

PerformanceEdge® Performance Management

Managing your contact center for optimal business results is tough. Information to drive both efficiency and operational excellence at the agent, team or contact center level is captured in operational systems but often under-utilized. Receiving reports weekly or monthly doesn't help you improve operations today. And determining which of the KPIs in those reports can really impact performance to meet strategic goals can be nearly impossible.

PerformanceEdge® Performance Management measures and communicates contact center results to continuously improve business processes by providing analytics tools and performance scorecards that can automatically initiate alerts and actions on the fly. This helps ensure your contact center employees are focused on the Key Performance Indicators (KPIs) that drive strategic success across your business processes.

The product provides out-of-the-box flexible analysis and reporting capabilities that enable you to uncover reasons for performance shortfalls, increase agent performance with coaching workflows for continuous process improvement and a reduction in complexity and integration costs.

Cross-Functional Alignment with Overall Business Goals

More than just an "analytics" tool, PerformanceEdge Performance Management enables a structured process through which a company manages and improves its overall performance against certain key metrics. The ultimate goal is to align everyone in the organization towards the same set of goals so the company has a much greater likelihood of achieving their overarching corporate goals.

Using key metrics, goal setting and personalized dashboards, PerformanceEdge Performance Management enables you to easily measure and track agent, team and contact center performance against defined goals to realize cross-functional alignment with strategic initiatives.

Uncover Reasons for Performance Shortfalls

PerformanceEdge Performance Management provides you with a complete view of your contact center's performance to uncover reasons for shortfalls and enables a deeper understanding and analysis of contact center productivity, profitability, and quality of service, correlated with traditional, cost-based key performance indicators (KPIs), such as customer "hold time" or "average handle time."

It consolidates and processes data from all leading suppliers of contact center technologies (ACD, predictive dialer and enterprise applications) to generate a single, comprehensive management view of your agent and contact center performance.



Highlights

- Fully customizable dashboards that show at-a-glance summaries of performance.
- Productized content libraries with pre-packaged KPIs .
- Analytics and root cause analysis - know the "what" and "why" of efficiency, revenue, and service-level performance.
- Automated goal setting, performance tracking and agent coaching capabilities.
- Customizable forms, workflows, alerts and tasks based on business rules.
- Temporal tracking of employee organization data as it changes over time.
- Multi-site, multi-vendor, multiplatform data consolidation.
- Holistic communication and interaction to other PerformanceEdge products.

Through its ability to link data across sites and platforms, PerformanceEdge® Performance Management enhances root cause analysis with timely multidimensional performance data so you can easily identify areas for improvement and take immediate action to effect change.

The solution includes the ability to store and track data that changes over time. This is important in contact center environments as changes to business structure drive reports and analysis. Without proper temporality, all metrics will be inaccurate. Temporal tracking applies to the proper accounting for changes in organizational hierarchy (who reports to whom and for what length of time) and other person/group attributes that account for proper temporal metrics, goals, filters, data restrictions, etc.

Improve Results Using Key Metrics, Goal Setting & Personalized Dashboards

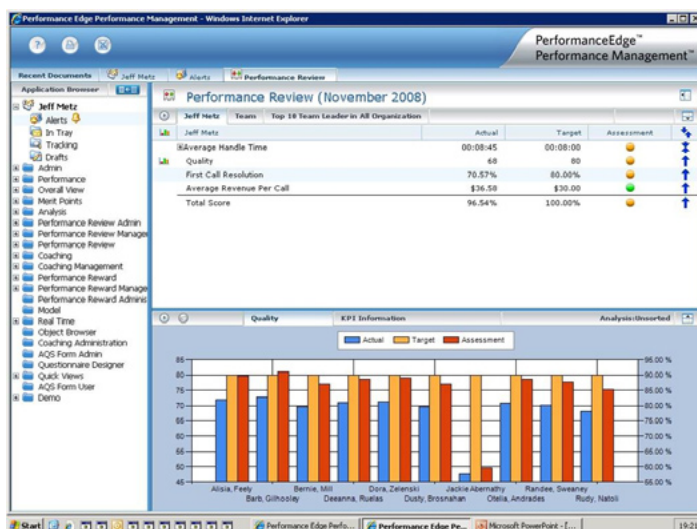
PerformanceEdge Performance Management can help ensure everyone is driving towards the same goals by providing a common view of the data. Since different members of the organization may require different views on the same data, each view can be personalized to meet each functional role's requirements.

Personalized dashboards empower all levels of your organization to focus on performance by showing at-a-glance summaries of key reports with similar themes. Agents can manage their own performance against targets that have been clearly defined to drive effective behaviors. Supervisors are able to easily and efficiently manage, track, and identify root causes for performance shortfalls and take timely corrective action as needed.

Enhance Agent Performance and Coaching for Continuous Process Improvement

Aspect Performance Management helps ensure actions are taken to correct performance shortfalls, so they don't fall through the cracks. The application provides agents with easy access to their own performance data to empower them to take self corrective actions.

Pre-defined alerts and workflows can be setup to consistently monitor agent performance and if an agent misses his or her targets the system can automatically notify supervisors or managers. The solution can also automatically initiate coaching sessions, so a performance improvement plan can be put in place. And information captured during coaching sessions can be stored and used to determine the impact the performance improvement plan has had on agent performance.



PerformanceEdge Performance Management's personalized dashboards provide at-a-glance summaries of key reports with similar themes that help empower all levels of your organization to improve performance. (Supervisor Dashboard)

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.

About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, visit www.aspect.com.

Technology

- N-tier thin-client web architecture supporting true OLAP-based interactive analytics to leverage data from any source system.
- Multidimensional model supporting multiple OLAP methodologies.
- MOLAP (multidimensional OLAP) for faster access with complex data.
- Microsoft Analysis and Reporting Services.

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