

Reach 2026.1.0 Is Now Available

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Document Type

Maintenance Release

Information

Hi Everyone,

We are excited to announce the 2026.1 release of Reach, a significant milestone designed to support enrollment and retention teams in achieving seamless collaboration, increased productivity, and enhance operational efficiency.

Release Highlights & Benefits

- **Get the full story in seconds:** Instead of digging through multiple tabs and tables to find student information, users can now rely on AI-generated summaries. Out-of-the-box row summaries—powered by configurable AI prompts—are available for Contact and Application entities, while the framework also enables you to define summaries for any entity. These summaries deliver an immediate, concise view of a student's engagement history and past conversations, ensuring staff are always prepared for their next interaction.
- **Automate support when it's needed most:** You can now trigger the creation of Success Networks and Success Plans directly within your automated Customer Journeys. For example, if a student alert is issued, the system can automatically assign an advisor or a success plan in real time, ensuring no student falls through the cracks.
- **Keep the conversation personal:** We've made it easier to maintain continuity in your outreach. In shared queue mailboxes, incoming emails can now be automatically assigned to the staff member who last responded to the student. This ensures students stay connected with the people they already know and trust.
- **Manage Success Plans with ease:** You can now use a single template to create multiple Success Plans for the same student across different enrollments. The system also helps keep your records clean by preventing duplicate plans, allowing your team to scale their support without the administrative headache.
- **A focus on accessibility:** We've made some updates to better align with the latest accessibility standards, ensuring all users have smooth experience.

Bug Fixes

- When the Contact type was updated in a contact record, saving the record resulted in an error.
- When integrated with the Nelnet payment gateway, portal users were unable to complete the payment for an event because the payment registration page failed to load.

- When notes were added to an Application Review record, the notes in the Reviews tab appeared with html syntax.

Deprecation Notice: Starting March 2026, support for the TeleSign Voice feature will be retired in Reach. While the feature will continue to be available for now, it is planned for removal in a future release. We recommend reviewing your current usage and planning accordingly.

RELEASE DETAILS

- **Schedule:** The release is scheduled for Friday, March 27, 2026.
- **Upgrade Rollout Plan:**
 - Updates to sandboxes/non-production environments will start from April 01, 2026. Your global admin will receive a notice with your details.
 - Our DevOps/Cloud Services/Deployment Services team will coordinate with you to schedule the deployment to your production environment.
- **Approval:** The contents of this release have been approved by the Product and Engineering teams.

KB Product

Reach

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Release Date

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Summary

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