



Alvaria Cloud™ Platform New Feature Update May 2026

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.

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New Feature Updates

The tables below reflect the planned Alvaria Cloud™ changes for May 2026. These changes will be rolled into the Alvaria DUB and LGW regions on 5/8/2026 and into the IAD region on 5/15/2026.

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 Self-Service™

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
Support for new Lumenvox transcription grammar	Vitality + All other customer		The new Lumenvox transcription grammar can now be used in Input and Menu objects by adding a Tuning Parameter. A tuning parameter	https://jira.aspect.com/browse/CXP-26984 No Documentation Impact
Download of Audio resources from the CX Business UI	All customers		Once an audio file has been uploaded to CX Business UI, there was no "getting it back". CX Business UI has been changed to offer a download option for existing audio resources.	https://jira.aspect.com/browse/CXP-27925
New icons in CX Commander	All customers		CX Commander now leverages a new set of status icons, for reflecting tracing status, service status and so on.	https://jira.aspect.com/browse/DOC-5439
Test Monitor Redesign	All customers		The Test Monitor, which comes up when deploying an application to a service, now offers direct access to Logs, Traces and CX Business UI	https://jira.aspect.com/browse/DOC-5424
Service Details View Refactored	All customers		The Service details view in CX Commander was refactored and optimized to better	https://jira.aspect.com/browse/DOC-5418

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
			display the necessary information.	
Full text accessible in CX Business UI	All customers		The CX Business UI now offers an option to expand fields for accessing the full content.	https://jira.aspect.com/browse/DOC-5422

Aspect Workforce Engagement Management

Aspect Workforce™

Item	Feature Audience	Enablement Method	Description/Functional Impact	Documentation
Five9 RTA default state mapping now includes On Call - Agent	Customers licensed for Workforce	Standard	We updated the default state mapping you get when you create a new Five9 ACD instance in RTAConfig to include On Call - Agent.	Performance Agent User Guide

Aspect Quality™

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

Aspect Performance™

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

Aspect League™

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
User Interface	Customers licensed for Workforce	Standard	Display user names instead of email addresses	NA

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 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

ID	Capability Area	Description / Comments
		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 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
CXP-26984	CXP	Fixed a problem with setting the right language code when interfacing with Microsoft CLU
CXP-27597	CXP	In cases where charset is not provided, CXP no longer automatically appends the charset to the content-type when making POST REST calls
CXP-27941	CXP	Resource fetching from S3 didn't work when a space was included in the path.
CXP-27950 CXP-27987	CXP	Fixed issues with event handling for disconnect cases. Customers can now differentiate between disconnect-transfer & disconnect-hangup.
CXP-28018	CXP	Fixed a problem that caused Hotspot Analytics to not work properly.
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
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

ID	Capability Area	Description / Comments
		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
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"
VIC-28094	Advanced Outreach	Addressed issue preventing filters to be saved with an empty schema definition
VIC-24887	Advanced Outreach	Addressed issue preventing import of assignments when executing a holiday set import
VIC-28335	Advanced Outreach	When extracting "@CBMEMO" field data in a comma or pipe-delimited format from the Outreach Administration Query Records, carriage returns characters were inadvertently causing a line break in the extract. This special character is now filtered properly.
VIC-28689	Advanced Outreach	Addressed a concern where a NULL purpose field could cause Attempts Tracker to fail
VIC-28706	Advanced Outreach	Fixed a rare config import export service crash issue during media storage API execution.
VIC-29147	Advanced Outreach	Outreach services affected by dialer disconnect/reconnection, resulting in stuck threads and queued events that never processed. Addressed by adding timeouts to the relevant calls, allowing for graceful system recovery.
VIC-28843	Advanced Outreach	Addressed an issue with a "File in use error" while trying to execute a full build., resulting in build completion (with errors), but without records, due to Windows not releasing file handles as expected.

Browser Compatibility

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

- Chrome - 147.0.7727.56 (Official Build) (64-bit)
- Edge - 147.0.3912.60 (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@aspect.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

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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.

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