

# Q&A

## What You Need to Know About Aspect® Workforce Management™ in the Cloud (for existing Aspect WFM On-Premises Customers)

Contact centers are racing to the cloud as businesses increasingly acknowledge the compelling advantages of cloud-based software. Workforce management is certainly one of the most important tools in the contact center arsenal, and upgrading your Aspect Workforce Management (WFM) solution can be the easiest way to start enjoying the benefits of a cloud delivery model. Learn from the Q & A below.

### Q What is Aspect Workforce Management in the Cloud

Aspect offers two primary types of cloud WFM: Aspect WFM Hosted for the private cloud and Aspect Via® Workforce Management™ for the public cloud (including AWS and Azure). Both offer all of the rich features of our #1 ranked on-premises workforce management solution, with all the benefits of cloud delivery. For decades, Fortune 500 companies have chosen on-premises Aspect Workforce Management as the backbone of their contact center workforce management process. Aspect WFM cloud solutions offer the same accurate customer interaction volume forecasting, flexible staff scheduling and precise staff tracking to ensure a world-class customer experience while efficiently managing valuable labor resources. In addition, they offer all the convenience, simplification and lower cost available from the cloud.

### Q How does Aspect Via Workforce Management differ from Aspect WFM Hosted?

Aspect Via Workforce Management is intended for fairly standardized WFM implementations and is delivered from the AWS or Azure Cloud. Aspect WFM Hosted runs in a privately hosted environment and is designed to be broadly customizable to customer needs. The chart below summarizes the important differences:

	Aspect Via WFM	Aspect WFM Hosted
Included Components	<ul style="list-style-type: none"><li>• Core Inbound &amp; Outbound</li><li>• Aspect® Empower™</li><li>• Aspect® Perform™</li><li>• Aspect® Reserve™</li><li>• Aspect® Allocate™</li><li>• Aspect® Workforce Mobile™</li><li>• Native Notifications</li></ul>	<ul style="list-style-type: none"><li>• Core Inbound &amp; Outbound</li><li>• Aspect Empower</li><li>• Aspect Perform</li><li>• Aspect Reserve</li><li>• Aspect Allocate</li><li>• Aspect Workforce Mobile</li><li>• Aspect Notifications</li></ul>
Optional Components	<ul style="list-style-type: none"><li>• Aspect® Encompass™</li><li>• Aspect Via® Performance Management™</li></ul>	<ul style="list-style-type: none"><li>• Aspect Encompass</li><li>• Aspect® Performance Management™</li><li>• Aspect® Inform™</li><li>• Aspect® Mila™</li></ul>
Level of Customization	<ul style="list-style-type: none"><li>• No customization to base offering</li><li>• Optional components shown above</li><li>• Customer/partner access via Web Service API Gateway</li></ul>	<ul style="list-style-type: none"><li>• Customer-specific environment configurations</li><li>• Optional components shown above</li><li>• Customer/partner access via Web Services API Gateway</li><li>• Database read-only query access available</li></ul>
Seat Range	<ul style="list-style-type: none"><li>• 250 – 15,000</li></ul>	<ul style="list-style-type: none"><li>• 500 - Unlimited</li></ul>
Routing Platforms	<ul style="list-style-type: none"><li>• Most routing platforms (max of 15)</li></ul>	<ul style="list-style-type: none"><li>• All routing platforms (unlimited number)</li></ul>
Supported Regions	<ul style="list-style-type: none"><li>• North America, Europe, Australia (with additional regions as new Aspect Via PoPs become available)</li></ul>	<ul style="list-style-type: none"><li>• US, EU and UK</li></ul>
Environment	<ul style="list-style-type: none"><li>• Shared Amazon Web Services Cloud or Shared Microsoft Azure Cloud</li></ul>	<ul style="list-style-type: none"><li>• Dedicated Rackspace environment</li></ul>

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**Q If I have Aspect® Workforce Management™ (WFM) on-premises, why should I upgrade to Aspect Via® Workforce Management™ or Aspect® Hosted WFM?**

Many contact centers have recently made the move from on-premises to cloud. The cloud contact center market is expected to grow at 25% CAGR through 2022. The benefits of cloud delivery are now widely recognized, and for many organizations, it's an ideal solution. With Aspect Via WFM, you get the power of our popular WFM offering plus the low cost, rapid scalability, disaster recovery and continuous delivery of new features from the cloud. With Aspect WFM Hosted, you get the same power of our popular WFM offering with lower cost, scalability, and complete customization in a cloud environment that is completely isolated from other customers. When implementing either Aspect WFM cloud solution, you also create an easy upgrade path to our other Aspect solutions that include omnichannel routing, WFO and self-service in a single integrated package.

**Q Will my WFM users notice any differences between on-premises and Aspect WFM in the cloud?**

WFM users in your contact center will not see any difference between your existing on-premises delivery and cloud delivery. Both Aspect Via WFM and Aspect WFM Hosted come prepackaged with Inbound/Outbound Core, Aspect Empower, Aspect Perform, Aspect Reserve, Aspect Allocate, Aspect® Workforce Mobile™ and Native Notifications.

**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 and/or the cloud services provider will assume daily responsibility for all hardware/software maintenance, network monitoring, upgrades, security procedures and many other cloud 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 most likely be pre-integrated with Aspect WFM cloud solutions as delivered. In the event that you have a system which is not pre-integrated with our Aspect WFM cloud solutions, our in-house professional services team can create a new integration for you.

**Q If we switch to Aspect Via WFM, what do we need to do to get our WFM solutions fully functioning in the cloud?**

Aspect Via WFM and Aspect WFM Hosted have been architected to make implementation as easy as possible. Aspect® Professional Services (APS) will use one of our standard implementation packages. In all cases, APS chairs design and configuration workshops to understand the current system configuration information for WFM such as employee data and organizational hierarchies. Automated tools make it easy to move the on-premises WFM customer database, including everything in it, to the Aspect Via WFM or Aspect WFM Hosted environment.

**Q In what regions of the world is Aspect Via WFM available?**

Aspect Via WFM is currently available in North America, Europe and Australia, while Aspect WFM Hosted is available in the US, Europe and the UK. These regions of availability are expanding all the time.

**Q How do I know my data is secure?**

Security is the top priority in the design and deployment of Aspect WFM cloud solutions. Also, Aspect maintains a team of highly 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 times. Aspect provides a comprehensive framework for security of your applications and data at all levels – network, host, physical security, proactive monitoring, redundancy/backup and regulatory compliance.

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**About Aspect**

Aspect is on a mission to simplify and improve customer engagement. Our enterprise software is used by millions of agents every year and supports billions of consumer interactions around the world. Our best-of-breed contact center and workforce optimization applications help companies keep agents engaged while providing exceptional customer service experiences. Our flexible, highly scalable solutions for self-service and live interaction management and workforce optimization are available on-premises or in any hosted, private or public cloud environment. For more information, visit [www.aspect.com](http://www.aspect.com). Follow Aspect on Twitter at [@AspectSoftware](https://twitter.com/AspectSoftware). Read our blogs at <http://blogs.aspect.com>.

