

Schema Updates

The tables below reflect the planned Aspect Cloud Workforce™ database schema changes for February 2026. These changes will be rolled into the Alvaria DUB and LGW regions on 2/20/2026 and into the IAD region on 2/28/2026.

In the tables below, the **Audience** column designates the availability for that schema change. The **Enablement Method** column in the tables below describe the method by which the designated schema change will be deployed. In most cases, changes are automatically delivered. Documentation related to the schema change, if available, is found in the **Documentation** column. In some limited cases, documentation may follow the feature being released by as much as two weeks.

Item	Audience	Enablement Method	Description/Functional Impact	Documentation
Database Schema Change – New	Customers if licensed for Workforce	Automatic	Table: AUD_WORKFLOW_RULE Audit Workflow Rule – an audit trail for changes made by workflow rules being triggered	NA
Database Schema Change – New	Customers if licensed for Workforce	Automatic	Table: KAFKA_CNFG Kafka Configuration – Kafka server connection details	NA
Database Schema Change – New	Customers if licensed for Workforce	Automatic	Table: KAFKA_TOPIC Kafka Topic - lists Kafka topics to use for various purposes	NA
Database Schema Change – New	Customers if licensed for Workforce	Automatic	Table: WORKFLOW_RULE Workflow Rule – a rule for making schedule changes in response to schedule alarm states	NA
Database Schema Change – New	Customers if licensed for Workforce	Automatic	Table: WORKFLOW_RULE_EMP_GRP_NODE Workflow Rule Employee Group Node – employee group association with workflow rules	NA
Database Schema Change – New	Customers if licensed for Workforce	Automatic	Table: WORKFLOW_RULE_SCH_ALARM Workflow Rule Schedule Alarm –schedule alarms and their thresholds for triggering a rule	NA
Database Schema	Customers if licensed for Workforce	Automatic	Table: WORKFLOW_RULE_SEG_CODE Workflow Rule Segment Code – segments that can be added when a workflow rule is triggered	NA

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Change – New				

Documentation Set

Documentation is provided for Aspect Cloud Workforce™ products that focuses on user tasks that relate to the product personas. The content created for each persona can be accessed at [Aspect Cloud Workforce™](#).

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.
5. 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@alvaria.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

Aspects's products and services are backed with comprehensive Aspect Customer Care Technical Support 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 Aspect investment.

Support for critical and non-critical questions or issues can be obtained through the [Aspect Community](#). You will need to have an Aspect Community account to access this page. Alternatively, customers may call the toll-free support number (see <https://www.aspect.com/services/customer-support>).

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

