

Aspect® eWorkforce Management™

Personnel account for 60 to 70 percent of the average multichannel contact center's expenses. While your staff represent the highest resource cost in managing your contact center, as front-line representatives to your customers, they are also your most valuable resource. Your competitiveness, revenue growth and profitability, and reputation all depend on your ability to deliver consistent customer service in sync with your business goals. When customers require personal attention, you want people with the right skills in place at the right time, all the time.

Highlights

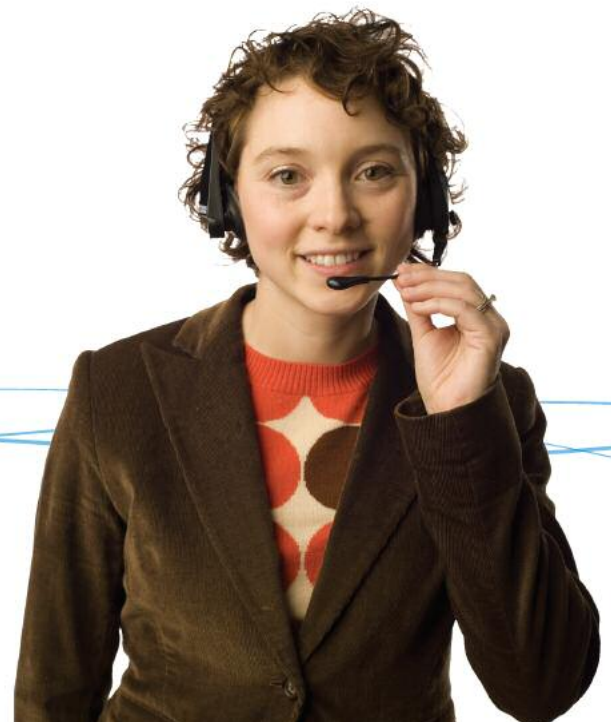
- Unique multi-skill architecture.
- Easy management and tracking of intra-day performance.
- Accurate forecasting across all channels.
- Valuable "what-if" scenarios for improved strategic planning.
- Automated browser- and IVR-based agent self-service.
- Seamlessly integrates with ACDs and other contact center technologies.

Precision staffing in the contact center is more important than ever, especially when you have to factor in multiple agent skills, contact channels and locations. That's why you need a workforce management solution that increases efficiency, reduces costs, and maximizes your contact center's effectiveness to help drive performance at every level of your customer service, collections, or sales and telemarketing operation.

Aspect eWorkforce Management is an industry-leading solution for optimizing today's contact center workforce performance. With a productive agent population, you can maximize profits and customer satisfaction, reduce staffing costs and turnover, deliver superior customer service, and improve contact center performance.

Based on acclaimed TCS technology, Aspect eWorkforce Management offers a solution for every workforce management need, regardless of the type of center or the complexity of its environment. It helps you forecast and plan more accurately, and schedule more effectively, to ensure that you have the right number of agents, with the right skills, across locations, so your contact center runs like clockwork.

Aspect eWorkforce Management also helps you fine-tune agent performance to increase productivity, empower agents to reduce turnover and simplify your multisite and outsourced operations to reduce costs. You're also able to gain insights into your center's overall performance to realize greater business goal alignment.



Key Benefits

- Reduce staffing costs and agent turnover.
- Enhance the effectiveness of multisite operations.
- Empower agents and improve productivity.
- Improve contact center performance to align with business goals.
- Reduce the cost of managing outsourced agents.
- Increase ROI through integration.
- Maximize profits and increase customer satisfaction.

Aspect eWorkforce Management includes essential workforce management functionality and enhancements to meet every workforce management need.

Aspect® eWorkforce Management™ is a complete, automated software solution that enables you to accurately plan, manage and optimize your staffing resources. The end result is increased productivity and revenues, improved customer service and agent performance, reduced staffing and operational costs, increased profits and customer satisfaction, and a rapid return on your Aspect eWorkforce Management investment.

Reduce Staffing Complexity and Costs

Aspect eWorkforce Management dramatically reduces the complexities of staffing and managing your contact center workforce. Its core functionality accurately forecasts contact data, creates efficient agent schedules and tracks staffing performance for single, multiskilled, multichannel, multisite contact centers. The system provides the use of “what-if forecasting” for improved strategic planning, along with intra-day performance evaluation and schedule tracking, so you can ensure you are managing to the plan that you put in place. This core functionality provides you with a set of essential workforce optimization tools that allow you to:

- Forecast the volume of inbound, outbound and blended contacts with unparalleled accuracy.
- Create optimized agent schedules based on employee preferences, shift templates, or a combination, ensuring enough agents with the right skills are always available to meet your customers needs.
- Track statistics from your center throughout the day and compare them with projections so you can take quick, corrective action as needed.
- Decrease staffing costs while maintaining and improving response times.

Enhance the Effectiveness of Multisite Operations

Contact center staff management can be a complicated task for single site operations and adding other sites to the mix vastly increases the complexity. To run multisite centers efficiently, managers need powerful tools, like Aspect eWorkforce Management *Allocate*. It offers all the functionality of Aspect eWorkforce Management, plus advanced networking and staff scheduling capabilities that provide a global perspective for centers that share contacts across sites. With Aspect eWorkforce Management *Allocate* you can manage your workforce successfully, no matter how many sites and agents you have or how you share contacts.

Increase Retention and Empower Agents

One of the best ways you can boost employee morale and reduce costly agent turnover is by empowering your agents to control their own schedules and giving them ready access to information regarding their work. That’s where Aspect eWorkforce Management *Empower* can help. Empower works with the core functionality of Aspect eWorkforce Management to streamline and reduce agent turnover and the costs associated with the agent scheduling process to:

- Empower agents by allowing them to bid on shifts, vacation and overtime, and to request schedule changes within controlled parameters.
- Enable supervisors to change agent schedules, providing more flexibility to meet daily operational needs.
- Streamline and automate schedule changes and notifications to reduce administrative costs and increase efficiency.
- Give managers and supervisors more time for coaching and supervision.
- Notify agents and supervisors of schedules changes in real time.

Ensure Agents are Performing at Peak Productivity

You can set ideal schedules for your contact center, but if your agents do not adhere to them, your customers are not going to receive the service they expect. Aspect eWorkforce Management *Perform* gives you the tools you need to ensure you are getting the most out of your staffing efforts. It enables you to understand how your agents are performing so you can help them improve and excel.



Aspect® eWorkforce Management™ *Perform* helps your contact center perform at peak productivity by enabling you to:

- Track the activities of your contact center agents in real-time.
- Compare agent status to established performance objectives and schedules.
- View alarms when agents do not adhere to set schedules, with thresholds that you customize.
- Obtain the information you need to evaluate and enhance agent performance.
- Simplify contact center management by allowing Perform to collect complex adherence and productivity data.

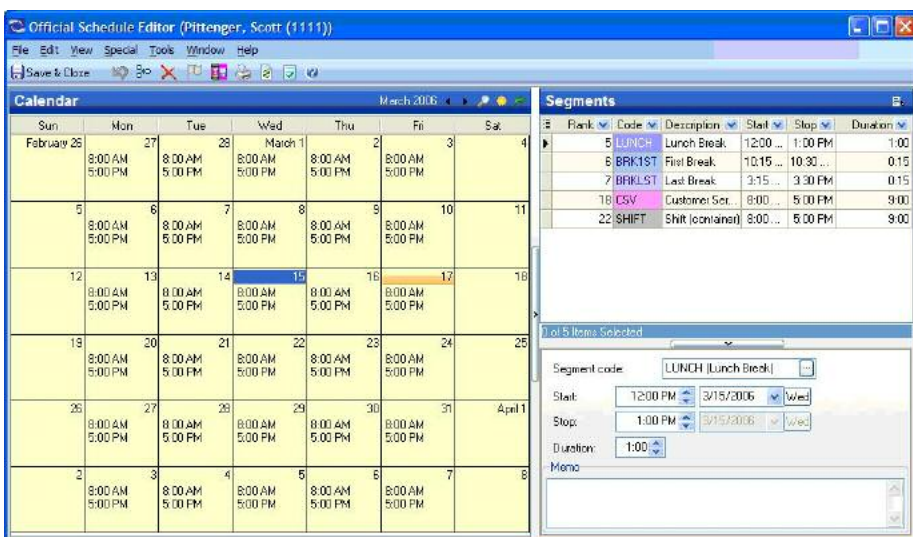
Align Performance with Your Business Goals

Aspect eWorkforce Management enables you to staff your contact center efficiently and keep costs down. To go beyond these goals and help you apply the resources of your contact center to enterprise revenue and customer satisfaction objectives, the solution offers a set of robust performance management tools within its Analyze module. Aspect eWorkforce Management *Analyze* delivers tangible benefits across the enterprise, thereby maximizing workforce productivity to:

- Decrease overhead costs.
- Make quick, effective staff management decisions.
- Give supervisors and managers more time to perform their core functions.
- Help agents understand and optimize their own performance.
- Reduce shrinkage, increase schedule adherence and improve productivity.

Reduce the Cost of Managing Outsourced Agents

Contact centers, especially those with seasonal call volume spikes, are increasingly turning to outsourcing to maintain service levels without increasing staff. But, there is a challenge when disparate centers share loads. They cannot efficiently exchange information, making attempts to forecast, schedule and monitor service levels less effective than could be. As such, cost savings from outsourcing can be lost due to poor service, and can result in customer attrition.



Aspect eWorkforce Management *Encompass* helps eliminate this obstacle by enabling contact centers and outsourcers to conveniently share workforce data on an intra-day basis and to gain a complete, accurate view of customer service activity. It automates the exchange of data among outsourcers and their client companies to embrace outsourcing without sacrificing quality, efficiency or customer satisfaction and loyalty.

If you are an outsourcer, Aspect eWorkforce Management *Encompass* offers a competitive advantage by enabling the seamless exchange of workforce-related data, allowing you to demonstrate your value to clients and management.

Increase ROI through Integration

Because workforce management data is central to managing your staffing operations, Aspect eWorkforce Management allows you to seamlessly integrate data with other key contact center applications. This enables you to realize greater efficiency and effectiveness across your operations and increase the return on your software investment. In addition to providing out-of-the-box integrations with all major Automatic Call Distributors (ACDs), the product offers a Software Developers Kit (SDK) to deliver an enhanced way to integrate with other applications, such as e-learning and quality monitoring applications. This enables you to optimize the scheduling of agents' specific e-learning and quality monitoring events.

Aspect eWorkforce Management provides a robust set of strategic planning tools to optimize your staffing resources.

"The amount of time it takes to process annual vacation requests dropped from 480 man hours to just 20; this is outstanding!"

Joseph Beery
Senior Vice President & CIO
US Airways

System Components

- Aspect eWorkforce Management (Core)
- Aspect eWorkforce Management - Perform
- Aspect eWorkforce Management - Empower
- Aspect eWorkforce Management - Allocate
- Aspect eWorkforce Management - Encompass
- Aspect eWorkforce Management - Analyze
- Aspect eWorkforce Management -Software Developer's Kit (SDK)

Aspect® eWorkforce Management™ supports integration with all leading suppliers of ACDs and predictive dialers, reducing complexity and operational costs. For greater investment protection, the solution provides out-of-the-box contributors or integration services with several of the industry-leading solutions in the Aspect Software portfolio to increase your contact center performance including:

- Aspect® EnsemblePro™ for inbound, outbound and blended multichannel contact.
- Aspect® CallCenter® ACD for a mission-critical contact center platform.
- Aspect® Spectrum® ACD for a mission-critical contact center platform.
- Aspect® Conversations™ Predictive Dialer for outbound call management.
- Aspect® Unison® Predictive Dialer for outbound and blended call management.
- Aspect® Customer Self Service™ for advanced speech self-service applications.
- Aspect® Campaign Optimizer™ for outbound campaign productivity and strategy management.
- Aspect® DataMart™ for extended historical and real-time reporting.

Aspect eWorkforce Management is available in a variety of languages to provide extensibility of the software worldwide. These languages include:

- Chinese (Simplified & Traditional)
- English
- French
- German
- Japanese
- Korean
- Spanish

About Aspect Software

Aspect Software, Inc., the founder of the contact center industry, is the world's largest company solely focused on providing proven, innovative contact center products and services that enable the key business processes of customer service, collections, and sales and telemarketing. Each day, thousands of in-house and outsourced contact centers around the globe conduct more than 125 million customer interactions using Aspect Software products. Aspect Software believes in using the power of technology to positively transform the customer-company experience. That belief has led Aspect Software to accept the challenge of developing the world's most reliable automatic call distributors (ACDs), most trusted dialers, most widely-used and respected workforce management (WFM) solutions, most flexible voice self service systems and the industry's first and most comprehensive unified, multichannel contact center solution. Headquartered in Westford, Mass., Aspect Software has operations across the Americas, Europe, Africa, the Middle East and Asia Pacific. For more information, visit www.aspect.com.

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