

Aspect® Workforce Management Forecasting, Scheduling and Tracking Capabilities

To meet the demands of today's empowered consumers, contact centers must increasingly manage dynamic workloads and staffing requirements across multiple skills, channels, and sites. Since personnel account for 60 to 70 percent of a contact center's expenses, the efficient utilization of these resources is critical to success. Aspect Workforce Management helps you efficiently manage your staffing resources and adapt to the changing demands of your contact center and today's empowered consumer.

As the global leader in workforce management, Aspect Workforce Management assures you have the right agents, with the right skills, at the right time and helps with planning and managing the performance of inbound, blended and outbound staffing resources. The software's core forecasting, scheduling and tracking capabilities allow contact centers to accurately project future contact and campaign requirements, create efficient single and multiskill staffing plans, and evaluate the plan throughout the day to effectively meet service and campaign goals, while minimizing costs.

Powerful Strategic Planning

Aspect Workforce Management provides powerful "what-if" analysis to strategically evaluate multiple staffing scenarios to determine optimal staff and resource deployment based on your unique business requirements - today, tomorrow, and even years into the future. This "what-if" analysis provides the flexibility to experiment between different forecasting, scheduling and intraday staffing scenarios to account for planned and unplanned events. An unlimited number of scenarios can be created, so you can:

- Easily test the effectiveness of operational changes to deal with a projected increase in contact volume
- Quickly evaluate trade-offs between service quality or campaign initiatives and staffing numbers
- Determine the impact of scheduling training, meetings and other off-phone activities on service and campaign goals
- Make informed decisions about intraday staffing adjustments before implementing those changes

Unique Multiskill Support

Aspect Workforce Management employs a unique multiskill architecture that not only generates optimal forecasts and schedules, but also identifies staffing requirements and optimal skill combinations based on your agents' skill sets and skills-based routing technologies. This strategic approach helps enable more informed decisions for staffing your multiskill operations by providing an accurate reflection of cost versus benefits of unlimited skills-based-routing models not only for your current staff and their skill sets but also for staff who have not been hired yet.



Highlights

- Accurately forecast the volume of inbound, blended and outbound multichannel contacts
- Evaluate multiple staffing scenarios with powerful strategic "what if" analysis
- Utilize unique multiskill forecasting and scheduling to determine optimal skill combinations
- Create schedules based on employee preferences, shift templates, work/equity rules or a combination
- Track actual versus forecasted statistics throughout the day, to take quick corrective action
- Optimize meetings, training and other off-phone activities
- Cut staffing costs while maintaining and even improving response times
- Reduce the complexity in your contact center with an integrated, total solution



Accurate Forecasting

To make the most accurate forecasts possible, Aspect® Workforce Management takes into account all pertinent data, including historical contact volumes, seasonal patterns, campaign completion rates and holiday variations. Using an exponentially weighted moving average, the forecasting model merges historical data with current data, providing the most accurate forecasts possible.

Forecasts can be viewed monthly, daily, half hourly, or even in quarter-hourly periods. And you can choose to accept or modify all data before incorporating it into the forecasting model or have the system do it all automatically.

Based on your projections for contact volume and your defined service and outbound campaign goals, Aspect Workforce Management calculates the optimal number of agents needed to handle contacts for each intraday period. It also translates contact volume and staffing requirements into their associated costs, making financial planning easier, faster, and more accurate.

Flexible Scheduling

Aspect Workforce Management provides the most comprehensive scheduling solution available today. It can automatically create detailed employee schedules based on forecast demand plus shift templates, employee preferences, work and equity rules or a combination. The software utilizes a unique two-step scheduling process to allow an unlimited number of trial schedules to be created before making the most desired schedules official. Individual employees can be manually assigned to trial schedules or Aspect Workforce Management can assign them for you automatically, based on criteria you define, such as seniority, skills or start time. Or, the software can utilize a one step process, using employee preferences as a basis for scheduling and thus assign employees automatically as the schedules are being generated. With either approach, the end result is a set of optimal schedules that meet your unique business and work rule requirements and agent needs.

Robust Intraday Tracking

Aspect Workforce Management provides robust tracking tools that track statistics from your center throughout the day so you can take quick, corrective action, if needed.

The software's Intra-Day Performance feature displays statistics about your contact center's performance while you still have time to make changes. It compares actual versus forecasted contact and staffing statistics for both inbound and outbound resources in 15- or 30-minute intervals, so that corrective changes can be easily made to keep your staffing plan on track.

An Intra-Day Time Line provides an at-a-glance view of individual agent schedules so you can easily determine what activities they are scheduled to be doing at specific times throughout the day. It also displays how many agents are scheduled to be involved in an activity at any given time to easily identify agents available for reassignment.

The software's flexible scheduling capabilities can create an unlimited number of trial schedules before making the most desired schedules official.

Employee	Days On/Off	Start/Stop	Team	Subteam	Sp	Sc
Dunaway, Joel	TU04=TTWTF=	11:00-19:00	43	1		
Wilson, Vance	TU03=SM=WF=	15:00-00:00	33	1		
Walker, Jeff	CAR026=MTWTF=	20:00-00:00	19	1		
Walker, Janie	TU02=SM=WF=	06:00-15:00	27	1		
Wanwright, Adam	CAR050=MT=TF=	05:30-14:30	32	1		
Vicario, Jose	CAR013=SM=WF=	16:30-01:30	55	1		
Wierlander, Justin	TU02=MTWTF=	11:00-20:00	56	1		
Thompson, Brad	CAR048=MT=WF=	14:00-23:00	47	1		
Thames, Marcus	TU03=MTWTF=	02:30-11:30	29	1		
Taka, Jordan	TU03=MTWTF=	06:30-15:30	45	1		
Taguchi, Jo	CAR099=SM=WF=	06:00-15:00	15	1		
Tappan, Jeff	CAR027=MTWTF=	07:00-16:00	2	1		
Stearns, Matt	TU02=SM=WF=	11:00-20:00	5	1		
Spezio, Scott	CAR026=SM=WF=	17:00-02:00	38	1		
Sosa, Jorge	CAR031=MTWTF=	08:00-17:00	1	1		
Shelton, Chris	TU02=MTWTF=	15:00-20:00	16	1		
Schnoeker, Slip	CAR055=MTWTF=	04:00-13:00	21	1		
Santiago, Ramon	TU03=MTWTF=	19:30-04:30	42	1		
Rolen, Scott	CAR027=MTWTF=	07:30-16:30	37	1		
Rogers, Henry	TU02=SM=WF=	06:00-15:00	23	1		
Rodriguez, John	CAR053=MTWTF=	12:00-21:00	58	1		
Rodney, Fernando	TU056=MTWTF=	21:00-06:00	52	1		
Robertson, Nate	TU029=MTWTF=	07:00-16:00	18	1		
Reyes, Anthony	CAR023=MTWTF=	06:00-15:00	60	1		
Rubato, Mike	TU025=MTWTF=	22:00-07:00	46	1		
Polanco, Placido	TU014=MTWTF=	22:00-07:00	36	1		
Ordonez, Magglo	TU030=SM=WF=	05:00-14:00	48	1		
Narveson, Chris	CAR060=MTWTF=	01:30-10:30	13	1		

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About Aspect

Aspect is a leading provider of customer contact and Microsoft platform solutions. For more information, visit www.aspect.com.