

MetriNote: Metrics-Based Strategic Advice

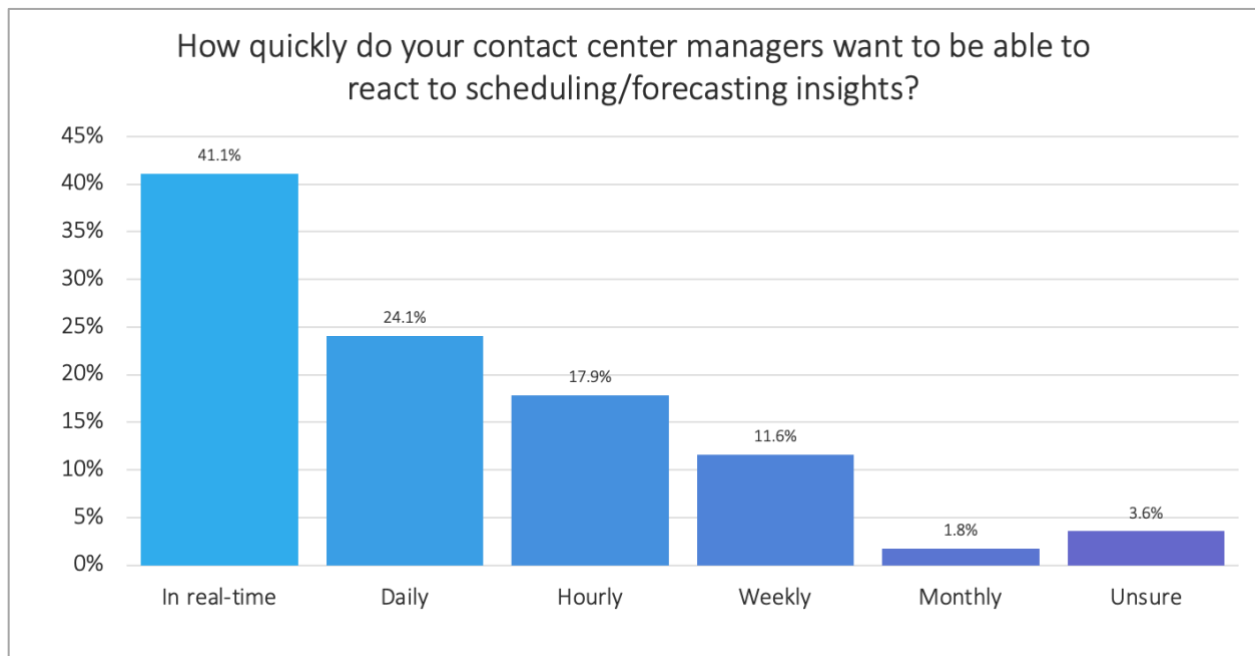
Aspect Introduces Aspect Intelligence to Propel Real-Time Workforce Operations

What's the news?

On February 24, 2026, Aspect announced the launch of [Aspect Intelligence](#), a new suite of capabilities designed to shift enterprise workforce planning from static models to real-time operational control. By helping teams proactively spot risks and act faster, use of Aspect Intelligence is meant to minimize coordination, schedule rework, and reactive workforce management. A key feature of the initial release is Automatic Schedule Updates based on Adherence; this applies simple, rules-based guardrails to automatically trigger schedule updates for everyday events like late logins, missed breaks, or early sign-outs. Aspect Intelligence is currently available on Aspect Cloud Workforce in the U.S., U.K., Europe, and Canada.

What do our metrics say?

According to Metrigy's [Workforce Engagement Management 2025-26](#) global research study, workforce management (WFM) is widely adopted, utilized by 70.9% of the 316 participating companies. For WFM, supervisors have a strong desire for dynamic, responsive tools; 41.1% of respondents said they want the ability to react to scheduling and forecasting insights in real-time.

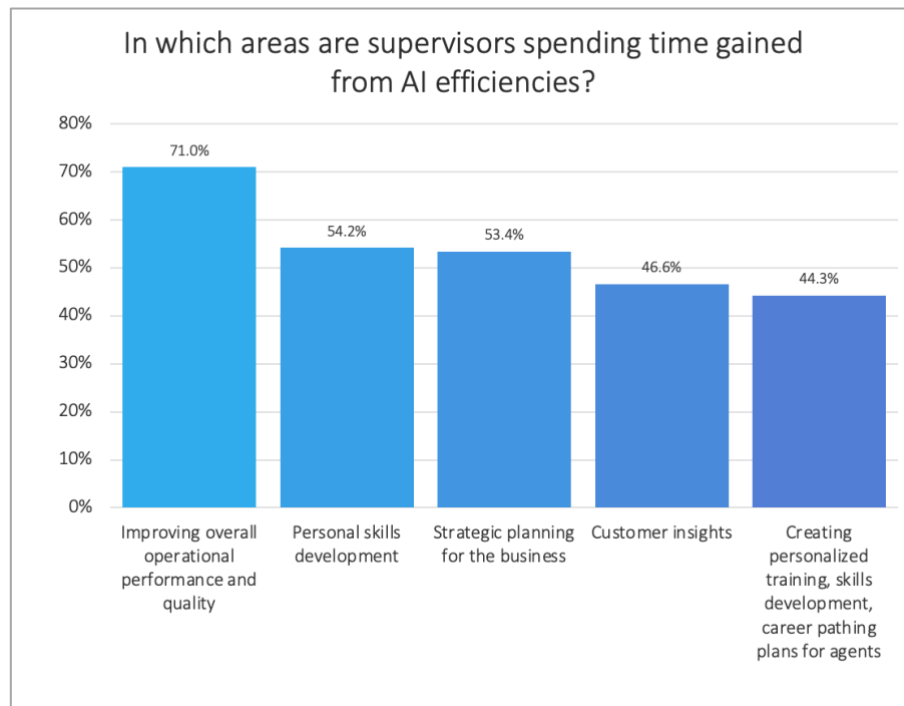


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What's Metrigy's take?

Aspect's launch of Aspect Intelligence lands right in the sweet spot of what contact center supervisors and workforce management teams are demanding. The daily grind of managing schedule exceptions like late arrivals, early departures, or missed breaks, is a massive drain on productivity. By automating schedule updates based on real-time adherence, Aspect is directly addressing the 41.1% of supervisors who crave real-time scheduling reactions.

Aspect's emphasis on rules-based guardrails and transparent decision-making is a smart architectural choice. While there is a massive appetite for AI and automation, organizations require explainability—especially those that are heavily regulated. According to [Metrigy's Customer Experience Optimization: 2025-26](#) research study of 656 companies, the biggest reason companies will build AI applications rather than buying them boils down to trust.



By removing the manual friction of schedule rework, supervisors can redirect their energy toward higher-value tasks. Our research shows that when supervisors gain time back from AI efficiencies, 71.0% use it to focus on performance quality improvement, 54.2% use it for personal skills development, and 53.4% focus on strategic business planning. Aspect Intelligence will help these supervisors effectively trade administrative overhead for strategic operational enhancements.

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What does Metrigy recommend?

Aspect customers should evaluate the Automatic Schedule Updates feature, map out how much time supervisors currently spend adjusting schedules for simple adherence issues, and calculate the potential time savings to build an internal case for adoption. For CX and IT buyers evaluating WFM and broader workforce engagement management platforms, prioritize vendors that offer real-time, explainable AI automation, as the ability to shift from static planning to dynamic, real-time adjustments is a critical differentiator.

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