



# Aspect® Workforce AI™

A recent study by Accenture predicts that Artificial Intelligence (AI) has the ability to boost labor productivity by 40% in developed countries over the next decade and a half. Since about 70% of contact center operational expense is the cost of labor, there is a huge opportunity to radically alter the contact center operating model for the better. AI ushers in a new era of fundamentally redefined business processes, streamlined labor-intensive tasks, valuable and proactively delivered operational insights, and easier lives for all contact center employees.

Aspect is answering the call for contact center AI technology that provides these immediate benefits, while supporting an ever-growing portfolio of increasingly complex uses for Artificial Intelligence. Aspect Workforce AI is an open platform that spans systems that have been historically siloed and provides the foundation for countless types of intelligent automation of contact center functions. We call these intelligent automations "Skills", and each one is designed to solve a unique contact center problem. Aspect Workforce AI puts customers on the path toward the vision of a "Driverless Contact Center" that will run largely autonomously, with little human intervention required to manage day-to-day functions.

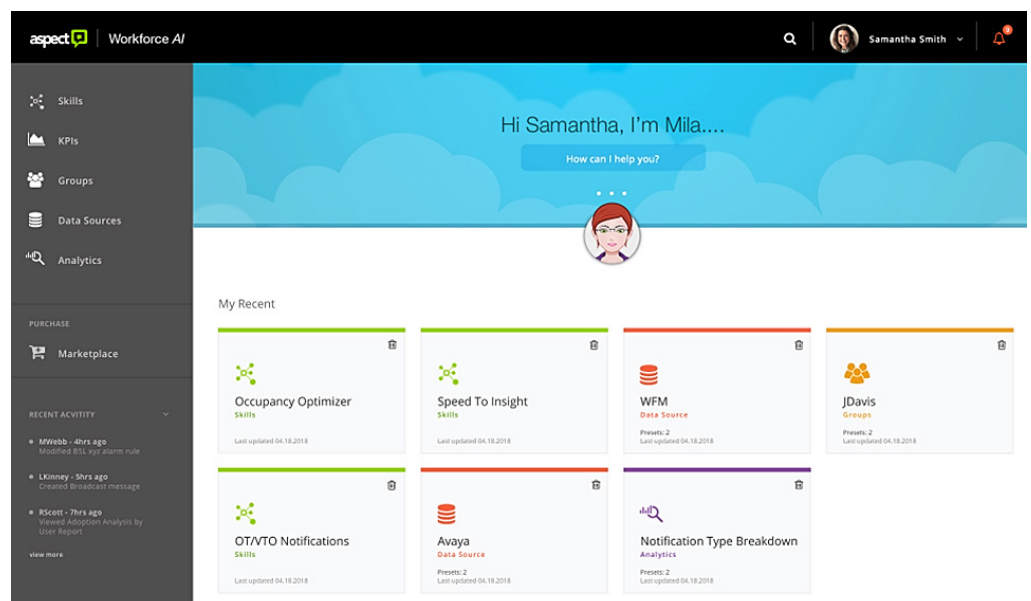
## Key Differentiators

- ✓ Incorporates intelligent automation of both agent and administrative roles
- ✓ Centralizes automation and key decision-making for many contact center systems
- ✓ Specialized "Core Skills" automate common time-consuming tasks
- ✓ High value "Premium Skills" are easily deployable
- ✓ Flexible deployment model allows for On-Premise and Hosted/Private Cloud implementation
- ✓ Easily expandable to powerful new skills

## Key Components

### • Simple UI for Administration

Aspect Workforce AI provides easy administration of skills including defining data sources and employee communication channels, specifying the business logic for intelligent actions to be taken, managing users, and insightful Business Intelligence.



• **Intelligent Automation**

Historically, contact center automation has consisted merely of enhancements to specific functions within software applications. That led to the proliferation of siloed automations, often without any standardization, data sharing, communication, or common UI. We have relied on humans to make decisions about critical contact center actions, since there was no other intelligent entity that could understand information from the many sources of data, apply knowledge gained from previous experience and make important decisions that directly affect contact center operation. Aspect® Workforce AI™ takes automation to the next level by centralizing the knowledge and decision-making capability that formerly required a human brain and embedding it as business rules in the Aspect Workforce AI platform. With these powerful business rules that are distilled from decades of contact center operational experience and knowledge, many important administrative and agent functions can be performed quickly, consistently and without risk of a bad decision or the involvement of a human being.

• **Aspect Workforce AI Platform**

The Aspect Workforce AI platform is the foundational environment upon which all Aspect Artificial Intelligence solutions are built. Input data streams sourced from contact center systems are available for use by any of the Aspect Workforce AI Skills to make intelligent automated decisions or to provide valuable Business Intelligence to users. Likewise, the Aspect Workforce AI platform enables intelligent action through APIs with contact center applications that can send important messages to selected agents, change the queue state of an agent, create links to reports, etc. Aspect Workforce AI provides a simple and flexible framework for creating intelligent business rules that guide the execution of automation within Skills.

• **Enterprise “Work Bot” Enabled**

Aspect® Mila™ (the virtual assistant for the workforce), is a key component of the Aspect Workforce AI solution. Using Aspect’s Natural Language Understanding (NLU) engine, Aspect Mila enables easy and convenient communication for remote employees and provides a platform for automations using a personal assistant.

In subsequent releases, Aspect will continue to make the lives of all employees as easy as possible by using the Aspect Mila NLU chatbot as the personal “face” of Aspect Workforce AI. Users at all levels can access Skills using either simple natural language text via desktop, SMS or email, or they can use natural language voice through Amazon Alexa.

• **Aspect Workforce AI Standard Skills**

Each Skill within Aspect Workforce AI uses a pre-configured set of business rules designed to accomplish an important contact center task very well. Aspect’s Standard Skills are designed to address common workforce problems that include the following:

	RTA Alarm Management	Schedule Activity Reminders	OT/VTO Notifications	Broadcast Messaging	Schedule Attendant
What’s in the Skill?	<ul style="list-style-type: none"> <li>Automates and escalates notifications to supervisors when agents are out of adherence</li> <li>Automates entry of schedule exceptions</li> <li>User configurable rules and thresholds</li> </ul>	<ul style="list-style-type: none"> <li>Notifications of important agent events in advance</li> <li>Delivery of notifications in channel of agent’s choosing</li> <li>User configurable rules and thresholds</li> </ul>	<ul style="list-style-type: none"> <li>Automated notifications of Overtime and Voluntary Time Off</li> <li>Forward looking and intra-day</li> <li>Each agent has a portal to choose channel of choice and preferred times for notifications</li> </ul>	<ul style="list-style-type: none"> <li>Alert workforce to system outages, office closures, other ad-hoc information</li> <li>Each agent has a portal to choose channel of choice and preferred times for notifications</li> <li>Embed URLs for access to content</li> </ul>	<ul style="list-style-type: none"> <li>Remote access to WFM schedule information through DTMF and natural language SMS (Aspect Mila)</li> <li>View/change schedules and time off requests</li> <li>View personal account balance</li> </ul>
What value does the Skill provide?	<ul style="list-style-type: none"> <li>Ensure adherence issues are fixed quickly</li> <li>Reduce mundane data entry for WFM staff and supervisors</li> <li>Reduced cost</li> <li>Better adherence to SLAs</li> </ul>	<ul style="list-style-type: none"> <li>Improve agent adherence to schedule with simple and inobtrusive reminders</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced agent engagement</li> <li>Reduced administrative workload</li> <li>Better adherence to SLAs</li> <li>Reduced cost</li> </ul>	<ul style="list-style-type: none"> <li>Enhance agent engagement by providing latest information even when out of office</li> </ul>	<ul style="list-style-type: none"> <li>Increase productivity of agents by reducing time spent managing their schedules</li> <li>Enhance agent engagement</li> </ul>

• **Aspect® Workforce AI™ Premium Skills**

In addition to the Standard Skills, Aspect also offers several very powerful “Premium Skills” that deliver very rapid ROI:

	Occupancy Optimizer	Speed to Insight	Agent Assist (Future)
What’s in the Skill?	<ul style="list-style-type: none"> <li>Optimize use of agents by intelligently taking advantage of idle time</li> <li>Balance resources across different channels (e.g. Inbound, Outbound, Chat) automatically in real time.</li> <li>Deliver training content during times of high availability</li> </ul>	<ul style="list-style-type: none"> <li>Test outcomes of minor adjustments to intra-day plan in real-time</li> <li>Perform what-if scenarios on 6 key WFM parameters</li> <li>Issue OT/VTO notifications based on intra-day scenario outcomes</li> <li>Simplify and enhance the speed of forecasting and scheduling</li> </ul>	<ul style="list-style-type: none"> <li>Help agents get the information they need for customers in real-time</li> <li>Find best information using a sequential search of application history, knowledgebase, supervisor, specialists, idle agents</li> <li>Requesting agent has ability to rate the quality of the answer</li> </ul>
What value does the Skill provide?	<ul style="list-style-type: none"> <li>Improve agent occupancy and productivity based on real-time contact center conditions</li> <li>Ensure service level is met while providing a great customer experience</li> </ul>	<ul style="list-style-type: none"> <li>Staff the right number of agents in real-time using better insights</li> <li>Reduce administrative time</li> <li>Increate agent productivity</li> <li>Increase voluntary time off and decrease overtime</li> </ul>	<ul style="list-style-type: none"> <li>Improve key KPIs including AHT, agent engagement, customer experience, occupancy</li> <li>Agents do not need to follow-up to get questions answered</li> <li>Empower agents and increase agent satisfaction</li> </ul>

Aspect continues to expand the portfolio of Premium Skills as customers identify high value use cases for the Aspect Workforce AI automation platform. If you see a new application for automation that spans one or more components of the Aspect Workforce Optimization Suite, please contact your account executive, and we will review your idea for the next big Skill.

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**About Aspect**

Aspect helps enterprises break down the walls between people, processes, systems and data sources, allowing organizations to unite around the customer journey. By developing fully native [interaction management](#), [workforce optimization](#) and [self-service](#) capabilities within a single customer engagement center, we enable dynamic, conversational interactions and create a truly frictionless omni-channel customer experience. Leveraging the agility of our worldwide cloud infrastructure 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](http://www.aspect.com).

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