

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.

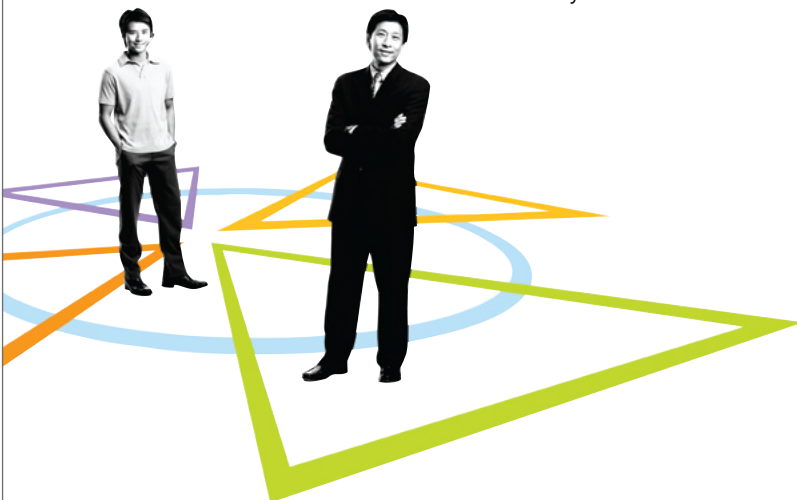
Highlights

- Valuable “what-if” scenarios for improved strategic planning.
- Unique multi-skill architecture.
- Accurate forecasting across all inbound, outbound, blended and back office staffing resources.
- Flexible scheduling tools to meet every staffing need.
- Robust intraday performance management and tracking tools.
- 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.
- Agent performance scorecards and analysis tools that track actual performance vs. goals.
- Automated seat planning and assignment tools.

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 staff, with the right skills at the right time.

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, outbound and back office staffing resources—across all sites and outsourced locations. With its complete set of workforce optimization capabilities, you can improve strategic planning, reduce staffing and real estate costs, and easily evaluate and empower employees, so you can meet your business goals.

Aspect eWorkforce Management offers a solution to meet the needs of today’s contact center regardless of the type of center or the complexity of environment. Its core functionality accurately forecasts contacts, creates employee agent schedules and tracks staffing performance for single, multiskilled, multichannel and multisite contact centers. And it’s set of Enhancement Packages help improve agent adherence and productivity, empower agents to manage their own schedules, fine-tune agent performance, increase workstation utilization and simplify the management of multisite and outsourced operations across all of your center’s business processes.



Key Benefits

- Improve strategic planning.
- Reduce staffing and administrative costs.
- Maintain right number and type of agents across all sites and outsourced locations.
- 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 facilities cost by maximizing workstation utilization.
- Reduce complexity and costs through integration.
- Increase response times, while reducing the number of required employees.

Improve Strategic Planning

Aspect® eWorkforce Management™ is a true strategic planning tool that helps you determine optimal staff and resource requirements for all your contact center operations. It provides “what-if” analysis for evaluating multiple staffing scenarios to determine optimal staff and resource deployment based on 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 plans. 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 , and back office workload.
- 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.

Aspect eWorkforce Management also includes flexible and in-depth reporting capabilities, so that staffing related data can be quickly communicated throughout your organization for improved strategic decision-making.

Maintain the Right Number and Types of Agents

With today’s dynamic contact center environment, you need to be able to efficiently forecast, schedule and track your staffing resources across multiple channels, sites and outsourced locations to effectively meet contact and campaign demands.

Aspect eWorkforce Management helps 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 intraday performance 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 and back office activity and highest outbound productivity to cost effectively staff your center and maximize revenue and efficiency.
- **Respond to unexpected events** by comparing actual verses forecasted contact and staffing statistics throughout the day to keep your staffing plan on track.

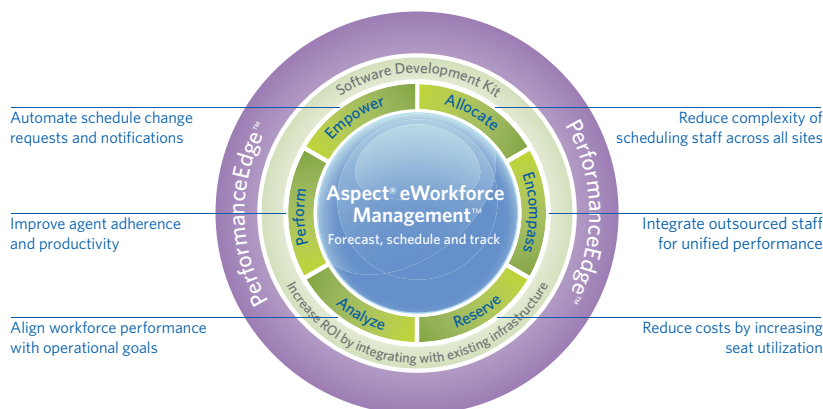
And to ensure you maintain the right number and type of agents across multiple sites and outsourced locations, Aspect eWorkforce Management provides a set of Enhancement Packages that help increase the effectiveness of managing these types of operations, which include:

- **Aspect eWorkforce Management - Allocate** offers advanced networking and staff scheduling capabilities that provide a global perspective for centers that share contacts across sites.
- **Aspect eWorkforce Management - Encompass** helps you conveniently share workforce data on an intraday 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, outbound and back office 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 is a complete, automated workforce optimization solution for optimizing the performance of your contact center.



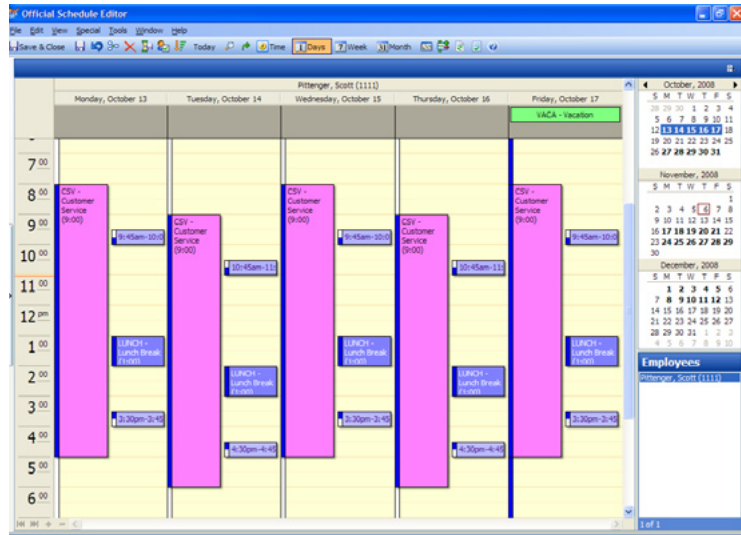
Aspect® eWorkforce Management™ helps you easily evaluate and empower employees to improve your contact center’s overall performance with the following set of Enhancement Packages:

- **Aspect eWorkforce Management - Perform** monitors schedule adherence in real-time and reports on historical agent performance and productivity to ensure you’re staffing to the plan you put in place.
- **Aspect eWorkforce Management - Empower** simplifies the processes of requesting, reviewing and automatically approving schedule changes and communicating those changes as they occur. It empowers agents to manage their own schedules via automated browser- and IVR based agent self-service tools, within controlled parameters you define.
- **Aspect eWorkforce Management - Analyze** includes agent performance scorecards and management analysis tools that track actual vs. targeted workforce and operational performance statistics to help your staff focus their efforts on key business metrics that will drive strategic success.

Reduce Complexity and Costs

Since personnel costs account for 60-70% of most contact center budgets reducing these costs are paramount to strategic success. By optimizing, standardizing and automating your forecasting, scheduling and intraday management tasks, Aspect eWorkforce Management dramatically reduces staffing and administrative costs and increases customer satisfaction for top and bottom-line improvements.

Aspect eWorkforce Management goes beyond minimizing staffing costs by also helping to reduce another significant contact center budget expenditure—real estate costs. Using the **Aspect eWorkforce Management - Reserve** Enhancement Package, you can automatically generate seat assignments for agents based on the optimal set of schedules you’ve put in place. This unique capability enables you to realize facilities cost savings by maximizing the use of workstation real-estate, while minimizing administrative overhead and increasing agent productivity.



Seamlessly Integrate with Other Contact Center Applications

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 automating the scheduling of coaching and training sessions or sharing net staffing information so that outbound campaigns can be re-synchronized throughout the day.

And using Aspect eWorkforce Management’s Software Development Kit (SDK), you can realize further return on your investment by easily integrating with other contact center applications to ensure all your key business and employee information is also considered in your workforce management plans.

Aspect eWorkforce Management offers flexible forecasting, scheduling and tracking capabilities designed to meet every contact center need.

“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 - Reserve
- Aspect eWorkforce Management - Analyze
- Aspect eWorkforce Management - Allocate
- Aspect eWorkforce Management - Encompass
- 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
- Portuguese
- 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 includes 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, outbound and back office staffing resources. PerformanceEdge Job Match provides applicant screening capabilities that improve the agent selection and hiring process by identifying candidates with the best aptitudes and skills to increase recruiting efficiency, reduce attrition and improve new hire productivity.

Recording & Quality Management

Aspect® Quality Management™ records and evaluates agent performance and captures real-time customer feedback, along with robust speech analytics to provide 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 and Aspect eWorkforce Management enable evaluation of agent quality performance, needs based coaching, results tracking and optimized scheduling of agent training sessions. PerformanceEdge eLearning is supported with a sophisticated partner offering that includes online learning management and content authoring tools that help create an environment of continuous process improvement.

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. Inbound, outbound and blended contact centers can now more easily control costs, enhance service levels, align performance with strategic goals, and extend those benefits into the enterprise. For more information, visit www.performanceedgesuite.com.

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