



Aspect® Workforce Management - Empower™

The money you spend on recruiting, training, and compensating employees is the largest part of your contact center investment. To get the most out of this investment you need to free up your supervisors from mundane tasks so they can use their time to manage for effectiveness and productivity, keep employee morale high to reduce costly agent turnover and empower your agents to monitor and manage their own schedules.

Aspect Workforce Management – Empower applications give you the tools you need to leverage your contact center staff as your strongest asset. Fully integrated with Aspect® Workforce Management™, the Aspect Workforce Management - Empower enhancement package simplifies the processes of requesting, reviewing, and automatically approving schedule changes and of communicating those changes as they occur. Aspect Workforce Management - Empower is comprised of two applications—Schedule Planner and Notification Server.

Key Differentiators for Aspect

- ✓ **Agent Empowerment**
Empower agents to bid on shifts, vacation and overtime and to request schedule changes within controlled parameters
- ✓ **Easy Schedule Changes**
Enable supervisors to change the schedules of agents that report to them
- ✓ **Easy-to-Use Scheduling Tools**
Provide agents and supervisors easy-to-use browser and voice self-service scheduling tools
- ✓ **Simplify Scheduling**
Streamline and automate the schedule change and notification process
- ✓ **Free Up Manager/Supervisor Time**
Allow managers and supervisors more time for coaching and supervision
- ✓ **Real-time Schedule Change Notification**
Notify agents and supervisors of schedule changes in real-time via email or screen pop

Key Components

- **Schedule Planner**
Schedule planning improves communications by fielding day-to-day interruptions, saving supervisors time, keeping agents happy, and allowing managers to concentrate on the big picture. With its advanced Web-based user interface, Empower can provide answers to many agent requests automatically. It also helps eliminate the paperwork generated when agents request schedule changes, time off, or overtime and when supervisors post schedule information.

Capability to Address Many Agent Requests

Empower allows agents to make a variety of schedule requests within controlled parameters you define, so you can balance your business requirements with employee needs. Employees can bid for shift preferences, vacation periods, overtime, or optional holidays, as well as request paid or unpaid time off, delete previously approved requests, and drop time from or add time to existing schedules. They can even view other agents' schedules and submit offers to trade shifts, which the other agents can accept or reject. Requests are automatically managed and allocated based on defined business rules which govern the bidding selection criteria, types of trades allowable and allocation criteria, such as seniority, performance or other metrics.

Supervisor Access for Maximum Flexibility

Supervisors, as well as agents can have access to the Empower interface, allowing them to check agent schedules and make changes if necessary or to send team meeting requests to multiple agents. Access is completely customizable through administrative profiles that determine which employee schedules supervisors can view and what functions they can perform.

Easy, Anywhere Access for Employees

Employees can view and request changes to their schedules from workstations in the contact center or from a home computer. With Aspect® Workforce Mobile™, agents can use a smartphone app to review and change their schedules. These features give them more control and ownership of their schedules and time off.

Manager-defined Business Rules to Govern Schedule Preferences and Changes

Using a standard set of defined parameters, Empower can be configured to reflect the work rules and personnel policies of your business. Impartial responses, based on business rules, take away any feeling of unfairness that agents might have if their bids or requests are rejected.

Managers can define rules so that Empower processes each type of bid or request automatically, and they can override the results whenever necessary. They can also change the specific validation checks the software will run for each type of employee bid or request. To save manager's time and minimize interruptions, Empower enters all accepted schedules and schedule changes directly into Aspect® Workforce Management™.

• Notification Server

Notification Server simplifies and automates the time-consuming and often tedious task of notifying staff about schedule changes, status of processed schedule change requests, and trade requests, freeing managers for more important tasks. Supervisors and managers no longer need to make phone calls, print and post reports, type and send email notifications, or walk through the center personally notifying employees of urgent schedule changes.

Notification Server increases efficiency by communicating with contact center staff via SMTP email messages or thin client "screen pops." These may be sent to any email application or device capable of receiving SMTP messages, including Microsoft Outlook, cell phones, WAP devices, text pagers, as well as screen pops to the agent's desktop running Empower.

Employee	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Barnett, Anne M. (2002)		March 1 SERVICE 6:30 AM - 3:00 PM BREAK 1ST 8:00 AM LUNCH 11:00 AM BREAK LA 1:30 PM	2 SERVICE 6:30 AM - 3:00 PM BREAK 1ST 8:00 AM LUNCH 11:00 AM BREAK LA 1:30 PM	3 SERVICE 6:30 AM - 3:00 PM BREAK 1ST 8:00 AM LUNCH 11:00 AM BREAK LA 1:30 PM	4 SERVICE 6:30 AM - 3:00 PM BREAK 1ST 8:00 AM LUNCH 11:00 AM BREAK LA 1:30 PM	5	6
Burchett, Frances S. (2125)		March 1 SERVICE 5:00 AM - 1:30 PM LEAVE EARLY BREAK 1ST 6:30 AM LUNCH 8:30 AM BREAK LA 1:00 PM	2 SERVICE 5:00 AM - 1:30 PM LEAVE EARLY BREAK 1ST 6:45 AM LUNCH 8:30 AM BREAK LA 12:00 PM	3 SERVICE 5:00 AM - 2:30 PM LEAVE EARLY BREAK 1ST 6:15 AM LUNCH 10:15 AM BREAK LA 12:30 PM	4 SERVICE 5:00 AM - 1:30 PM LEAVE EARLY BREAK 1ST 7:15 AM LUNCH 8:45 AM BREAK LA 12:00 PM	5	6
Cabrera, Diana (7777)		March 1 SERVICE 6:30 AM - 3:00 PM BREAK 1ST 8:00 AM LUNCH 10:45 AM BREAK LA 1:00 PM	2 SERVICE 6:30 AM - 3:00 PM BREAK 1ST 8:00 AM LUNCH 10:45 AM BREAK LA 1:00 PM	3 SERVICE 6:30 AM - 3:00 PM BREAK 1ST 8:45 AM LUNCH 10:45 AM BREAK LA 1:00 PM	4 SERVICE 6:30 AM - 3:00 PM BREAK 1ST 8:45 AM LUNCH 10:45 AM BREAK LA 1:00 PM	5 SERVICE 7:30 AM - 4:00 PM BREAK 1ST 9:45 AM LUNCH 11:15 AM BREAK LA 2:00 PM	6

Week at a Glance screen view from Empower

Key Features

- Notify agents and supervisors of schedule changes in real time via email or screen pop
- Automatically field day-to-day interruptions freeing up supervisor and manager time
- Control scheduling parameters to balance business requirements with employee needs
- Employee requests are automatically managed and allocated based on defined rules
- Supervisors can check agent schedules and make changes if necessary
- Agents can view and request changes to their schedules from workstations in the contact center or from home
- Process schedule bids and requests automatically
- Enter all accepted schedules and schedule changes directly into Aspect Workforce Management

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About Aspect

Aspect is on a mission to simplify and improve customer engagement. Our large-enterprise contact center software is used by millions of agents every year and supports billions of consumer interactions around the world. Flexible, highly scalable, best-of-breed applications for self-service, live contact management and workforce optimization help companies keep agents engaged while providing exceptional customer service experiences. Available on-premises or in your choice of hosted, private or public cloud environment. For more information, visit www.aspect.com.

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