

Change your reality.SM



 PerformanceEdgeTM



Let's face it...

...managing the hectic, day-to-day reality of the contact center prevents you from delivering the results you want - not to mention the results that consumers expect and that corporate accountability demands.

What's preventing you from doing more?

- > **You can't measure yourself - there's often a profound lack of consolidated historical or real-time reports, and, as a result, no way to systematically measure performance and quality across your contact center operations**
- > **Operational systems and multiple contact center sites are often siloed, obstructing a holistic view of performance**
- > **You can access reams of raw data on just about every interaction, but you don't have the insight or the tools you need to affect change or forecast future scenarios to drive staffing effectiveness and efficiency**
- > **When you actually get your hands on data, your staff doesn't always respond to problems and best practices are not consistently enforced**
- > **Responding to compliance demands and pressures to decrease costs can detract your focus from your primary charge - your customers**



What if...

you had the power to use business rules and real-time decisioning to synchronize the disparate elements that impact performance?

What if...

you could get all of your systems to actually talk to each other, and you had the information and tools you need to forecast staffing levels and plan for anticipated consumer demand?

What if...

you could actually manage your world the way you've always wanted to - aligning your contact center's performance with your company's business objectives on a day-to-day basis?

'What if' can be your new reality.



Change your reality.

More than simply workforce optimization, PerformanceEdge™ allows you to consider everything that impacts performance – including your agents, business processes, customers and systems – giving you the power to take immediate, effective and measurable action.

By combining the #1 workforce, performance and campaign management applications with next-generation recording and quality management, as well as integrated coaching and eLearning into a complete suite, PerformanceEdge delivers true contact center performance optimization – and puts the power in the right hands...yours.

Align performance with strategic goals

PerformanceEdge applications make it easier for inbound, outbound and blended contact centers to control costs, enhance service levels and align performance with strategic goals. Designed to respond to each other and take holistic action in support of your performance goals – as well as enable you to make intraday adjustments – the PerformanceEdge applications help contact centers be both strategic and proactive.

PerformanceEdge has helped companies*

- Enhance performance by 10 to 30 percent
- Increase revenue by 5 to 15 percent
- Automate 25 to 75 percent of all data management
- Achieve ROI in six months
- Reduce customer hold-time by 55,000 hours annually
- Lower staffing/management costs by 80%
- Increase employee morale/retention rates 20%+

PerformanceEdge empowers you to:

- **Consider everything** - know what's happened in the past, consider what's happening now, and plan for future scenarios
- **Act now** - make goals-driven adjustments intraday and within any defined time period across multiple work groups and locations

PerformanceEdge gives control where it matters most - on the frontlines of customer contact. The applications within the suite work together and respond to each other, enabling you to:

- **Consolidate** data collection and application administration
- **Transform** metrics and results into forecasts, schedules, analyzed calls, summarized operational statistics, KPI alerts and trend analysis
- **Visualize** information with personalized output
- **Synchronize** and automatically initiate data and inter-application actions according to business rules or manual control



Get the performance edge you need.

When you choose PerformanceEdge, you're giving more choice to IT management - and to your organization as a whole - its open design works with virtually any ACD, dialer, CRM or back office system. In short, you can choose any interaction technology or customer relationship platform. What's more, PerformanceEdge doesn't force you into using applications you're not ready to deploy: you can simply - and seamlessly - add the capabilities you need when you need them.

Learn how you can change your reality with PerformanceEdge. You'll be amazed at what a little more power can do for you - and your company's bottom line.

Application overview

The PerformanceEdge™ application suite optimizes performance at 3,000 contact centers representing more than one million agents around the globe. With features like unified administration, real-time and historical reporting, and workflows that simplify application navigation and enable single agent administration, synchronized intraday operation and data sharing, PerformanceEdge is changing the game for contact center managers.

Workforce Management

- Forecast inbound and outbound workloads to accurately provide blended staffing requirements and schedules
- Improve strategic planning and determine optimal staff and resource deployment with valuable what-if forecasting
- Reduce staffing costs and empower agents by enabling them to bid on shifts, vacation and overtime, and request schedule changes within controlled parameters
- Enable contact centers and outsourcers to gain a complete, accurate view of business process activity and to conveniently share workforce data on an intraday basis
- Embrace outsourcing without sacrificing quality, efficiency or customer satisfaction by automating the exchange of data among outsourcers and their client companies
- Monitor real-time schedule adherence and report on agent productivity

Recording and Quality Management

- Leverage robust voice and screen recording for front and back office with quality scoring and customer surveys
- Utilize quality recordings as coaching tools to help improve the customer experience
- Consider business data in association with customer interaction recordings to help identify reasons for repeat customer calls
- Analyze and report on the content, context, purpose and outcome of every recorded conversation with integrated speech analytics
- Utilize metadata to analyze customer interactions and easily pinpoint the root cause of changes in performance
- Send call categories to the performance management application automatically

Performance Management

- Consolidate data from contact center systems across multiple sites, channels, and other data sources (such as business applications, payroll, HR etc.) into a common platform for reporting
- Automate performance enhancements by providing agents with easily-understood views of contact center performance that can automatically trigger coaching initiatives and track effectiveness over time
- Create fully customizable dashboards that show at-a-glance summaries of key reports with personalized content for each individual in the operation
- Generate alerts and notifications about certain condition occurrences
- Account for changes in the organizational hierarchy and other person/group attributes to create performance reporting without extraneous data manipulation
- Leverage productized content libraries with pre-packaged KPIs and dashboards

Campaign Management

- Create, edit and distribute multiple outbound calling lists and campaigns in real time across the enterprise regardless of where agents, system managers and centers are located
- Re-optimize calling lists automatically to target the Best Time To Call based on intraday staffing changes in workforce management
- Plan your interaction strategy hour-by-hour for the day, or change it dynamically
- Improve contact efficiency by increasing right-party contacts and focusing calling efforts on the highest value or risk contacts
- Consolidate data from disparate predictive dialers into a common platform for blended and outbound enterprise reporting

- Utilize dynamic trickle feeds of Best Time To Call optimized accounts to predictive dialers for execution, adjusting record load levels in real time as agents log in
- Re-route records in real time across geographically dispersed contact centers to minimize down time and reduce idle time associated with list changes
- Reduce system outages and unproductive time with redundant and disaster recovery capabilities

Coaching and eLearning

- Classify recordings into first call resolution types via the business rules engine
- Grade recordings to identify root cause and ultimately alter processes and behavior to increase first call resolution rates
- Evaluate agents to identify top performers for recognition and lower performers for coaching
- Empower agents to improve effectiveness by allowing them to review evaluation forms, recorded calls and screens, and coaching feedback on specific customer interactions from a single, easy-to-use interface
- Initiate coaching sessions automatically based on pre-set performance goals
- Track coaching session results and measure coaching impact on agent performance
- Increase customer satisfaction and problem resolution rates, and decrease support costs by improving the know-how of everyone who touches your customers

Dedicated Service and Support from PerformanceEdge Group

The PerformanceEdge Group is a dedicated resource within the Aspect Software organization that is comprised of contact center performance professionals with technical, process and application subject matter expertise. PerformanceEdge supports the Aspect Software 30-year commitment to giving organizations the power to transform customer-company interactions by rapidly and cost-effectively adapting to the changing demands of today's empowered consumer while helping organizations realize improved business results.



PerformanceEdge™ supports the following ACD platforms:

- Avaya®
- Nortel®
- Alcatel®
- Ericsson®
- Siemens®
- Cisco®
- Genesys
- Mitel®
- Aspect® CallCenter® ACD
- Aspect® Spectrum® ACD
- Aspect® Unified IP™

PerformanceEdge™ supports the following predictive dialer platforms:

- Avaya®
- SER®
- Noble®
- Cisco®
- Genesys
- Interactive Intelligence®
- Aspect® Unison® Predictive Dialer
- Aspect® Conversations™ Predictive Dialer
- Aspect® Unified IP™

About PerformanceEdge™

PerformanceEdge combines workforce management, recording and quality management, performance management, campaign management, and coaching and eLearning to enable organizations to holistically respond to changing business conditions. The PerformanceEdge applications dynamically interoperate to help contact center managers consider everything and act immediately, ultimately making it easier for inbound, outbound and blended contact centers to control costs, enhance service levels and align performance with strategic goals.

For more information, visit www.performanceedgesuite.com.

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