

This document describes the new features that are being implemented as part of the May release for Aspect Cloud Workforce (The New Experience).

New Feature Updates

The table below reflects the new Aspect Cloud Workforce (The New Experience) features for May 2026.

- The **New Feature** column lists the name or description of the new feature.
- The **Feature Audience** column shows who can access each feature - either employees, admins, or all users. Contact Aspect Customer Care for availability details.
- The **Enablement Method** column indicates how features are deployed - either automatically or through the Aspect account team.
- The **Functional Impact** column describes the functional benefits of the new feature.
- The **Documentation** column links to available documentation, which may be published up to two weeks after feature release.

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

Aspect Cloud Workforce (The New Experience)™

New Feature	Feature Audience	Enablement Method	Functional Impact	Documentation
Forecast comparison	Admin Users	Automatic	<ul style="list-style-type: none"> - Compares AI volume forecasts, classic volume, staffing, workload forecasts, and actual volume side-by-side. - Delivers a visual overlay with clear differentiation between data series. 	Aspect Cloud Workforce (New Experience) Guide
10-week Horizon Volume Forecast	Admin Users	Automatic	<ul style="list-style-type: none"> - Autogenerated volume forecasts from the AI microservice will now forecast and display 10 weeks into the future. 	Aspect Cloud Workforce (New Experience) Guide
WFM profile permissions for Regular users	Regular Users	Automatic	<ul style="list-style-type: none"> -Regular users can now view and edit team or agent's schedules. 	Aspect Cloud Workforce (New Experience) Guide
Schedule editing	Employee Users	Automatic	<ul style="list-style-type: none"> - Increased spacing between activities so agents can accurately select time slots on 	Aspect Cloud Workforce (New Experience) Guide



			any device without repeated misclicks. - Now pre-fills activity times to shift boundaries, common break patterns, or the next available slot, rather than an arbitrary "current time + 1 hour."	
Performance Improvements	All Users	Automatic	-Various performance improvements to increase response times.	Aspect Cloud Workforce (New Experience) Guide

Known Issues and Workarounds

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

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

Known Issue	Impacted Feature	Description / Comments
No known issues available	N/A	N/A

