Aspect® Workforce Management Cloud

Contact centers across the globe are increasingly recognizing the compelling advantages of moving their infrastructure to the cloud. What was considered a novelty just a few years ago has now become a strategic imperative for many enterprises. Workforce management is certainly one of the most important support tools for contact centers, and with increasing demand for cloud-based infrastructure has come the need for robust workforce management delivered from the cloud.

Aspect is the only company providing a full-featured workforce management solution that is available on-premise, hosted and in the cloud. Whatever the mode of delivery, Aspect ensures you have the right agents, with the right skills, at the right time and helps plan and manage the performance of inbound, outbound and blended staffing resources across all customer channels. Aspect Workforce Management Cloud (WFMC) gives you access to Aspect WFM's rich portfolio of functionality without having to license and support a solution on your premises. The software's core forecasting, scheduling and tracking capabilities allow organizations to accurately project future staffing requirements to support customer demand, create efficient single and multi-skill staffing plans, evaluate schedule efficiency, monitor staff performance and adjust resources to meet changing demand in real-time.

Key Differentiators for Aspect

✓ **Modern, Graphical User Interface**
Highly simplified, web-based, graphical user interface significantly increases agent productivity even for complex schedule trades or sequential shift bids

✓ **Tight Integration with Zipwire**
Use the best cloud-based WFM solution on the market with the best cloud-based contact center solution on the market

✓ **Forecasting Accuracy**
Unparalleled forecasting accuracy with multiple forecasting algorithms, variable historical pattern weights and accurate intra-day shrinkage

✓ **Business Planning**
Explore the effect of disruptions and constraints in demand and resources with unlimited "what-if" scenarios. Perform analysis with drill down and roll up capabilities in user customizable views of key business information including agent productivity, intra-day performance data, staff shrinkage, and superstate analysis.

✓ **Schedule Optimization**
Optimize schedules based on business need (requirements based), employee preference (preference based) or both

✓ **Schedule Validation**
Create and test limitless trial schedules that optimize business needs and resources before making the best schedule official

✓ **Real-time Adherence Monitoring**
Real-time views that automatically surface non-compliance in even the largest contact center environments

✓ **Track Against KPIs (Key Performance Indicators)**
Real-time and historical interactive dashboards with pre-built and custom KPIs and reports

✓ **Employee Self-Service**
Browser-based self-service scheduling with new trade and request rules provides scheduling flexibility and minimizes administrative overhead

✓ **Deployment Advantages**
Enjoy all of the cost, scalability, flexibility and simplicity advantages of the cloud with the global leader in WFM

✓ **Multiple Chat Calculator**
Fully understand the trade-off between service level and staffing level for multiple simultaneous chats

Key Components

- ### Workforce Optimization User Interface

  Aspect® Workforce Management Cloud sports a modern, uniform, look and feel similar to the interfaces being used by Apple iOS, Google Android and Microsoft Windows 8. This responsive web design supports all popular browsers including Internet Explorer, Safari, Firefox and Chrome and adapts to multiple display devices including PCs, laptops, tablets and smartphones of varying sizes. Unlike some other workforce management providers in the market, no browser plug-ins are necessary to achieve full functionality.

  With this new user-focused design, Aspect has been able to remove any technology barrier between the agent and the complexities of workforce management. With easy-to-understand graphical icons, widgets, dashboards and screen layouts, agents can understand key performance details at a glance, and streamlined navigation allows agents to get to specific areas of the program more quickly and efficiently. In essence, agents can accomplish their tasks with fewer clicks and in less time than has ever been possible before.

- ### Pre-Integrated with Zipwire in the Aspect Cloud

  Aspect is making the complex task of creating a new contact center as simple as it can possibly be. All of the challenges of data integration between Zipwire and WFMC are hidden from the enterprise customer because it is all pre-integrated in the Aspect Cloud, a secure global network of datacenters incorporating vast computing power, a high reliability network infrastructure and penta-bytes of storage. There are no lengthy database planning sessions as with on-premises delivery. It's all ready to go, right out of the box.

  WFMC is a true cloud-based offering with all of the advantages associated with applications delivered from the cloud. WFMC is part and parcel of Aspect's ongoing initiative to move all key products to cloud delivery. Some of the advantages WFMC customers will enjoy are as follows:

  - Rapid implementation time - As with Zipwire, WFMC is designed to be easily installed at new client sites. It uses a standardized configuration that requires minimal tailoring for each client and that makes delivery from the cloud even easier

  - Easy scalability – The volatility of demand for contact center services can be very high for seasonal businesses such as the retail industry or businesses that run frequent campaigns such as the wireless telecom industry. With WFMC, you can scale to peak demand on a moment's notice

  - Low total cost of ownership - WFMC eliminates high Capex costs and allows the customer to use only those resources that are needed at any given time and to pay for only those resources needed on an Opex basis

  - Best-in-class technology with no software maintenance - WFMC gives customers the ability to receive the most recent releases of WFM, without any of the hassle associated with upgrading an on-premise system. From the user's perspective, the upgrades occur automatically in the cloud. There is no need for ongoing software maintenance of any kind. All maintenance is performed on the cloud-based system without any customer intervention.

  - Location independence - Since all communication with agents, supervisors and other contact center users occurs via the ubiquitous internet, the location of employees is essentially unlimited. Agents can access WFMC whether they are domestic, geographically remote, work-at-home or other. WFMC supports mobile browsers, so agents can access and change schedules no matter where they happen to be. Supervisors are likewise always connected and can conduct business or make emergency decisions from anywhere on any device.

  - Built-in Disaster Recovery - Disaster recovery is an expensive and time consuming consideration for most contact centers. The cost of a poor customer experience, negative social media posts and lost sales revenue can be significant if the contact center fails. Since WFMC runs in the Aspect Cloud, disaster recovery is completely handled by Aspect.

- ### Strategic Planning and Forecasting

  Evaluate multiple staffing scenarios to determine optimal resource deployment based on projected demand and resource pool characteristics for both short-term and long-term planning. Take all pertinent data into account including historical contact volumes, seasonal patterns, campaign completion rates and holiday variations. Using an exponentially weighted moving average tailored to each forecast group, the forecasting model merges historical data with current data providing the most accurate forecasts possible. Contact center planners can:

  - Quickly evaluate trade-offs between service quality and staffing numbers
  - Determine the impact of scheduling training, meetings and other off-phone activities on service and campaign goals
  - Understand impact of service quality goals and demand patterns on budget

- **"What-if" Analysis**
  Test multiple demand and staffing models and plan for unexpected events such as staff absences, a surge in demand from one or more channels, the effect of holidays or weather or other seasonal factors. Create multiple scenarios leveraging historical demand and staff patterns with the ability to adjust and include custom data that fits your business needs. Visualize the effect of your planning through trial schedules, allowing you to fully test the impact of decisions on your staff and service level goals. Be confident that your long-term, short-term and intra-day staffing adjustments will have the right business impact.

- **Multi-Skill Support**
  Develop optimal forecasts for a blended environment and identify staffing requirements and optimal skill combinations based on agent skill and contact routing needs. For planners, it provides an accurate assessment of costs and benefits of skill-based routing models for your current and future resource pool.

- **Flexible Scheduling**
  Create detailed employee schedules based on demand and resource availability, employee preferences, work and equity rules, union or other contractual schedule restrictions, or leverage a combined approach. Choose from a two-step process where multiple trial schedules are generated that optimize against all parameters, and select the schedule that best fits your need. Alternatively, use a one-step process based on employee preference and automatically assign employees as the schedule is generated.

- **Intra-Day Tracking**
  Display statistics about your contact center's performance across all channels while you still have time to make changes. Compare actual versus forecasted contact and staffing statistics for both inbound and outbound resources in 15- or 30-minute intervals to take the real-time corrective change to keep your staff on track. Use at-a-glance views of agents' schedules to determine what activities have been scheduled or how many agents are scheduled for a specific activity to easily identify utilization gaps and the resources available for assignments. Manage with more accurate intra-day staffing level predictions, taking into account the amount of staff shrinkage likely to occur beyond what is already represented in schedules.

- **Workforce Analytics**
  Benefit from centralized access to all employee-centered metrics captured within workforce management such as group assignment, schedule preference, skills, seat reservations and more. Includes the ability to extend the view with additional performance and quality metrics from Aspect's full workforce optimization suite. Create custom reports that zero-in on employees and schedules to better understand your workforce environment. Target management decisions such as training and re-assignment based on your selection.

- **Employee Self-Service**
  Allow for scheduling flexibility while ensuring service level achievement for in-house, home-based or remote agents. Empower agents with powerful, web-based self-service, and free supervisors from routine approvals and schedule exception management. Aspect allows for schedule trades, sequential shift bidding between two or more agents, a schedule trades bulletin board, time-off requests, vacation balance checking and more for the agent in an intuitive interface. Preview the effect of a trade on agents' schedules and enable Supervisor to broker schedule trades. Requests can be prioritized based on business rules such as seniority, labor rules, performance, business needs or any combination of factors. Approvals can be routed to supervisors for manual inspection and approval.

- **Standard Modules**
  These modules are included as standard with Aspect Workforce Management Cloud:

  - **Empower**: Utilize web-based self-service for agent schedules, change requests, trades, shift-bidding and more
  - **Perform**: Provide agent productivity insights in real time, intra-day, daily and historical detail
  - **Reserve**: Manage agent seats based on real-time schedules and agent characteristics

- **Multiple Chat Calculator**
  Model the complex scheduling problem of multiple simultaneous chat conversations. Determine service levels and customer experience possible with current staff at current workload. Estimate staffing level necessary to achieve desired service level. Assess maximum number of chat channels that should be used.

Aspect Workforce Management Cloud Enables You To:

- Staff the right number and type of people at the right time to improve sales-per-hour ratios, dollars collected, customer retention and many other important KPIs
- Evaluate multiple staffing scenarios with powerful strategic "what-if" analysis
- Utilize unique multi-skill forecasting and scheduling to determine optimal skill combinations
- Create schedules based on employee preferences, shift templates, work/equity rules or a combination
- Make accurate intra-day adjustments to improve list penetration and effectiveness rates
- Optimize meetings, training and other off-phone activities
- Maximize occupancy and minimize over and under resource utilization
- Cut staffing costs while maintaining or even improving response times
- Reduce the complexity in your contact center with an integrated, total solution
- Determine optimal staffing levels for the chat channel

Key Features

- Intuitive, modern, icon and widget based user interface is very easy to learn and use to ensure the highest workforce productivity
- Delivered from the Aspect Cloud
- Intra-day, short-term, medium-term and long-term business planning with limitless "what-if" scenarios
- Sophisticated forecasting algorithms that leverage full breadth of historical and intra-day shrinkage data and support multiple business objectives
- Forecasting, planning and scheduling for a multi-skill workforce in a multi-channel environment
- Accurate forecasting across all inbound, outbound and blended and back office staffing resources
- Scheduling based on business requirements, employee preference or both
- Centralized visibility into employee characteristics, preferences, schedules, and performance
- Real-time intra-day performance and agent adherence tracking
- Browser-based agent self-service including schedule trades, sequential shift bidding and schedule trades bulletin board
- Simplified management of workforces across multiple sites and outsourced locations
- Automated seat planning and assignment tools
- Fully integrated with Aspect's Zipwire
- Available in English, French, German, Spanish, Portuguese, Chinese (Simplified), Chinese (Traditional), Japanese, Russian and Korean

Example WFMC Dashboards

Example Schedule Editor Screen

Example WFMC Sequential Shift Bids Screen

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About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern contact center management: 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 seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit **www.aspect.com**.