

PerformanceEdge® Contact Center Performance Optimization Consulting Services - Aspect® eWorkforce Management™

Optimizing and Operationalizing your Aspect eWorkforce Management Application

Change your reality. Our clients purchase Aspect eWorkforce Management, the leading workforce management solutions for optimizing their contact center. With its complete set of workforce management solutions, Aspect eWorkforce Management meets the need of every contact center, regardless of the type of center or the complexity of its environment. Increasingly, the need for consulting services to integrate the Aspect eWorkforce Management tool with operational workforce management processes is gaining focus. Workforce Management departments are becoming the front line providers of data driving marketing decisions, hiring decisions, financial decisions and staffing decisions for the enterprise. The challenge of this leading role is the requirement of combined advanced contact center and workforce management expertise.

Aspect's PerformanceEdge Consultants are 'best of breed' ex- call center Workforce Management and Operations leaders. Aspect's consultants have "walked the walk."

With four decades of contact center and eWorkforce Management expertise coupled with a thorough understanding of Workforce Management and Resource Planning best practices, our consultants will help engineer (or reengineer) and execute Workforce Management processes, to make your organization leaders in planning.

PerformanceEdge: Performance Optimization Consulting Services Offerings:

Performance Optimization Consulting Services focuses around several areas including:

- Optimization of use of Aspect eWorkforce Management application and its add on modules (Empower, Perform, Analyze and Emcompass).
- Creation or re-engineering of Workforce Management Processes.
- Creation of capacity planning model to include hiring plans, training plans, attrition models, etc.



Benefits

- Access to Workforce Management expertise to support strategic, tactical and operational needs.
- Knowledge transfer from experts.
- Improved service levels and increased efficiency.
- Improved occupancy (the amount of time agents interact with customers during their scheduled production time).
- Improved utilization (the ratio of productive hours to paid hours).
- Direct labor savings.
- Immediate realization of Return on Investment.



- Deployment of enterprise wide processes and applications.
- Strategic planning to include long and short term organizational structure, department functions, job descriptions, site planning, etc.
- Workforce Management Assessment.
- Custom consulting.

Benefits to Customer by Using Services

Consulting

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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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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**.

