

Aspect® Workforce Management - Reserve

Given the multiple and varied shifts of 24/7 contact centers, managing real estate and agent workstation utilization is a significant challenge. Aspect Workforce Management - Reserve helps provide centralized and automated planning tools to effectively manage and streamline the seat management process.

As an optional enhancement package of Aspect Workforce Management, Reserve provides a robust set of automated seat planning and management tools that enable you to efficiently generate seating plans for front- and back-office personnel. Reserve goes beyond simply matching seats to agents and matches the right seats with the right agents at the right time.

By automating the assignment of agents to physical seats and providing insights into seat utilization statistics, Reserve helps maximize the use of existing facilities, reduce administrative overhead and complexity and increase schedule adherence for operations with flexible or shared seating policies.

Reduce Facilities Costs by Increasing Seat Utilization

Facilities cost savings are gained from avoiding the addition of unnecessary workstation real estate and the consolidation of existing sites. However, figuring out the best use of existing work space can be a daunting task. With its ability to allocate seats across teams, groups or lines of business, Reserve provides the tools you need to maximize the utilization of your existing facilities and supports flexible seating policies that can increase the "hoteling ratio" for the number of agents that share a seat across a 24-hour period.

Centralized Tools for Planning and Managing Seating Capacity

Reserve streamlines the daily management and long-term planning of your center's seating capacity by providing a centralized location for storing and viewing agents' seat assignments and reporting on utilization statistics.

On a daily basis, analysts and supervisors can use Reserve to filter and view seat reservations based on a range of criteria such as dates, times, sites, floors or teams and know when an agent needs a seat based on their official schedules. Graphical floor plans of your center allow for a complete view of agent seat assignments and availability—making intraday seating adjustments fast and easy.

For long-term planning, Reserve provides utilization statistics that can be used as inputs into your strategic planning process to help give insight into future facilities requirements based on long-term goals and events, enabling more effective facilities planning and cost management.



Highlights

- Reduce facilities costs by maximizing the use of workstation real estate
- Assign seats across teams, floors, sites and other resources automatically, based on Aspect Workforce Management's optimal schedules
- Decrease administrative costs by streamlining intraday management and seat assignment changes
- Reduce the complexity of managing team and flexible or shared seating policies
- Gain visibility into capacity planning with seat utilization statistics and graphs
- Increase schedule adherence for shared or flexible seating arrangements
- Easily communicate seat locations to employees' via Aspect Workforce Management - Empower's web-based self-service application, eSchedule Planner

Reserve and Assign Seats Automatically Based on Business Rules and Schedules

Working with the optimal set of schedules generated in Aspect® Workforce Management, Reserve automatically generates seat reservations based on those schedules, business rules and available seating capacity to maximize resources and workstations.

Seats can be assigned to agents automatically based on any number of flexible user-defined rules such as distance from supervisor, or they can be assigned manually. You can also manage seat assignments for other resources or facilities, e.g. training rooms or parking spaces, to increase occupancy and better facilitate real estate management costs.

Define and Assign Key Attributes to Seats and Resources

Reserve lets you define and assign key attributes to seats and resources to accommodate flexible team seating and assignments. For example, agents can be assigned to seats that are in the right area, outfitted with the appropriate equipment, are handicapped accessible, and any other configurable characteristics.

Robust Intraday Tools to Streamline Seat Adjustments

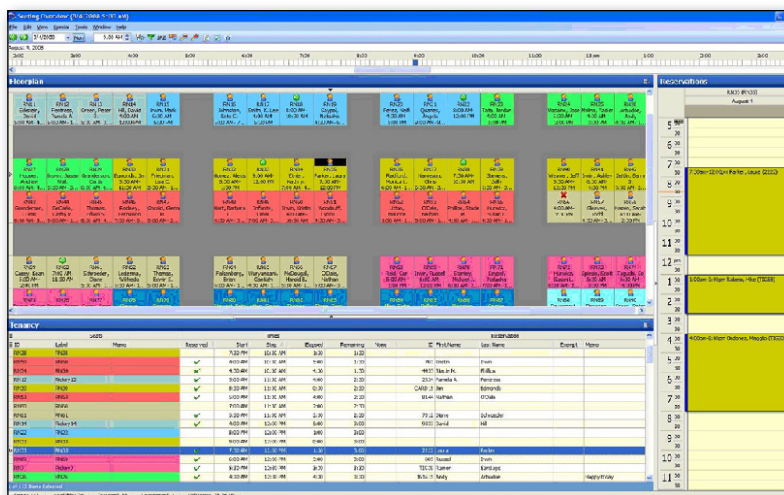
To streamline the seat management process throughout the day, Reserve includes robust intraday tools that let you easily make seat adjustments on the fly to address schedule changes as they occur. Based on intraday staffing changes from Aspect Workforce Management, you can reference specific schedule exceptions for agents, such as sick or vacation time, and retrieve their seating locations to make them available for re-assignment.

Increase Schedule Adherence and Communicate Seat Assignments

Implementing “hot desking”, shared seating, and other flexible seating policies can greatly increase seat utilization. However, many times, these seating policies can cause schedule adherence issues that arise when agents are required to search for open seats at the start of and during their shift.

By assigning agents with specific seat assignments, Reserve increases adherence to schedules and empowers agents with the information they need to meet adherence expectations. Seat assignments can be easily communicated to agents via Aspect Workforce Management – Empower’s web-based self-service application, eSchedule Planner, to provide greater efficiencies and improved morale.

Aspect Workforce Management – Reserve includes a graphical floor plan to easily view and administer seat assignments and availability.



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.

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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