

Q&A

What You Need to Know About Aspect® Workforce Management Hosted™

Contact centers across the globe are increasingly recognizing the compelling advantages of moving their infrastructure to the cloud. What was considered a novelty just a few years ago has become a strategic imperative for many enterprises. Workforce management is certainly one of the most important tools for contact centers, and increasing demand for cloud-based contact center infrastructure has given rise to the need for robust workforce management delivered from the cloud. Read about the Aspect WFM Hosted solution.

Q: What is Aspect Workforce Management (WFM) Hosted?

Aspect WFM Hosted is one of a family of hosted Aspect products that deliver all of the advantages of the cloud with all of the functional richness and customization of on-premises solutions. Aspect eliminates the cost and diversion of managing an in-house data center by hosting your Aspect WFM software in the Aspect Cloud, a global network of high reliability data centers currently supporting thousands of users worldwide.

Q: Why should I convert my existing on-premises WFM implementation to the cloud?

There are numerous reasons why so many businesses and institutions have made the strategic decision to subscribe to their software in the cloud rather than buying it for on-site use. With Aspect WFM Hosted, you will enjoy many advantages including the lowest Total Cost of Ownership, elimination of capital expenditures associated with hardware and software, rapid scalability to address high volumes, consistently best-in-class technology and most recent software revisions, reduced dependency on IT, simple change management, and fast speed-to-market for new offerings, among others.

Q: Will my WFM users notice any differences between on-premises and cloud solutions?

WFM users in your contact center will not see any difference between on-premises delivery and hosted delivery. Aspect WFM Hosted comes prepackaged with all WFM options including Core, Inbound, Outbound, Empower, Perform, Allocate and Reserve, so additional functionality is available if you choose to activate it. Encompass, Aspect Inform, Aspect Workforce Mobile and Aspect Mila are also optionally available.

Q: Will my IT staff see the difference between on-premises and cloud solutions?

Yes, the IT staff will have few remaining obligations related to supporting your WFM system. Aspect will assume daily responsibility for all hardware/software maintenance, network monitoring, upgrades, back-ups, security procedures, and many other data center functions.

Q: Can I use my other existing on-premises systems such as ACD, CRM, etc.?

If your existing on-premises Aspect WFM system is currently integrated with other systems, those same systems will be integrated with Aspect WFM Hosted, whether they are on-premises, hosted or in the cloud.

Q: If we switch to WFM Hosted, what do we need to do to get our WFM solutions fully functioning in the cloud?

In order to implement WFM Hosted, clients will need to go through a standard installation process during which Aspect® Professional Services chairs a design workshop and configuration workshop to understand the current system configuration as well as essential information for WFM such as employee data and organizational hierarchies. The customer must provide required data connectivity between the customer site and Aspect's data center.

Q: Is WFM Hosted expandable to include other Aspect® Workforce Optimization™ solutions?

Aspect® Workforce Management Hosted™ can be expanded to include other Aspect hosted or on-premises WFO components such as Recording, Quality Monitoring, Performance Management, Speech Analytics, WFM Mobile, Inform, etc. When considering a move to the cloud, it's a prime opportunity to think about enhancements to your workforce optimization capability across the board.

Q: In what regions of the world is Aspect WFM Hosted available?

Aspect WFM Hosted is available globally.

Q: What's the difference between Aspect WFM Hosted and WFM Cloud?

WFM Hosted is a highly customizable version of WFM that runs as a single instance in the Aspect data center. Each customer environment is unique and configured per customer specifications. In contrast, WFM Cloud uses a standardized configuration, and is limited to deployment only with Aspect® Zipwire® or LiveVox ACDs and runs in the Amazon Cloud. WFM Cloud is not likely to be an optimal solution for existing Aspect WFM on-premises accounts.

Q: How do I know my data is secure?

Security is the top priority in the design and deployment of Aspect's Hosted platform. Aspect data centers are managed by a team of qualified and trained engineers and support resources that are working around the clock to ensure that your Aspect applications are highly available and your data is protected at all times. Aspect provides a comprehensive framework for securing your applications and data at all levels – network, host, physical security, proactive monitoring, redundancy/backup and regulatory compliance.

Q: We rely heavily upon reporting – will this change?

The Aspect WFM Hosted service offering can include DB replication options for customers that require access to content in the production database. This capability offers near real-time replication, and customers can utilize existing in-house servers or cloud/hosting providers such as Amazon Web Services.

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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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