

This document describes the new features that are being implemented as part of the General Availability release for Aspect Workforce Experience (WFX).

## New Feature Updates

The table below reflects the new Aspect WFX features for February 2025.

- 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 Workforce Experience™

New Feature	Feature Audience	Enablement Method	Functional Impact	Documentation
<b>Integration with WFM</b>	Admin	Manual Request	<ul style="list-style-type: none"> <li>• Request integration with existing information and data from WFM</li> </ul>	Admin Section of the <a href="#">Aspect Workforce Experience User Guide</a>
<b>Admin Management</b>	Admins	Automatic	<ul style="list-style-type: none"> <li>• Send registration invites to other Admins or Employees</li> <li>• Resend invites</li> <li>• Filter a large list of employees</li> <li>• View invite statuses</li> <li>• Remove users</li> <li>• Request integration with WFM</li> <li>• Edit time zone and time format</li> </ul>	Admin Section of the <a href="#">Aspect Workforce Experience User Guide</a>
<b>Notifications</b>	Employee	Automatic	<ul style="list-style-type: none"> <li>• Receive real-time alerts for schedule updates</li> <li>• View all notifications in one place</li> <li>• View decision notification with explanation</li> <li>• Reply to decision notifications</li> <li>• Multiselect and mark as Read or Unread</li> <li>• Track the status of a request</li> </ul>	Notification Section of the <a href="#">Aspect Workforce Experience User Guide</a>

New Feature	Feature Audience	Enablement Method	Functional Impact	Documentation
			<ul style="list-style-type: none"> <li>Schedule preview</li> </ul>	
<b>Schedule Management</b>	Employee	Automatic	<ul style="list-style-type: none"> <li>Intuitive schedule navigation</li> <li>View schedule by day, week, or month</li> <li>Easily view and edit schedule activities</li> <li>Use drag and drop when creating or editing a new activity request</li> <li>Compare the original activity against the requested activity side-by-side (represented by a dotted-line visual display)</li> <li>View staffing availability and group or team balances using overlays</li> <li>View available work slots and time off balances when hovering over a segment (This includes extra time and OT)</li> <li>Submit multiple schedule change requests at once</li> <li>Allow for partial approval (by day) when submitting multiple schedule requests</li> <li>Add comment when submitting request</li> </ul>	Schedule Management Section of the <a href="#">Aspect Workforce Experience User Guide</a>
<b>Schedule Preferences</b>		Automatic	<ul style="list-style-type: none"> <li>Create, apply, edit or delete a schedule preference</li> <li>Add a preference for Shifts, Activities, or Repeating Activities</li> <li>Generate new activity requests by applying a schedule preference, and then compare the difference to their actual schedule</li> <li>Submit multiple activity requests (in bulk) that are generated from a schedule preference</li> </ul>	Schedule Preferences Section of the <a href="#">Aspect Workforce Experience User Guide</a>
<b>Predictive Analytics</b>	Employee	Automatic	<ul style="list-style-type: none"> <li>Use Approval Prediction to see if a request will be approved or not based on real-time staffing balance data</li> <li>View suggestions for low-probability requests</li> </ul>	Approval Prediction Section of the <a href="#">Aspect Workforce Experience User Guide</a>

## Known Issues and Workarounds

This section contains the open issues that currently exist for this release of Aspect WFX. 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 Aspect WFX software deliverables and are planned to be addressed in an upcoming release.

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