

Aspect® eWorkforce Management™ Forecasting, Scheduling and Tracking Capabilities

To meet the demands of today's empowered consumers, contact centers must increasingly manage dynamic workloads and staffing requirements across multiple skills, channels, and sites. Since personnel account for 60 to 70 percent of a contact center's expenses, the efficient utilization of these resources is critical to success. Aspect eWorkforce Management helps you efficiently manage your staffing resources and adapt to the changing demands of your contact center and today's empowered consumer.

Highlights

- Accurately forecast the volume of inbound, blended and outbound multichannel contacts.
- Evaluate multiple staffing scenarios with powerful strategic "what if" analysis.
- Utilize unique multiskill forecasting and scheduling to determine optimal skill combinations.
- Create schedules based on employee preferences, shift templates, work/equity rules or a combination.
- Track actual versus forecasted statistics throughout the day, to take quick corrective action.
- Optimize meetings, training and other off-phone activities
- Cut staffing costs while maintaining and even improving response times.
- Reduce the complexity in your contact center with an integrated, total solution.

As the global leader in workforce management, Aspect eWorkforce Management assures you have the right agents, with the right skills, at the right time and helps with planning and managing the performance of inbound, blended and outbound staffing resources. The software's core forecasting, scheduling and tracking capabilities allow contact centers to accurately project future contact and campaign requirements, create efficient single and multiskill staffing plans, and evaluate the plan throughout the day to effectively meet service and campaign goals, while minimizing costs.

Powerful Strategic Planning

Aspect eWorkforce Management provides powerful "what-if" analysis to strategically evaluate multiple staffing scenarios to determine optimal staff and resource deployment based on your unique business requirements - today, tomorrow, and even years into the future. This "what-if" analysis provides the flexibility to experiment between different forecasting, scheduling and intraday staffing scenarios to account for planned and unplanned events. 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 contact volume.
- Quickly evaluate tradeoffs between service quality or campaign initiatives and staffing numbers.
- Determine the impact of scheduling training, meetings and other off-phone activities on service and campaign goals.
- Make informed decisions about intraday staffing adjustments before implementing those changes.

Unique Multiskill Support

Aspect eWorkforce Management employs a unique multiskill architecture that not only generates optimal forecasts and schedules, but also identifies staffing requirements and optimal skill combinations based on your agents' skill sets and skills-based routing technologies. This strategic approach helps enable more informed decisions for staffing your multiskill operations by providing an accurate reflection of cost versus benefits of unlimited skills-based-routing models not only for your current staff and their skill sets but also for staff who have not been hired yet.

Accurate Forecasting

To make the most accurate forecasts possible, Aspect eWorkforce 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, providing the most accurate forecasts possible.

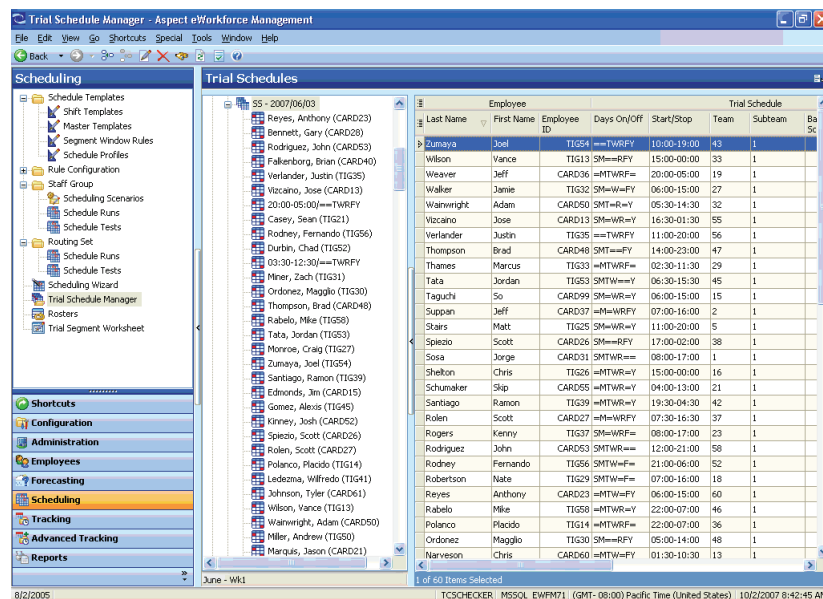
Forecasts can be viewed monthly, daily, half hourly, or even in quarter-hourly periods. And you can choose to accept or modify all data before incorporating it into the forecasting model or have the system do it all automatically.

Based on your projections for contact volume and your defined service and outbound campaign goals, Aspect eWorkforce Management calculates the optimal number of agents needed to handle contacts for each intra-day period. It also translates contact volume and staffing requirements into their associated costs, making financial planning easier, faster, and more accurate.

Flexible Scheduling

Aspect eWorkforce Management provides the most comprehensive scheduling solution available today. It can automatically create detailed employee schedules based on forecast demand plus shift templates, employee preferences, work and equity rules or a combination. The software utilizes a unique two-step scheduling process to allow an unlimited number of trial schedules to be created

The software's flexible scheduling capabilities can create an unlimited number of trial schedules before making the most desired schedules official.



Employee	Last Name	First Name	Employee ID	Days On/Off	Start/Stop	Team	Subteam	Bas	Sc
Zunaya	Joel	TIG54	SM=TWRFY	10:00-19:00	43	1			
Wilson	Vance	TIG13	SM=RFY	15:00-00:00	33	1			
Weaver	Jeff	CARD36	MTWRF=	20:00-05:00	19	1			
Walker	Jamie	TIG32	SM=W=FY	06:00-15:00	27	1			
Wainwright	Adam	CARD50	SMT=RW=Y	06:30-14:30	32	1			
Valciano	Jose	CARD13	SM=WR=FY	16:30-01:30	55	1			
Verlander	Justin	TIG35	MTWRF=	11:00-20:00	56	1			
Thompson	Brad	CARD48	SMT=FY	14:00-23:00	47	1			
Thames	Marcus	TIG33	MTWRF=	02:30-11:30	29	1			
Tata	Jordan	TIG53	SMTW=FY	06:30-15:30	45	1			
Taguchi	So	CARD99	SM=WR=FY	06:00-15:00	15	1			
Suppan	Jeff	CARD37	MTWRF=	07:00-16:00	2	1			
Stairs	Matt	TIG25	SM=WR=FY	11:00-20:00	5	1			
Spiezo	Scott	CARD26	SM=RFY	17:00-02:00	38	1			
Sosa	Jorge	CARD31	SMTWR=	06:00-17:00	1	1			
Shelton	Chris	TIG26	MTWRF=FY	15:00-00:00	16	1			
Schumaker	Shig	CARD55	MTWRF=FY	04:00-13:00	21	1			
Santiago	Ramon	TIG29	MTWRF=FY	19:30-04:30	42	1			
Rollen	Scott	CARD27	MTWRF=	07:30-16:30	37	1			
Rogers	Kenny	TIG37	SM=WR=FY	08:00-17:00	23	1			
Rodriguez	John	CARD53	SMTWR=	12:00-21:00	58	1			
Rodney	Fernando	TIG56	SMTW=FY	21:00-06:00	52	1			
Robertson	Nate	TIG29	SMTW=FY	07:00-16:00	18	1			
Reyes	Anthony	CARD23	MTW=FY	06:00-15:00	60	1			
Rabelo	Mike	TIG58	MTWRF=	22:00-07:00	46	1			
Polanco	Placido	TIG14	MTWRF=	22:00-07:00	36	1			
Ordonez	Maggio	TIG30	SM=RFY	06:00-14:00	48	1			
Narveson	Chris	CARD60	MTW=FY	01:30-10:30	13	1			

before making the most desired schedules official. Individual employees can be manually assigned to trial schedules or Aspect eWorkforce Management can assign them for you automatically, based on criteria you define, such as seniority, skills or start time. Or, the software can utilize a one step process, using employee preferences as a basis for scheduling and thus assign employees automatically as the schedules are being generated. With either approach, the end result is a set of optimal schedules that meet your unique business and work rule requirements and agent needs.

Robust Intraday Tracking

Aspect eWorkforce Management provides robust tracking tools that track statistics from your center throughout the day so you can take quick, corrective action, if needed.

The software's Intra-Day Performance feature displays statistics about your contact center's performance while you still have time to make changes. It compares actual versus forecasted contact and staffing statistics for both inbound and outbound resources in 15- or 30-minute intervals, so that corrective changes can be easily made to keep your staffing plan on track.

An Intra-Day Time Line provides an at-a-glance view of individual agent schedules so you can easily determine what activities they are scheduled to be doing at specific times throughout the day. It also displays how many agents are scheduled to be involved in an activity at any given time to easily identify agents available for reassignment.

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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