



Aspect Software Upgrades Agent Scheduling, Performance Metrics

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Aspect Software recently released the newest version of its eWorkforce Management software, from the company's PerformanceEdge Group, designed to incorporate work hour limitations and to simplify workforce and system-wide reporting.

The newest version of the software, release 7.1, meets the need in the European Union and for the small number of unionized contact centers in this country to limit hours and time of day worked by employees as outlined in work rules (in the EU) and union contracts (in the U.S.), said Brett Williams, Aspect senior manager of product management.

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Though there aren't many unionized call centers in this country, there are some in industries that are the longest users of the centers, like telecommunications, according to Williams.

In addition, the application now includes improved agent schedule management using drag-and-drop schedule editing and a schedule trade bulletin board. This new functionality gives users more power to manage workforce data and daily operations because it is easier for contact center managers to customize the solution to best fit their individual workforce management requirements.

The release's Analyze II enhancement package includes a coaching form,

dashboards and out-of-the-box key performance indicators. There is also an option for customers to add six agent-related metrics, such as quality scores, revenue, first call resolution, or promises to pay made per hour. These can come from systems other than Aspect eWorkforce Management.

The new release also includes pre-packaged performance management features focused on workforce management, automatic call distributor and dialer applications.

Aspect customers get the new release at no cost under terms of their maintenance contract. According to Williams, a large number of customers have already upgraded to the new version.

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