

# Aspect® eWorkforce Management™ Perform

**Your contact center staff is one of your most important assets, and the success of your business initiatives depends largely on how well contact center agents perform. You can set ideal schedules for your contact center, but if your agents do not adhere to the schedules you've put in place, your customers will not receive the service they expect nor will your outbound dialing campaign goals be met. To meet this challenge, Aspect eWorkforce Management - Perform gives you the tools you need to make sure you're getting the most out of your staffing efforts.**

As a fully integrated enhancement package of Aspect eWorkforce Management, Perform provides details on how your agents are performing so you can help them improve and excel. Aspect eWorkforce Management - Perform is comprised of two applications — Real-Time Adherence and Agent Productivity.

## Real-Time Adherence

Real-Time Adherence provides you with a real-time, at-a-glance view of each agent's activity and compares it to the agent's scheduled activity. Specific features include:

- *Schedule window* - indicates minutes that an agent is early or late and tracks the agent's logouts and unavailable time (spent on breaks, lunches, and other scheduled activities).
- *Activity window* - reports when an agent has spent more than a specific amount of time in any predefined activity, such as after-contact work or handling a new inbound or outbound contact.
- *Status bar* - shows the number of agents who are scheduled to receive contacts or to receive outbound contacts compared to those who are actually logged in and available. It appears at the bottom of the main window at all times.

Real-Time Adherence includes a system of alarms that tells you what you need to know in your center, when and how you want to know it. The software can display specific alarms, which you define, for those agents who are not adhering to their scheduled activities. The alarms are color-coded, to help easily identify which limit is being violated. In addition supervisors can set their own alarm thresholds for the agents they want to view.

With these capabilities, Real-Time Adherence provides the information you need to work with individual agents to help them better adhere to their schedules, which will make your overall staffing plan more effective.



## Highlights

- Track the activities of your inbound and outbound contact center agents in real time.
- Compare your agents' status to established performance objectives and schedules.
- Receive alarms when agents do not adhere to set schedules, with alarm thresholds you customize yourself.
- Get the information you need to evaluate and enhance agent performance.
- Simplify contact center management by allowing Real-Time Adherence and Agent Productivity applications to collect complex data for you.



## Agent Productivity

Agent Productivity helps you identify individual employees or employee groups who are the most or least productive. It provides key information necessary for employee personnel files and for establishing performance benchmarks that can be used to train new agents, coach existing ones and establish incentive and reward programs. Specific features include:

- **Agent Availability** - automatically tracks an agent's contact availability and actual logins and logouts per shift and compares them to the agent's schedule. With this information, you can generate reports that track adherence.
- **Agent Activity** - automatically collects and summarizes individual employee productivity data, such as the number of incoming or outbound dialer contacts an employee has handled, average contact time, average after-contact work time, and number of agent initiated outgoing contacts.

Agent Productivity offers you options for managing your information. You can define thresholds—such as a 10-minute grace period for logging in—so that you view only those agents who are exceptions to the norm. Information for outgoing reports can be configured in a variety of ways: by individual agent or agent group, by a select period of time, or by specified criteria, such as agents who exceed—by 10 percent or more—the average number of contacts handled per logged-in hour.

The screenshot displays the Real-Time Adherence (RTA) application interface. The main window, titled 'RTA Alarm Summary Report', shows a list of employees and their alarm details. The report is for 08/01/07 13:58:24. The table below summarizes the data shown in the report:

EMPLOYEE NAME	ALARM	START TIME	STOP TIME	DURATION	GROUP
Woodruff, Lynn C.	AVAIL	08/01/07 11:56:05	08/01/07 12:02:36	00:06:31	MMATHI
Woodruff, Lynn C.	AVAIL	08/01/07 11:43:30	08/01/07 11:53:57	00:10:27	MMATHI
Westbrook, Molly R.	AVAIL	08/01/07 13:45:50	Current	00:12:34	JABDO
Woodruff, Lynn C.	AVAIL	08/01/07 13:13:04	08/01/07 13:26:41	00:13:37	MMATHI
Woodruff, Lynn C.	AVAIL	08/01/07 13:34:18	Current	00:24:06	MMATHI
Westbrook, Molly R.	AVAIL	08/01/07 11:38:06	08/01/07 12:02:31	00:24:25	JABDO
Thompson, Sam	AVAIL	08/01/07 13:15:27	08/01/07 13:53:19	00:37:52	ODEATO

The 'Employee Detail' window for Webb, Dori M. shows the following information:

- Name:** Webb, Dori M.
- Emp. ID:** 8345
- Emp. Group:** RSANDE
- ACD ID:** 6020
- Instance:** ACD1
- Group:** [Blank]
- Position:** No Data
- ACD State:** IDLE 13-REMOT (01:53:38)
- Previous:** IDLE (00:00)
- Status:** REMOT (01:53:38)
- Activity Alarm:** SOU (09:18)
- Schedule Alarm:** 8/1 (13:50:52)
- Last Sign In:** 8/1 (13:50:52)
- Last Sign Out:** 8/1 (13:52:43)

The 'Scheduled' window shows the following information:

- Walker, Suzann BSL:** 02:01
- Walker, Suzann EBL:** 11:38
- Dixon, Wendy EBL:** 08:42
- Thompson, Sam EBL:** 11:38
- Wiggins, Russe SOU:** 11:38
- Trickett, Tim SOU:** 11:38
- White, Arthu SOU:** 11:38

Aspect eWorkforce Management - Perform's Real-time Adherence application provides an at-a-glance view of each agent's activity in real-time and compares it to their assigned schedule, so you can keep your staffing plan on track.

## About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, visit [www.aspect.com](http://www.aspect.com).

## PerformanceEdge® Group

The PerformanceEdge Group is a dedicated resource within the Aspect organization that is comprised of contact center performance professionals with technical, process and application subject matter expertise.

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