

Aspect® Workforce Management - Empower

The money you spend on recruiting, training, and compensating employees is the largest part of your contact center investment. To get the most out of this investment you need to free up your supervisors from mundane tasks so they can use their time to manage for effectiveness and productivity, keep employee morale high to reduce costly agent turnover and empower your agents to monitor and manage their own schedules. Aspect Workforce Management - Empower applications give you the tools you need to leverage your contact center staff as your strongest asset.

Fully integrated with Aspect Workforce Management, the Aspect Workforce Management - Empower enhancement package simplifies the processes of requesting, reviewing, and automatically approving schedule changes and of communicating those changes as they occur. Aspect Workforce Management - Empower is comprised of two applications—eSchedule Planner and Notification Server.

eSchedule Planner

eSchedule Planner improves communications by fielding day-to-day interruptions, saving supervisors time, keeping agents happy, and allowing managers to concentrate on the big picture. With its advanced Web- and voice self service client-based software, eSchedule Planner can provide answers to many agent requests automatically. It also helps eliminate the paperwork generated when agents request schedule changes, time off, or overtime and when supervisors post schedule information.

The Capability to Handle a Variety of Agent Requests

eSchedule Planner allows agents to make a variety of schedule requests within controlled parameters you define, so you can balance your business requirements with employee needs. Employees can bid for shift preferences, vacation periods, overtime, or optional holidays, as well as request paid or unpaid time off, delete previously approved requests, and drop time from or add time to existing schedules. They can even view other agents' schedules and submit offers to trade shifts, which the other agents can accept or reject.

Requests are automatically managed and allocated based on defined business rules which govern the bidding selection criteria, types of trades allowable and allocation criteria, such as seniority, performance or other metrics.



Highlights

- Empower agents to bid on shifts, vacation, and overtime and to request schedule changes within controlled parameters
- Enable supervisors to change the schedules of the agents who report to them
- Provide agents and supervisors easy-to-use browser- and voice self-service scheduling tools
- Streamline and automate the schedule change and notification process
- Allow managers and supervisors more time for coaching and supervision
- Notify agents and supervisors of schedule changes in real time via email or "screen pop"

Supervisor Access for Maximum Flexibility

Supervisors, as well as agents can have access to the eSchedule Planner interface, allowing them to check agent schedules and make changes if necessary or to send team meeting requests to multiple agents. Access is completely customizable through administrative profiles that determine which employee schedules supervisors can view and what functions they can perform.

Easy, Anywhere Access for Employees

Employees can view and request changes to their schedules from workstations in the contact center or from a home computer, or they can use a phone to make requests via voice self service. These features give them more control and ownership of their schedules and time off.

Manager-defined Business Rules to Govern Schedule Preferences and Changes

Using a standard set of defined parameters, eSchedule Planner can be configured to reflect the work rules and personnel policies of your business. Impartial responses, based on business rules, take away any feeling of unfairness that agents might have if their bids or requests are rejected.

Managers can define rules so that eSchedule Planner processes each type of bid or request automatically, and they can override the results whenever necessary. They can also change the specific validation checks the software will run for each type of employee bid or request. To save managers time and minimize interruptions, eSchedule Planner enters all accepted schedules and schedule changes directly into Aspect® Workforce Management.

Notification Server

Notification Server simplifies and automates the time-consuming and often tedious task of notifying staff about schedule changes, status of processed schedule change requests, and trade requests, freeing managers for more important tasks. Supervisors and managers no longer need to make phone calls, print and post reports, type and send email notifications, or walk through the center personally notifying employees of urgent schedule changes.

Notification Server increases efficiency by communicating with contact center staff via SMTP email messages or thin client "screen pops." These may be sent to any email application or device capable of receiving SMTP messages, including Microsoft® Outlook®, Lotus Notes, cell phones, WAP devices, text pagers, as well as screen pops to the agent's desktop running eSchedule Planner.

Aspect® Enterprise Campaign Manager™ provides sophisticated enterprise campaign strategy management tools to help optimize your campaign efforts.

Employee	Monday 12/24/2007	Tuesday 12/25/2007	Wednesday 12/26/2007	Thursday 12/27/2007	Friday 12/28/2007	Saturday 12/29/2007	Sunday 12/30/2007
Ransie	SALES 8:00 AM 4:30 PM	SALES 8:30 AM 4:30 PM	SALES 8:00 AM 4:30 PM	SALES 8:00 AM 4:30 PM	SALES 8:00 AM 4:30 PM		
Abernathy, Jackie K.	SALES 8:00 AM 4:30 PM	SALES 8:30 AM 4:30 PM	SALES 8:00 AM 4:30 PM	SALES 8:00 AM 4:30 PM	SALES 8:00 AM 4:30 PM		
Anthony, Paulette	SALES 8:00 AM 4:30 PM	SALES 8:30 AM 4:30 PM	SALES 8:00 AM 4:30 PM	SALES 8:00 AM 4:30 PM	SALES 8:00 AM 4:30 PM		
Barnett, Anne M.	SALES 6:30 AM 3:00 PM	SALES 6:30 AM 3:00 PM	SALES 6:30 AM 3:00 PM	SALES 6:30 AM 3:00 PM	SALES 6:30 AM 3:00 PM		
Berkenhof, Petra	SALES 7:00 AM 11:50 AM	SALES 7:30 AM 11:50 AM	SALES 6:30 AM 11:00 AM	SALES 7:30 AM 11:50 AM	SALES 7:00 AM 11:50 AM		
Bradford, Christine	SALES 7:00 AM 3:30 PM	SALES 7:30 AM 3:30 PM	SALES 7:00 AM 3:30 PM	SALES 7:30 AM 3:30 PM	SALES 7:00 AM 3:30 PM		
Brown, Susan W.	SALES 7:30 AM 4:00 PM	SALES 7:30 AM 4:00 PM	SALES 7:30 AM 4:00 PM	SALES 7:30 AM 4:00 PM	SALES 7:30 AM 4:00 PM		
Burchett, Francis S.	SALES 8:00 AM 1:30 PM	SALES 8:30 AM 1:30 PM	SALES 8:00 AM 1:30 PM	SALES 8:30 AM 1:30 PM	SALES 8:00 AM 1:30 PM		
	LEAVE EARLY	LEAVE EARLY	LEAVE EARLY	LEAVE EARLY	LEAVE EARLY		

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.

