

Workforce Management

Precision staffing in the contact center is more important than ever, especially when you have to factor in multiple agent skills, contact channels and locations. You need to be able to know what has happened in the past and consider what is happening now in order to plan for the future. At the same time you need to make goals driven staffing adjustments within a defined period across multiple locations or workgroups in order to your improve business processes.

Highlights

- Valuable "what-if" scenarios for improved strategic planning.
- Unique multi-skill architecture.
- Accurate forecasting across all inbound, outbound and blended channels.
- Easy management and tracking of intra-day performance.
- Simplified management of workforces across multiple sites and outsourced locations.
- Extensive real-time schedule adherence and agent productivity reporting.
- Automated browser- and IVR-based agent self-service.
- Powerful agent performance analysis tools to improve productivity and alignment with operational goals.
- Seamless integration with all major ACDs, Predictive Dialers and other contact center technologies.

Workforce Management from PerformanceEdge™ helps you to accomplish this and more—by enabling you to increase efficiency, reduce costs, and maximize your contact center's effectiveness to help drive performance at every level of your customer service, collections, or sales and telemarketing operations. Its key product component includes Aspect® eWorkforce Management™, which is the leader in optimizing today's contact center workforce performance—ensuring that you have the right number of agents, with the right skills across all locations, so your contact center runs like clockwork.

Built with over 30 years of workforce optimization experience, it offers a complete, automated software solution that helps accurately plan and manage the performance of inbound, blended and outbound staffing resources—across all sites and outsourced locations. With its complete set of workforce optimization capabilities, you can improve strategic planning, maintain the right number and types of agents, at all times, and easily evaluate and empower employees, so you can meet your business goals.

Aspect eWorkforce Management offers a solution for every contact center workforce management need, regardless of the type of center or the complexity of environment. Its core functionality accurately forecasts contact data, creates efficient agent schedules and tracks staffing performance for single, multiskilled, multichannel, multisite contact centers. And it's set of Enhancement Packages help you improve agent adherence and productivity, empower agents to manage their own schedules, fine-tune agent performance, and simplify the management of multisite and outsourced operations across all of your center's business processes.



Key Benefits

- Improve strategic planning.
- Maintain right number and type of agents.
- Increase revenue and customer satisfaction.
- Evaluate agents schedule adherence in real-time.
- Empower agents to manage their own schedules.
- Track actual to targeted agent performance across the contact center.
- Reduce complexity and costs through integration.

Improve Strategic Planning

Aspect® eWorkforce Management™ is a true strategic planning tool that helps you determine optimal staff and resource requirements for your inbound, blended and outbound operations. It provides “what-if” analysis capabilities for evaluating multiple staffing scenarios to determine optimal staff and resource deployment for your unique business needs. These “what-if” scenarios give you the flexibility to account for planned and unplanned events by allowing you to experiment between different forecasting, staffing and scheduling scenarios. An unlimited number of scenarios can be created, so you can:

- Easily test the effectiveness of operational changes to deal with a projected increase in inbound, outbound or blended contact volume.
- Accurately plan for upcoming customer service, telemarketing campaigns or delinquency bubbles across multiple sites and locations.
- Quickly evaluate tradeoffs between service quality or campaign initiatives and staffing numbers to understand the impact to strategic goals.

With its powerful “what-if” analysis capabilities, Aspect eWorkforce Management helps ensure that your staffing resources will be allocated optimally to meet your unique business requirements and goals. And with its extensive and flexible enterprise-wide reporting capabilities, workforce management related data can be quickly communicated throughout your organization for improved planning and decision-making.

Maintain the Right Number and Types of Agents

With today’s dynamic contact center environment, you need to be able to effectively forecast, schedule and track your contact and campaign demands across multiple channels, sites and even outsourced locations—so that you can maintain the right number and types of agents.

Aspect eWorkforce Management helps you efficiently optimize your staffing resources to ensure you have the right number of agents, with the right skills, across all locations, all the time. It provides flexible forecasting and scheduling, along with intra-day performance evaluation and schedule tracking that allows you to:

- **Reduce the number of staff required to meet service level or campaign goals** by forecasting the periods of highest inbound activity and highest outbound productivity with unparalleled accuracy—to cost-effectively staff your center and maximize revenue and efficiency.
- **Respond to unexpected events** by conducting a quick scenario analysis, which can advise you of the impact of removing or adding agents to the phone on an intra-day basis.

And to ensure you maintain the right number and type of agents across multiple sites and outsourced locations, Aspect eWorkforce Management provides a set of Enhancement Packages that helps increase the effectiveness of managing these types of operations. These packages include:

- **Aspect eWorkforce Management - Allocate** which provides advanced networking and staff scheduling capabilities that provide a global perspective for centers that share contacts across sites.
- **Aspect eWorkforce Management - Encompass** which helps you conveniently share workforce data on an intra-day basis with outsourcers to gain a complete, accurate view of customer service activity.

Easily Evaluate and Empower Employees

Maintaining the right number of agents to meet inbound, blended and outbound demand is just one component of managing your workforce resources. You also need to evaluate and empower employees to ensure you are getting the most out of you staffing efforts.

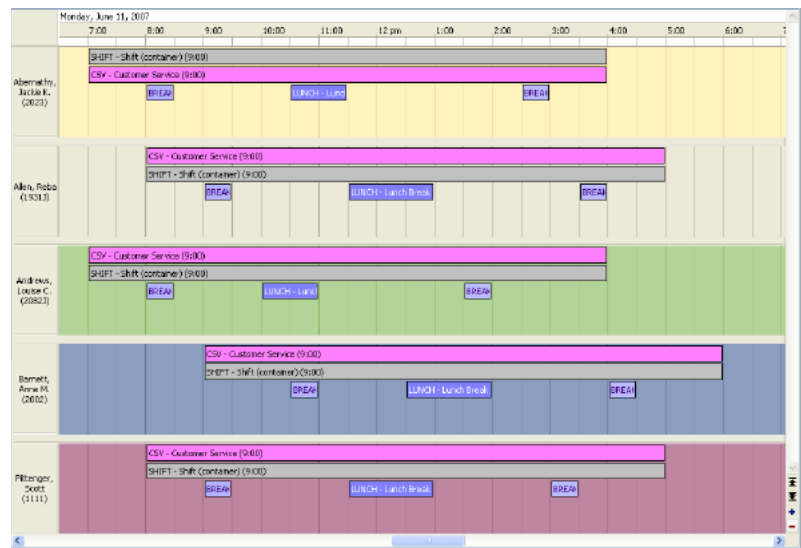
Aspect eWorkforce Management includes essential workforce management functionality and enhancements to meet every workforce management need.



Aspect® eWorkforce Management™ helps you easily evaluate and empower employees to improve your contact center’s overall performance and meet business goals. Working in conjunction with its set of fully integrated Enhancement Packages, it provides you the tools that allow you to empower agents to manage their own schedules, while balancing your business needs with employees and track actual to targeted agent performance across the contact center. These packages include:

- **Aspect eWorkforce Management – Perform** helps evaluate agents by monitoring schedule adherence in real-time and reports on agent performance and productivity to ensure you’re staffing to the plan you put in place, as well as identify agents or groups who are the most or least productive.
- **Aspect eWorkforce Management – Empower** empowers agents to manage their own schedules via automated browser- and IVR-based agent self-service tools. It allows agents to bid on shifts and request schedule changes such as vacation and overtime within controlled parameters you define, so you can balance business needs with employees’ to boost employee morale and retention. It also streamlines and automates schedule changes and notifications via email or screen pop to reduce administrative costs and increase efficiency.
- **Aspect eWorkforce Management – Analyze II** tracks actual to targeted agent performance across the contact center with performance scorecards that help agents understand and optimize their performance and managers identify areas for agent improvement.

With a productive, empowered agent population, you can maximize profits and customer satisfaction, reduce staffing costs and turnover, deliver superior customer service, sales results and increased debt collections all while improving your contact center’s overall performance to better meet your company’s business goals.



Reduce Complexity and Costs through Integration

Because workforce management data is central to managing your staffing operations, Aspect eWorkforce Management allows you to seamlessly integrate and share data with other key contact center technologies in a variety of ways. It supports integration with the various applications from PerformanceEdge™, as well as all leading suppliers of ACDs and predictive dialers—reducing complexity and costs of operational and performance level reporting.

With its synchronization capabilities across workforce management, quality management, performance management and campaign management, PerformanceEdge allows for Aspect eWorkforce Management to easily create workflows to improve performance and efficiencies, such as rewarding your top performers to receive the best schedules and/or automating the scheduling of coaching and training sessions for poor performers, as well as sharing net staffing information so that outbound campaigns can be re-synchronized throughout the day.

And to ensure that other key business and agent operation information is considered into your workforce management plans, Aspect eWorkforce Management also offers a Software Development Kit (SDK) to deliver an enhanced way to integrate with other contact center and business applications within your organization.

Aspect eWorkforce Management provides a robust set of strategic planning tools to optimize your staffing resources.

“The amount of time it takes to process annual vacation requests dropped from 480 man hours to just 20; this is outstanding!”

Joseph Beery
Senior Vice President & CIO
US Airways

System Components

- Aspect eWorkforce Management
- Aspect eWorkforce Management - Perform
- Aspect eWorkforce Management - Empower
- Aspect eWorkforce Management - Allocate
- Aspect eWorkforce Management - Encompass
- Aspect eWorkforce Management - Analyze II
- Aspect eWorkforce Management - Software Development Kit (SDK)

Aspect® eWorkforce Management™ is available in the following languages to provide extensibility of the software worldwide:

- Chinese (Simplified & Traditional)
- English
- French
- German
- Japanese
- Korean
- Spanish

PerformanceEdge™ makes it easier for contact centers to be more effective by synchronizing workforce management, recording & quality management, performance management, campaign management and coaching and e-learning—giving you the power to take immediate, effective and measurable action to change your reality. PerformanceEdge's synchronized applications include the following products:

Workforce Management

Aspect® eWorkforce Management™ is the leader in assuring you have the right agents with the right skills at the right time by providing in-depth strategic planning and workforce management tools to improve the performance of inbound, blended and outbound staffing resources.

Recording & Quality Management

Aspect® Quality Management™ records and evaluates agent performance and captures real-time customer feedback, giving you insight to both business issues and agent performance.

Performance Management

Aspect® Performance Management™ measures and communicates results to continuously improve business processes and ensure performance is aligned with overall goals by providing scorecards and analysis that can automatically initiate alerts and actions on the fly.

Campaign Management

Aspect® Enterprise Campaign Manager™ and Aspect® Campaign Optimizer™ offer campaign management that increases productive contacts in outbound and blended centers by helping establish best-time-to-call and outbound campaign strategy management.

Coaching & eLearning

Aspect® Performance Management™ and Aspect® Quality Management™ provide capabilities that enable needs based coaching and tracking of results while eLearning is supported with a sophisticated offering including learning management and content authoring tools.

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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