

# Aspect Boosts Cloud Security with New WebDAV Replacement

At Aspect, we're dedicated to delivering a highly secure Cloud environment for our workforce engagement management customers. Security and compliance are at the heart of everything we do. We are excited to introduce our enhanced replacement for WebDAV, featuring new capabilities designed to better protect sensitive information and meet regulatory requirements.



## What is WebDAV?

WebDAV (Web Distributed Authoring and Versioning) is a protocol that enables the creation, editing, and management of files across web servers. It extends the HTTP protocol, allowing for easier file transfers and remote file management.

Aspect has supported WebDAV in the past, but we are now transitioning to more advanced solutions. Our upcoming features will enable you to import, export, and store data using cloud storage containers. Additionally, we will introduce a new File Manager module for file transfers and a REST API for efficient file uploads and downloads.

## Why transition away from WebDAV?

Transitioning away from WebDAV ensures enhanced data security. As more customers choose the Aspect Cloud Workforce™ solution for workforce engagement management, protecting data in transit has become increasingly important. While WebDAV has been useful, it has known vulnerabilities that newer, more secure methods address more effectively. By adopting these advanced options, we ensure your data remains secure, upholding the trust you place in the Alvaria Cloud environment.

## What is replacing WebDAV?

For Aspect Public Cloud™ customers hosted in Amazon AWS, the new Aspect-provided Cloud Media Storage will offer enhanced security for file transfer into and out of the Cloud. This will replace the WebDAV file share process used for importing and exporting files from Aspect Workforce™.

In the upcoming Aspect Workforce™ v24 user interface, a new File Manager will be introduced to access exported files and upload files for importing. Additionally, customers will be able to leverage a REST API endpoint to upload and download files, providing a more secure and efficient method for managing their data.

## When is this happening?

The new Cloud Media Storage service is already available. However, WebDAV will remain accessible until its decommissioning in the first half of 2025. To avoid any disruption in file transfers—including data from your ACD, autorun, and external integrations—please transition to Cloud Media Storage before WebDAV is retired. We will provide adequate notice before decommissioning WebDAV so you are fully prepared.

## What should I do next?

1. Access documentation: Detailed instructions are available in our [documentation library](#). Review these guidelines to understand the migration process.
2. Seek support: If you need additional help, don't hesitate to contact Aspect Support for personalized assistance.

## What if I'm not using WebDAV or AWS?

If you're not using WebDAV or AWS, you can continue using your existing Cloud Media Storage. The new WebDAV replacement feature is not applicable to customers hosted in Azure or Google Public Cloud. If you're using Azure or Google Public Cloud, you can keep using WebDAV or your own Cloud Media Storage without any changes.



### Questions?

Please reach out to your Aspect Account Director or [Support Team](#).