Whether your workforce optimisation needs are primarily recording and quality management, workforce management, or full featured workforce optimisation, Aspect has a solution for you. The Aspect Workforce Optimization Suite allows you to get the most from your contact centre or back office employees and technology, so you can deliver the very best customer experience in a way that is cost effective for your enterprise. Effective workforce optimisation tools are absolutely essential to your ability to deliver satisfying engagement with your customers while keeping labor costs under control.

Your contact centre is increasingly becoming a strategic asset for your enterprise. With the proliferation and improved effectiveness of self-service channels, the simpler and more repetitive tasks can be addressed with high customer satisfaction through automated channels such as Web and IVR. The skill level required to address the remaining complex interactions is being driven ever higher, so your agents and their time are increasingly valuable to the success of your enterprise. 

Key Differentiators for Aspect

✓ Modern, Icon and Widget-based User Interface
Highly simplified, web-based, graphical user interface with same look and feel for all WFO components significantly increases agent engagement and productivity

✓ Full-featured WFO Components in Convenient, Affordable Packages
All of the optimisation tools you need packaged in ways that are most useful and cost effective for your operation

✓ Centralised Shared Functionality in Aspect Workforce Optimization Platform
A versatile platform that provides all of the underlying software infrastructure to build any configuration of workforce optimisation

✓ Back Office Workforce Optimisation
Ensure your back office operations are working efficiently and delivering the same high quality as your front office operations

✓ Available On-premises or in the Cloud
Deliver workforce optimisation services in the way that best fits your deployment needs whether on-premises, in the public cloud (AWS), privately hosted or hybrid configuration

✓ World Class Customer Support
After your implementation, enjoy a level of service and support from Aspect that ensures your operation will continue to operate without interruption

✓ A Complete Contact Centre Offering
Aspect understands the technology in your world delivering integrated, omni-channel contact centre infrastructure as well as full-featured workforce optimisation

✓ Supports Complex Workflows Across WFO Components
The Aspect platform enables sharing of data and pre-programmed workflows so you can get the highest value from your WFO software

✓ Top Rated Workforce Management Features
Consistently rated as a top provider of workforce management, Aspect ensures that your agents are always delivering the best customer experience at the lowest cost
Key Components

• A Rich Portfolio of WFO Software Components
  The Aspect® Workforce Optimization Suite™ gives you outstanding insight into your customers, your employees and your operations so you can take immediate action to ensure the best use of your resources. Aspect includes the following integrated software components:

  • Recording
  • Quality Monitoring
  • Workforce Management
  • Performance Management
  • Surveys
  • Coaching
  • eLearning
  • Speech Analytics
  • Desktop Analytics
  • Workforce Management
  • eLearning
  • Back Office Operations

Although these powerful software components are available individually, customers get much more value when purchasing WFO Packages, because these packages embody the most commonly used combinations of our software components.

• Aspect Platform Modern User Interface
  Aspect enables seamless integration with the recent versions of the Workforce Optimization suite. Agents and supervisors are provided with a single graphical user interface for all components of Aspect, sporting a modern, uniform, look and feel similar to the interfaces being used by Apple iOS, Google, Android and Microsoft Windows. This responsive web design supports all popular browsers including Internet Explorer, Safari, Firefox and Chrome and adapts to multiple display devices including PCs, laptops, tablets and smartphones of varying sizes. Unlike some other workforce optimisation providers in the market, no browser plug-ins are necessary to achieve full functionality.

  With this new user-focused design, Aspect has been able to remove the technology barrier between the agent/supervisor and the complexities of workforce optimisation. With easy-to-understand graphical icons, widgets, dashboards and screen layouts, agents and supervisors can understand key performance details at a glance, and streamlined navigation allows agents and supervisors to get to specific areas of the program more quickly and efficiently. In essence, agents and supervisors can accomplish their tasks with fewer clicks and in less time than has ever been possible before.

• On Premises or in the Cloud
  Contact centres across the globe are increasingly recognising the compelling scalability, flexibility and cost advantages of moving their infrastructure to the cloud. What was considered a novelty just a few years ago has now become a strategic imperative for many enterprises. Workforce optimisation is certainly one of the most important support tools for contact centres, and with the increasing demand for cloud-based infrastructure has come the need for robust workforce optimisation delivered from the cloud as well.

  Aspect has a long heritage of on-premises deployment, but as a premier provider of cloud-based services, Aspect can deliver the Aspect platform on-premises, in the Amazon Web Services (AWS) public cloud, privately hosted or in a hybrid cloud configuration. Aspect Via™ Workforce Optimization™ is our highly affordable and scalable suite of WFO components that offers the power of on-premises deployment delivered in a SaaS model from the AWS cloud.

• Back Office Workforce Optimization
  The ACD distributes calls to your front office employees, but how can you efficiently distribute work in the back office? Aspect® Back Office™ is the answer. Aspect Back Office captures work arriving in any channel whether it be from incoming white mail, email, applications such as a claims system, internal forms, fax or other. It creates a virtual queue of work and allocates each work task to members of your back office staff based on skills, current work load and other key factors. It also monitors the progress of the work in real-time and balances work by reallocating work tasks to other individuals based on the backlog of work at any given process step, current resource availability, priority of SLAs, etc.

  Aspect takes an enterprise approach to workforce optimisation and has designed our products to function equally well in both front office and back office environments. The back office can be viewed as just an extension of the front office when it comes to forecasting, scheduling, tracking, performance monitoring, coaching, analytics and many other aspects of WFO. For example, Aspect® Workforce Management™ is capable of making staffing projections incorporating multiple skills such as those required in most back office environments. Combining Aspect workforce optimisation solutions with Aspect Back Office gives you the best of both worlds.
Key Features

• Modern, intuitive browser-based UI
• Inbound/outbound contact centre labor forecasting, planning, scheduling, employee self-service and real-time management
• Accurate forecasting of intra-day staffing levels and SLAs
• Unlimited “what if” labor scenarios
• Manage agent seats in multiple locations including outsourcers
• Schedule trades and sequential shift bidding, trades bulletin board
• Centralised visibility into employee characteristics, preferences, schedules, and performance
• Full-time voice, screen and IVR recording with metadata capture
• Easily upgradeable to our Aspect Via™ solution with native routing, WFO and self-service capabilities
• Simple web-based surveys sent to customers via email with a link
• Dynamic quality evaluations via forms created for agent and mentor
• Speech Analytics fully integrated with Quality Management
• Powerful performance management analysis, scorecards and dashboards with all agent, mentor and customer quality evaluations
• Fast and flexible LVCSR (speech to text) speech analytics
• Trigger coaching workflows and learning curriculums based on manual suggestions or automated KPI thresholds
• Capture real-time desktop activity
• Real-time back-office work task allocation based on SLAs and available resource

Benefits

• Ensure that every employee in front and back office is productive, engaged and working to deliver an exceptional customer experience
• All employees can do their jobs more successfully and happily
• Cut staffing costs while maintaining or improving SLAs
• Make real-time corrective staff changes to ensure SLAs are met
• Monitor 100% of interactions
• Understand performance of individual employees and entire teams
• Gain valuable operational insights into all interaction channels and back office activities
• Ensure highest customer sat with low total cost of ownership
• Get fair and balanced view of all types of quality and ensure appropriate coaching happens quickly
• Minimise risk by exploring the effect of disruptions in demand/resources
• Measure quality from the most important perspective – the customer’s
• Shorten learning curve of all WFO activities and improve efficiency with simple UI
• Rapidly improve agent performance with standardised learning courses

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About Aspect
Aspect helps enterprises break down the walls between people, processes, systems and data sources, empowering organisations to unite around the customer journey. Our customer engagement centre offers native interaction, management, workforce optimisation 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 uk.aspect.com.

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