

Aspect® Workforce Management Multiskill Capabilities

Creating optimal multiskill staffing plans that effectively model your multiskill routing strategies can be challenging. Aspect Workforce Management helps you consider everything and act now to effectively manage your multiskill and multichannel workforce. It provides unique multiskill modeling capabilities that not only pinpoint current and intraday staffing needs, but also helps you determine the optimal number and types of agents that will be required to effectively meet your inbound, blended and outbound future goals.

Aspect Workforce Management provides fully integrated multiskill forecasting, scheduling and tracking functionality to allow you to take advantage of the most current skills-based routing automatic call distributor (ACD) technology. It employs a unique architecture that enables you to generate optimal forecasts and schedules, make quick intraday staffing adjustments, and identify the most efficient skill combinations based on your agents' skill sets, allowing you to realize the efficiencies offered in a multiskill environment.

This strategic approach enables you to make more informed decisions for staffing your multiskill and multichannel operations by providing an accurate view based on the cost versus the benefits of unlimited skills-based-routing models, not only for your current staff and their skill sets, but also for staff yet to be hired.

Superior Multiskill Modeling Approach

Many workforce management solutions simply simulate the routing of multiskilled contacts to the specific, individual agent. While this approach helps meet the anticipated service level for the contacts, it falls short in providing the necessary staffing information to help determine both current day and near future planning, such as requesting overtime, canceling meetings, etc., as well as long-term strategic planning to determine hiring strategies based on the types of skill sets required.

Modeling based on individual agent skill sets will not yield value because most likely that agent might not be there in three months or at the very least will have changed skill sets. The key is to model types of agents and contacts to better understand the types of agents that are required to meet future workload.

To model the workforce as it changes over time, it is important that the solution incorporates an abstraction between actual and types of agents. Maintaining this abstraction allows you to make quick intraday staffing decisions, such as "what particular skill or combination of skills should I plan to hire next month in order to meet my overall service level objectives across all of my types of contacts?"



Highlights

- Utilize unique multiskilled architecture to take advantage of skill-based routing technology
- Gain efficiencies of a multiskilled environment with superior multiskill modeling
- Analyze staffing mixes and plan future hiring using unlimited "what if" scenarios
- Make informed intraday staffing adjustments to take quick corrective action
- Realize improved planning for current and future multiskilled environments
- Employ multiple levels of abstraction for improved statistical analysis
- Assign an unlimited number of skills to associate with each agent

Unique Forecast and Staffing Groups that Deliver the Promise of Multiskill Efficiencies

Aspect® Workforce Management approaches the multiskill staffing problem by dividing contact types into Forecast Groups and types of agents into Staff Groups. The multiskill routing logic that relates Forecast Groups to Staff Groups is captured within a third layer, called a Routing Set. Staff Groups help track the contribution of agents with particular skill sets and to accurately calculate the economies of scale achievable through partial cross-training and utilization of skills-based routing. Staff Groups also help define other characteristics of the agents, such as their skill proficiency, wage rates, etc.

By utilizing routing sets and routing priority information to associate Forecast Groups with the appropriate Staff Groups, Aspect Workforce Management gives you the ability to create or change Forecast Groups, Staff Groups, or routing sets at any time and provides an unlimited number of skills you can associate with each agent to cover all your multichannel configurations.

Robust Strategic Planning for Multiskilled Environments

This type of modeling offers a host of benefits to contact centers, including allowing them to better plan which scenario enables them to maximize their agent resources and provide higher levels of customer service.

Intraday Planning

For better intraday planning, Staff Groups provide easy "what-if" experimentation capabilities, as well as long-range planning because these activities do not require specific named agents. Staff Groups actually allow users to draw more accurate conclusions, more quickly. In fact, because of Staff Groups, supervisors and managers can immediately determine, by looking at Aspect Workforce Management's intraday performance statistics, the effect of adding or subtracting agents in a particular skill group. And, because the effect of the staffing changes can be quantified, much of the guess work is eliminated. The software's ability to systematically apply predetermined business rules allows managers to automate the process of responding to schedule changes through agent self-service applications, such as Aspect Workforce Management - Empower enhancement package, without having supervisor or management required intervention.

Long-Term Strategic Planning

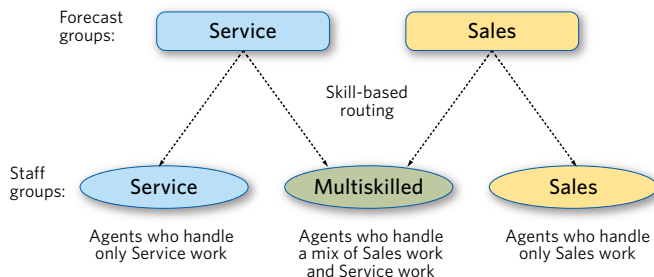
Staff Groups also make planning for long-term future staffing easier and more effective. Agent Staff Groups act as a virtual substitute that can be used in broader "what-if" scenarios that allow managers to analyze staffing mixes and more proactively plan hiring requirements. They also allow managers to execute on training plans without having to create "dummy agents."

Multiple Levels of Abstraction

Another advantage of using Staff Groups is they allow planners to select a level of abstraction that fits the most pressing task. Other workforce management applications that map directly into the ACD or routing platform configuration offer limited options. Modeling skills-based routing with Forecast Groups and Staff Groups offers more options for analyzing statistics. If your goal is to answer 80 percent of all contacts within 20 seconds, then you can look at overall contact center statistics to get the big picture and then analyze a particular Staff Group for a specific time period to obtain a more precise idea of how the staffing of that group must be arranged to reach your target.

With its unique multiskill architecture, Aspect Workforce Management provides a flexible multiskill staffing solution that helps you increase efficiency and customer satisfaction and reduce costs, to fully realize the promise that skills-based routing has to offer.

Aspect Workforce Management helps you realize the economies of scale that a multiskilled environment has to offer by utilizing unique Forecast and Staff Groups that provide a more effective means of taking advantage of today's skill-based routing technology.



About Aspect

Aspect is a global software and IT services firm specializing in applying Microsoft unified communications and collaboration to help customers achieve optimal results through enhanced business processes across the enterprise and in the contact center. Aspect provides IT consulting, integration services and business applications. For more information, visit www.aspect.com.

PerformanceEdge® Group

The PerformanceEdge Group is a dedicated resource within the Aspect organization that is comprised of contact center performance professionals with technical, process and application subject matter expertise.

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