



Increase overall agent engagement using Aspect Inform, a value-add Aspect solution which provides pro-active notifications initiated by key workforce management events. These notifications are delivered through multiple communications channels, including desktop, SMS (text), email, and mobile push notifications.

Based on industry analysis, employee engagement is a leading indicator of future business success and is closely correlated with outcomes such as turnover, profitability, and productivity. That means there is a clear industry imperative to ensure your employees are engaged, not only so you can reduce turnover, but also make them more productive. A more engaged workforce will provide your customers the best overall experience each and every time they contact you.

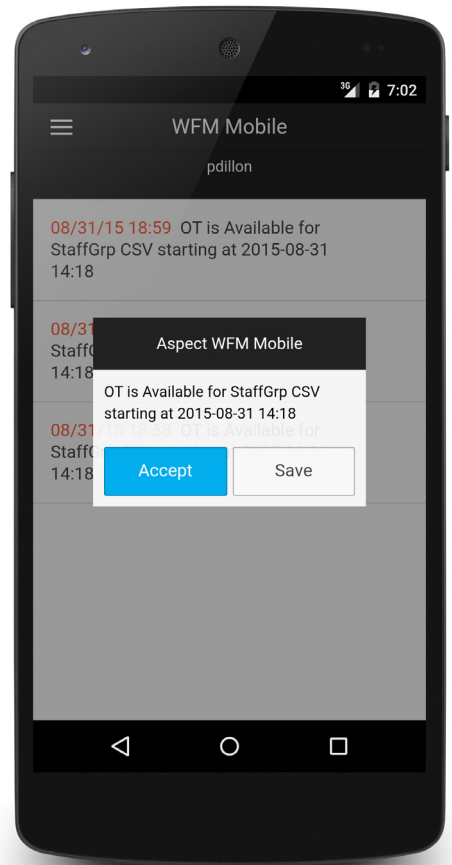
Whether your need is to ensure that your agents are notified of overtime or voluntary time off opportunities automatically through the communication channel they prefer, or to ensure your supervisors can react quickly to changes in important WFM performance thresholds throughout the day, Aspect Inform can provide the level of visibility needed to increase your overall contact center performance.

Key Differentiators for Aspect

- ✓ **Flexible Interface**
Ability to configure business rules specific to your needs today, as well as the ability to adjust as needs change in the future.
- ✓ **Real-Time**
Monitor workforce management KPIs or schedule information in real-time to initiate notifications.
- ✓ **Consistent Communication**
Ensure your entire employee population receives the same, consistent notifications, whether they are onsite or remote.
- ✓ **Proactive Care**
Automatic agent and supervisor notifications through multiple communication channels.
- ✓ **Empower Agents**
Provide your agents the ability to choose how and when they are notified as well as what type of notifications they would like to receive.

Key Features

- **Aspect® Inform™ – Next Scheduled Event**
 - » Automated desktop notifications
 - » Configurations include:
 - X minutes threshold settings
 - Specify schedule segments for alerts
- **Aspect Inform – Next Scheduled Event with Broadcast Notifications**
 - » Includes above mentioned functionality
 - » Ability to send “ad hoc” broadcast messages to specified agents
 - » Select specific employee group(s) and/or employees from an “Employee Group Tree Structure”
- **Aspect Inform – Enterprise (Automated Business Rules)**
 - » Additional channels – email, SMS (text), and mobile push notifications
 - » Automated business rules
 - Overtime (OT), Voluntary Time Off (VTO)
 - » Agent communication preference portal



Aspect Inform Rules Editor

Long Name
Customer Service Overtime

Short Name
CSVOT

Description
For full time employees - this was created because Bill needed to get staffing notifications out to the whole group as soon as possible.

Message Type
Overtime

StaffGroup
CSV

Notification Group
CSVFT

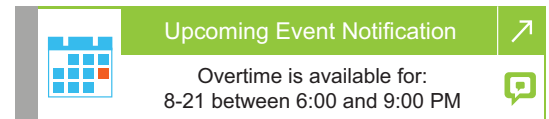
Net Staffing -5 **Consecutive Intervals** 6 **Skip Count** 2

Facilitator
No Facilitation

Schedule
On Demand

Active

✕ Cancel
✓ Update Rule



Prerequisites and System Requirements
 Workforce Management 8.x or higher
 .Net version 4.0 (or higher) full client

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About Aspect

Aspect helps enterprises break down the walls between people, processes, systems and data sources, empowering organizations to unite around the customer journey. Our customer engagement center offers native [interaction management](#), [workforce optimization](#) and [self-service](#) capabilities that drive dynamic, conversational interactions and create a truly frictionless omni-channel customer experience. Leveraging all the benefits of the cloud and over 40 years of industry ingenuity, Aspect conveniently and easily connects questions to answers while helping enterprises keep service levels high and operational costs contained. For more information, visit www.aspect.com.

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