

PerformanceEdge® eLearning

The scarcest resource in your call center is time. And “finding” time to keep your frontline fully engaged on new products, new policies, and new skills, without negatively impacting operational metrics, is often an impossible task.

PerformanceEdge eLearning enables you to leverage small pockets of call volume downtime to push targeted reinforcement training and communications directly to agents to enhance the know-how of everyone that touches your customers.

PerformanceEdge eLearning, powered by Knowlagent, provides sophisticated online learning management to effectively develop and retain agents. The solution prepares agents to perform their jobs more effectively by automatically pushing pre-packaged or customized eLearning content and communications right to their desktops at the RightTime™.

Push eLearning Content to Agents at the Right Time without Impacting Service Levels

PerformanceEdge eLearning leverages small pockets of call volume downtime to push targeted training and communications to agents during optimal times without impacting the center's productivity. Using its RightTime™ capability, PerformanceEdge eLearning monitors service levels per queue in real-time and delivers training content to agents at the right time by dynamically removing them from the queue if call volumes fall below a pre-defined threshold. And if call levels rise above thresholds, the solution can automatically reschedule the training session for another time. The result is improved frontline productivity and effectiveness – without taking agents off the floor and without negatively impacting operational metrics.

Schedule Optimal Time for Course Delivery in Sync with Your Staffing Plans

To ensure training takes place in sync with your staffing plans, PerformanceEdge eLearning and other training sessions can be easily scheduled for individual agents or groups of agents using Aspect® eWorkforce Management™. The software's Optimizer feature automatically examines the net staff for each period in a selected intraday performance forecast to determine the most optimal times to schedule these training events, based on current staffing and service levels.



Highlights

- Monitors service levels in real-time and dynamically pushes targeted eLearning to agents at the RightTime™.
- Offers pre-packaged course content to aid speed of deployment.
- Schedules optimal time for course delivery using Aspect eWorkforce Management.
- Automatically re-schedules training sessions based on call volume thresholds.
- Tracks results of eLearning sessions using Aspect® Performance Management™.
- Web-enabled user interface to easily configure, deliver and administrate training without programming.

Utilize Pre-packaged Course Content or Create Customized Courses to Meet Your Training Needs

PerformanceEdge® eLearning offers pre-packaged course content designed to solve standard contact center agent problems, such as agent productivity and sales optimization. These pre-packaged courses aid the speed of deployment and provide a high return on your investment.

Improve Agent Performance through Delivery of Targeted eLearning Sessions and Communications

Utilizing the solution's pre-packaged or customized course content, you can focus your training efforts to improve agent performance by assigning targeted eLearning sessions and communications to agents based on their individual skill level and performance needs.

Track and Measure the Impact and Effectiveness of Training

Providing targeted eLearning and communications to agents at optimal times is just one component of a successful employee development program. You also need to be able to effectively track results of eLearning sessions to verify and measure agent knowledge retention to ensure certification and compliance of business initiatives.

And agents' eLearning scores and course completion information can be automatically entered into Aspect® Performance Management™ to track the impact and effectiveness of training and coaching with performance improvements. With its unique tracking and performance management integration abilities, PerformanceEdge eLearning helps ensure your agent training initiatives deliver the right results to reduce liability, improve agent performance and provide greater alignment with overall business goals.

Dramatically Improve Costs of Agent Training and Communications

Traditional contact center training methods can be costly and cut into a center's productivity by requiring agents' time away from the phones—spending time in classrooms as well as travel time to and from training classes. With PerformanceEdge eLearning, you can dramatically reduce the cost of training and communications by delivering targeted reinforcement training at optimal times for increased agent availability and staffing efficiency.

PerformanceEdge eLearning offers pre-package course content to get your training initiatives up to speed fast and provide a high return on your investment.



About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. 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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