

This document describes the new features that are being implemented as part of the February 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 February 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
Aspect Intelligence™	All users	Automatic with Aspect Cloud Workforce 25.1	<ul style="list-style-type: none"> <li>• This release includes Aspect Intelligence™ with enhanced AI and purposeful automation, enabling the platform to not only forecast demand but also initiate timely operational adjustments.</li> <li>• These capabilities reduce manual intervention, strengthen forecast reliability, and help maintain staffing alignment with real-world conditions.</li> </ul>	<a href="#">Aspect Cloud Workforce (New Experience) Guide</a>
Automatic schedule updates based on adherence	Admin	Automatic with Aspect Cloud Workforce 25.1	<ul style="list-style-type: none"> <li>• A self-service Automations Hub where admins can configure adherence-triggered workflows that automatically add the correct schedule segment when specific alarms fire.</li> <li>• Admins select an alarm definition, choose the employee groups, pick the exception segment and parameters, and publish the workflow for the execution engine to apply.</li> <li>• Uses Alarm Definitions for Schedule Alarms that have been cleared.</li> </ul>	<a href="#">Admin Management Section of Aspect Cloud Workforce (New Experience) Guide</a>
Unified Navigation and Information Architecture	All users	Automatic	<ul style="list-style-type: none"> <li>• A single, role-aware navigation model for Employees, Supervisors, and Admins—each seeing labels,</li> </ul>	<a href="#">Aspect Cloud Workforce (New Experience) Guide</a>

New Feature	Feature Audience	Enablement Method	Functional Impact	Documentation
			<p>sections, and landing points tailored to their workflow.</p> <ul style="list-style-type: none"> <li>A universal navigation shell with sidebar, header, breadcrumbs, profile switcher, and keyboard-activated search.</li> </ul>	
Schedule editing for Admins	Admin	Automatic	<ul style="list-style-type: none"> <li>A modern, intuitive schedule-editing experience with timezone support, smart filtering, saved presets, and clearer interfaces.</li> </ul>	<a href="#">Admin Management Section of Aspect Cloud Workforce (New Experience) Guide</a>
Web browser push notifications	Employee	Automatic	Real-time web browser push notifications for schedule changes, requests, and announcements to agents.	<a href="#">Employee Management Section of Aspect Cloud Workforce (New Experience) Guide</a>
Internationalization settings for Admins	Admin	Automatic	<ul style="list-style-type: none"> <li>Added localization and date/time format support across Forecasting, Usage, and admin settings.</li> <li>New Personal Settings page for admins to manage user preferences.</li> </ul>	<a href="#">Admin Management Section of Aspect Cloud Workforce (New Experience) Guide</a>
Enhancements for Call Volume forecasting	Admin	Automatic	Improves internal automations and pipelines for the Aspect Intelligence™ forecasting engine.	<a href="#">Admin Management Section of Aspect Cloud Workforce (New Experience) Guide</a>

## 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