

Aspect® Workforce Management - Analyze

Align Your Agents with Your Customers

To support your organization's overall business goals, you spend a lot of time developing contact center strategies to improve customer satisfaction and campaign revenues across your operations. But you also need your front line agents and supervisors working towards the same strategic objectives. With Aspect Workforce Management - Analyze, you can easily and cost-effectively empower your entire staff to better understand how their performance can reduce costs, improve customer satisfaction and increase outbound and blended campaign revenues.

Aspect Workforce Management - Analyze is an out-of-the-box solution for analyzing workforce and operational performance statistics. Working in conjunction with Aspect Workforce Management - Analyze provides your entire contact center staff with easily understood operational performance views and delivers insights to help focus efforts on achieving key business metrics that drive strategic success.

Align Workforce Performance with Operational Goals

With Aspect Workforce Management - Analyze, your staff can easily filter through the tsunami of contact center data to find and measure the information that ultimately drives success. The solution consolidates data from your workforce management environment, automatic call distributor (ACD) and predictive dialer technologies into a single, focused view to analyze workforce performance.

You can easily compare and analyze key business metrics with the solution's more than 100 out-of-the-box workforce management, ACD, and dialer key performance indicators (KPIs) that are based on years of industry best practices. KPIs appear on the screen in formats that enable users to assess performance with traffic-light color coding that reveals, at a glance, whether performance is above, at, or below target levels.

Aspect Workforce Management - Analyze presents managers, supervisors and agents with personalized views that let them easily understand the day-to-day operational performance of your contact center. Each view appears as a user-friendly dashboard that provides the individual relevant information, navigation, and functionality tailored to the needs of his or her job.

In addition, six non-workforce management metrics may be imported into the system. This allows organizations to tailor views to KPIs that support contact center strategy.



 PerformanceEdge

Highlights

- Align workforce performance with operational goals across customer service, collections, sales and telemarketing operations
- Uncover root causes for workforce related performance shortfalls
- Use automatic coaching sessions to improve agent performance
- Reduce time and costs of manual performance reporting
- Increase efficiency through extensible Key Performance Indicator (KPI) reporting and integration

Uncover Reasons for Workforce Related Performance Shortfalls

With Aspect® Workforce Management – Analyze managers can easily gauge performance and determine the root causes of performance shortfalls. By providing a consolidated view of the center's performance, Analyze lets your managers quickly drill down into details by time periods, regions, sites, campaigns, groups, and individual agents to determine root cause analysis behind the statistics. Performance can be displayed numerically or as graphs that compare time periods or groups. Armed with this information, corrective action can be taken to improve performance.

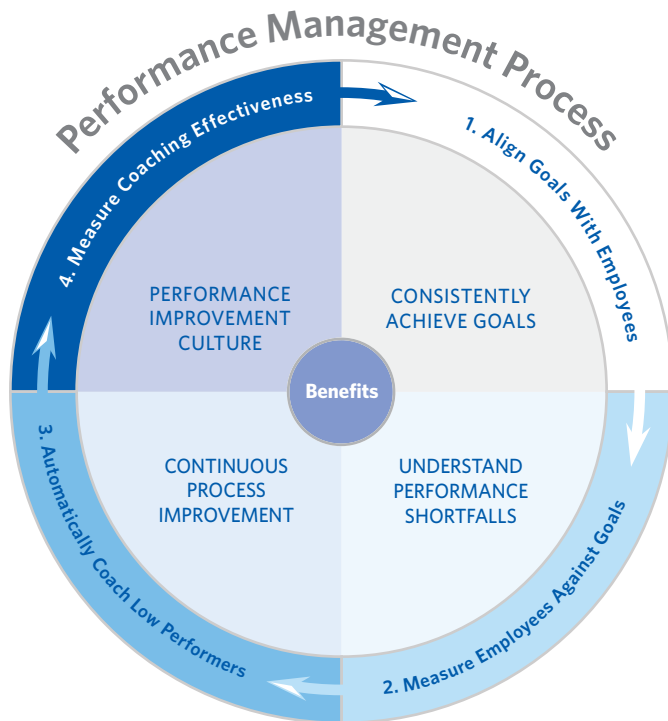
Help Agents Understand and Optimize Performance

Aspect Workforce Management – Analyze helps empower your staff to manage their own performance against targets that have been clearly defined to drive effective behaviors. At a glance, agents can view scorecards that let them know how they are performing against their targets and use the information to either refocus their efforts or communicate with supervisors.

In addition, the system will automatically initiate coaching sessions with system recommended remedial actions to facilitate interactions between agents and supervisors to enable process and people improvement.

Reduce Time and Costs of Manual Agent Performance Reporting

Aspect Workforce Management – Analyze is a ready-to-run solution that reduces time and costs of your performance reporting processes. Because KPIs are already selected, you don't have to spend valuable time and resources deciding what to measure. And, because your staff can easily create personalized dashboards, you don't need to enlist IT resources for custom support and reports. In addition, because the system is fully productized – upgrades are provided as part of your standard maintenance – Analyze delivers a quick return on your investment.



Creating a Culture of Performance Improvement

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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.

