

Aspect® Analyzer™

Technology has played a growing role in modern contact centers for the past several decades. Management has come to rely on new technologies to achieve incremental productivity lift and produce higher levels of performance. Yet, in the end, your people are the link to your customers and your competitive advantage.

Highlights

- Multichannel integration for consolidating performance data.
- Key Performance Indicator library for easily defining metrics.
- Performance scorecards for an accurate view of agent contributions.
- Goal definition by skill level for enhanced performance measurement.
- Customized views of performance results for distribution across the center.
- Multidimensional report analysis to track results and integrate performance and rewards.
- Browser-based interface for easy performance analysis.

Although each individual piece of technology adds to the optimization of the contact center, the disparate nature of these technologies does not allow for an integrated approach to boosting efficiency, productivity and profitability. Therefore, the challenge facing contact centers today is the ability to obtain an integrated view of performance for greater business alignment and optimization across all their technologies and business processes. Highly visible specific goals with immediate feedback assure that agents have a clear understanding of what is expected and they are motivated to enhance their performance.

Aspect Analyzer is a performance scorecard application that measures agent, team and contact center performance against defined goals. The software identifies, tracks and measures the progress of critical success factors, providing a rich set of metrics that can significantly increase your contact center productivity, reduce costs and help align performance with business goals.

From a complete diagnosis of how your agents spend their time to schedule adherence data, Aspect Analyzer pinpoints specific areas for productivity improvement and cost savings. With this tool, you can measure all facets of your customer service, collections and sales operations. The software consolidates and processes data from leading suppliers of contact center technologies (ACD, predictive dialer and enterprise applications) to generate a single, comprehensive view of your agent and contact center performance. With this data at your fingertips, you'll be able to automate the strategic performance management tasks you need to remain competitive.

By producing a rich set of contact center metrics, Aspect Analyzer enables you to increase the efficiency of your systems and the effectiveness of your people, while realizing a rapid return on investment and increasing profits to new levels.



Key Benefits

- Increase efficiency by consolidating performance data across existing systems.
- Reduce costs and increase productivity by effectively measuring performance.
- Enhance agent performance and schedule adherence.
- Empower agents to understand and optimize their own performance.
- Increase decision making through effective performance analysis.
- Improve goal alignment by optimizing performance across the organization.

Aspect Analyzer is a comprehensive scorecard, performance measurement and analysis application, addressing the management needs of both the enterprise and extended contact center to deliver enhanced performance and goal alignment.

Aspect® Analyzer™ is a comprehensive scorecard, performance measurement and analysis application, addressing the management needs of both the enterprise and extended contact center, enabling you to reduce costs, empower agents, increase customer acquisition and profitability, and align performance with your business goals. The software offers a robust set of features that allow you to benchmark best practices against goals to easily identify areas of productivity improvement and cost savings opportunities. These include:

- **Key Performance Indicators (KPIs)** - measure the critical performance areas for your agents, their supervisors and your organization with an out-of-the-box KPI library.
- **Weighted Score Composite Key Performance Indicators** - create the perfect weighting of various KPIs against which to evaluate your agents and contact center.
- **Goal Setter™** - set measurable, meaningful objectives.
- **Peak Times Performance Analysis** - identify peak times in your contact center, set specific goals and KPIs for these periods, then apply reporting and analysis.
- **Score Card™** - take the guesswork out of performance reviews and see whether goals have been met.
- **Automated Score Card Distribution** - enable nominated personnel in your organization to receive Score Cards, scheduled automatically at predefined intervals.

- **Performance Measurements™** - displays the data you need automatically to correctly manage your center.
- **Schedule Adherence Tracker™** - identify when agents show a continuous trend of schedule non-compliance, then take corrective action in a timely manner.

Increase Efficiency by Consolidating Performance Data Across Existing Systems

Aspect Analyzer serves as the performance hub of all your disparate technology silos, automatically gathering information from each unique application and creating a complete, ongoing performance data warehouse for a comprehensive management view of your agents and contact center performance.

This data consolidation is automated using the software's Universal Import Engine, which is mapped to and imports the data from all of your different technologies. This automation reduces the likelihood of human error in data entry and guarantees instant access to the data you need for monthly and ad hoc reports.

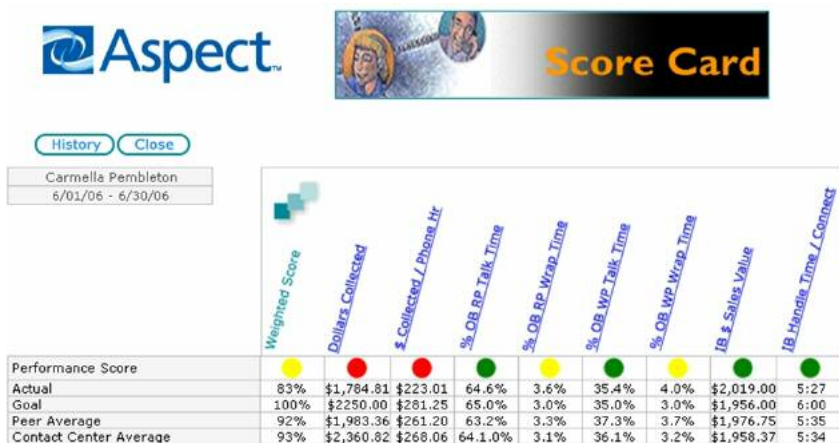
Reduce Costs and Increase Productivity by Effectively Measuring Performance

Using the product's Performance Measurements, you can view multidimensional performance history spanning all technologies which can be compared by system, personnel and type of work over time to easily identify performance trends. With a simple point-and-click action, you can drill down to analyze these results by level of the organization or drill across to view different time frames or work groups. Additionally, you can choose whether to view the data in graph or grid form, as well as export those numbers to Excel for use by other parts of your organization.

Enhance Agent Performance and Schedule Adherence Across the Contact Center

Aspect Analyzer tracks agent efficiency and schedule adherence by measuring your predefined Key Performance Indicators (KPIs) against a set of organizational goals. The result is an organized view of agent performance, or Score Card.

KPIs can be weighted to provide an additional Weighted Key Performance Indicator which gives you the ability to prioritize some scores over others. You can also identify peak times in your contact center and set specific goals and KPIs to analyze and report on performance during these periods.



Goal Setter™ helps you set measurable, meaningful objectives for all areas of your contact center. Goals can be applied to agents, supervisors, managers and entire contact centers. Actual accomplishments are then compared to goals, giving an objective evaluation for each KPI. Each level of performance data can be rolled into a broader category or you can drill down to obtain a more narrow and detailed view of summary information.

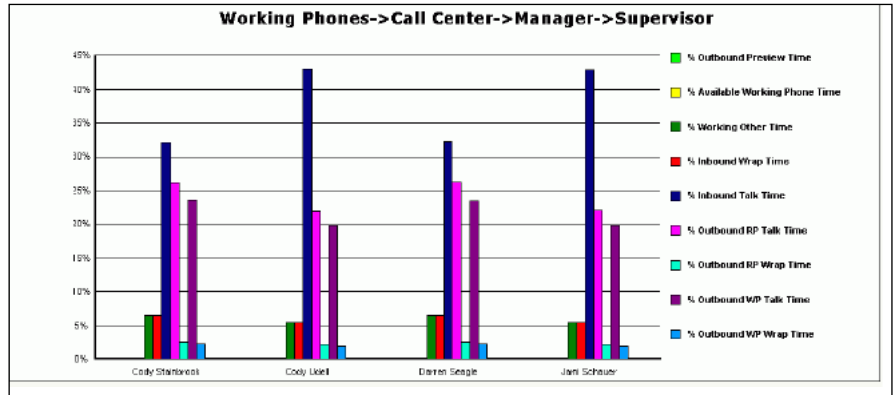
Working together with your workforce management package or scheduling system, Schedule Adherence Tracker pinpoints when agents have a continuous trend of schedule non-compliance so you can take timely measures to correct that behavior.

Empower Agents to Understand and Optimize Their Own Performance

Aspect® Analyzer™ empowers agents by giving them the tools they need to optimize their own performance. Agents always know how they are being measured and what their goals are using the product's Key Performance Indicators and Goal Setter features. Score Card provides supervisors with an effective tool for evaluating and reviewing agents. A Score Card can also be automatically scheduled and emailed to an agent. These tools provide a clear, objective view of how agents can improve their performance and help create an environment where targeted coaching can lead to productivity improvement.

Increase Decision Making Through Effective Performance Analysis

Aspect Analyzer provides robust performance analysis and reporting tools that let you easily identify areas for productivity improvement and cost savings via a browser-based interface. The software can be used across an entire organization: by front-line managers to evaluate agents, contact center analysts to perform multidimensional analysis across the organization, and executive managers to retrieve detailed individual and organization performance data. At a glance, you can see which metrics have met goals and which have not, and you can drill down through the data warehouse to find causes and remedies.



Improve Goal Alignment by Optimizing Performance Across the Organization

Because Aspect Analyzer works across vendors and technologies, you can use it to gather agent, team and organization historical performance information from leading ACDs, predictive dialers, workforce management, quality monitoring, web management software or other enterprise application.

By displaying a comprehensive view of your agent and contact center performance, Aspect Analyzer maximizes productivity and allows you to make trend analysis observations and correlations that would not otherwise be apparent. You will quickly realize a Return on Investment when you use this information to set new strategies for enhancing business goal alignment.

With Aspect Analyzer you can benchmark best practices in your center against goals to easily identify areas of productivity improvement and cost savings opportunities.

“Aspect Analyzer gives us the culmination of the data in one report. We are able to monitor how the agents and supervisors are doing, all the way up to the performance of the entire call center.”

Bart Bailey
*Vice President,
 EMC Mortgage Corporation*

System Requirements

- Data feeds
- Ethernet or Fast Ethernet network connection
- Microsoft® Windows® 2003 Server
- Microsoft® SQL 2000 server service pack 3
- User interface through Internet Explorer 5.0 or higher or Netscape 7.0 or higher version browser
- Open standard hardware
- Single or dual 2.1 GHz Intel processors
- 36 GB hard drive (minimum)
- 1 GB RAM (minimum)

Aspect® Analyzer™ is part of the Aspect Contact Center Performance Optimization product line that includes a complete suite of key contact center performance applications—quality management, workforce management, performance management, and interaction optimization, which enable synchronization of technologies, people and processes for increased performance and alignment with overall business goals.

Aspect Analyzer supports integration with leading suppliers of ACDs and predictive dialers, reducing complexity and operational costs. It also can be used in conjunction 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 and blended call management.
- Aspect® Unison® Predictive Dialer for outbound and blended call management.
- Aspect® eWorkforce Management™ for planning, managing and optimizing the performance of staffing resources.
- Aspect® RightForce® Workforce Management for tracking and reporting, and managing change.
- Aspect® Quality Management™ for recording, reviewing and evaluating agent voice and screen interactions.

About Aspect Software

Aspect Software, Inc. founded the contact center industry and is now the world's largest company solely focused on Internet Protocol (IP) and traditional voice-based products and services for customer service, collections, and sales and telemarketing business processes. Each day, Aspect Software powers more than 125 million customer-company interactions at thousands of in-house and outsourced contact centers around the globe. Its trusted Signature product line offers automatic call distributors (ACDs), dialers, voice portals and computer telephony integration (CTI). The company's leading Contact Center Performance Optimization product line provides workforce management, quality management, performance management and campaign management applications. And, its pioneering Unified IP Contact Center product line delivers a comprehensive, multichannel solution. Headquartered in Chelmsford, 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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