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Aspect Workforce
Messaging Guide
DEC2024

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Pain points and problem statements

Pain Points

Operational efficiency challenges

- Inefficient staff scheduling: Struggles with overstaffing or understaffing due to inaccurate and inflexible scheduling methods.

- Inadequate labor cost forecasting: Difficulty in predicting labor costs accurately, leading to budgeting challenges and financial inefficiencies.

- Challenges with managing a diverse and remote workforce: Traditional processes and tools have been designed for a standard on-site workforce, making visibility and flexibility challenging and resulting in employee dissatisfaction or business risk.

Compliance and reporting

- Compliance with labor regulations: Struggling to stay up to date with constantly changing labor laws and industry standards, risking legal penalties.

- Time tracking and payroll errors: Inaccuracies in tracking work hours, leading to payroll errors, overpayments, or compliance issues.

Employee Management and Engagement

- Lack of performance feedback: Insufficient continuous evaluation, impacting employee development, motivation, and service quality.

- Limited employee self-service: Employee dependency on HR for routine requests, leading to delays and reduced autonomy.

- Leave management complexities: Cumbersome process of managing, tracking, and approving employee leave requests.

Problem Statement

Current workforce management systems are often complex, outdated, and lack proactive features, leading to inefficiencies and frustration among employees and supervisors alike. They are also often unable to meet the needs of both administrators and frontline employees, resulting in inefficiencies and poor user adoption. User adoption is an ongoing challenge, and managers are continuously looking for ways to encourage their employees to make use of the workforce tools that they've so heavily invested in. The complexity of calls and expectations of agents is also changing. What were once routine questions that were simple to resolve are now unpredictable and unique problems to solve.

Solution

Aspect Workforce addresses critical workforce management challenges by providing precise, adaptable scheduling, and efficient cost management, alongside enhancing employee satisfaction through self-

service capabilities and ensuring compliance with labor laws. Its scalable and integrative solutions offer a

comprehensive approach to improving operational efficiency, payroll accuracy, and overall strategic workforce planning.

Messaging hierarchy

Solution name	Aspect Workforce
Apps included	Aspect Workforce, Aspect Workforce Experience
Positioning (Shortest)	• Scale user adoption, boost efficiency and productivity, and improve employee engagement and satisfaction across your organization. • Streamline scheduling, forecasting, and performance tracking to boost efficiency and productivity across your organization.
Positioning (Short)	Aspect Workforce is an essential workforce management (WFM) solution that streamlines scheduling, communication, and collaboration to help organizations scale user adoption, boost efficiency and productivity, and improve employee engagement and satisfaction.
Positioning (Long)	Aspect Workforce is a comprehensive workforce management (WFM) solution that improves efficiency and productivity across all levels of your organization. It helps streamline scheduling, communication, and collaboration to drive meaningful outcomes such as scaling user adoption, boosting efficiency and productivity, and improving employee engagement and satisfaction. Aspect Workforce meets the needs of both administrators and frontline employees to help drive key business objectives and outcomes. It offers advanced features admins require (such as precise forecasting, adherence monitoring and advanced analytics) while making workforce management more approachable for frontline agents with a new, simplified experience application that unifies scheduling, predictive insights, and workforce collaboration tools in one seamless interface. Aspect Workforce is built to adapt and scale effectively with the growing needs of any size business, from small enterprises to large corporations. Our decades of expertise ensure that it operates with unparalleled precision, empowering businesses to significantly boost productivity, streamline operations, and drive tangible, long-term improvements in performance. Designed with a people-first approach, Aspect Workforce offers the most user-friendly and intuitive employee interface, revolutionizing shift management with unparalleled simplicity. By enhancing human interaction and reducing administrative burdens, Aspect Workforce helps create happier, more productive teams, ultimately driving better business outcomes.

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Benefit statements

Benefit	Description
Informed decision-making	Gain real-time insights to employee productivity through an intuitive dashboard. Make informed, data-driven business decisions to set performance goals and boost productivity.
Cost efficiency	Increasing productivity means saving time. Saving time means saving money. Reduce labor and training costs with an appropriately staffed and effective workforce.
Precise forecasting	Stop scrambling to find shift coverage during a busy workday. Reduce staffing issues with intelligent forecasting algorithms that utilize historic data to predict scheduling needs.
Employee satisfaction	Employees have access to self-service tools that promote autonomy over schedules and leave requests. Keep your team happy with schedules created with their preferences in mind.

Use cases

Use Case	Description
Optimize workforce planning / Operate effectively	Make WFM more effective and reduce manual tasks with Aspect Workforce's powerful forecasting, scheduling, and reporting solutions. Avoid having too many staff on hand when times are slow, but make sure you can staff up for high-volume times.
Data-driven decision-making	Use analytics to align workforce strategy with business needs.
Boost employee satisfaction and retention	Give your employees the tools they need to reduce administrative tasks such as managing their schedules and requesting time off. Promote a healthy culture that makes employees not only willing to stay but happy to, even proud to.
Improve intra-day management	Respond quickly to unexpected demand shifts.
Effectively managing a remote/hybrid workforce	Streamline the management of teams working anywhere by centralizing scheduling, tracking, and performance monitoring while remaining efficient and compliant.
Enhance compliance and reporting	Automatically monitor and assess agent and customer interactions to ensure compliance with regulations and policies.

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Features and capabilities (by category)

Scheduling and planning	
Dynamic scheduling	Dynamic staff scheduling aligned with forecasted demand, ensuring the right number of agents are available during peak times. Schedule tracking and overtime control: Monitor employee schedules in real-time and set automatic overtime limits to maintain compliance, reduce labor costs, and ensure balanced staffing. Absence and leave management: Automate the tracking and approval of absences and time off.
Advanced forecasting	Advanced algorithms allow you to accurately predict future contact volumes based on historical data and patterns. Aspect Workforce promotes *user choice* by giving users the ability to have as much (or as little) control as they want. Users can have complete control over the forecasting process, or they can have Aspect Workforce tell them what the forecast is.
What-if scenarios	Run unlimited "what-if" forecasting scenarios to optimize workforce planning, quickly adapting to changing demands and exploring the best strategies **without** limitations.
Productivity and performance tracking	
Productivity tracking	Tracks inbound/outbound contacts, handle time, etc. Who is most/least productive. Supervisors and agents can both access this feature.
Real-time adherence	Detailed, real-time insights into workforce performance, operational efficiency, and trend analysis allow for continuous tracking of agent adherence to schedules, enabling immediate corrective actions. Promotes an efficient workforce with adherence management and monitoring.
Intra-day monitoring and management	Comprehensive adherence reporting gives you the analytics you need to make quick and informed business decisions.
Employee self-service and engagement	
Employee self-service portal	Allows employees to manage their schedules, request time off, and access important information independently. Promotes work-life balance through access to schedule flexibility. Provides answers to many agent requests automatically, eliminating paperwork with agent-requested schedule changes, time off, or overtime.
Intuitive employee interface	Next-generation application that unifies scheduling, predictive insights, and workforce collaboration tools in one seamless interface. By integrating with Aspect Workforce, it helps simplify management tasks, saving time and reducing friction.

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Schedule Trades / Shift bidding	Automated schedule trade rules - flexible/configurable. Multiple, flexible forms of shift bidding including mobile support.
Notification Server	Automatically communicates schedule changes, the status of processed schedule change requests, and trade requests via SMTP email or notifications within employee self-service (optional app for smartphones to enable push notifications).
Specialized workforce management solutions	
BPO Support	Facilitate the exchange of WFM data to provide managers with timely insights into what's happening at their outsourced vendor sites without losing control of schedule.
Smart seat assignments	Automatic seat assignment and allocation across teams, groups, and lines of business. Seat reservations based on schedules, business rules, and available seating capacity.
Integration and compliance	
Robust integrations	Seamless integration with other business systems and third-party applications for enhanced functionality and data exchange. Connect to HR, payroll, CRM, and BI systems to unify your workforce management (API and data export).
Regulatory compliance	It can be difficult to keep up with ever-changing labor laws, ensuring compliance for your workforce. Easily track work hours in accordance with labor law updates and industry standards.
Global and mobile capabilities	
Advanced global networking capabilities	Gain a global perspective and make better use of costly personnel in all locations (including work from home).
Mobile functionality	Continue work outside of the office with mobile capabilities (mobile functionality for Workforce Experience coming in 2025).
AI-powered insights	
Aspect Intelligence (AI)	Our use of advanced analytics, deep learning, and intelligent technologies come together to elevate human teams through powerful insights and a more intuitive user experience.

Connectivity

We've partnered with Call Design to extend our Workforce Connector framework. Call Design recognizes the importance of efficient workforce management in driving an organization's success. That's why they've developed and are committed to bringing a solution that seamlessly integrates data from the many functions within our customers organizations to ensure operations are optimized.

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*Aspect Workforce can be deployed On-Premises, Private, or Public Cloud.

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Aspect-Provided Connectors	ACD Deployment
Alvaria CX	Cloud
Any - WFM Universal Input Specification	Any
Amazon Connect	Cloud
Aspect Unified IP	On-Premises
Avaya Aura	On-Premises
Five9	Cloud
InContact -CXone -RingCentral	Cloud
Kana (now Verint)	Cloud
Ujet (Voice)	Cloud
Zendesk	Cloud
Call Design-Provided Connectors	**Connector Location**
Amazon Connect	Cloud-to-Cloud or Prem-Install
Avaya Oceana	Cloud-to-Cloud or Prem-Install
Cisco UCCX	Cloud-to-Cloud or Prem-Install
CXOne	Cloud-to-Cloud or Prem-Install
Five9	Cloud-to-Cloud or Prem-Install
Genesys Cloud	Cloud-to-Cloud or Prem-Install
Gladly	Cloud-to-Cloud or Prem-Install
ipScape	Cloud-to-Cloud or Prem-Install
Khoros	Cloud-to-Cloud or Prem-Install
LivePerson	Cloud-to-Cloud or Prem-Install
LogMeIn	Cloud-to-Cloud or Prem-Install
Salesforce	Cloud-to-Cloud or Prem-Install
Servicenow	Cloud-to-Cloud or Prem-Install
TalkDesk	*Coming soon*
Twilio	Cloud-to-Cloud or Prem-Install
Zendesk	Cloud-to-Cloud or Prem-Install

Competitive differentiators

Ability to handle complex scheduling

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- Aspect's ability to manage complex scheduling environments, including those with unionized workforces, is a significant advantage over competitors who struggle with such complexities.
- Cross-functional use cases, interconnected solutions, and customization provide a smoother, more efficient experience.

Integration capabilities
- While competitors like Assembled and Calabrio struggle with integration issues, Aspect's integrated solutions provide a more cohesive and efficient experience for users.
- The integration of contact center and WEM solutions into a single platform provides a seamless experience for users, enhancing efficiency and reducing the complexity of managing multiple systems.

Robust, flexible features and reporting
- Aspect's tools are feature-rich and capable of handling the complex needs of large enterprises.
- Aspect's offerings have more flexibility in terms of business rules and configurations in comparison to competitors like Nice.

Expertise and precision
- Aspect's unmatched expertise and precision in workforce management give it an edge over competitors who lack the same depth of industry knowledge and experience, such as Calabrio.
- Strong focus on customer satisfaction and transparency, which builds trust and long-term relationships.
- Aspect's deep understanding of contact center operations and workforce technology sets it apart from competitors, enabling it to offer tailored solutions that address specific industry challenges.

Strong historical presence and enterprise penetration
- Aspect's long-standing presence in the workforce management (WFM) and workforce engagement management (WEM) sectors, along with strong enterprise penetration, positions us as a trusted and reliable provider.