



# Aspect® Workforce Management™ Adherence Link

Take control of contact center adherence with key automation tasks as well as improved reporting accuracy and analysis.

Human error and manual time consuming tasks are apparent in any environment and can be extremely inefficient and expensive. With Aspect Workforce Management Adherence Link both of these business problems are solved automatically. Generate up-to-date contact center schedules, and produce intraday statistics that accurately reflect time worked, and not time scheduled, based on customer specific business rules.

## Key Differentiators for Aspect

- ✓ **Improve Staffing Accuracy**  
Automating the entry of schedule exceptions will drastically decrease human errors that occur in manual entry processes.
- ✓ **Reduce Costs**  
Automating processes decrease the need for administrative "live" exception entry support.
- ✓ **Empower Staff**  
Take the administrative burden of manual schedule exception entry off management-level staff, allowing them more time focused on achieving strategic business objectives.
- ✓ **Take Control**  
Configurable business rules allow for a consistent customer experience and provide the ability to adapt quickly and easily to any changes in adherence analysis.

## Key Components

By achieving the simple objective of eliminating the error-prone, time-consuming task of manual entry and its associated costs, customers experience significant cost saving results as well as improved efficiencies to contact center scheduling.

## Standard Functionality

- Automatic addition of schedule exceptions based on ACD Login/Logout triggers and comparison to agent's schedule
- Configurable business rules to allow for customer-defined adherence activities (example: Defined Grace Periods)
- Application is extremely flexible to accommodate custom business rules such as having different rules based on employee, employee group, employee type and other common variables

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## Prerequisites

Aspect® Workforce Management™ 7.3 (or above), Workforce Management web services, and the .NET 4.0 (or above) framework.

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## Service Includes

Configuration the web services on one Aspect Workforce Management system, the application that automatically updates the Aspect Workforce Management system based on actual contact center adherence activity, and report capabilities to audit automated activities and verify exceptions.

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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>.

