



Aspect® Workforce Management Virtual Schedule Attendant

Reduce contact center costs and empower your contact center agents with an easy, efficient tool for managing changes to their schedules.

With an ongoing need to drive down cost and increase efficiency in any contact center environment, Aspect Workforce Management Virtual Schedule Attendant provides a highly effective solution. Utilizing integration between Aspect Workforce Management and one of Aspect's industry leading IVR platforms, agents can automatically alert administrative staff of changes affecting their schedules, which will free up resources and improve contact center scheduling forecasts.

Key Differentiators for Aspect

- ✓ **Empower Agents**
Allow agents to take control and manage their schedules remotely, and at their convenience
- ✓ **Increase Productivity**
With reduced administrative workloads, management has more time to focus on overall improvements to the contact center
- ✓ **Reduce Costs**
With the ability to automatically update absence and late exceptions, the need for "live" administrative support will dramatically decrease
- ✓ **Create Scheduling Efficiencies**
With no manual delay in exception entry, intraday schedules will be updated faster and with improved accuracy

Key Components

With Aspect Virtual Schedule Attendant you will be able to increase agent satisfaction, improve the quality of your forecasts, and effectively automate some of the key "manual heavy" contact center activities. All while positively affecting the bottom line revenue of the contact center business.

Agent Functionality:

- Listen to Schedule
 - Today, Tomorrow, or a Specific Date Range
- Make Schedule Requests
- Listen to pending requests and listen to request status updates
- Bulletin boards message capabilities

Key Customer Benefits:

- Highly customizable based on business rules/scripting
- New Voxeo-based solution can be Hosted or On-Premise
- Utilizes a smaller hardware footprint for a more rapid deployment

- Real-time updates to staffing schedules provides intraday scheduling with improved accuracy and better quality of forecasting, all with reduced manual effort, decreasing the administrative workload
- Improves employee satisfaction by providing an empowering exception process

Prerequisites

Aspect® Workforce Management 7.x, Workforce Management web services, and .NET framework

Service includes

This service includes installation on one Aspect Workforce Management system, installation of one Aspect® Voxeo IVR platform and professional voice recorded prompts.

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About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit www.aspect.com.

