

# Aspect® Workforce Management - Encompass

**Contact centers, especially those with seasonal call volume spikes, increasingly turn to outsourcing to maintain service levels without increasing staff. But there is a problem when disparate contact centers share loads—they can't efficiently exchange information, making attempts to forecast, schedule, and monitor service levels ineffective. The savings gained from outsourcing is often lost from poor service that leads to customer attrition. Aspect Workforce Management - Encompass helps eliminate this problem by allowing contact centers and outsourcers to conveniently share workforce data on an intraday basis and gain a complete, accurate view of workforce activity.**

As a fully integrated enhancement package of Aspect Workforce Management, Encompass is designed specifically for the needs of contact centers that outsource some of their contact workload. The solution facilitates the exchange of workforce management data to provide contact center managers' with timely insight into what is happening at their outsourced vendor site(s).

By providing a global view of agent results, Aspect Workforce Management - Encompass helps companies to derive value from outsourcing, without losing control of their schedules or of maintaining contact quality—to ensure a consistent high-quality customer experience is delivered.

## **Controlling Quality in the Outsourcing Model**

Aspect Workforce Management - Encompass assists client contact centers and their outsourcers to automatically exchange a variety of forecasts and intraday statistics at designated intervals throughout the day.

The client contact center can integrate outsourced staff with its own staff for forecasting scheduling, and tracking, without having to deal with the vendor's employee information or schedule detail. And the outsource vendor can use the client's allocated requirements to forecast, schedule, and track and then send scheduled staff tallies and other information back to the client site to be imported in Aspect Workforce Management, automatically.



## Highlights

- Reduce the cost of managing outsourced agent
- Automatically and promptly exchange accurate intraday statistics between multiple contact centers and outsourcers
- Distribute workloads and monitor performance across combined in-house and outsourced agent populations
- React quickly to changing circumstances and demands
- Create "what if" scenarios that include outsourced agents
- Gain the cost benefits of outsourcing, without sacrificing quality

This automatic exchange of information provides a complete picture of outsource contact center site activity that is necessary to accurately forecast, schedule, and monitor staffing and service levels. Forecasts and actual intraday statistics can be updated and exchanged as frequently as every 15 minutes, and can include:

- Number of contacts offered and handled
- Average handle time
- Average delay, in seconds
- Service-level percentage goal
- Number of abandoned calls
- Service level number of seconds
- Average positions staffed
- Backlog number of emails at period start
- Number of outbound contacts attempted
- Number of right-party outbound contacts and average handle time
- Day Performance forecasted and actual contacts

By automatically exchanging intra-day statistics between client and outsource contact centers, Aspect® Workforce Management - Encompass helps enable managers to not only make rapid adjustments in the main center, but also communicate quickly with outsourcers if adjustments need to be made at the outsource site. This helps maintain service levels and prevents the client contact center from paying the outsourcer for unproductive time.

### Cutting the Time and Cost of Monitoring Outsource Statistics

Aspect Workforce Management - Encompass also simplifies and streamlines the costly and time consuming process of monitoring outsource agents. Typically, an outsourcing contact center has to dedicate costly resources to collecting information, analyzing it, and attempting to communicate with the outsourcer in time to affect performance. By automating the export and import of data directly into Aspect Workforce Management, Encompass eliminates the need for manually creating roll-up reports—resulting in significant time and cost savings.

### Reducing Overstaffing at Vendor Sites

With Aspect Workforce Management - Encompass, the managers at the main contact center can see how many outsource agents are scheduled for each period of the day. If there are periods of overstaffing, managers can create “what if” scenarios to ascertain the effects of removing agents from the phones. Armed with this knowledge, managers can re-allocate volume and reduce the staff required at the vendor sites to the minimum allowed by the contract to meet business goals.

### Giving Outsourcers a Competitive Edge

Aspect Workforce Management - Encompass offers business advantages for outsourcers, as well as for their clients. An outsource vendor can offer clients seamless data exchange, which can result in a significant competitive advantage.

In addition to helping reduce the considerable client-side expenses associated with manually managing and reporting on offsite agents, Aspect Workforce Management - Encompass also gives outsource vendors the ability to prove their worth to their clients by delivering intraday performance metrics that show how outsourced agents meeting service level goals. This capability reassures clients that their customer relationships are being nurtured, while giving outsourcers the means to take credit for success on a regular basis.

### 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](http://www.aspect.com).

