

Question: I work for a textbook company and we rely heavily on the Magazine view in Workfront proof. That option, though, is currently not available in the Frame proof viewer and is the main reason why we are waiting to switch. Is there any timeline on when Magazine View will be available in Frame?

Answer: I believe we are working on how to make more customizations to the approval process, but may need some deeper conversations than the chat to find out what your teams' workflow needs!

Question: How do I know if I'm on Workfront V2 SKU?

Answer: You can check System > Preferences or reach out to your Account Manager.

Question: Is URA linked to changes to the document object in V2SKU?

Answer: Yes, you need V2 SKU for URA

Question: Do we have the flexibility to decide when to make the transition to the new Unified Review & Approvals?

Answer: Yes, even after you are moved to v2, YOU FULLY CONTROL when you turn on those features as Mike just showed. https://experienceleague.adobe.com/en/docs/workfront/using/review-and-approve-work/move-to-adobe-cloud-storage/enable-esm

Question: Is "Approved with Changes" going away? If so, what is the reasoning behind this and options to match this decision in UR&A?

Answer: Approved with changes is coming by end of year.

Question: Will we need Frame.io licenses for this?

Answer: No, all Workfront users will have be able make review and approvals with Frame viewer. Frame Enterprise is not required. Frame.io viewer license is included with Workfront license. To unlock more advanced sharing and asset managements features, you will need frame enterprise

Question: Isn't there a cost to start using adobe cloud storage?

Answer: No, for the most part, it will be $0 or low cost change to move to the new Workfront V2 SKUs based on your contract needs. If you would like to add on Frame.io Enterprise, that would be the only additional cost, but completely depends on your workflow.

Question: If there are multiple departments in the same instance, can say 1 department remain on V1 and proofing whilst others move to v2 and unified proofing. in essence migrate over as and when required, rather than a force to migrate by a certain deadline. If so what determines that.

Answer: The instance would be v2. But you can fully control when you turn on those features, and to who. https://experienceleague.adobe.com/en/docs/workfront/using/review-and-approve-work/move-to-adobe-cloud-storage/enable-esm

Question: Are there issues with Fusion scenarios when switching to from legacy storage to ESM?

Answer: You will need to make updates to your Fusion scenarios if you are using legacy document approvals. However, we are releasing some migration tools to make this easier by end of year. In the meantime, as Mike mentioned, Fusion scenarios are untouched when you make the move. You can turn the features on for a small group and test/update the Fusion scenarios, then rollout to your entire org. https://experienceleague.adobe.com/en/docs/workfront/using/review-and-approve-work/ttt-approvals/fusion-remediation-for-unified-approvals

Question: Can you switch a sandbox environment first before you enable the cloud storage in production?

Answer: The Workfront experience of Unified Review and Approval is available in Sandbox currently, and the Frame Viewer Review experience will be coming to sandbox starting in December!

Question: Do brand new clients have the option to use legacy / proofing as opposed to Cloud & Frame?

Answer: No, brand new customers are automatically on Workfront v2.

Question: AI Collaborators - is it paid?

Answer: there is no additional Adobe charge, but connected third-party AI services may charge separately.

Question: Is there a deadline to switch to cloud storage after we switch to V2 SKUs?

Answer: Not a deadline, but all of our updates and new features are being developed in v2, so the sooner the better.

Question: For the Creative Cloud/Workfront demo - does the designer need to be the Workfront project owner to see the project from within Ps/Id etc,? Typically our designers are never the Project Owner, just assigned to tasks within projects.

Answer: No, they just need to have access to the project. Assigning tasks to them will unlock access to the project

Question: How is it determined which files you see when you look at projects from one of the CC Apps? Is it whoever is on the task can see them or does the whole team see them or is it coming from the project owner?

Answer: If you have access to the project, you will see all the documents within them. File visibility depends on the app: Photoshop shows PSD files, Illustrator shows AI files, and so on.

Question: Does adobe cloud storage need to be enabled for the creative cloud/Workfront connection to work? And is this demo available somewhere on experience league?

Answer: Yes, this is only supported on Adobe Cloud Storage projects. Older projects that use Proof will not show up

Question: For the list of Workfront projects when you're doing the Save As: how does that list pull in? Are they all active projects the user is on? (and old/closed/dead projects don't pull into the list?)

Answer: yes, all active projects that the user has access to

Question: Once the native file gets updated, is it possible to go to a previous version?

Answer: Versions with an approval workflow are automatically saved in Workfront for tracking. To save a version to Workfront without starting an approval workflow, mark it in the Versions panel in Photoshop, Illustrator, or InDesign. This option isn’t shown in the video.

Question: Any plans to have this integration with XD or Figma?

Answer: Great question, we are gathering what customers need for a Figma integration, so look forward to more feedback to get that going!

Question: As an Admin - I would benefit from having a features and functions grid for Unified Review and Approvals. We haven't moved yet and won't until contract renewal in '28, but prepping ahead of time. I'd like to be able to monitor the status of features that are on the roadmap, but would be implemented by the time we make the shift, so I don't have to ask/be concerned - OR be concerned that it's not on the roadmap. That includes things like approval choices, etc.

Answer: First thing: If there are any truly necessary items in your workflow, would be great to document and share with your account team. That way we can make a determination of when those aspects are coming and not have you wait. Second, if your team uses the Sandbox with Workfront, the Frame Viewer will be available starting in December for you to further test and build ahead of your renewal!

Question: Our designers use Figma to build all digital creative. Will this work with Figma?

Answer: There is a lot of feedback towards an integration with Figma, but would love to hear how you are using Figma today to build a better state integration.

Question: So the step to "generate proof" goes away with the new Frame.io proofing functionality? Every document can be turned into a "proof" simply by adding the approval workflow?

Answer: You got it!

Question: We need to be sure the person who created the original proof isn't the only person who can upload another version. We do not want to have to go to the extra steps of switching the "owner" of the proof to someone else in order for someone else to be able to upload a new version. I, as the one that resources the creative resources, I need to be able to switch to another designer as needed and that designer needs to be able to upload a new version.

Answer: As long as both designers have access to the project, they can view and edit the document—no reassignment is needed. Only one person can edit at a time, helping prevent changes from being overwritten.

Completely fair. There are mounted storage solutions that would help with the switching of the creative work to another team member that can also help and not break your flow!

Question: How do you set up an approval on a URL?

Answer: GOOD NEWS! We just released a new feature that now allows you send a review and an approval on a web URL! https://experienceleague.adobe.com/en/docs/workfront/using/review-and-approve-work/document-reviews-and-approvals/review-and-approve-documents/review-with-frame

Question: So, the metadata push is to AEM, which is great. Is there a metadata push to frame?

Answer: Recommendation is to rely on Fusion scenarios for this since metadata fields/structure vary by org.

Question: Is there any way to send to a different DAM (Bynder) like this or is it AEM only?

Answer: In the UI, AEM is the only supported DAM location. However, you should be able to use our APIs and Fusion to send where needed.

Question: How long does the assets stay in Adobe Cloud storage? We have compliance requirements that we can only keep assets for a limited timeframe.

Answer: They aren't automatically deleted based on age, so assume they remain until deleted. After deletion, an administrator can restore a document for 30 days. Would love to hear more about compliance requirements to ensure we're meeting needs there

Question: Workfront Proof is not available in the Sandbox environment. Will that be different with the Frame.io integration? Basically...will all of this functionality be available in our Sandbox environment on the same timing as our Production environment?

Answer: Hi, the Frame Viewer will be available in Sandbox starting in December time frame!

Question: What happens to Fusion integrations that triggers to create a project on legacy storage?

Answer: Those integrations are not impacted and will run as they currently do

Question: Does the new Unified review and approval work for the parallel approval process?

Answer: Yes, we support parallel paths, multi-stage paths, and grouped approvals.

Question: Is this migration optional? What will happen to proofs if we aren't able to migrate?

Answer: You can keep your existing Proof projects as is. We suggest migration with new projects

Question: When will Canvas Dashboards be available to everyone, I believe it's still in Beta.

Answer: It is targeted to go GA in Q1.

Question: Do project templates have to be redone too?

Answer: Project templates can be used to create new Cloud Storage projects; however, folder structure is the only limitation and will not carry over.

Question: Are you able to offer guidance, or direction, on making the shift from proof to unified approvals for things like projects in flight? I'm really curious how that's handled as we all know work can't stop and proofs created in proofs will continue to be created until the switch is made.

Answer: EXISTING projects remain untouched. But we definitely hear you! We are trying to look at interactive options to help admins see what steps to follow. But first step may be highlighting your needs to your account team to make sure you are taken care of!

Question: Is there a training on how to best use CANVAS dashboards to report on FRAME IO proofs?

Answer: https://experienceleague.adobe.com/en/docs/workfront/using/review-and-approve-work/document-reviews-and-approvals/manage-asset-review-and-approval/create-review-and-approval-dashboard

We also just released capabilities with Coworker, making it easier than ever to create Canvas dashboards.

Question: Are permissions propagated over into CC the same way they are into Frame.io from WF ?

Answer: A user will still needs a CC license to access Creative Cloud apps

Question: Will there be a "not relevant" decision available?

Answer: No, just 3 decisions initially.

Question: Please add Proof Tools and Figma links to this list!

Answer: Figma links will be supported through the HTML/IURL review feature. Figma links are not yet supported, but it is on the roadmap.

Question: It is CRITICAL to know what features are dropping, as of now.

Answer: Please refer to our release notes to see new features that drop each month. In the meantime, hopefully the roadmap that Mike shared provided some good insights.

Question: Can you combine 2 documents into one review? For example a word doc and a PDF in Unified Review and Approval.

Answer: You can do this via the new grouped approvals! You can submit approval for multiple assets (up to 25) under 1 approval request

Question: Unified review and approval does not allow for private stages, correct?

Answer: Not yet, but that is on the roadmap, targeting the first half of 2027.

Question: What is about bulk approvals. Cannot see it in the Release list? Would be a great benefit for us!

Answer: We are calling it 'Grouped Approvals' but that's what it is, Bulk Approvals. It's available now. shift click on your assets and request approval to see how it works. Make sure it's done in URA/Adobe Cloud Storage.

Question: For those who have already migrated... How are you managing the lack of email notifications from Frame.io? We currently do not get any email notifications for comments/ @ mentions. Any suggested workarounds?

Answer: Email notifications for review and approvals are sent, just not for @comments. But, there is an ongoing issue with the deliverability of emails that is being addressed by the Frame team.

Question: When Poof HQ gets sunsetted, will we have to move to Adobe Cloud Storage?

Answer: Yes. Adobe Cloud Storage is just the storage layer. Workfront had one too, Adobe Cloud Storage is vastly improved.

Question: So every single existing feature of Proof will be available at some point via New Document Approvals/Frame?

Answer: We have done an audit of Proof and usage to make sure we're bringing the New Document Approvals/Frame up to parity. But no, it is not intended to support every single existing Workfront Proof feature. The intent is to support the core feature set, and then surpass Workfront Proof with additional features (e.g. grouped approvals, mobile reviews, etc.)

Question: Currently with Proof, non-licensed users can review up to 8 proofs per month - is that still the case with URA?

Answer: External users can review an unlimited amount per month, but they can only make 7 approval decisions per month.