



Aspect® Human Resource Information System (HRIS) Link

Benefit from having a quick and cost-effective link that integrates Aspect® Workforce Management with your human resource information systems. The integrated workflow of data results in fewer human errors and increased accuracy for a more streamline approach to managing the HR needs of your contact center staff.

The barriers inherent in disparate HR systems make your HR department vulnerable to risks due to human errors associated with manual data collection and sharing. Delayed payroll, incorrect hours worked and pay amounts plus errors with accrued time off balances are just some examples. Manual and duplicate workflows for non-connected HR systems also increase administrative costs. Together these put you at risk of alienating your staff as well as creating satisfaction and retention issues.

Aspect's HRIS Link facilitates the automated transfer of information from Aspect Workforce Management to key Human Resource Information systems – HR, Payroll and CRM systems. Aspect HRIS Link creates transparent workflows configured on the business rules unique to your organization so that all systems appear to be working as one for more efficient HR administration.

Key Differentiators for Aspect

- ✓ **Integrating Data and Technology**
Automate tasks to ensure time and payroll accuracy and to streamline processes for lower HR administrative costs
- ✓ **Unified Architecture**
Built to work in harmony with Aspect Workforce Management, Aspect HRIS Link automates administrative tasks, integrating disparate systems to give the appearance of being one highly functioning system
- ✓ **Unified Implementation**
Utilizes a smaller footprint for a more rapid deployment, so you spend less time with IT to get this deployed and can begin using it quicker
- ✓ **Enriched Options**
Flexible, scalable, and sophisticated, yet Link is simple enough to deploy with ease and confidence because it is designed as modules that are prebuilt with the appropriate business logic and defined by your unique business needs, resulting in an effortless deployment.
- ✓ **Transparent Integration**
By connecting separate systems, agents can be assured of being paid correctly and in a timely manner, and of having a correct record for vacation and other earned time off
- ✓ **Proactive Care**
Proactively taking care of your staff and the issues most important to them, such as payroll, creates a positive environment which allows them to focus on serving customers
- ✓ **Engaging Staff**
Knowing HR administrative tasks are handled with accuracy fosters greater job satisfaction and retention

Key Components

With Aspect HRIS Link you'll experience a simplified deployment and see immediate benefits because you are up and running faster. Your deployment is simplified with easy to configure modules containing business logic definable based on your unique business needs. The following modules link Aspect Workforce Management to your existing HR systems for transparent workflows resulting in a smoother running HR administration.

Punch (Login/Logout) Export:

- Queries Aspect Workforce Management and exports Punch In / Out events (pairs) based on defined business logic for import into Payroll/HR system

Paycode Export:

- Queries Aspect Workforce Management and exports "Time / Durations" for each employee's scheduled 'paycodes' based on defined business logic

Personal Account Balance Process:

- Imports an external Human Resources data file from the customer's HR, CRM or timekeeping system to provide accurate, up-to-date accrued time-off balances for Aspect® Workforce Management agents
- Provides precise and timely balances for contact center staff to use when scheduling future time off

Schedule/Segment Export Process:

- Provides a flexible and enhanced export of schedule data via queries from Aspect Workforce Management and exports 'Schedule Segment Detail' records for each employee based on defined business logic. This file can then be imported by external Human Resource Information Systems.
- Accurately tracks the time worked by employees by removing the human error factor
- Reduces administrative tasks and increases employee satisfaction by having accurate pay data

Enhanced Employee Import Process:

- Decreases duplicative data entry by providing a method to automatically create an employee profile within Workforce Management using data from Human Resource Information Systems. This eliminates the need to manually enter new employee information into Aspect Workforce Management.

Enhanced Employee Web Services:

- Allows for enhanced third party enterprise agent administration

Prerequisites

Aspect HRIS Link works with Aspect Workforce Management 7.0+ and Aspect Workforce Management web services .NET framework, while following customer-provided data models to integrate with accessible back office HR systems.

Service Includes

Services include the configuration of web services on one Aspect Workforce Management system and the option to utilize three HRIS Link modules. In addition, a one-day configuration and administration session of best practices is provided by an Aspect® Professional Services Innovations Consultant.

Corporate Headquarters East

300 Apollo Drive
Chelmsford, MA 01824
+(1) 978 250 7900 office
+(1) 978 244 7410 fax

Corporate Headquarters West

2325 E. Camelback Road,
Suite 700
Phoenix, AZ 85016
+(1) 602 282 1500 office
+(1) 602 956 2294 fax

Europe & Africa Headquarters

2 The Square, Stockley Park
Uxbridge
Middlesex UB11 1AD
+(44) 20 8589 1000 office
+(44) 20 8589 1001 fax

**Asia Pacific & Middle East
Headquarters**

8 Cross Street
25-01/02 PWC Building
Singapore 048424
+(65) 6590 0388 office
+(65) 6324 1003 fax

About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit www.aspect.com.

