

Aspect® Workforce Management - Analyze

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 to be able to easily analyze actual agent and operational performance against these goals to ensure your contact center staff is on board. With Aspect Workforce Management - Analyze, you can easily and cost-effectively empower your entire staff to understand contact center performance to help 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 core software, Analyze provides your entire contact center staff with easily understood views of operational performance to help focus their efforts on key business metrics that will drive strategic success.

Align Workforce Performance with Operational Goals

With Aspect Workforce Management - Analyze, your staff views the information that most directly affects contact center performance. It consolidates data from your workforce management, ACD and predictive dialer technologies into a single, focused view for analyzing workforce performance.

You can easily compare and analyze actual performance against your key business metrics with the solution's more than 100 out-of-the-box workforce management, ACD, and dialer 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 was above, at, or below target levels set by managers.

Aspect Workforce Management - Analyze presents managers, supervisors and agents with out-of-the-box 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 gives the individual relevant information, navigation, and functionality tailored to the needs of his or her job.



Highlights

- Align workforce performance with operational goals across your customer service, collections, sales and telemarketing operations
- Uncover reasons for workforce related performance shortfalls
- Improve agent productivity by helping agents understand and optimize their own performance
- Reduce time and costs of manual agent performance reporting
- Increase efficiency through extensible Key Performance Indicator (KPI) reporting and integration

Uncover Reasons for Workforce Related Performance Shortfalls

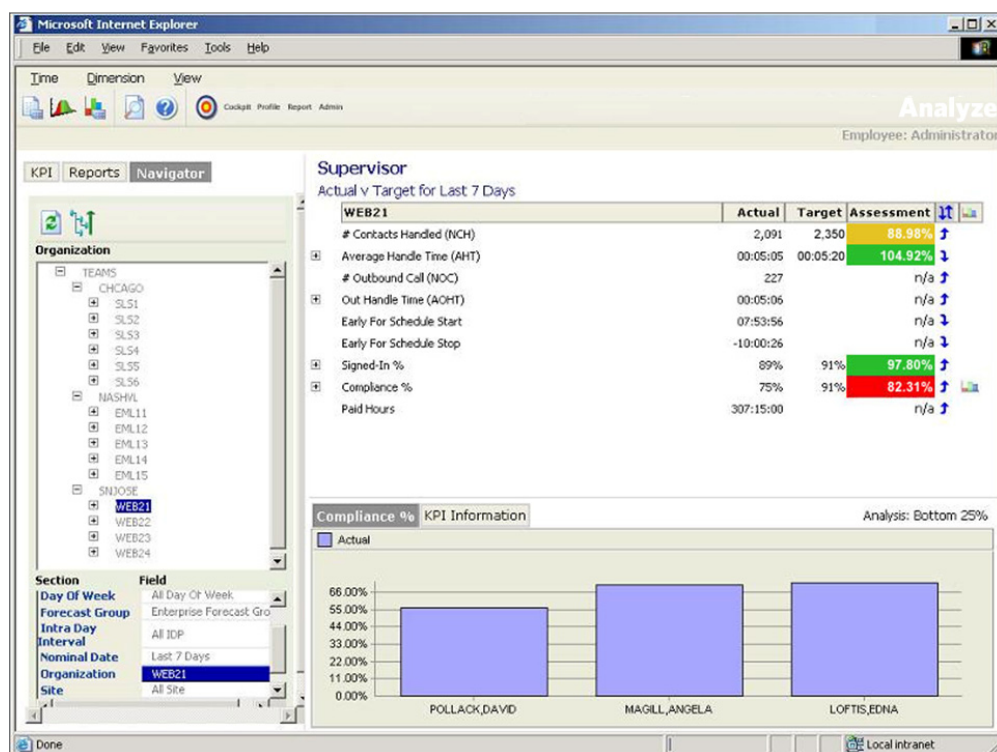
With Aspect® Workforce Management – Analyze managers can easily gauge performance and determine the root causes of performance shortfalls. By providing a consolidated view of the center's performance, Analyze lets your managers quickly drill down into the data looking at time periods, regions, sites, campaigns, groups, and individual agents and enable 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 their Own 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 lets them know how they are performing against their targets and use the information to either refocus their efforts or communicate with supervisors.

Reduce Time and Costs of Manual Agent Performance Reporting

Aspect Workforce Management – Analyze is a ready-to-run solution that reduces the time and costs of your performance reporting processes. Because the KPIs are already selected, you don't have to spend time deciding what to measure. And, because your staff can easily create personalized dashboards, you don't need to enlist IT resources for customized support. 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.



Analyze empowers your staff to manage their own performance with personalized dashboard views of performance against targets that have been clearly defined to drive effective behaviors.

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.

