



# Aspect<sup>®</sup> Workforce Management

Staffing represents the majority of a contact center's budget. Finding a way to be as efficient as possible with staff, without sacrificing customer service level or collections yields can be a real challenge.

Aspect Workforce Management allows businesses to reduce the number of staff required to meet their service level goals or collections yields, while improving insights into individual employee and resource productivity.

## Reduce Staffing Costs and Complexity with Powerful Workforce Management Capabilities

Since personnel costs account for 60-70 percent of most contact center budgets reducing these costs are paramount to strategic success. Aspect Workforce Management helps contact centers and back office operations reduce staffing and administrative costs, maximize agent productivity and retention, and increase customer satisfaction and revenues—helping drive top- and bottom-line improvements in your customer service, sales and telemarketing operations. It assures you have the right agents, with the right skills, at the right time to satisfy customer needs while making goal-driven staffing adjustments, within defined time periods, across multiple locations or workgroups to improve your business processes.

## Leverage Flexible Forecasting, Scheduling and Tracking Tools to Ensure You Meet Customer Interaction Goals

Aspect Workforce Management provides essential workforce management forecasting, scheduling and tracking functionality for customer service, collections, and back office environments. The solution includes flexible, robust strategic planning that enables you to evaluate multiple staffing scenarios to determine optimal staff and resource requirements for your inbound, outbound, blended, and back office operations.

## Highlights

- Valuable “what-if” scenarios
- Unique multiskill architecture
- Accurate forecasting across all inbound, outbound, blended and back office staffing resources
- Flexible scheduling tools to meet every staffing need
- Real-time intraday performance and agent adherence tracking
- Automated browser-based agent self service
- Agent performance scorecards and analysis tools
- Simplified management of workforces across multiple sites and outsourced locations
- Automated seat planning and assignment tools
- Available as a stand-alone product or as part of Aspect's total workforce optimization solution (Productive Workforce™)
- Fully integrated with Aspect's Interaction Management platform with additional support for virtually any interaction management environment

To make the most accurate forecasts and schedules possible, Aspect Workforce Management takes into account all pertinent data, including historical contact volumes, seasonal patterns, campaign completion rates and holiday variations. Using an exponentially weighted moving average, the forecasting model merges historical data with current data.

## Empower Agents, Maximize Productivity and Performance and Increase Efficiency

Aspect® Workforce Management not only enables you maintain the right number of agents to meet your outbound, blended and back office demand, but also helps you effectively manage other workforce related tasks to keep your center running at top efficiency. With its integral set of optional enhancement packages, Aspect Workforce Management delivers innovative capabilities that enable you to:

- Reduce operational costs and increase retention by empowering agents to manage their own schedules
- Improve agent schedule adherence and productivity
- Reduce administrative overhead and facilities costs by increasing workstation utilization
- Optimize agent and contact center performance through better goal alignment and automated coaching tools
- Simplify the management of multisite and outsourced workforces for greater insight into staff allocation and improved efficiency
- Reduce facilities footprint and costs through improved planning of physical seating environment

## Solve Problems Faster Through Unified Communications Enablement

Aspect Workforce Management is backed by integration to unified collaboration and communication technologies to allow users to more quickly collaborate on workforce management problems and to provide broader access to schedules. By leveraging unified collaboration and communication solutions, such as Microsoft Lync, users can quickly find other users who can help them solve particular problems, determine their presence, and quickly communicate with them. Also agents, knowledge workers, and back office employees can now view schedules in Microsoft Outlook. Not only does this allow them to view their optimized schedules in their traditional calendaring tool, but it also improves accessibility. Now employees can view schedules when outside the walls of the contact center using Outlook Web Access or listen to schedules using Outlook Voice Access. Ultimately improved accessibility results in improved schedule adherence and lower staffing costs.

## Benefits

- Reduce staffing and administrative costs
- Increase revenue and customer satisfaction
- Improve strategic planning
- Rapidly respond to unexpected demand and scheduling events throughout the day
- Improve productivity and response rates by monitoring agents schedule adherence in real-time
- Improve retention by empowering agents to manage their own schedules
- Reduce facilities cost by maximizing workstation utilization
- Improved agent performance through automatic initiation of coaching sessions
- More consistently meet strategic goals by tracking actual to planned performance
- Reduce risk of litigation by adhering to labor laws

## Realize a High Return on Your Investment

All the capabilities within the Aspect Workforce Management solution run on commonly used hardware and software operating systems and uses high-powered industry-standard databases. It supports integration with other applications from the Aspect Workforce Optimization suite of applications, as well as all leading suppliers of ACDs, Dialers, and back office systems—reducing complexity and costs of operational and performance level reporting.

And with its synchronization capabilities across workforce management, quality management, performance management and campaign optimization, Aspect Workforce Optimization enables workflows to be easily created to enhance efficiencies, such as automating the scheduling of coaching and training sessions, creating schedules based on agent's quality scores or sharing net staffing information so that outbound campaigns can be re-synchronized throughout the day.

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### About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit [www.aspect.com](http://www.aspect.com).

