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# UKG 2026 Fall Global Analyst Day updates

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## The Bottom Line

At its Global Analyst Day in New York City, UKG detailed how it is turning its Workforce Operating Platform into a system of action, using its People Fabric data model to connect HR, workforce management, and pay. The next generation of Bryte AI and UKG's focus on frontline workforces led the majority of updates, including progress on the headless AI approach the vendor announced in October, the availability of Strategic Insights within the Workforce Intelligence Hub, and new financial wellness services within the Frontline Worker Network. These investments are targeted at organizations with large hourly and frontline workforces, including retail, healthcare, manufacturing and other operations-intensive industries. The vendor also detailed continued investment in customer experience, using customer signals and AI to anticipate customer needs and retention risks before issues escalate. Overall, the headless approach stands out as UKG's most consequential move, since it lets workforce tasks begin outside UKG's own applications while UKG keeps control of how they are carried out. For frontline workers, this means everyday tasks like checking pay or requesting time off can happen in the tools and moments that fit their workday, with financial support through the Frontline Worker Network built into the same experience.


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# Overview

UKG hosted its Global Analyst Day in New York City to share updates on its business and product strategy and detail roadmap priorities for the year ahead. Building on the Workforce Intelligence Hub and Frontline Worker Network introduced at last year's event, the vendor shared updates to Bryte AI and its headless AI approach, along with product enhancements across its UKG Pro HR and Pay, Pro WFM, and UKG Ready suites, as well as its UKG One View global payroll product. On the go-to-market side, UKG outlined a more coordinated customer operating model, including AI technology, that aligns account teams, customer success, and renewals around customer health signals such as usage, adoption, and risk, so that renewal and expansion conversations start from how customers actually use the platform.

Building on last year's Workforce Intelligence Hub and Frontline Worker Network, UKG shared updates to Bryte AI, its Pro and Ready suites, and UKG One View.

## Newest Generation UKG Bryte and Headless AI

People Fabric gives UKG's Workforce Operating Platform a common data model across people, jobs, skills, schedules, and pay, and the vendor's AI strategy layers domain-specific agents, governance, and workforce context on top of it. The newest generation of UKG Bryte is where most users will see this foundation, with faster responses, better memory, and multistep workflows across HR, pay, and workforce management. Bryte also reaches frontline employees who often work away from a desk with their hands full, as Bryte Voice lets workers check pay, review time-off requests, and get support through consumer voice assistants without opening the UKG app. The vendor also detailed the headless AI approach it announced in October, which lets users start a task in another AI assistant while UKG carries out the work behind the scenes. Through Model Context Protocol tools and pre-built connectors, approved external AI assistants will be able to access selected UKG capabilities, initiate actions, and participate in workflows, while UKG continues to enforce permissions, business rules, and workflow logic. This approach allows organizations that have already invested in enterprise AI assistants to bring workforce tasks into those tools without creating another disconnected layer of workforce technology.

UKG's headless AI approach lets approved external AI assistants access UKG capabilities while UKG continues to govern permissions, business rules, and workflows.

## Workforce Intelligence Hub Strategic Insights

The Workforce Intelligence Hub now offers Strategic Insights, which includes Command Center dashboards, Operational Benchmarks, and Conversational Reporting. Command Center brings HR, pay, and workforce management data into one governed view, Operational Benchmarks compare measures such as overtime, turnover, tenure, and

retention against peers by industry, size, and geography, and Conversational Reporting answers workforce questions in plain language without manual report building. Additional capabilities are being introduced in stages, with Intelligent Triggers and Conversational Analytics entering beta in November 2026 and Fully Loaded Labor Cost, which brings overtime, benefits, accruals, and scheduling costs into a single view, entering beta in December 2026. Together, these additions give finance and operations leaders a view of labor cost alongside staffing conditions that has typically required pulling data from several systems.

Strategic Insights within the Workforce Intelligence Hub, including Command Center, Operational Benchmarks, and Conversational Reporting, is now available.

## Pro WFM Moves Toward a System of Action

UKG is positioning Pro Workforce Management as a system of action, having evolved beyond a system of record, to enable enterprises to shift from managing workforce transactions to orchestrating workforce performance. Forecasting, scheduling, daily operations, and adjustments to changing conditions run as one connected loop, so each stage informs the next, while the system surfaces what needs a manager's attention and recommends a next step. The vendor's vision for agentic workforce management has agents working in the background within guardrails defined by leaders, with people retaining control over schedules, staffing, and compliance decisions. For frontline employers whose staffing needs change throughout the day, this approach is intended to close a long-standing gap between workforce systems and daily operations, so managers can address coverage gaps and compliance risks while a shift is still underway, rather than finding them in a report afterward.

The Frontline Worker Network now offers earned wage access, income verification, and assisted tax filing, with banking and credit-building options on the way.

## Pro HR and Pay and the Frontline Worker Network

Within UKG Pro HR and Pay, People Assist with Workforce AI, now in limited availability, extends the vendor's HR service delivery offering with agents that onboard new hires, update personal data, and offboard employees across UKG and third-party systems with HR oversight. These agents also keep sensitive employee data within HR instead of routing requests through IT or other teams. UKG Compose, in early availability for select customers, gives HR teams low-code and no-code tools to build and govern their own workflows using existing APIs and events. The Frontline Worker Network now offers earned wage access, consent-based income and employment verification, and assisted tax filing. The roadmap adds further financial services for frontline workers, such as credit-building and banking options. These services can also reduce the routine pay and verification requests that HR and payroll teams traditionally handle.

### UKG Ready and One View

UKG Ready extends the platform to growing organizations with lean HR teams, bringing HR, workforce management, payroll, and services together for companies with up to 1,500 employees, without requiring customers to replatform as they grow. Regional wage comparisons by job and real-time meal-break alerts that reach employees and managers before a break is missed are available now, and Bryte in Ready can answer workforce questions and handle time-off and timesheet actions within a customer's existing approval chain. This gives lean HR teams more employee self-service without adding administrative headcount at the same pace as the business grows. For organizations that expand internationally, One View supports payroll across more than 150 countries and third-party payroll providers, and the vendor is applying AI to protect payroll data integrity, automate verification, and surface insights while keeping human judgment in the process.

UKG Ready gives lean HR teams more employee self-service, with real-time meal-break alerts and regional wage comparisons available now.

### Customer Intelligence Framework and Compass

UKG is applying AI to improve the customer experience, as it anticipates customer needs instead of waiting for customers to raise them. Its customer intelligence framework combines sentiment, support, engagement, and behavior signals to reveal what customers need at both the account and user level, and Compass uses those signals to identify retention risk, explain what is driving it, and recommend interventions before an issue escalates. For customers, this means outreach timed to where adoption or sentiment is slipping, instead of support that only begins once a case is opened.

UKG is using customer signals to anticipate needs and flag retention risk before customers have to raise an issue.

The vendor is also piloting Proactive Checks with customers in its Emerald concierge service, which are designed to catch consequential data-entry errors and product issues before they create downstream impact. In one example, a benefits start date entered as December 2027 instead of December 2026 was corrected before it affected January deductions. AI-enabled voice and chat support also gives UKG's support teams more time for higher-value work with customers. Together, these efforts should mean fewer problems discovered after the fact and less time spent by customers identifying and escalating issues on their own.

## Looking Ahead

The headless approach is the most significant strategic shift from this event. With much of what UKG introduced last year now available, the vendor's focus is moving toward the delivery of agents that act on

workforce intelligence, and the headless model enables that action to start in the AI assistants organizations already use instead of only inside UKG's own applications. Because consistency will be the main driver of success and ROI, customers will expect UKG to maintain permissions, business rules, and auditability as more work happens outside its own applications. As agentic capabilities expand into forecasting, scheduling, and HR operations, the organizations most likely to see early value are those that start with high-volume, rules-based tasks where approval steps are already well defined. Nucleus expects UKG's frontline expertise, breadth of workforce data, and People Fabric foundation to position the vendor well as AI in HR, pay, and workforce management shifts from answering questions to taking governed action.

With the headless approach, customers choose where work begins while UKG continues to govern how it gets done.