Aspect®
Workforce Optimization™

Your contact center 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. Effective workforce optimization tools are absolutely essential to your ability to deliver satisfying engagement with your customers while keeping labor costs under control.

Whether your workforce optimization needs are primarily recording and quality management, workforce management, or full featured workforce optimization, Aspect has a solution for you. The Aspect Workforce Optimization Suite allows you to get the most from your contact center 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. Aspect offers a rich portfolio of workforce optimization tools including workforce management, performance management, recording, quality management, speech analytics and much more.

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 optimization tools you need packaged in ways that are most useful and cost effective for your operation

✓ **Centralized shared functionality in Aspect Workforce Optimization Platform**
A versatile platform that provides all of the underlying software infrastructure to build any configuration of workforce optimization

✓ **Back office workforce optimization**
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 optimization services in the way that best fits your deployment needs whether on-premises, in the pure cloud, 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 center offering**
Aspect understands the technology in your world delivering integrated, omni-channel contact center infrastructure as well as full-featured workforce optimization

✓ **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
- Back Office Operations

Although these powerful software components are available individually, customers get much more value when purchasing one of the nine WFO Packages shown below, 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 optimization 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 optimization. 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.

• WFO Packages: An Offering for Every Contact Center or Back Office Operation

Each contact center and back office operation is unique, so specific workforce optimization needs can vary greatly. Aspect recognizes this wide range of needs and has designed three families of workforce optimization packages to address the most common workforce problems: Aspect Recording and Quality Management, Aspect Workforce Management, and Aspect Workforce Optimization. Within each family there are three tiers of feature breadth as follows:

Recording and Quality Management Packages	Aspect Recording Basic	Aspect Quality Management Advanced	Aspect Quality Management Enterprise
Workforce Management Packages	Aspect Workforce Management Basic	Aspect Workforce Management Advanced	Aspect Workforce Management Enterprise
Workforce Optimization Packages	Aspect Workforce Optimization Basic	Aspect Workforce Optimization Advanced	Aspect Workforce Optimization Enterprise

The new Aspect packages give Aspect customers solutions that better fit the typical needs of the largest segments of the contact enter and back office markets at affordable prices. For example, many smaller contact centers need only recording and playback capability, so Aspect has made available a package with only the bare essential recording and playback features at a price that is very competitive.

In addition, the Aspect WFO packages are priced so that customers get good discounts for buying multiple software components, and Aspect provides an affordable upgrade path from Basic to Advanced to Enterprise offerings, so they can buy at the lower end and upgrade later. There is also an attractive upgrade path for existing Aspect software customers that want to migrate to the new integrated packages.

- **On Premises or in the Cloud**

  Contact centers across the globe are increasingly recognizing 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 optimization is certainly one of the most important support tools for contact centers, and with the increasing demand for cloud-based infrastructure has come the need for robust workforce optimization 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, completely in the pure cloud, hosted in the Aspect Cloud or in a hybrid cloud configuration. With tight integration to our contact center infrastructure offerings, combined solutions of UIP, Zipwire and the Aspect® Outbound Cloud powered by LiveVox™ with Aspect give you unparalleled operating features at an affordable price.

- **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 optimization 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 optimization solutions with Aspect Back Office gives you the best of both worlds.

Key Features

- Modern, intuitive browser-based UI

- Inbound/outbound contact center 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

- Centralized visibility into employee characteristics, preferences, schedules, and performance

- Full-time voice, screen and IVR recording with metadata capture

- Tight integration with Aspect UIP

- Simple web-based surveys sent to customers via email with a link

- Easy quality evaluations via forms created for agent and mentor

- Powerful data analysis, scorecards and dashboards with all agent, mentor and customer quality evaluations

- Fast and flexible phonetically indexed 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

- Minimize 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 standardized learning courses

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About Aspect

Aspect helps enterprises break down the walls between people, processes, systems and data sources, empowering organizations to unite around the customer journey. Our customer engagement center offers native interaction management, workforce optimization 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 **www.aspect.com**.

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