

PerformanceEdge™ Aspect® eWorkforce Management™ Bridging Services

We are here when you need us...

Benefits

- Access to highly competent PerformanceEdge Workforce Management experts with tactical skill sets.
- Increased Return on Investment on Workforce Management investment immediately.
- Agent recruiting savings.
- Improved service levels.
- Operational costs improvements.
- Allows you to increase your ramp up time for your team learning curve.

Picture this...Aspect eWorkforce Management has been purchased, installed, trained and configured. Your executive sponsor has an expectation to begin realizing the Return on Investment immediately. Today is the first day you REALLY utilize the system. Now what? Isn't it the perfect time to engage a PerformanceEdge Consultant to sit beside you while you create your first set of staffing plans, or generate your first management reports in Aspect eWorkforce Management? Aspect can help you immediately benefit from your Aspect eWorkforce Management investment by laying the foundation for a successful kickoff.

Picture this...Your best (and sometimes only) Aspect eWorkforce Management Analyst has a short term or long term unplanned absence (promotion, leave of absence) or maybe you need strong workforce management application expertise due to a change in the business strategy; or you simply do not have the staff to get the work done!

We ARE Aspect. Whatever your workforce management need is...PerformanceEdge Consultants can fill it. You define the timetable, we will help you define the need and we will execute.

PerformanceEdge Aspect eWorkforce Management Bridging Services Offerings

The PerformanceEdge Bridging Services focuses around several areas including:

- Offering newly installed Aspect clients Aspect eWorkforce Management expertise where PerformanceEdge Consultants will begin producing staffing plans for the client immediately. This service will initially be provided on site, but can quickly migrate to an off site support activity if the client desires.
- Permitting a customer to receive the economic benefit of the Aspect eWorkforce Management software immediately (while staff is being trained) and could be offered as a permanent out-sourced service. Once set up, Aspect could be quickly re-initiated as a back up to cover temporary Workforce Management staffing or training gaps at any time in the future.
- Performing Database Analysis or Forecasting Parameter Setups where required. Oftentimes, clients' business needs change (change in operating hours; new product lines; aggressive marketing programs, etc), which modify the call arrival behavior of the customer. These business changes introduce the opportunity to revisit Aspect eWorkforce Management configurations, forecasting parameters, and workforce management processes; all of which, an experienced PerformanceEdge consultant can support immediately ensuring that our clients' maximize efficiency and optimize utilization of their people, processes and technology.
- Managing the workforce management function in the absence of the Workforce Manager.

Benefits

- Access to highly competent PerformanceEdge™ Aspect® eWorkforce Management™ experts with tactical skill sets
- Increased ROI on Aspect eWorkforce Management investment immediately due to reduced Workforce Management learning curve
- Recruiting savings
- Improved service levels quickly
- Operational costs improvements
- Increased ramp up time for client staff's learning curve

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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