

PerformanceEdge™ Workforce Management for Back Office Applications

Highlights

- Valuable “what-if” scenarios for improved staff planning.
- Accurate forecasting across different types of tasks that have different response times and workflow characteristics.
- Easy management and tracking across multiple types of activities.
- Extensive real-time schedule adherence and employee productivity reporting.
- Powerful employee performance analysis tools to improve productivity and alignment with operational goals.
- Open APIs and an SDK to integrate with business process management, automated workflow distribution, email, fax, and other back office systems.

Key Benefits

- Improve staff utilization and planning.
- Maintain right number and type of employees.
- Increase response times, while reducing the number of required employees.
- Empower employees to manage their own schedules.
- Track actual to targeted employee performance.
- Reduce complexity and costs through integration.

Overview of Business Problem

Forecasting, scheduling, and tracking the number and types of employees required to effectively run a back office can be challenging. Whether processing claims, fulfilling orders, processing transactions, or conducting other back office activities balancing the number of staff with the amount of work is never easy.

The problem is further complicated when different types of tasks are conducted within the back office and involve employees with varying proficiencies and skills. In addition, back office applications are less standardized than the contact center, presenting data collection challenges and requiring flexible forecasting approaches to deal with different types of back office workflows.

Solution

Workforce Management from PerformanceEdge can help automate the workforce planning process for back offices while reducing the number of staff required to complete tasks and increasing the overall all performance of back office operations.

Built with over 30 years of performance optimization experience, it offers a complete, automated software solution that helps accurately plan and manage the performance of back office employees as well as employees who service both the contact center and the back office. With its complete set of performance optimization capabilities, you can improve strategic planning, schedule and maintain the right number and types of employees while easily evaluating and empowering workers to meet your business goals.

With an open data management and integration architecture, Aspect® eWorkforce Management™ provides the infrastructure to collect workflow and worker productivity data from vendor provided back office systems as well as custom developed applications. Utilizing these historical patterns and allowing management to modify assumptions as needed, it provides sophisticated planning and simulation tools that deal with multiple work types and multi-skill worker environments. The result is a fully featured workforce management system that seamlessly extends from the contact center to back office operations.

Improve Back Office Staff Utilization

Aspect eWorkforce Management helps you determine optimal staff and resource requirements for your back office and blended back office/front office operations. It provides “what-if” analysis capabilities for evaluating multiple staffing scenarios to determine optimal staff and resource deployment for 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 scenarios. An unlimited number of scenarios can be created, so you can:

- Evaluate the impact of cross training employees.
- Easily test the effectiveness of operational changes to deal with a projected increase in one type of activity over another.
- Accurately plan for upcoming increases in transaction volumes across multiple sites and types of work.
- Quickly evaluate tradeoffs between service quality and staffing numbers to understand the impact to strategic goals.

With its powerful “what-if” analysis capabilities, Aspect eWorkforce Management helps ensure that your staffing resources will be allocated optimally to meet your unique business requirements and goals. And with its extensive and flexible enterprise-wide reporting capabilities, workforce management related data can be quickly communicated throughout your organization for improved planning and decision-making.

Maintain the Right Number and Types of Employees

With today's dynamic business environment, you need to be able to effectively forecast, schedule and track your transaction demands across multiple types of work that may have vastly different response times. Maintaining the right number and types of employees can be further complicated when tasks are completed at multiple sites or even outsourced locations. Aspect® eWorkforce Management™ helps you efficiently optimize your staffing resources to ensure you have the right number of employees, with the right skills, across all locations, all the time. It provides flexible forecasting and scheduling, along with intraday performance evaluation and schedule tracking that allows you to:

- Reduce the number of staff required to meet business objectives by forecasting the periods of highest activity while monitoring required response times per type of work to cost-effectively staff your center and maximize efficiency.
- Respond to unexpected events by conducting a quick scenario analysis, which can advise you of the impact of removing or adding employees to a particular type of task.

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

- Aspect eWorkforce Management – Allocate which provides multi-site scheduling capabilities that provide a global perspective for environments that share tasks across sites.
- Aspect eWorkforce Management – Encompass which helps you conveniently share workforce data with outsourcers to gain a complete, accurate view of activity.

Easily Evaluate and Empower Employees

Maintaining the right number of employees to service your business 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 your staffing efforts.

Aspect eWorkforce Management helps you easily evaluate and empower employees to improve your operation's overall performance and meet business goals. Working in conjunction with its set of fully integrated Enhancement Packages, it provides you the tools to empower employees to manage their own schedules, while balancing business needs with the needs of employees. These packages include:

- Aspect eWorkforce Management – Perform helps evaluate employees by monitoring real-time and historical schedule adherence to ensure you're staffing to the plan you put in place, as well as identify employees or groups who are the most or least productive.
- Aspect eWorkforce Management – Empower empowers employees to manage their own schedules. It allows employees to bid on shifts and request schedule changes such as vacation and overtime within controlled parameters you define, so you can balance business needs with employees' needs to boost employee morale and retention. It also streamlines and automates schedule changes and notifications via email or screen pop to reduce administrative costs and increase efficiency.
- Aspect eWorkforce Management – Analyze II tracks actual to targeted employee performance with performance scorecards that help employees understand and optimize their performance and helps managers identify areas for improvement. With a productive, empowered employee population, you can better obtain your business goals.

Reduce Complexity and Costs through Integration

Back office systems are often a combination of workflow management products obtained from outside vendors as well as custom applications developed in house. As opposed to the typical contact center environment where standard interfaces are common, this means that data collection for back office systems requires an open and flexible architecture with APIs and an Software Development Kit (SDK) that provide the tools for integration. Aspect eWorkforce Management has an open database with a published schema to assist integrators and an open SDK that allows you to seamlessly integrate and share data with other key back office technologies in a variety of ways.

It supports integration with the various applications from PerformanceEdge™, as well as many business process management, workflow, email, and fax systems—reducing complexity and costs of operational and performance level reporting.

Its synchronization capabilities across workforce management, quality management, performance management, campaign management and eLearning enables Aspect eWorkforce Management to easily create workflows to improve performance and efficiencies, such as rewarding your top performers to receive the best schedules and/or automating the scheduling of coaching and training sessions at the most productive times.

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.