

Tools for the Mobile Workforce

In the past year, it has become increasingly common for employees to work remotely. Nearly 30% of contact center agents are working remotely¹ ([Aspect Agent Experience Survey, 2020](#)). Aspect has embraced this dramatic change by helping to provide contact centers and their agents with a simple mobile application which mimics the already powerful desktop version of Aspect® Workforce Management™. This fully integrated piece of WFM helps to make your Mobile Workforce as efficient as possible. Aspect® Workforce Mobile™ empowers the mobile workforce with 24/7 smartphone access to WFM scheduling, as well as both individual and team performance metrics. Scheduling needs, schedule trades/changes, personal KPIs and more are seamlessly incorporated into a single unique mobile application and updated in real time.

It should be no surprise that phones are a ubiquitous part of our lives. In fact, Asurion President Cindy Christy recently stated that, “Across work, grocery shopping, school and staying connected to friends and family, phones are increasingly critical for most day-to-day activities. This trend has accelerated during the pandemic”² ([Audacy](#)). Christy’s statement was prompted by a recent Asurion study that found that people now value phones as their most important possession — even over cars³ ([Asurion](#)). As a result, contact centers should be actively working to communicate their business needs and simplify employee experience through their mobile devices. Aspect Workforce Mobile provides agents with easy and immediate access to their own personal metrics and can schedule trades quickly, and supervisors can manage their agents effectively, all while on the go!

“Remote work will rise to 300% of pre-COVID-19 levels. ...As a major portion of the workforce develops the skills and preference for effective remote work, they will expect work-from-anywhere tech and culture – triggering major changes in talent acquisition (and poaching).”⁵

- [Forrester](#)



Reengage Your Agents

Agents across contact centers worldwide are working remotely now more than ever before and don’t have in-person support.

A late-2020 Forbes article stated, “In 2021 employees will need to put extra effort into amplifying their engagement virtually to ensure they have access to new opportunities. In a remote setting where employees collaborate mostly via email, engagement is much harder for workers to convey and for employers to identify”⁴ ([Forbes](#)). You can help reengage your agents by providing them with the tools necessary to remain efficient and keep your contact center as productive as possible, while retaining high levels of agent morale. One of the most effective tools at accomplishing this is Aspect Workforce Mobile. Using Aspect Workforce Mobile, agents have their schedule and performance metrics at their fingertips, allowing them to remain connected to their colleagues and supervisors from anywhere at any time. This ensures that agents enjoy the greatest convenience and flexibility when determining their schedules or making potential schedule changes, as well as keeping up to date on their KPIs.



Empower your Agents’ Supervisors

Employee empowerment does not solely exist within the walls of an office or at a desk. Aspect Workforce Mobile allows agents to receive and respond to updates wherever they are at any time. Agents can also customize how (SMS, email, push notifications) and when they receive these notifications, leading to a higher adoption rate of the application across a contact center’s mobile

workforce. Agents are able to easily change their schedules from anywhere via the Aspect® Workforce Mobile™ application and automated approvals/denials. Supervisors can easily manage scheduling processes week-in and week-out, giving them more time to focus their attention on other work.

If a supervisor makes a change in scheduling (such as offering overtime or voluntary time off), agents will receive notifications reflecting the change directly on their mobile device in real time. Additionally, Aspect Workforce Mobile is constantly running in the background of Aspect WFM as it checks for conditions in which the contact center is out of adherence, and it notifies appropriate employees based on configured business rules without the need for supervisor intervention. This automated process removes a supervisor's need to manually contact the appropriate employees. Through Aspect Workforce Mobile, scheduling extra or fewer agents, viewing individual performance metrics, arranging schedule trades, and more are all streamlined.

Aspect Workforce Mobile can also let supervisors monitor agents' intraday performance metrics in case they are not physically at a desktop to do so. Supervisors can easily review very specific IDP metrics for each employee and team; likewise, agents can view their own individual metrics on Aspect Workforce Mobile on their own devices.



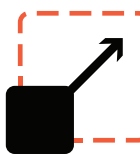
Manage, Schedule, Motivate

By far one of the largest challenges of modern contact centers is high turnover rates and low agent retention; according to recent research from Quality Assurance & Training Connection, the average turnover rate for contact centers is between 30% to 45% (more than double the average for other occupations)⁶ ([Daily Pay 2019](#)). Aspect Workforce Mobile can help reduce turnover rates and costs by affording agents unique capabilities to take control of their schedules, even while on-the-go!

It's critical for employees to feel like they are being supported, and Aspect Workforce Mobile does just that for both agents and their supervisors, providing them with a better work/life balance. A recent Kentik study of global networking professionals found that over half of working professionals are concerned with their work/life balance⁷ ([Kentik June, 2020](#)). The ease of use of Aspect Workforce Mobile makes it simple for employees to coordinate scheduled hours while remaining extremely flexible, and the seamless mobile interface mimics the desktop version of Aspect WFM that employees are already accustomed to. The usability, flexibility, and mobility of Aspect Workforce Mobile

results in a better work/life balance for employees, raising morale and potentially reducing turnover.

Aspect Workforce Mobile is not only a great application to provide both contact center executives and their employees with the tools they need to be efficient, but it also simply makes the experiences of these agents better. Agents want to freely control their work/life balance while on the go, and their supervisors want to allow them to do so while keeping their contact center productive; Aspect Workforce Mobile can help them accomplish this.

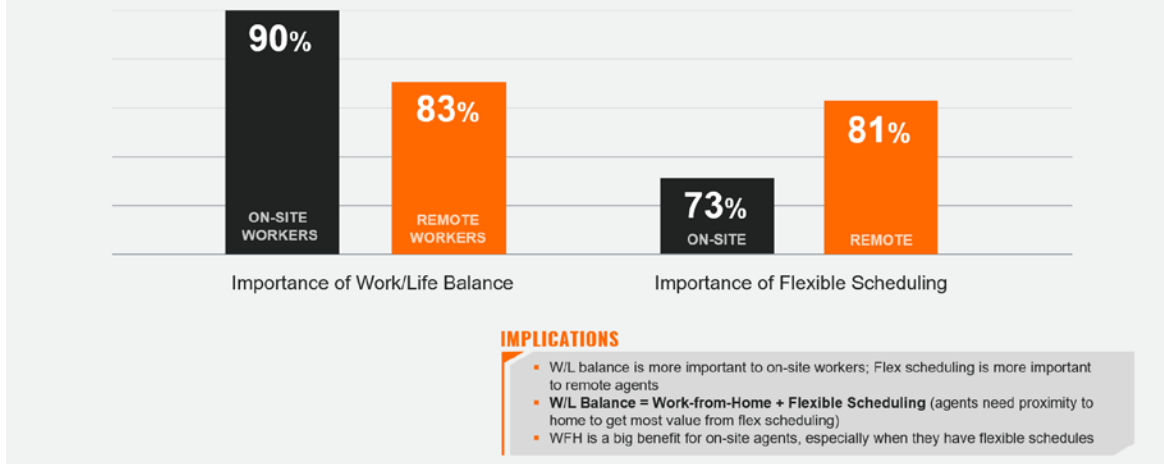


Keeping Up with the Modern Contact Center

Scalable WFM software that can quickly adapt to changing business needs is critical to modern day enterprises, and the experts at International Data Corporation (IDC) agree, stating "The rate of change and innovation of cloud-based products exceeds any innovation cycle of software in history."⁸ ([IDC January, 2020](#)). Aspect has stayed on pace with changes and advancements in the industry, providing contact centers with yet another phenomenal tool that allows supervisors to tap into their workforce anytime, anywhere.

With more and more agents working remotely, it is crucial to provide them with the means necessary to be successful, flexible, and feel like they have a solid work/life balance. Aspect's most recent Agent Experience Index Survey found that 90% of on-site workers find a work/life balance important to them, while 81% of remote workers found flexible scheduling important to them¹ ([Aspect Agent Experience Survey, 2020](#)). Aspect Workforce Mobile can help both remote and in-office agents to strike a balance in their work schedules, as it leaves room for flexibility and automatically ensures that the contact center will not be overstaffed or understaffed when employees do make schedule changes. Aspect Workforce Mobile delivers an agent interface that makes it simple to schedule one's shifts when they want, as well as pick up shifts as they are needed (even on short notice). Agents clearly have a desire for control, flexibility, and mobility; Aspect Workforce Mobile provides agents with those three core elements in an easy to use, mobile application.

Remote Worker Preferences | W/L Balance and Scheduling



(Aspect Agent Experience Survey, 2020)

Sources

- 1) Aspect Software, "[Aspect Agent Experience Survey, 2020](#)"
- 2) Audacy.com, "[Cell phones more important than cars to Americans for the first time ever, study finds](#)", February 15, 2021
- 3) Asurion, "[Phones Now More Important to Americans Than Cars](#)", February 11, 2021
- 4) Forbes, "[This Is the Future of Remote Work in 2021](#)", Caroline Castrillon, December 27, 2020
- 5) Forrester, "Predictions 2021: Technology And Customer Obsession Help Firms Emerge From Crisis Mode", Sharyn Leaver, October 15, 2020
- 6) DailyPay, "[Call Center Turnover Statistics In 2018](#)", Megan Wells, February 7, 2019
- 7) Kentik, "[The New Normals of Network Operations in 2020](#)", Michelle Kincaid, June 23, 2020
- 8) IDC Enterprise Cloud Report, "[Moving to 'the Cloud' — Make It Your Own](#)", January 2021

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About Aspect

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