

Aspect® Workforce Management - Allocate

Contact center management is a complicated task for even a single site. Adding other sites to the mix vastly increases the complexity of staffing and of managing agents to run multisite centers efficiently. With Aspect Workforce Management - Allocate you can manage your workforce successfully, no matter how many sites and agents you have or how you share contacts.

Aspect Workforce Management - Allocate offers the core functionality of Aspect Workforce Management software, plus advanced networking and staff scheduling capabilities that provide a global perspective for centers that share contacts across sites. It accommodates your organization's decision-making structure, allowing for a single point of control over the entire network, or allowing for decision-making at individual sites, with information from the sites rolling up to form a complete picture of the entire contact center's operations.

With this consolidated or independent view of your contact center operations, you also can monitor the performance of a specific site or the entire network. You can view a single type of contact across the complete network or a combined set of contacts at one site.

Allocate allows you to strategically plan across all your sites. You can use the software's "what-if" scenarios to predict ways in which your facility requirements may change, and what might happen if you add an additional facility or move resources from one site to another. The software can accommodate virtually any number of physical locations and contact center technologies, as well as any combination of vendors, users, and agents.

Multisite Configurations Based on your Needs

Aspect Workforce Management - Allocate offers several configurations to allow you to schedule staff across any number of sites. Each configuration is based on how your contact centers are organized and how you allocate your resources.

Contact Allocator Configuration - *for contact centers that allocate incoming calls on a percentage basis across multiple sites.* Analyzing contact volume, staff availability, contact-handling ability, and service goals, Aspect Workforce Management - Allocate determines the proportion of contacts each site can handle so the percentages can be entered manually or automatically into the network controller.



Highlights

- Gain a global perspective, plan ahead, and make better use of costly personnel resources in all of your sites using the software's advanced networking capabilities
- Manage all of your sites as though they are a single, virtual call center
- View all contact center information on either a consolidated or independent basis
- Create schedules based on global requirements, and then allocate the schedules to each individual site
- Employ multiskill scheduling at all your sites, even if you have varied skill types at each site

Staff Allocator Configuration - *for fully networked contact centers.* Staff Allocator calculates staff requirements based on the global contact volume forecast, and then allocates these requirements to each site based on the site's available pool of employees and hours of operation. Either the central site or each individual site can then develop schedules that meet the specific requirements for each site.

Schedule Allocator Configuration - *for fully networked contact centers that operate as though they are one virtual center.* This configuration creates schedules based on global staffing requirements and then allocates actual schedules to each individual site, manually or automatically.

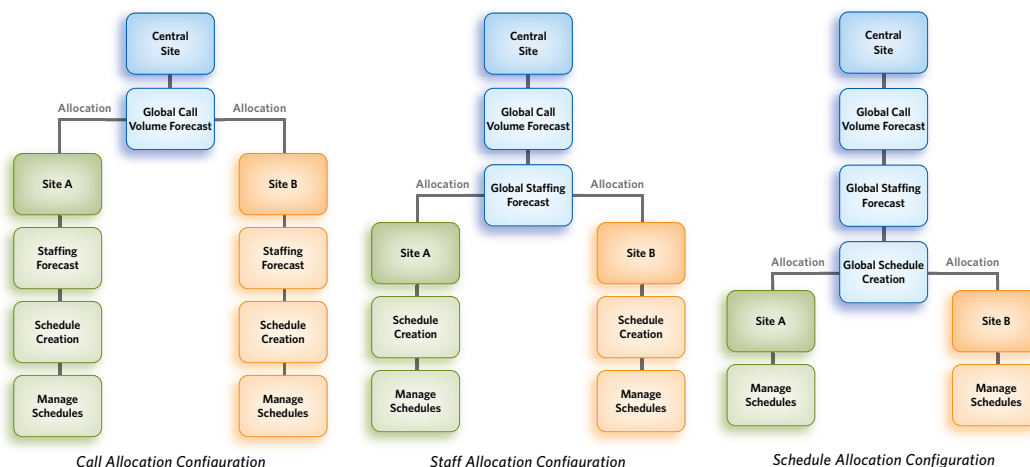
Flexibility Puts You in Control

Want to use Schedule Allocator for one type of contact and Contact Allocator for another? Aspect® Workforce Management - Allocate allows you to mix and match these configurations. The software also gives you the versatility you need to layer your contacts. For example, you could use Contact Allocator to divide contacts among regions, and then use Staff Allocator to further divide those contacts by each region's available employees and hours of operation.

Work Easily Across Multiple Sites

With Allocate, you can run your multisite contact center as if all of it were right at your fingertips. You have all the functionality of the most advanced workforce management software and the power to manage all of your sites the way you want to, from any location across the globe.

Forecasting and scheduling in a multiskill, multimedia, multisite environment is not simple. Only a sophisticated tool like Aspect Workforce Management - Allocate gives you the flexibility and accuracy you need to gain the operational efficiencies your organization requires.



Centralized forecasting. Local or centralized scheduling.

Centralized forecasting and staffing. Local or centralized scheduling.

Centralized forecasting, staffing and scheduling.

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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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.

