



Aspect® Workforce Mobile™

Aspect Workforce Mobile provides immediate access for your staff and management to your Aspect EQ™ Workforce Management™ system directly from their mobile devices. Empower agents to self-manage their schedules remotely, and provide supervisors with the tools they need to track schedules, agent requests and intra-day performance from smartphones and tablet devices while they are “on the go”.

Contact center personnel can access critical information, send real-time notifications and access timely schedule updates at any time, from any location, directly from their mobile device. Keep Aspect EQ Workforce Management up-to-date easily by the individuals closest to daily personnel changes. Allow the system to produce the most accurate intraday schedules possible, decreasing your internal costs while increasing your manager’s productivity.

Key Differentiators for Aspect

- ✓ **Integrated Security**
Specialized mobile access for your staff and contact center management is enabled through authenticated sign on
- ✓ **Empower Agents**
Supervisors and agents can see the status of their schedules and change requests online without having to call in, ask supervisors or access their desktop to view the status of their requests. Once approved, requests are directly incorporated into the system without further manual intervention, saving time and reducing errors.
- ✓ **Supervisor Efficiency**
Provide supervisors improved efficiency in monitoring key contact center metrics, by eliminating manual intervention, reducing the administrative workload and allowing them to focus on other business needs, which results in improved overall contact center performance
- ✓ **Real-time Scheduling Updates**
Once an agent’s request is approved, requests are directly incorporated into the system for real-time use without further manual intervention, saving time and reducing errors
- ✓ **Flexibility**
Mobile access is functional across various mobile platforms, including: iPhone, Android, and tablets. The mobile application can also be customized to meet the special needs of your contact center.
- ✓ **Timely Notifications, Responsive Management**
Keep your staff current and informed with online notifications and with access from their mobile devices.

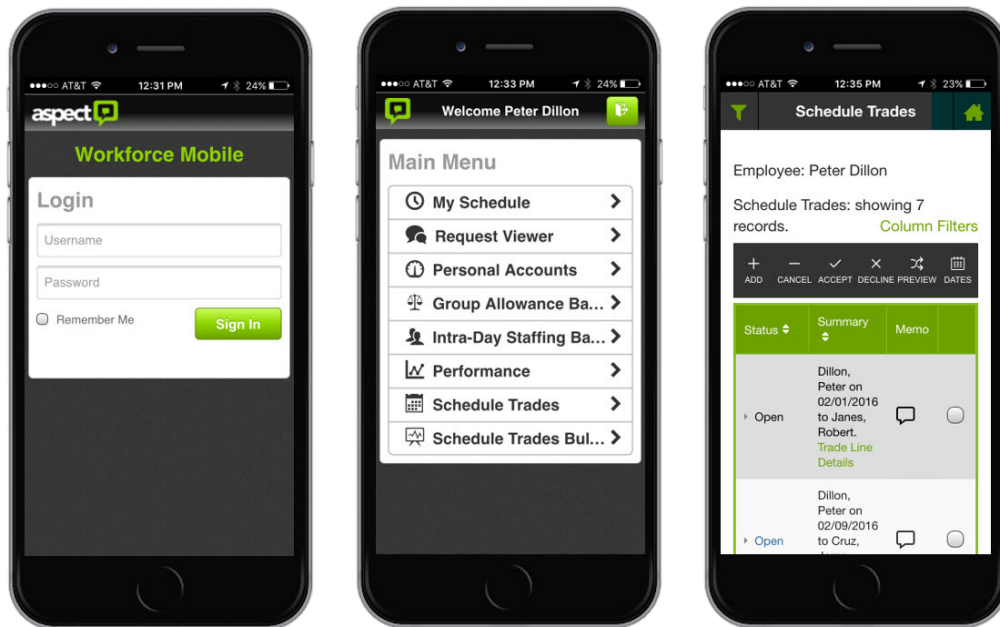
Key Components

Today’s on-the-go lifestyle does not stop once you punch-in on a time clock and work continues even when you walk out the office door. Mobile capabilities benefit both contact center management and staff. When integrating Aspect Workforce Mobile with Aspect EQ Workforce Management you have the added functionality to manage your staff while at the same time managing productivity by having access to the most accurate intraday schedules no matter where you are located. The benefits are significant. You will be able to:

- Empower your staff to manage their schedules effectively and increase their overall engagement and job satisfaction. Specifically, agents can:
 - View, add, edit agent schedule segment (PTO, sick, etc.)
 - View agent performance statistics (ACD activities, compliance, etc.)

- Create, accept & decline schedule trades (full or partial day)
- View and interact with Schedule Bulletin Board
- View group allowance balances
- View intra-day staffing balances
- View schedule requests
- View personal account balances
- Receive push notifications on mobile for overtime, VTO and other types of notifications
 - Requires purchase and implementation of Aspect EQ™ Inform™
- Decrease internal expenses dramatically by requiring less manual intervention for processing scheduling requests
- Reduce costs by providing Aspect EQ™ Workforce Management™ critical updates to ensure accurate, efficient, intraday scheduling
- Provide greater flexibility to your management team by giving them easy access to information they need when on the floor, at their desk, or at home
- Allow management to notify one team or the entire contact center with easy to use real-time notifications ensuring responsiveness by providing current information

Aspect® Workforce Mobile™ is purposely built for Aspect EQ Workforce Management and its web services. When purchased, you will receive installation and configuration of the mobile application on the Aspect EQ Workforce Management web server as well as administrative training on application maintenance and user profiles.



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About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern customer engagement strategy: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

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