



Aspect Via[®] Workforce Management[™]

Workforce management is an essential component of any efficiently operating contact center. Now you can enjoy the best WFM solution delivered from the most widely used cloud infrastructure.

Aspect Via WFM brings Aspect's #1 rated workforce management solution¹ to the Amazon cloud, delivering all the rich features of WFM on-premises with all the benefits of a SaaS offering, including rapid implementation time, easy scalability, low total cost of use, built-in high availability and continuous delivery of best-in-class new features seamlessly provided to customers.

For decades, Fortune 500 companies have chosen Aspect[®] Workforce Management[™] as the backbone for their contact center workforce management needs. Aspect Via WFM puts the elegant power of Aspect's on-premises WFM solution to quick and productive use in the cloud at a remarkably low monthly price – no matter the size of your deployment, since Aspect Via WFM scales from 100 to 15,000 agents.

Key Features

- **Modern, Graphical User Interface**

Highly simplified, web-based, graphical user interface which significantly increases agent and supervisor productivity and engagement.

- **High Forecasting Accuracy**

Unparalleled forecasting accuracy with multiple forecasting algorithms.

- **Scheduling Flexibility**

Optimize schedules based on business need (requirements based), employee preference (preference based), or a mix.

- **Compatible with Virtually All ACDs**

Virtually all commonly used ACDs and routing platforms are supported by Aspect Via WFM.

- **Lowest Total Cost of Use**

Pay for cloud resources tied directly to volume spikes.

- **Multi-channel Performance**

Optimally blend staff across all channels including inbound/outbound voice, email, webchat, SMS, IM and social media with accurate models of newer text-based channels.

- **Easy-to-Use Employee Self-Service**

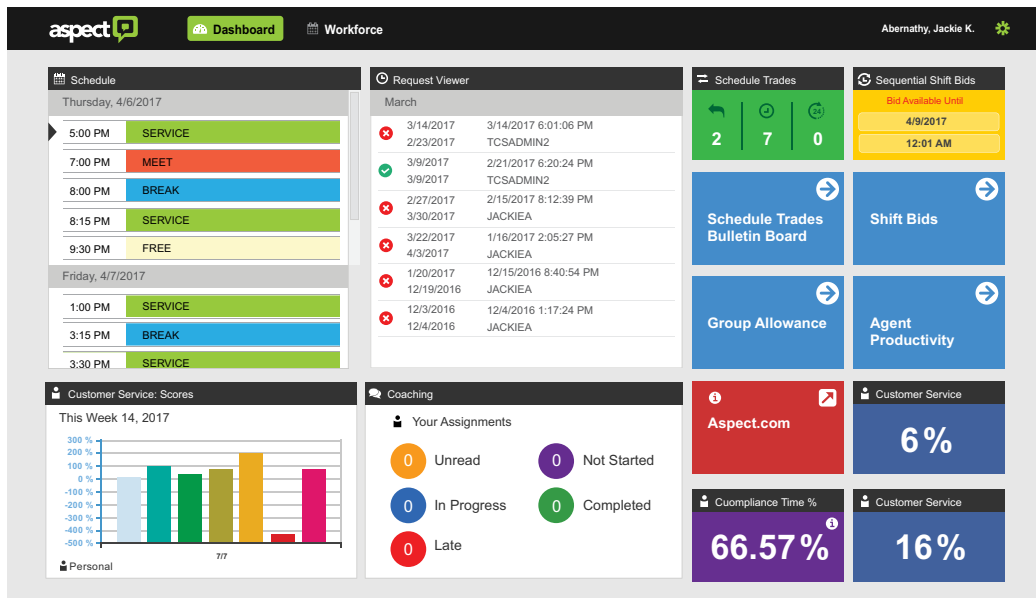
Smartphone and browser-based self-service provides scheduling flexibility and minimizes administrative overhead.

- **Continuous Upgrades**

Enjoy the most recent versions of the Aspect Via WFM service as soon as they are generally available, free of charge, via seamless updates².

- **Upgrades Easily to the Aspect Via[®] Customer Engagement Platform**

Similar architectures and purpose-built software tools enable easy migration to our full suite of native interaction management, self-service and workforce optimization capabilities within the Aspect Via customer engagement platform.



Example WFO Dashboard with WFM Widgets

Aspect Workforce Management Enables You To:

- Staff the right number and type of people at the right time to improve sales-per-hour ratios, dollars collected, customer retention and many other important KPIs
- Improve productivity in the back office with savings typically ranging from 20 – 40%
- Optimally staff agents in all contact center channels
- Evaluate multiple staffing scenarios with powerful strategic “what-if” analysis
- Utilize unique multi-skill forecasting and scheduling to determine optimal skill combinations
- Create schedules based on employee preferences, shift templates, work/equity rules or a combination
- Make accurate intra-day adjustments to improve list penetration and effectiveness rates
- Optimize meetings, training and other off-phone activities
- Maximize occupancy and minimize over and under resource utilization
- Cut staffing costs while maintaining or even improving response times
- Reduce the complexity in your contact center with an integrated, total solution
- Intra-day, short-term, medium-term and long-term business planning with limitless “what-if” scenarios
- Sophisticated forecasting algorithms that leverage full breadth of historical and intra-day shrinkage data and support multiple business objectives
- Forecasting, planning and scheduling for a multi-skill workforce in a multi-channel environment
- Accurate forecasting across all inbound, outbound, digital, blended, chat, email and back office staffing resources
- Scheduling based on business requirements, employee preference or both
- Centralized visibility into employee characteristics, preferences, schedules, and performance
- Real-time intra-day performance and agent adherence tracking
- Store, analyze and report on real-time alarms generated by rules that are easily and centrally configured
- Browser-based agent self-service including schedule trades, sequential shift bidding and schedule trades bulletin board
- Agent performance scorecards and workforce intelligence
- Simplified management of workforces across multiple sites and outsourced locations
- Automated seat planning and assignment tools
- Easy to use smartphone app enables simple remote access to all important scheduling actions
- Available in English, French, German, Spanish, Portuguese, Chinese (Simplified), Chinese (Traditional), Japanese, Russian and Korean
- Compatible with Office 365
- Automated schedule, pay code and login/logout transfer to the HR System

Key Features

- Intuitive, modern, icon and widget based user interface is very easy to learn and use to ensure the highest workforce productivity
- User interfaces thoughtfully designed to make every user interaction as simple as possible
- Includes Empower, Perform, Reserve, Allocate
- Optional Encompass and Aspect Via® Performance Management™

¹ 2016 World Contact Center Workforce Management Systems Market

² Supplementary features may incur additional charges.

Corporate and Americas Headquarters

2325 E. Camelback Road,
Suite 700
Phoenix, AZ 85016
+(1) 602 282 1500 office
+(1) 602 956 2294 fax

Europe & Africa Headquarters

The Record Store
15 Pressing Lane
Hayes UB3 1EP
United Kingdom
+(44) 20 8589 1000 office
+(44) 20 8589 1001 fax

Asia Pacific & Middle East Headquarters

7 Temasek Boulevard
#08-02 Suntec Tower One
Singapore 038987
+(65) 6590 0388 office
+(65) 6324 1003 fax

About Aspect

Aspect helps enterprises break down the walls between people, processes, systems and data sources, allowing organizations to unite around the customer journey. By developing fully native [interaction management](#), [workforce optimization](#) and [self-service](#) capabilities within a single customer engagement center, we enable dynamic, conversational interactions and create a truly frictionless omni-channel customer experience. Leveraging the agility of our worldwide cloud infrastructure 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.

Aspect®, Aspect Workforce Management, Aspect WFO, Aspect Via and other marks as indicated, are the trademarks or registered trademarks of Aspect Software, Inc. in the United States and other countries. Amazon Web Services and AWS are trademarks of Amazon.com, Inc. or its affiliates in the United States and/or other countries.

