



Aspect® Workforce Management Adherence Link

Take control of contact center adherence with key automation tasks as well as improved reporting accuracy and analysis.

Human error and manual time consuming tasks are apparent in any environment and can be extremely inefficient and expensive. With Aspect Workforce Management Adherence Link both of these business problems are solved automatically. Generate up-to-date contact center schedules, and produce intraday statistics that accurately reflect time worked, and not time scheduled, based on customer specific business rules.

Key Differentiators for Aspect

- ✓ **Improve Staffing Accuracy**
Automating the entry of schedule exceptions will drastically decrease human errors that occur in manual entry processes
- ✓ **Reduce Costs**
Automating processes decrease the need for administrative "live" exception entry support
- ✓ **Empower Staff**
Take the administrative burden of manual schedule exception entry off management-level staff, allowing them more time focused on achieving strategic business objectives
- ✓ **Take Control**
Configurable business rules allow for a consistent customer experience and provide the ability to adapt quickly and easily to any changes in adherence analysis

Key Components

By achieving the simple objective of eliminating the error-prone, time-consuming task of manual entry and its associated costs, customers experience significant cost saving results as well as improved efficiencies to contact center scheduling.

Standard Functionality

- Automatic addition of schedule exceptions based on ACD Login/Logout triggers and comparison to agent's schedule
- Configurable business rules to allow for customer-defined adherence activities (example: Defined Grace Periods)
- Application is extremely flexible to accommodate custom business rules such as having different rules based on employee, employee group, employee type and other common variables

Prerequisites

Aspect Workforce Management 7.3 (or above), Workforce Management web services, and the .NET 4.0 (or above) framework.

Service Includes

Configuration the web services on one Aspect Workforce Management system, the application that automatically updates the Aspect Workforce Management system based on actual contact center adherence activity, and report capabilities to audit automated activities and verify exceptions.

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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.

