



Amazon Connect Integration with Aspect® Workforce Management™

Many contact centers are seeing the huge advantages of moving their infrastructure to the cloud. Amazon has created a simple, self-service, cloud-based contact center service, Amazon Connect, that's scalable, reliable and low cost – using pay-as-you-go pricing. But in a contact center of any size, you also need to plan and manage your customer service labor in an organized way.

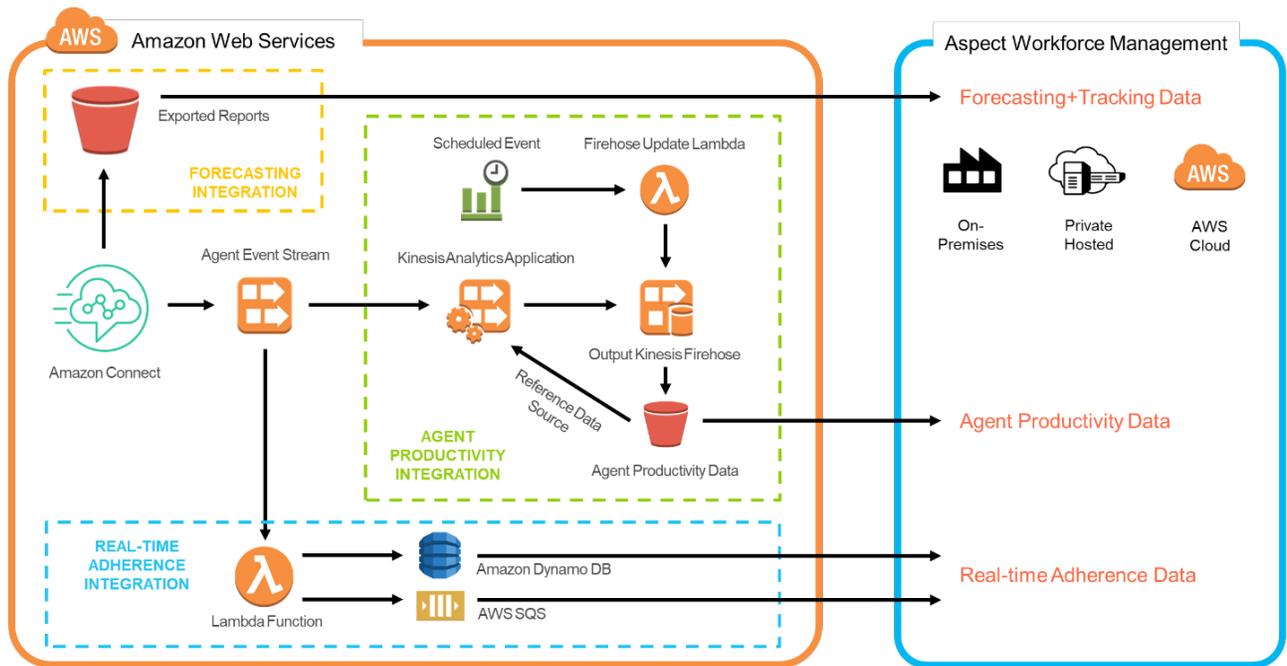
Aspect is pleased to announce integration of the Amazon Connect cloud-based contact center with Aspect's market-leading Aspect Workforce Management (WFM) solution. Together, these two powerful yet flexible systems provide the foundation for enterprise customers to rapidly deploy and operate an efficient and cost-effective contact center that delivers great customer experiences while intelligently managing staffing costs.

Key Differentiators for Aspect

- ✓ **Optimal Forecasting, Scheduling and Tracking**
Aspect WFM has been long recognized by industry analysts as a leading workforce management solution with the most powerful features.
- ✓ **Seamless, Easy Workforce Management Integration**
The Amazon Quick Start Guide makes it simple to add integration with Aspect WFM to Amazon Connect.
- ✓ **Deployment Flexibility**
Add Aspect WFM to Amazon Connect as an on-premises, hosted or Aspect Via® Workforce Management™ (SaaS) solution.
- ✓ **AWS Advanced Technology Partner**
Aspect is rated in the highest tier of the AWS Partner Network as an Advanced Technology Partner.
- ✓ **Flexible Network Topology**
Centrally balance workloads whether Amazon Connect is primary or secondary ACD.
- ✓ **Rich Complement of Amazon Connect Data**
Historical and real-time data transfers from Aspect Connect support all phases of the workforce planning process.
- ✓ **Supports Aspect® Workforce Mobile™**
Aspect WFM/Amazon Connect solution enables convenient mobile access for many remote agent scheduling activities.

Key Components

- **Data Connectivity**
The Amazon Connect Integration to Aspect Workforce Management uses the many flexible features of the AWS Cloud to provide workforce management forecasting and tracking data, agent productivity data and real-time adherence data as shown in the diagram below.



- **Complete Workforce Planning Cycle**

The integration of Amazon Connect and Aspect® Workforce Management™ (WFM) enables a complete cycle of workforce planning including forecasting call volume, scheduling employees, tracking adherence to schedule and evaluating performance.

- **Planning and forecasting:** Aspect Workforce Management uses proven, accurate forecasting models to predict future call volumes that are segmented by type of contact. Call volumes are used to derive the required staffing for each type of contact.
- **Scheduling:** Detailed employee schedules are created based on key factors such as demand, resource availability, employee schedule preferences, work and equity rules and well as union or contractual restrictions. Aspect WFM allows the user to run “what-if” scenarios to test schedules for sensitivity to unexpected occurrences such as higher-than-expected demand.
- **Tracking:** Data from Amazon Connect is updated in near real-time throughout the day to quickly identify deviations from expected call volumes, average handle time, number of staff available, SLAs and other important metrics. The workforce planner knows immediately if action must be taken to prevent deterioration of contact center performance.
- **Evaluating Performance:** Workforce planners can view agent productivity and adherence both historically and in real-time, with insightful graphical intra-day displays. Agent and team performance can be easily viewed with drill down and drill up capability.
- **Next Generation Workforce Management**
In addition to being a leader in workforce management solutions for decades, Aspect WFM is also leading the way to a new generation of workforce management tools with features such as:
 - Simplified web-based user dashboard
 - Responsive design supporting all major browsers
 - User-customizable view
 - Unlimited “what-if” scenarios

- Easy employee self-service
 - Permits highly variable schedules for Gig Economy workers
 - Schedule optimization based on business need or employee preference
 - Easy to use native mobile scheduling app with agent notification
- **More Detailed Information on Aspect® Workforce Management™ (WFM) Products**
For more detailed information on Aspect WFM (both on-premises and hosted) visit: <https://www.aspect.com/globalassets/aspect-workforce-management-ds.pdf>

To learn more, or to get started using Aspect Workforce Management and Amazon Connect, call us at 1-888-547-2481 or visit www.aspect.com/contact-us.

Key Features

- Integration provides Amazon Connect users access to a leading workforce management solution
- Seamless, quick deployment using AWS tools
- Improve the customer experience while improving the agent experience
- Accurate forecasting of future call volumes
- Schedules that meet both business objectives and agent preferences
- Modern icon and widget-based interface
- Easy-to-use agent self-service tools
- Unlimited “what-if” scheduling scenarios
- Near real-time adherence monitoring and performance metrics
- Detailed analyses of historical events
- Deploy Aspect WFM as on-premises, in a hosted private cloud or in the AWS public cloud
- Aspect is an AWS Advanced Technology Partner
- Flexibility for Amazon Connect to be either the primary ACD or a secondary ACD
- All data access components pre-configured
- Aspect® Workforce Mobile™ fully supported for remote agent access

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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. Follow Aspect on Twitter at [@AspectSoftware](https://twitter.com/AspectSoftware). Read our blogs at <http://blogs.aspect.com>.

