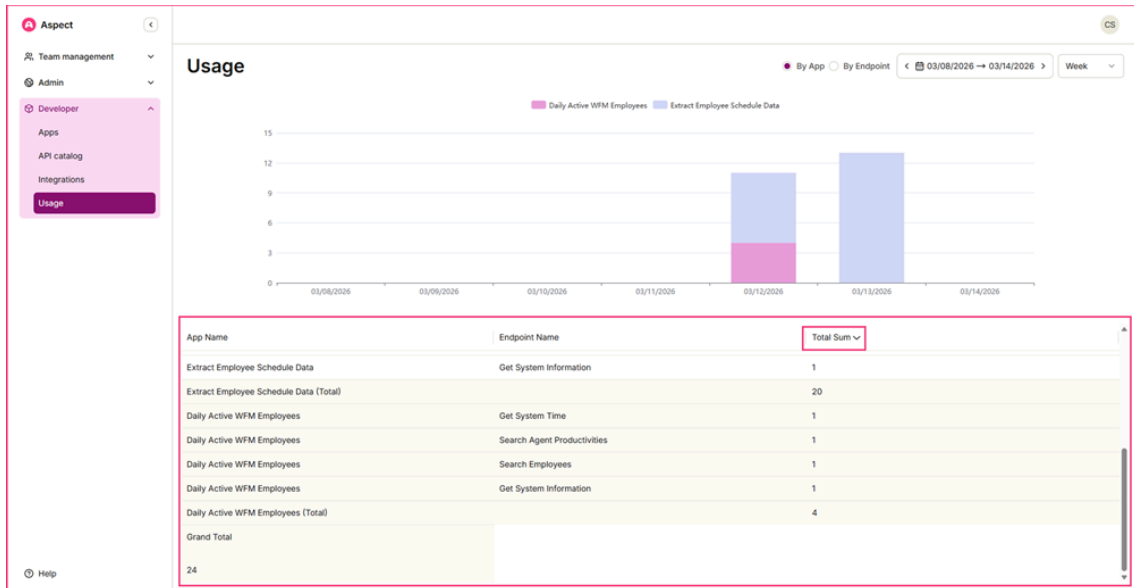


Figure 1-6

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FAQ

▼ FAQs

▼ How will new APIs be added to the Aspect Developer Portal over time?

We will release new APIs in alignment with Aspect Cloud WFM priorities. All new APIs will be announced via the portal homepage and changelog.

▼ What are the system requirements for the Aspect Developer Portal?

See details in the [system requirements](#) section.

▼ What capabilities does the Aspect Developer Portal provide that I don't get with Aspect Cloud Workforce?

- Aspect Cloud Workforce is a software solution developed to manage their workforce.
- Aspect Developer Portal is a self-serve gateway to Aspect Cloud workforce data generated by the Aspect Cloud Workforce product.

▼ **How do I create or view an API?**

See instructions for how to [create or view an API](#).

▼ **How do I edit an API?**

See instructions for how to [edit an API](#).

▼ **How do I create or edit credentials?**

See instructions for how to [create or edit credentials](#).

▼ **Where can I explore the API catalog?**

See more details for how to [explore the API catalog](#).

▼ **How do I view API usage metrics?**

See more details for how to [view API usage metrics](#).

▼ **How do I connect, map and sync my HRIS Data Connection?**

See how to [connect, map and sync your HRIS Data Connection](#).

Contact Support

▼ **Contact Support**

For any issues you are unable to resolve in the Troubleshooting section, please log a support ticket via our support portal, and select **Aspect Developer Portal** as the product. You can also contact your Workforce Administrator with your account name and a description of your issue.