

WORKFORCEOS SOLUTIONS: TECHNICAL DEEP DIVE

WorkforceOS Solutions: Technical Deep Dive

QUESTION OR SEGMENT

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ASPECT WORKFORCE™

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ON-PREMISES-TO-CLOUD MIGRATION

Aspect Workforce™



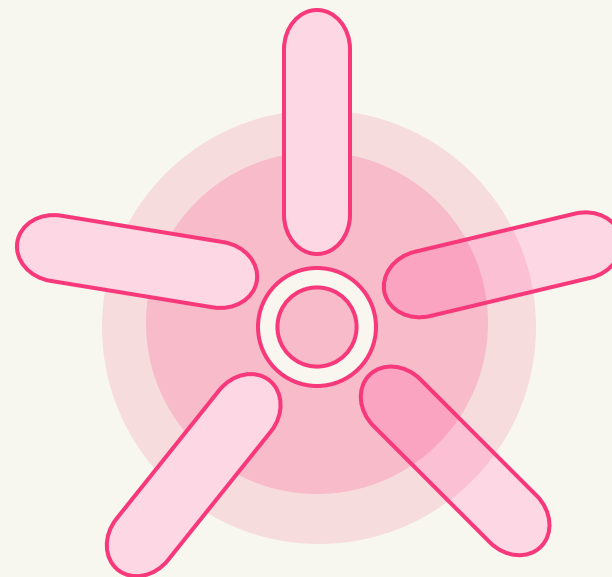
Capabilities

Advanced Global Networking Capabilities

Gain a global perspective and better use costly personnel in all locations (including work from home).

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.



Mobile Functionality

Mobile application support for both employees and managers, facilitating workforce management on-the-go.

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.

WORKFORCE

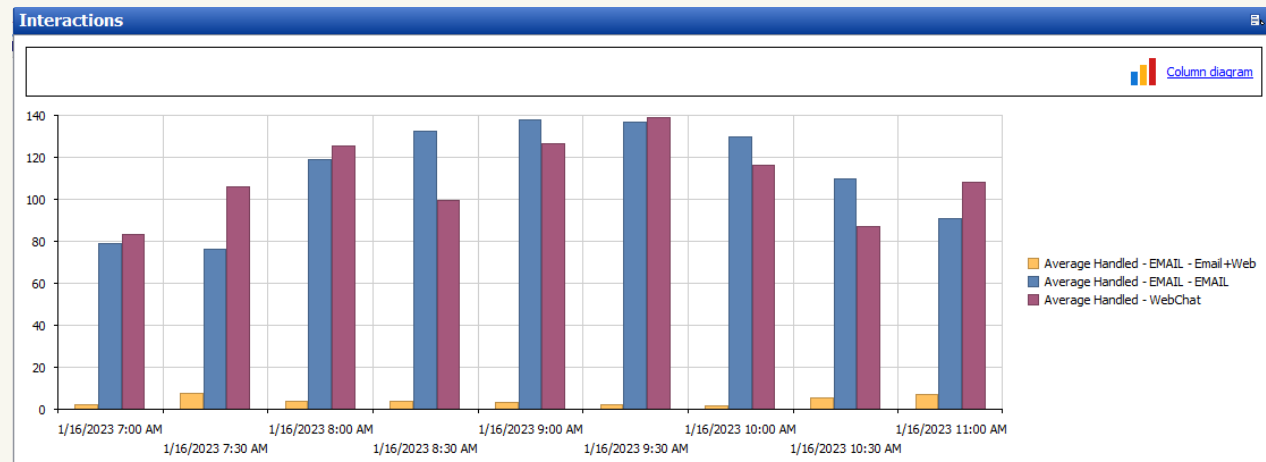
Multi-Channel Support

Ensure consistent workforce management across all customer interaction platforms.

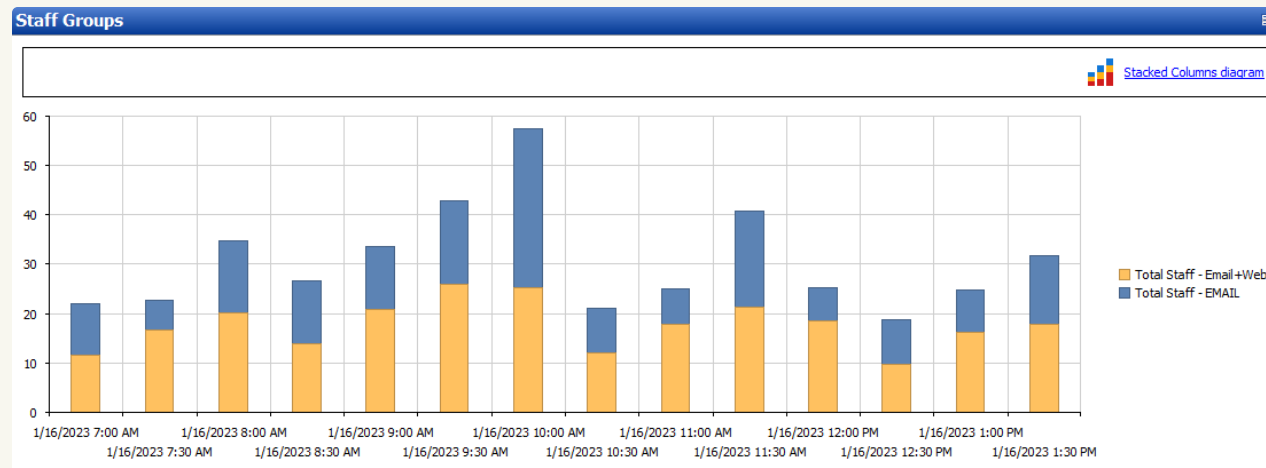
Core Capabilities:

- Unified approach to managing phone, email, chat, and social media channels.
- Customizable routing and response strategies for each channel.
- Real-time channel performance metrics and analytics.
- Integrated communication tools for seamless customer engagement.
- Cross-channel customer interaction tracking.
- Scalable solutions to support new channels and technologies.

INTERACTIONS



STAFF GROUPS

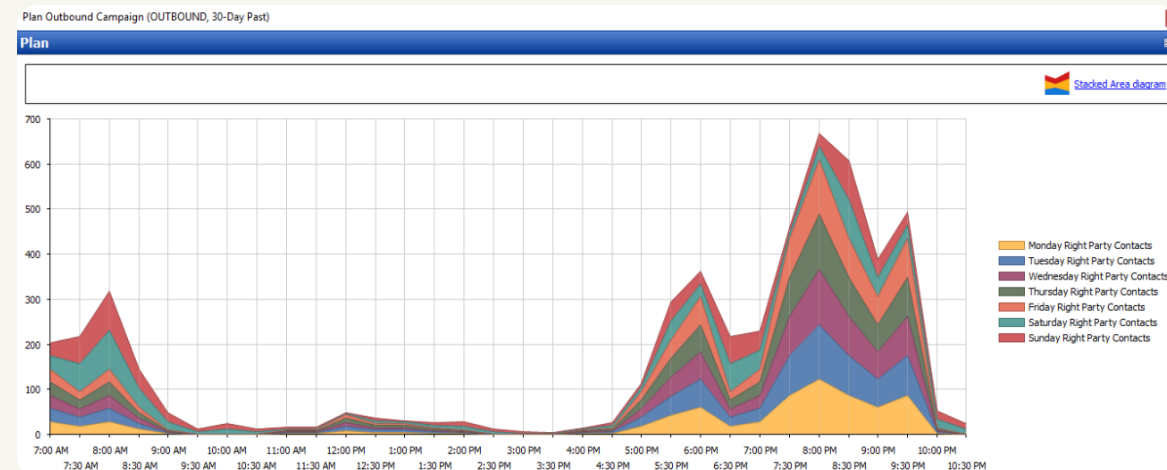
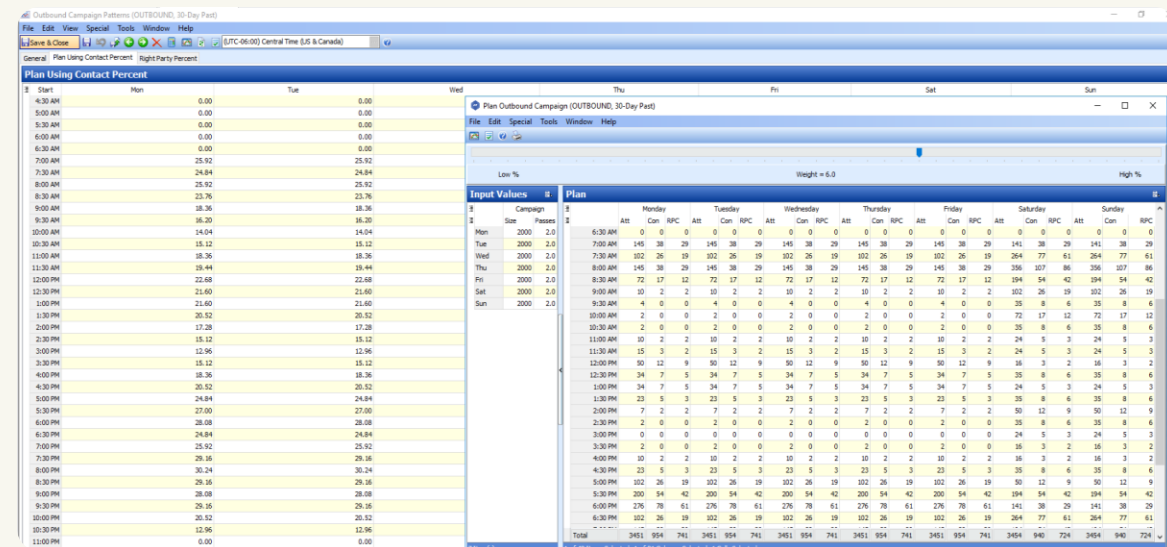


Outbound Interaction Management

Ensure Staffing and Forecasted Outbound Interactions are Managed with Ease

Core Capabilities:

- Unified approach to managing phone, email, chat, and social media channels.
- Utilize resources with blending outbound work with inbound voice or other channels
- More accurately plan and manage staffing resources to increase connects and right-party connects
- Real-time channel performance metrics and analytics.
- Strategic Outbound Campaign Planning
- Scalable solutions to support new channels and technologies.



Back Office Support

Leverage the Ability to Manage Front and Backoffice Scheduling in One System

Core Capabilities:

- Unified approach to managing front and back-office work.
- Customizable routing and response strategies for each type of work.
- Create accurate forecasts and schedules that take resources, goals and backlog into account
- Plan resources based on demand, resource availability, service level objectives and budget
- Visibility into task completion, backlog and staff availability
- Scalable solutions to support new channels and technologies.

FORECAST

The screenshot displays the 'Back Office Performance Detail' application interface. The main window shows a 'Forecast' table with columns for Task Arrival Period, Task Handling, Beginning, Details, Ending, and Staff. The table lists various tasks with their respective metrics, including tasks with negative net shrinkage values.

An inset window titled 'View Outstanding Tasks (BACK3Day Forecasted Ending as of 7/8/2024 12:00 AM)' shows a 'Task Details' table with columns for Task Arrival Period, Task Handling, and Details. This table lists three tasks with their completion status (Open/Past) and age.

Task Arrival Period		Task Handling		Beginning		Details		Ending		Staff								
Begins	Ends	Open	Past	Earliest Start	Deadline	Tasks Available	Due	Offered	AHT	Handled	Tasks Available	Overdue	Scheduled	Updated On	Net Shrinkage			
7/1/2024 12:00 AM	7/2/2024 12:00 AM			7/1/2024 12:00 AM	7/4/2024 12:00 AM	183.00	183.00	183	10.00	183.00	0.00		45.00	11/8/2023 11:19:1...	14.50	0.00		
7/2/2024 12:00 AM	7/3/2024 12:00 AM			7/2/2024 12:00 AM	7/5/2024 12:00 AM	225.00	225.00	225	10.00	225.00	0.00		45.00	11/8/2023 11:19:1...	7.50	0.00		
7/3/2024 12:00 AM	7/4/2024 12:00 AM			7/3/2024 12:00 AM	7/6/2024 12:00 AM	276.00	276.00	276	10.00	270.00	6.00	6.00	45.00	11/8/2023 11:19:1...	0.00	0.00		
7/4/2024 12:00 AM	7/5/2024 12:00 AM			7/4/2024 12:00 AM	7/7/2024 12:00 AM	293.00	293.00	287	10.00	270.00	23.00	23.00	45.00	11/8/2023 11:19:1...	0.00	0.00		
7/5/2024 12:00 AM	7/6/2024 12:00 AM			7/5/2024 12:00 AM	7/8/2024 12:00 AM	299.00	299.00	276	10.00	180.00	119.00	119.00	30.00	11/8/2023 11:19:1...	0.00	0.00		
7/6/2024 12:00 AM	7/7/2024 12:00 AM			7/6/2024 12:00 AM	7/9/2024 12:00 AM	374.00	374.00	255	10.00	45.00	329.00	329.00	7.50	11/8/2023 11:19:1...	0.00	0.00		
7/7/2024 12:00 AM	7/8/2024 12:00 AM			7/7/2024 12:00 AM	7/10/2024 12:00 AM	554.00	554.00	225	10.00	45.00	509.00	509.00	29.00	7.50	11/8/2023 11:19:1...	-4.83	0.00	
7/8/2024 12:00 AM	7/9/2024 12:00 AM			7/8/2024 12:00 AM	7/11/2024 12:00 AM	706.00	706.00	284.00	197	10.00	270.00	436.00	14.00	45.00	11/8/2023 11:19:1...	-2.33	0.00	
7/9/2024 12:00 AM	7/10/2024 12:00 AM			7/9/2024 12:00 AM	7/12/2024 12:00 AM	624.00	624.00	239.00	188	10.00	270.00	354.00	354.00	45.00	11/8/2023 11:19:1...	0.00	0.00	
7/10/2024 12:00 AM	7/11/2024 12:00 AM			7/10/2024 12:00 AM	7/13/2024 12:00 AM	498.00	498.00	166.00	144	10.00	270.00	228.00	228.00	45.00	11/8/2023 11:19:1...	0.00	0.00	
7/11/2024 12:00 AM	7/12/2024 12:00 AM			7/11/2024 12:00 AM	7/14/2024 12:00 AM	385.00	385.00	84.00	157	10.00	270.00	115.00	115.00	45.00	11/8/2023 11:19:1...	0.00	0.00	
7/12/2024 12:00 AM	7/13/2024 12:00 AM			7/12/2024 12:00 AM	7/15/2024 12:00 AM	293.00	293.00		178	10.00	180.00	113.00	113.00	30.00	11/8/2023 11:19:1...	0.00	0.00	
7/13/2024 12:00 AM	7/14/2024 12:00 AM			7/13/2024 12:00 AM	7/16/2024 12:00 AM	279.00	279.00		166	10.00	45.00	234.00	234.00	7.50	11/8/2023 11:19:1...	0.00	0.00	
7/14/2024 12:00 AM	7/15/2024 12:00 AM			7/14/2024 12:00 AM	7/17/2024 12:00 AM	467.00	467.00	68.00	233	10.00	45.00	422.00	422.00	23.00	7.50	11/8/2023 11:19:1...	-3.83	0.00
7/15/2024 12:00 AM	7/16/2024 12:00 AM			7/15/2024 12:00 AM	7/18/2024 12:00 AM	625.00	625.00	189.00	203	10.00	270.00	355.00	355.00	45.00	11/8/2023 11:19:1...	0.00	0.00	
7/16/2024 12:00 AM	7/17/2024 12:00 AM			7/16/2024 12:00 AM	7/19/2024 12:00 AM	548.00	548.00	152.00	193	10.00	270.00	278.00	278.00	45.00	11/8/2023 11:19:1...	0.00	0.00	
7/17/2024 12:00 AM	7/18/2024 12:00 AM			7/17/2024 12:00 AM	7/20/2024 12:00 AM	456.00	456.00	85.00	178	10.00	270.00	186.00	186.00	45.00	11/8/2023 11:19:1...	0.00	0.00	
7/18/2024 12:00 AM	7/19/2024 12:00 AM			7/18/2024 12:00 AM	7/21/2024 12:00 AM	346.00	346.00	8.00	160	10.00	270.00	76.00	76.00	45.00	11/8/2023 11:19:1...	0.00	0.00	
7/19/2024 12:00 AM	7/20/2024 12:00 AM			7/19/2024 12:00 AM	7/22/2024 12:00 AM	231.00	231.00		155	10.00	180.00	51.00	51.00	30.00	11/8/2023 11:19:1...	0.00	0.00	
7/20/2024 12:00 AM	7/21/2024 12:00 AM			7/20/2024 12:00 AM	7/23/2024 12:00 AM	179.00	179.00		128	10.00	45.00	134.00	134.00	7.50	11/8/2023 11:19:1...	0.00	0.00	
7/21/2024 12:00 AM	7/22/2024 12:00 AM			7/21/2024 12:00 AM	7/24/2024 12:00 AM	322.00	322.00	6.00	188	10.00	45.00	277.00	277.00	7.50	11/8/2023 11:19:1...	0.00	0.00	
7/22/2024 12:00 AM	7/23/2024 12:00 AM			7/22/2024 12:00 AM	7/25/2024 12:00 AM	480.00	480.00	89.00	203	10.00	270.00	210.00	210.00	45.00	11/8/2023 11:19:1...	0.00	0.00	
7/23/2024 12:00 AM	7/24/2024 12:00 AM			7/23/2024 12:00 AM	7/25/2024 12:00 AM	401.00	401.00	7.00	191	10.00	270.00	131.00	131.00	45.00	11/8/2023 11:19:1...	0.00	0.00	

TASK DETAILS

Employee Empowerment Features

Enable Your Employees with Self-service Tools for Enhanced Engagement and Satisfaction.

Core Capabilities:

- Interactive portals for personal schedule management.
- Self-service options for leave applications and shift trades.
- Personalized dashboards with performance metrics (*)
- Access to training and development resources.
- Feedback and survey tools for employee insights. (^)
- Gamification features for motivation and engagement. (^)

BEFORE		AFTER	
Tuesday, 12/10/2024			
SERVICE - Service Calls	8:00 AM - 4:30 PM	08:30	SERVICE - Service Calls
SHIFT - Shift (container)	8:00 AM - 4:30 PM	08:30	SHIFT - Shift (container)
BREAK 1ST - First break	10:15 AM - 10:30 AM	00:15	BREAK 1ST - First break
LUNCH - Unpaid break	12:00 PM - 12:30 PM	00:30	LUNCH - Unpaid break
BREAK LAST - Last br...	3:00 PM - 3:15 PM	00:15	BREAK LAST - Last br...

TRADE REVIEW

Versatile Bidding Tools

Automate Time Consuming Bidding Processes
Elevating Transparency and Enabling Timely Results.

Core Capabilities:

- Leave request bidding for defined time periods.
- Display availability & relevant information for offered segments, shifts, or work.
- Process bids in an order considering relevant data points i.e. performance and/or tenure
- Offer long term standard schedules, “build your own” schedules, short term business needs (i.e OT), and more!

The image displays three screenshots of the Alvaria bidding tool interface, illustrating its capabilities for managing shift bidding.

Top Screenshot: FLEXIBLE SHIFT BIDS DETAILS
This view shows a grid of shifts for December 2024. The grid is organized by day (Monday through Sunday) and time slots (02:00 AM to 09:00 AM). Shifts are represented by colored bars: green for Monday, Tuesday, and Saturday, and blue for Wednesday, Thursday, Friday, and Sunday.

Middle Screenshot: FLEXIBLE SHIFT BIDS DETAILS
This view shows a grid of shifts for March 2024. The grid is organized by day (Monday through Sunday) and time slots (02:00 AM to 09:00 AM). Shifts are represented by blue bars.

Bottom Screenshot: SEQUENTIAL SHIFT BID DETAILS
This view shows a table of trial schedules and a 'SCHEDULE DETAILS' panel on the right. The table lists trial schedules with columns for State, Seq, Start/Stop, and Days Worked. The 'SCHEDULE DETAILS' panel shows details for a specific shift, including the shift name, start and end times, and duration.

State	Seq	Start/Stop	Days Worked
Available	1	12:00 AM-8:30 AM	{M-----}
Available	2	9:00 AM-9:30 AM	==W-----
Available	3	2:30 AM-11:00 AM	====F--
Available	4	11:00 PM-2:30 AM	{M-----}
Available	5	9:00 PM-1:30 AM	==W-----
Available	6	8:30 AM-9:00 PM	{M-----}
Available	7	3:30 PM-12:00 AM	====F--
Available	8	10:00 AM-8:30 PM	====S
Available	9	9:30 AM-10:00 AM	==T-----

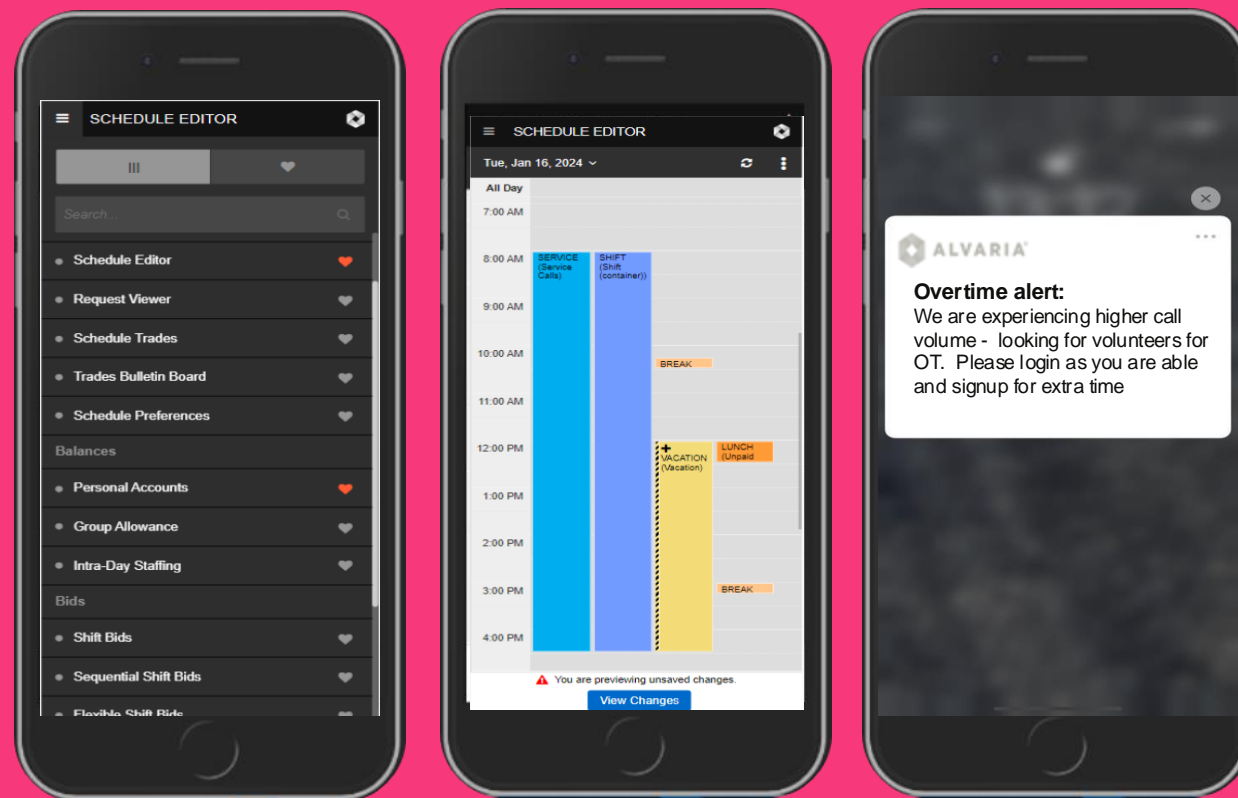
SCHEDULE DETAILS
 #131023 - #131023
 Sunday, 8/12/2024 1:00 AM - 5:30 AM 04:30
 SHIFT - Shift (container) 1:00 AM - 5:30 AM 04:30
 SERVICE - Service Calls 1:00 AM - 5:30 AM 04:30
 BREAK 1ST - First break 3:00 AM - 3:15 AM 00:15

Mobile Accessibility

Empower Your Workforce with Mobile Tools for Enhanced Flexibility and Connectivity.

Core Capabilities:

- Mobile UI for remote schedule management and monitoring.
- Push notifications for schedule updates and alerts to a mobile app
- Self-service capabilities for shift swaps and time-off requests.
- Real-time communication tools for staff and managers.
- Access to personal performance data and schedules.



Scalability for Business Growth

Efficiently Manage Your Evolving Business Needs with a Scalable Workforce Solution.

Core Capabilities:

- Modular design to accommodate business growth.
- Capacity to handle increased user and transaction volumes.
- Configurable features to suit expanding business models.
- Scalable cloud infrastructure for global accessibility.
- Automated resource allocation for growing workforce.
- Multi-language support for global operations.



Aspect's largest deployment worldwide supports 65,000 employees

Comprehensive User Permission Controls

Limit Business Risk While Enabling Transparency, Empowering Users, and Mitigating Time-Consuming Data Entry.

Core Capabilities:

- Segment / Memo view
- Segment specific action level permissions for specific or relative date(s) window(s)
- Enable business/personal request rule overrides
- Customizable employee filters

ADMIN VIEW

The screenshot shows the 'ADMIN VIEW' of the Alvaria SCHEDULE EDITOR. The main interface displays a calendar for employee Abernathy, Jackie K. (2222) for Monday, January 22, 2024, and Tuesday, January 23, 2024. An 'Edit Segment' modal is open, showing the following details:

- Employee:** Abernathy, Jackie K.
- Code:** LATE (Late to work)
- Nominal Date:** 1/22/2024
- Start Time:** 8:00 AM
- Stop Time:** 8:10 AM
- Duration:** 0 Hours 10 Minutes
- Begins:** Same day as the nominal date
- Memo:** 5th occurrence - verbal warning

EMPLOYEE VIEW

The screenshot shows the 'EMPLOYEE VIEW' of the Alvaria SCHEDULE EDITOR. The main interface displays a calendar for Monday, January 22, 2024, Tuesday, January 23, 2024, and Wednesday, January 24, 2024. The calendar shows various segments for the employee, including SERV (Serv Calls), SHIF (Shift), LATE (Late to work), BRE (Break), RES (Rese), and LUN (Lun).

Robust Integration Capabilities

Seamlessly Connect with a Multitude of Systems for a Unified Workforce Management Experience.

Core Capabilities:

- Compatibility with various CRM and CCaaS platforms.
- Ability to Integrate with HR, payroll, and ERP systems leveraging our API and SDK
- API-based connectivity for custom integrations.
- Synchronization with Office365 email and calendar systems.
- Secure data transfer and compliance with privacy standards.

ALVARIA

IntraDayPerformance

Id IntraDayPerformance

POST /via/v2/organizations/{orgId}/workforce/intradayperformance/{id}

Retrieves an intra-day performance that matches the id and specified selector.

Name	In	Type	Required	Description
id	path	string	true	Describes the intra-day performance id to retrieve. An identifier for the intra-day performance. Intra-day performance retrieved with the via/v2/organizations/{orgId}/workforce/search/intradayperformance endpoint.
orgId	path	string	true	Name of a customer organization.
Authorization	header	string	true	Authentication token with the value 'Bearer {accessToken}' (accessToken was returned from a call to the authorization endpoint).
x-api-key	header	string	true	Alvaria-provided value used to track API endpoint usage.
body	body	IntraDayPerformanceSelector	true	Describes the intra-day performance details to include.

Responses

Status	Meaning	Description	Schema
200	OK	OK	IntraDayPerformanceResponse

```
POST https://orgId.via.aspect-cloud.net/via/v2/organizations/{orgId}/workforce/intradayperformance/{id}
Host: orgId.via.aspect-cloud.net
Content-Type: application/json
Accept: application/json
Authorization: string
x-api-key: string

Body parameter
{
  "includeConsolidationColumns": {
    "columnIdentifiers": [
      "RVSFORVOL",
      "DMFORVOL"
    ]
  },
  "forecastGroupIds": [
    "-9994561656",
    "-9994561254"
  ],
  "staffGroupIds": [
    "-9994561656",
    "-9994561254"
  ]
}
```

Platform Connectors

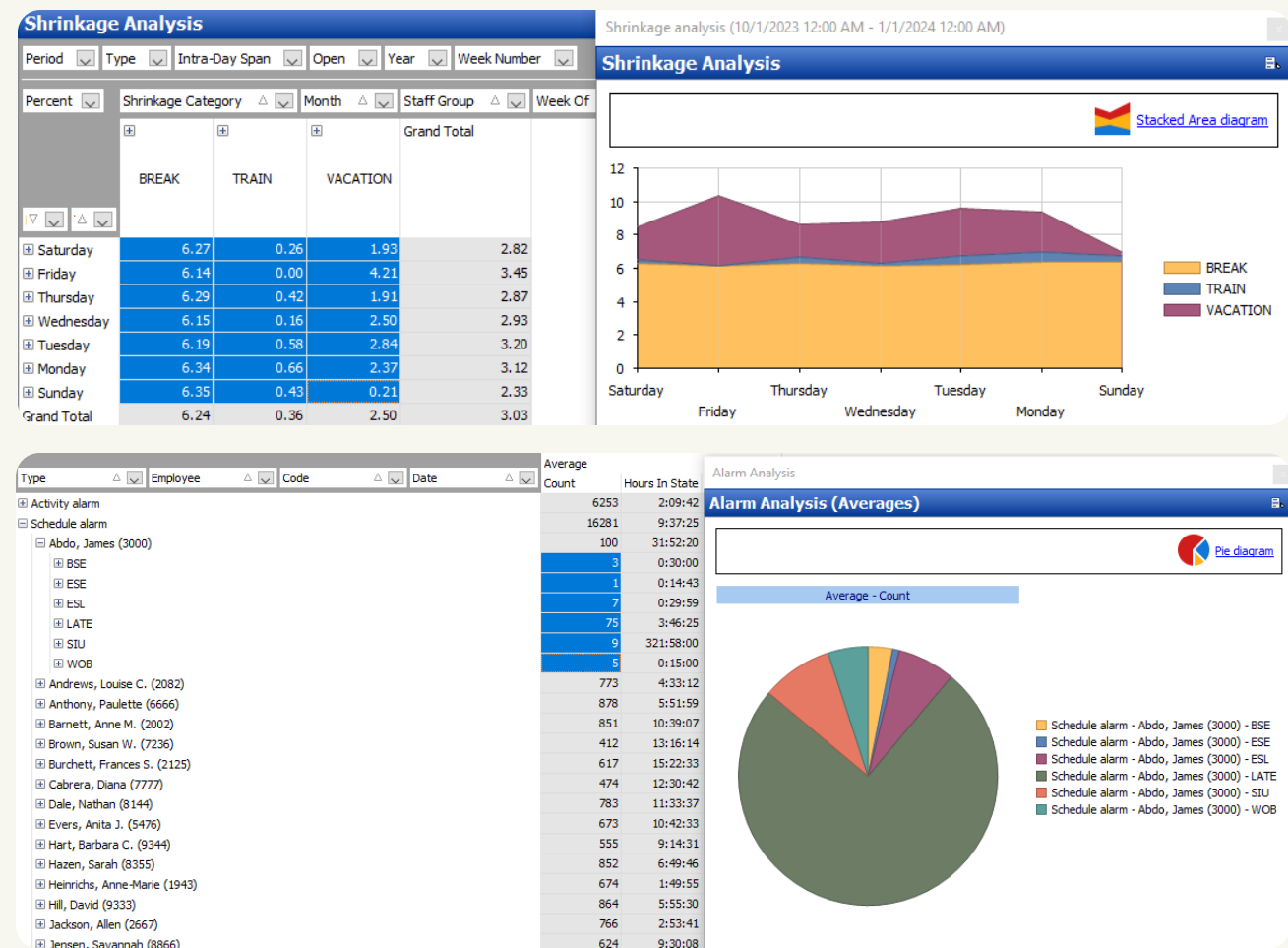


Comprehensive Reporting and Analytics

Transform Workforce Data into Actionable Insights for Strategic Decision-making.

Core Capabilities:

- Detailed analytics on workforce performance and productivity.
- Trend analysis for long-term operational planning.
- Customizable reports for specific business needs.
- Integration with business intelligence tools.
- Real-time data updates for up-to-date analytics.
- Predictive analytics for future workforce planning.



Data Access and Export

Access to All of Your Workforce Data.

Core Capabilities:

- Aspect offers 100+ out of the box reports for view and export automatically
- Built-in analysis tools that provide intraday performance, adherence, schedule, shrinkage/superstate data with ability to export.
- REST APIs enable developers to create applications that interact with the Cloud Workforce platform.
- Data access subscription for all data accessible in parquet format
- Enables business decisions based on accurate data.
- Streamline data consolidation and analysis

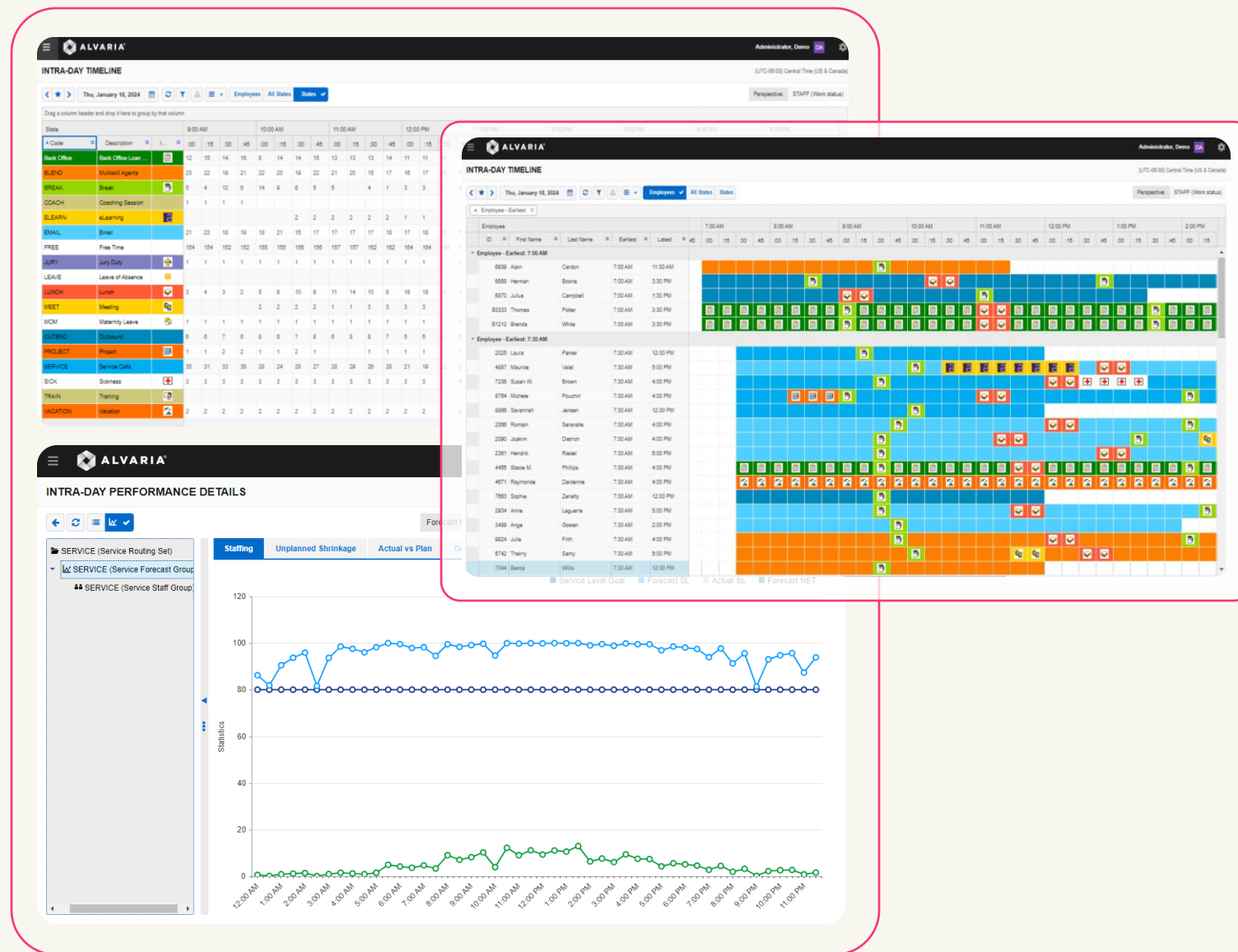


Intraday Management and Monitoring

Achieve Operational Efficiency with Flexible Tracking and Management Tools

Core Capabilities:

- Limitless ways to tally employee scheduled activities.
- Tracking tools for bulk schedule updates and management.
- Update time and attendance systems to reconcile data.
- Intraday visualizations for real-time management.
- Customizable thresholds for intraday performance alerts.
- Reporting features for trends and analysis.

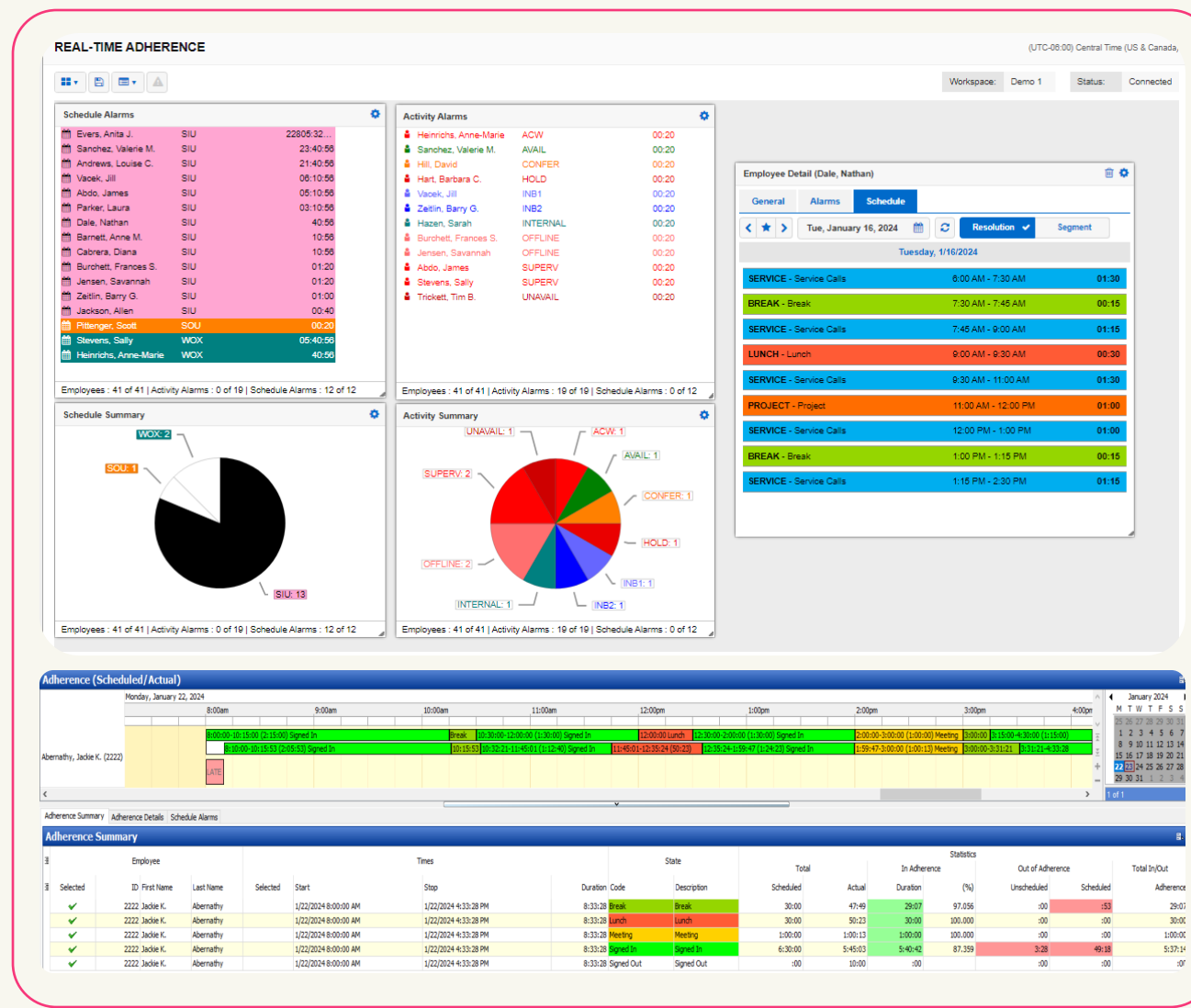


Adherence Management and Monitoring

Maintain Operational Integrity with Real-Time and Historical Tracking of Workforce Adherence.

Core Capabilities:

- Monitoring of staff adherence to assigned schedules.
- Visual alerts for deviations from planned schedules.
- Integration routing systems for accuracy.
- Dashboard visualizations for real-time adherence status.
- Customizable thresholds for adherence alerts.
- Reporting features for adherence trends and analysis.

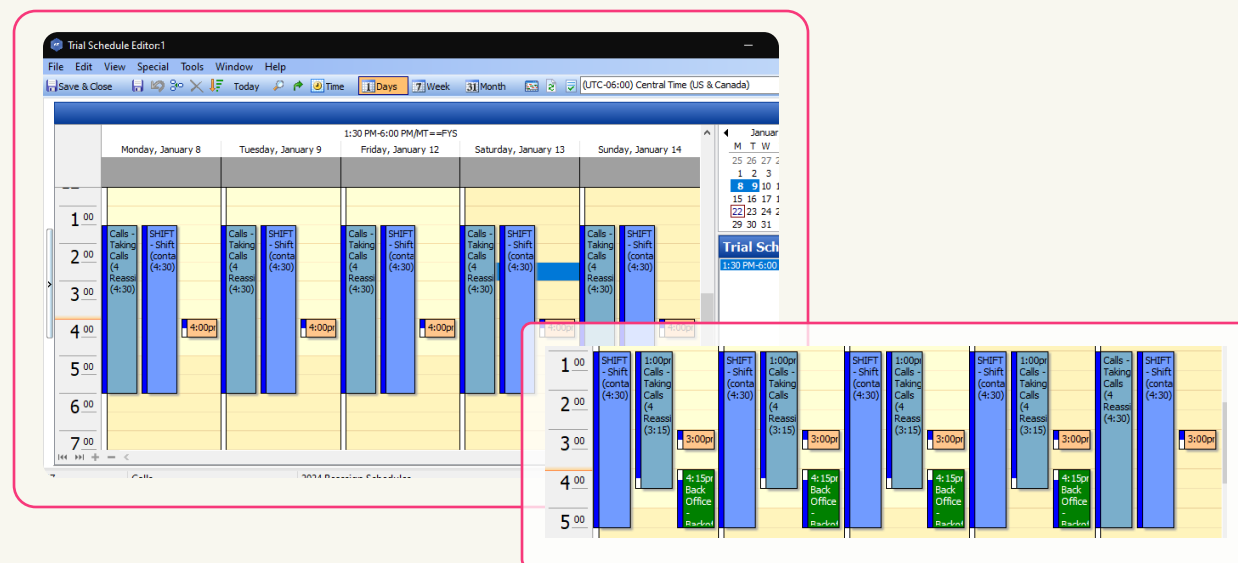
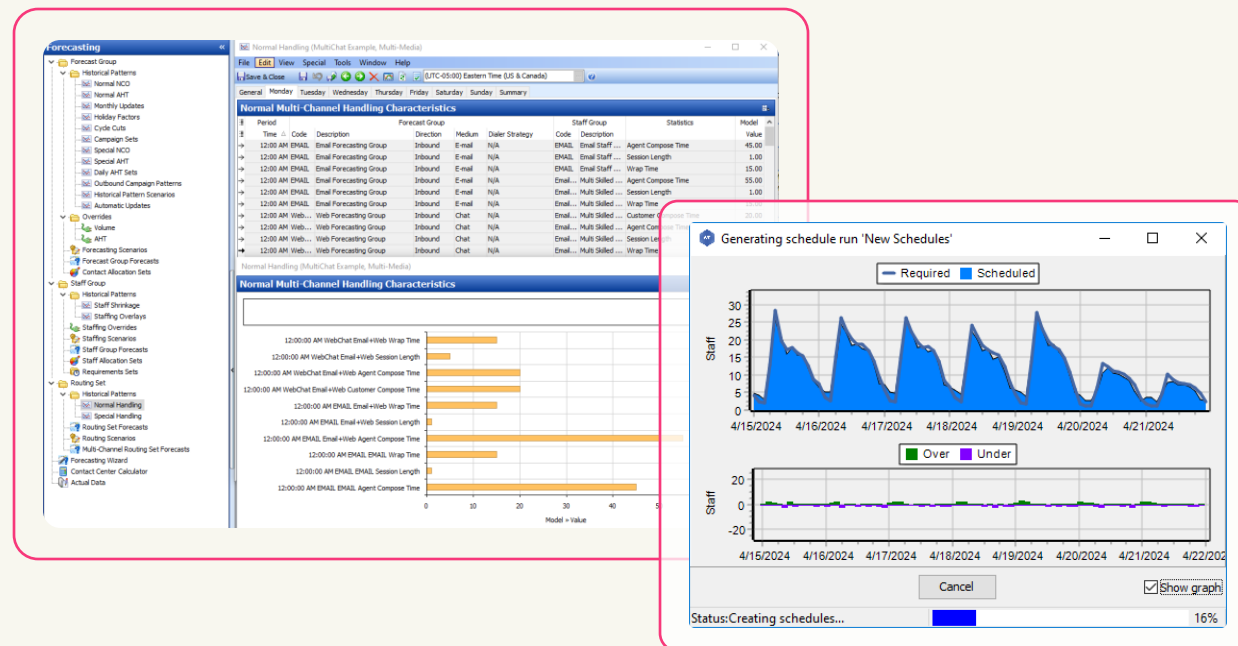


Advanced Forecasting and Scheduling

Leverage Predictive Analytics for Accurate Workforce Planning and Optimal Schedule Creation.

Core Capabilities:

- Utilization of historical data trends for accurate workload predictions
- Auto calculation of actual shrinkages to build patterns for staffing needs
- Sophisticated algorithms for diverse forecasting scenarios.
- Unlimited scenario-based planning for peak times and special events.
- Automated scheduling to optimize workforce distribution by channel or type of work
- Flexibility to adjust schedules for different channels or work types as per real-time demands.



Schedule Creation and Management

Intuitive Tools that Enable Optimal Schedule Creation and Minimize Time Spent Managing Schedules.

Core Capabilities:

- Robust schedule creation rules to factor in geographical or company requirements
- Manage segments in bulk with ease
- Generate meetings/projects quickly and efficiently to optimize intraday requirements or a set re-occurring basis
- Automated scheduling to optimize workforce distribution.
- Unlimited Scenario-based schedule creation
- Flexibility to adjust schedules as per real-time demands.
- Integration of employee preferences and skills

The image displays two overlapping software windows. The top window, titled 'Segment Worksheet:1', shows a table of employee segments. The bottom window, titled 'Trial Schedule Editor', shows a weekly schedule grid for January 8-14, 2024, with a time axis from 1:30 PM to 7:00 PM. The grid shows various activities like 'Calls - Taking Calls' and 'SHIFT - Shift (containing 4 Reassigns)' for different employees.

Worksheet	Employee	Segment	Times	Other							
Action	First Name	Last Name	ID Code	Description	Nominal Date	Day of Week	Start	Stop	Stop Time of Day	Duration	Memo
Change	Tim B.	Trickett	4444	COACH On-the-job coaching	3/22/2024	Friday	2:30 PM	4:00 PM	4:00 PM	1:30	
Change	Scott	Pittenger	1111	COACH On-the-job coaching	3/22/2024	Friday	4:30 PM	6:00 PM	6:00 PM	1:30	
Change	Paulette	Anthony	6666	COACH On-the-job coaching	3/22/2024	Friday	2:30 PM	4:00 PM	4:00 PM	1:30	
Change	Jackie K.	Abernathy	2222	COACH On-the-job coaching	3/22/2024	Friday	2:30 PM	4:00 PM	4:00 PM	1:30	
Change	Tim B.	Trickett	4444	COACH On-the-job coaching	3/20/2024	Wednesday	2:00 PM	3:30 PM	3:30 PM	1:30	
Change	Valerie M.	Sanchez	8888	COACH On-the-job coaching	3/20/2024	Wednesday	9:30 AM	11:00 AM	11:00 AM	1:30	
Change	Scott	Pittenger	1111	COACH On-the-job coaching	3/20/2024	Wednesday	4:00 PM	5:30 PM	5:30 PM	1:30	
Change	Paulette	Anthony	6666	COACH On-the-job coaching	3/20/2024	Wednesday	4:00 PM	5:30 PM	5:30 PM	1:30	
Delete	Allen	Jackson	2667	COACH On-the-job coaching	3/20/2024	Wednesday	4:00 PM	5:30 PM	5:30 PM	1:30	
Delete	Janice	Doe	12342	COACH On-the-job coaching	3/20/2024	Wednesday	4:00 PM	5:30 PM	5:30 PM	1:30	
Delete	Anne M.	Barnett	2002	COACH On-the-job coaching	3/20/2024	Wednesday	4:00 PM	5:30 PM	5:30 PM	1:30	
Add	James	Abdo	3000	MEET Meeting	3/20/2024	Wednesday	4:00 PM	5:30 PM	5:30 PM	1:30	
Add	Jackie K.	Abernathy	2222	MEET Meeting	3/20/2024	Wednesday	4:00 PM	5:30 PM	5:30 PM	1:30	
Add	Paulette	Anthony	6666	MEET Meeting	3/20/2024	Wednesday	4:00 PM	5:30 PM	5:30 PM	1:30	
Add	Anne M.	Barnett	2002	MEET Meeting	3/20/2024	Wednesday	4:00 PM	5:30 PM	5:30 PM	1:30	
Add	Frances S.	Burchett	2125	MEET Meeting	3/20/2024	Wednesday	4:00 PM	5:30 PM	5:30 PM	1:30	
Add	Niana	Cabrera	7777	MEET Meeting	3/20/2024	Wednesday	4:00 PM	5:30 PM	5:30 PM	1:30	

Summary: 1 of 27 Items Selected. Total: 27. Add: 16. Change: 8. Delete: 3. Last retrieved: 12.

Managing Outsourced Labor and Interactions

Multisite Management and Visibility into Outsourced Locations

Core Capabilities:

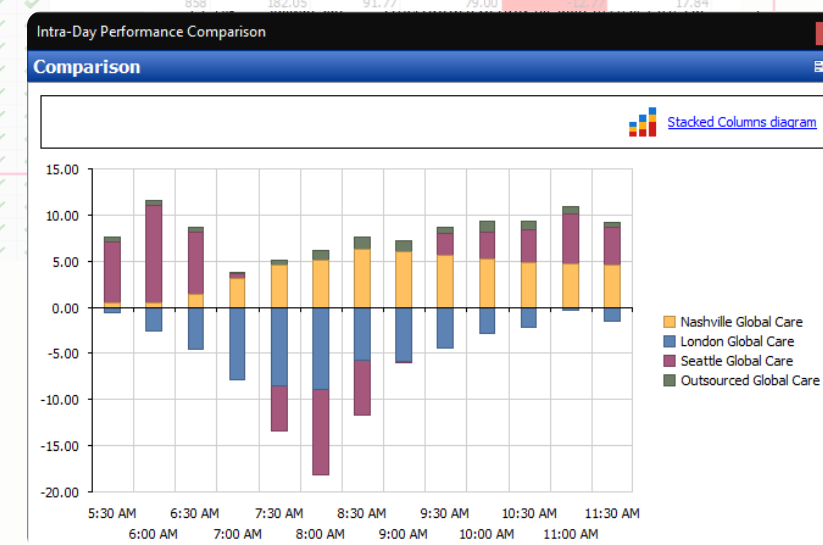
- Provides global perspective for centers that share contacts across sites
- Enables and automates the exchange of forecasts and actual intra-day results between outsourcers and their clients.
- Intraday view of staffing allowing companies visibility to business partner scheduling
- Outsourcers maintain control of their agent schedules
- Scalable solutions to support new channels and technologies.

The screenshot shows a software window titled 'UTC-06:00 Central Time (US & Canada)'. The left pane shows a tree view for 'GLOBAL CARE' with sub-items: 'London Global Care', 'Nashville Global Care', 'Outsourced Global Care', and 'Seattle Global Care'. The main pane displays a 'Forecast' table with columns: Time Period, Open, Past, Calls, AHT, Req, Sch, Net, and SL Calc. The table shows data for various time periods from 12:00 AM to 7:30 AM. The 'Net' column has red and blue highlights, indicating positive and negative values respectively.

Time Period	Open	Past	Calls	AHT	Req	Sch	Net	SL Calc
12:00 AM	✓	✓	136	194.07	17.85	20.00	2.15	92.01
12:30 AM	✓	✓	111	204.50	15.66	14.00	-1.66	63.61
1:00 AM	✓	✓	94	202.13	13.41	17.00	3.59	97.01
1:30 AM	✓	✓	77	186.78	10.56	13.00	2.44	95.16
2:00 AM	✓	✓	67	179.70	9.09	12.00	2.91	97.00
2:30 AM	✓	✓	54	192.09	8.06	10.00	1.94	94.40
3:00 AM	✓	✓	42	171.82	6.01	8.00	1.99	95.85
3:30 AM	✓	✓	31	128.72	3.80	6.00	2.20	98.13
4:00 AM	✓	✓	23	126.76	3.05	5.00	1.95	98.12
4:30 AM	✓	✓	15	140.14	2.46	4.00	1.54	97.41
5:00 AM	✓	✓	25	146.43	3.60	10.00	6.40	100.00
5:30 AM	✓	✓	52	145.26	6.20	13.00	6.80	99.98
6:00 AM	✓	✓	142	144.07	14.14	23.00	8.86	99.94
6:30 AM	✓	✓	313	152.54	30.13	34.00	3.87	95.05
7:00 AM	✓	✓	512	166.31	51.60	47.00	-4.60	50.82
7:30 AM	✓	✓	679	173.20	69.99	61.00	-8.99	28.18

The screenshot shows an 'Intra-Day Performance Comparison' window. It displays a table comparing 'Net' values across different time periods and categories: Consolidated, Open, Past, Nashville Global Care, London Global Care, Seattle Global Care, and Outsourced Global Care. The table shows data for various time periods from 12:00 AM to 12:00 PM. The 'Net' column has red and blue highlights, indicating positive and negative values respectively.

Time Period	Consolidated	Open	Past	Nashville Global Care	London Global Care	Seattle Global Care	Outsourced Global Care
12:00 AM	2.30	✓	✓	1.54	-0.75	0.67	0.54
12:30 AM	-1.55	✓	✓	1.08	-1.97	-0.98	0.08
1:00 AM	3.69	✓	✓	0.65	0.64	1.75	0.65
1:30 AM	2.52	✓	✓	0.36	0.36	1.44	0.36
2:00 AM	2.97	✓	✓	0.72	0.74	1.79	-0.79
2:30 AM	2.00	✓	✓	0.98	0.00	1.04	-0.02
3:00 AM	2.03	✓	✓	0.49	0.51	0.54	0.49
3:30 AM	2.22	✓	✓	0.05	1.04	1.08	0.05
4:00 AM	1.98	✓	✓	0.24	0.24	1.26	0.24
4:30 AM	1.55	✓	✓	0.38	0.39	0.40	0.38
5:00 AM	6.42	✓	✓	0.10	0.09	6.13	0.10
5:30 AM	6.84	✓	✓	0.45	-0.58	6.50	0.45
6:00 AM	8.95	✓	✓	0.46	-2.54	10.57	0.46
6:30 AM	4.08	✓	✓	1.46	-4.53	6.69	0.46
7:00 AM	-4.22	✓	✓	3.10	-7.91	0.49	0.10
7:30 AM	-8.46	✓	✓	4.51	-6.51	-4.97	0.51
8:00 AM	-12.09	✓	✓	5.05	-8.93	-9.28	1.05
8:30 AM	-4.27	✓	✓	6.25	-5.76	-4.01	1.25
9:00 AM	1.04	✓	✓	6.07	-5.92	-0.18	1.07
9:30 AM	4.32	✓	✓	5.65	-4.36	2.38	0.65
10:00 AM	6.49	✓	✓	5.19	-2.75	2.90	1.19
10:30 AM	7.13	✓	✓	4.87	-2.14	3.53	0.87
11:00 AM	10.57	✓	✓	4.74	-0.26	5.35	0.74
11:30 AM	7.62	✓	✓	4.51	-1.49	4.09	0.51
12:00 PM	5.64	✓	✓	4.02	-1.98	2.59	1.02



ROI Analysis and Sample Savings for 5,000 Agents

\$399,483
Monthly Savings

\$4,793,794
Annual Savings

Agent Efficiencies

Improve Adherence	\$1,200,000
Reduce Unplanned Shrinkage	\$800,000

Admin Efficiencies

Automation of Tasks	\$350,250
Reduce Manual Reporting	\$380,571

Agent Engagement

Agent Acquisition & Training Reduction	\$627,334
Mobile Self Service	\$562,500
Novice Agent Productivity	\$673,139

Schedule Efficiencies

Overtime Reduction	\$200,000
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Additional Secondary Savings

Improve in Productivity - Revenue	\$627,334
Improve in Productivity – Efficiency	\$562,500
Reduce SLA Fines/Penalties	\$673,139

Aspect Performance™

ASPECT PERFORMANCE



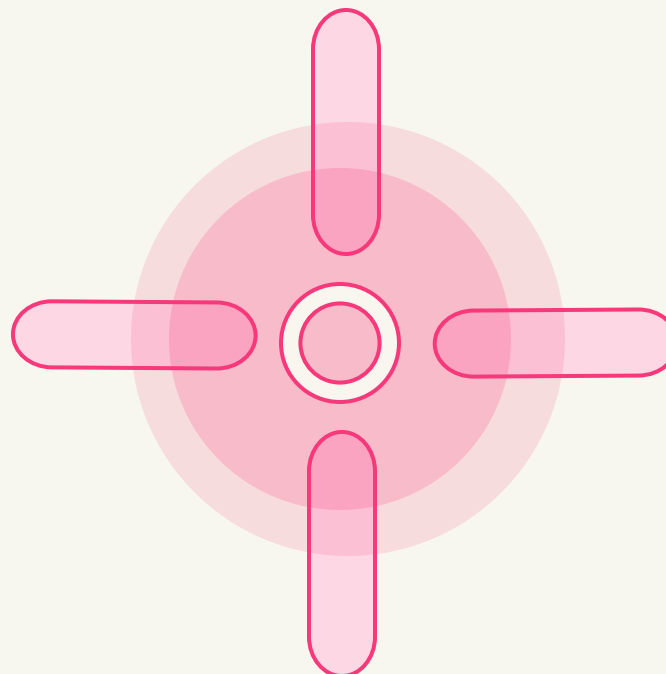
Capabilities

Cross-Functionality

Seamless cross-functional integration with Workforce and Quality to ensure updates across interconnected solutions.

Data Integration

Aspect Performance conveniently integrates with your existing systems to deliver KPIs against WFM and other data sources.



Supervisor-Employee Communication

Improve team communication with a tool that provides continuous interaction. Make sure your team receives timely feedback and support from leadership.

Continuous Feedback Loop

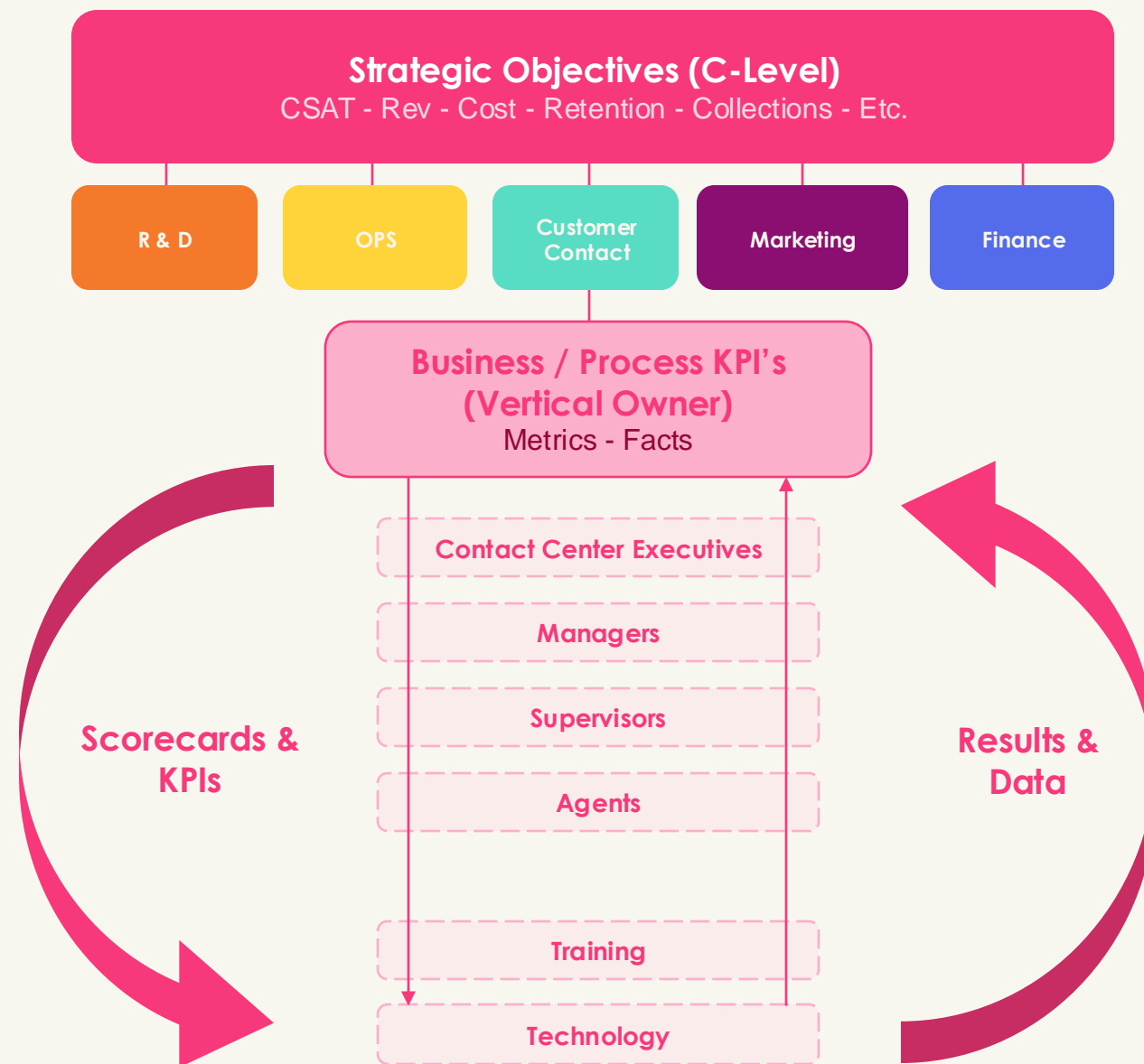
Integrate with learning tools to offer growth and improvement opportunities after every customer interaction to achieve a culture of continuous improvement.

Strategic Goal Alignment

Coordinate Individual and Corporate Objectives

Core Capabilities:

- Alignment of individual KPIs with organizational goals
- Tracking of goal progress
- Tools for goal setting and adjustment
- Visualization of goal alignment impact
- Facilitation of strategic planning sessions
- Integration with corporate strategy tools



Uniform Performance Metrics

Ensuring Fair and Consistent Performance Evaluations

Core Capabilities:

- Standardized performance indicators
- Departmental benchmarking tools
- Cross-Departmental performance comparison
- Objective assessment criteria
- Alignment with industry standards
- Customizable metric dashboards

CUSTOMER SERVICE

Year: 2021 | Date Range: 1/1/2021 - 7/30/2021 | Total Score: 96 %

Abernathy, Jackie K.	Actual	Goal	Score
Inbound Handled / Day	52	60	87 %
Inbound AHT	00:05:07	00:05:00	98 %
Inbound AWT	00:01:12	00:01:03	86 %
QualityScore	85.53 %	85.00 %	101 %
Compliance Time %	81.45 %	85.00 %	96 %
Silence Time %	24.44 %	25.00 %	102 %
Chats Handled / Day	20	22	91 %
FCR %	75.75 %	80.00 %	95 %
NPS	88	100	88 %

Data-Driven Insights

Empowering Decisions with Actionable Analytics

Core Capabilities:

- Comprehensive performance reporting
- Predictive analytics for future performance
- Data dashboards
- Customizable insight models
- Integration with Business Intelligence tools
- Data-Driven strategy development

CUSTOMER SERVICE

Month: September 2020 Tabular

Date Range: 9/1/2020 - 9/30/2020 Total Score: 97 %

Sub-Team	Inbound AHT - ...	Inbound Handle...	Inbound AWT - ...	Compliance Tim...	FCR % - Actual	QualityScore - ...	Silence Time % ...	NPS - Actual
Team: J_Davis								
Johnson, Mary E.	00:04:47	66	00:01:00	86.49 %	80.44 %	90.81 %	25.95 %	95
Sanchez, Valerie M.	00:04:48	60	00:01:09	88.13 %	81.96 %	92.54 %	26.44 %	93
Parker, Laura	00:04:56	33	00:01:12	91.21 %	84.82 %	95.77 %	27.36 %	97
Anthony, Paulette	00:04:56	59	00:01:10	85.34 %	79.37 %	89.61 %	25.60 %	92
Vacek, Jill	00:05:01	52	00:01:06	80.58 %	74.94 %	84.61 %	24.17 %	87
Dale, Nathan	00:05:04	49	00:01:14	83.41 %	77.58 %	87.59 %	25.02 %	89
Cabrera, Diana	00:05:06	59	00:01:06	87.70 %	81.57 %	92.09 %	26.31 %	92
Zeitlin, Barry G.	00:05:07	58	00:01:14	84.98 %	79.03 %	89.22 %	25.49 %	93
Abdo, James	00:05:08	38	00:01:22	88.63 %	82.42 %	93.06 %	26.59 %	90
Barnett, Anne M.	00:05:14	51	00:01:08	85.29 %	79.32 %	89.55 %	25.59 %	92
Pittenger, Scott	00:05:15	55	00:01:11	81.16 %	75.48 %	85.22 %	24.35 %	94
Jackson, Allen	00:05:18	51	00:01:26	84.38 %	78.47 %	88.60 %	25.31 %	88
Abernathy, Jackie K.	00:05:20	50	00:01:20	82.22 %	76.47 %	86.34 %	24.67 %	86
Trickett, Tim B.	00:05:31	52	00:01:06	86.76 %	80.69 %	91.10 %	26.03 %	95

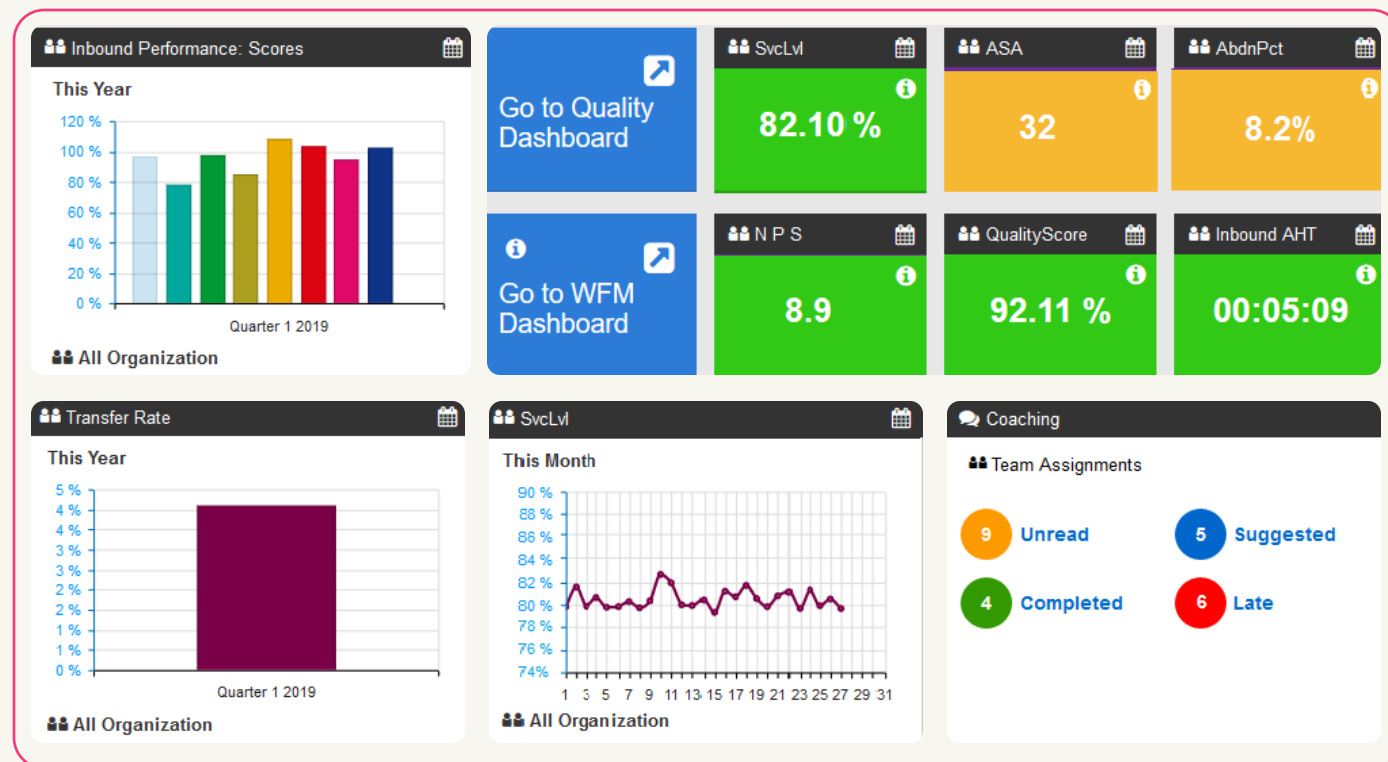
1 - 14 of 14 items

KPIs from any Source

Seamless Integration for Comprehensive Performance Management

Core Capabilities:

- Compatibility with various data sources for holistic KPI tracking.
- Unified dashboard for viewing KPIs across different systems.
- Data import and synchronization for up-to-date insights.
- Customizable KPI dashboards tailored to specific roles.
- Data consolidation for a comprehensive performance overview.
- Easy integration with existing systems for minimal workflow disruption.



Enhanced Manager- Employee Interactions

Strengthening Leadership and Staff Communication

Core Capabilities:

- Scheduled check-ins and one-on-one meetings
- Communication tools for continuous interaction
- Performance discussion templates
- Training modules for effective communication (^)

CREATE COACHING ASSIGNMENT

Agents: *

- Abdo, James
- Abernathy, Jackie K.
- Anthony, Paulette
- Barnett, Anne M.
- ⚠ Burchett, Frances S.
- Cabrera, Diana
- Dale, Nathan
- Doe, Janice

Metric Filter:
Inbound Handled / Day

Action: *

Name	Type	Poi...
Basic IM Etiquette	1 to 1	0
Advanced Call Handling Techniques	CBT	0
Basic Call Handling Techniques	CBT	0

Due Date: *
9/21/2020

Link to Coaching Materials:
<https://www.coursera.org/course/foe>

Reference Link:

Affected Metrics:
Inbound Contacts Handled per Hour
Inbound Handled / Day
Inbound AHT
Inbound ATT

Description:
Teach the agent appropriate and inappropriate use of IM

Reference Link Text:

Comment:

Cancel Save

Continuous Feedback Loop

Facilitating Real-Time Learning and Adaptation

Core Capabilities:

- Instant feedback mechanisms
- Integration with learning management systems
- Feedback aggregation and analysis tools
- Continuous performance tracking
- Adaptive learning modules based on feedback (^)
- Actionable insights for performance improvement

COACHING ASSIGNMENT

The screenshot displays a 'COACHING ASSIGNMENTS' interface. At the top, there are tabs for 'Team Actions' and 'Team History'. A table lists the assignment details:

Agent	Team	Action	Type	Created Date	Due Date	Duration	Comments	Status
Abernathy, Jackie K.	J_Davis	Basic Call Handling Techniques	CBT	7/1/2020 2:21:49 PM	7/15/2020	01:00:00	4	Completed

Below the table, the details for the selected assignment 'Basic Call Handling Techniques' are shown. The description includes a URL (<http://www.aspect.com>) and text: 'The elearning course will introduce you to the basic techniques used to handle challenging customers'. The 'Additional information' section lists:

- Warning: Due to the expected time taken to perform the action, the selected Agent(s) may not be able to complete this assignment by the due date.
- Trigger: Manual
- Coaching Action revision: 8/30/2015 9:09:51 PM
- Completed 81 times, last completed on 4/21/2020

 The 'Comments' section shows a list of feedback:

- You - 8/20/2020: Nice work
- Abernathy, Jackie K. - 8/4/2020: this CBT was really helpful.
- Abernathy, Jackie K. - 8/4/2020: Jeff - next time we talk - i'd like to discuss career plans
- You - 7/1/2020: Jackie - this should help as we discussed.

 An 'Add Comment' button is visible in the top right of the comments section. The interface also includes a filter type set to 'Completed' and a pagination indicator '1 - 1 of 1 items'.

Improved Coaching Insight and Career Advancement Support

Data Visibility that Enables Employee Growth and Development

Core Capabilities:

- Gain insight into coaching effectiveness to highlight best practices and identify best leaders
- Supports milestone tracking to help visualize performance progression
- Quick insights for:
 - Career Progression and Development Plans
 - Skills and Competency Assessment
 - Identifying the Right Training and Upskilling Programs
 - Assists with Employee Succession Planning




Recognition Systems

Cultivating a Culture of Acknowledgment and Reward when Combined with Aspect League

Core Capabilities:


- Peer-to-Peer recognition
- Managerial recognition
- Milestone and achievement tracking
- Automated reward and recognition notifications (^)
- Customizable recognition programs (^)
- Integration with external reward systems (^)




Joshua Nomand
Oct 5, 10:41 AM

Jackie - great job turning that customer situation around - you really saved that one!

You have been awarded 2 Raffle Tickets.



Current Level
Digital Forensics Analyst




Collected 12575 Experience Points to be a Digital Forensics Analyst


12575 Experience Points

Achieved Digital Forensics Analyst

You're a Contest Winner!
Oct 17, 7:36 AM

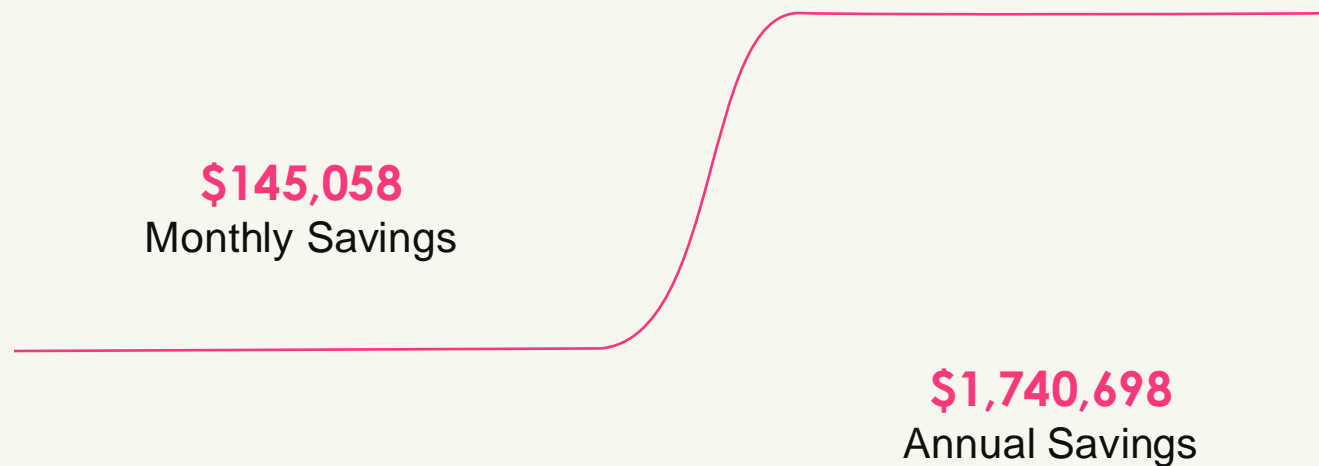


Congratulations! You won 1st place in Team v Team Contest contest!
You earned the 1st Place trophy!
You earned 1000 Spendable Points!



PERFORMANCE

ROI Analysis and Sample Savings for 1,000 Agents



Admin Efficiencies

Automation of Tasks	\$432,692
Reduce Manual Reporting	\$371,133

Agent Engagement

Extend Agent Tenure	\$561,873
Improve Productivity	\$375,000

Aspect Quality™



Capabilities

Self-Evaluation

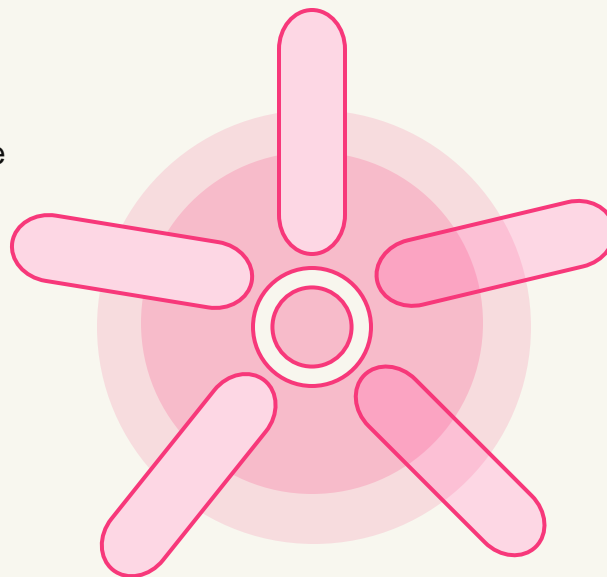
Agents are given the opportunity to self-evaluate by initiating coaching sessions where both the agent and supervisor can evaluate the same interaction.

Out-of-the-Box Integrations

Aspect Quality integrates with Avaya, Cisco, Twilio, Ujet, Aspect Workforce, and Aspect Unified IP. It automatically recognizes agents, agent groups, and custom data, enabling immediate use for rule definition and searches.

Quick Interaction Retrieval

Search recordings from any period with simple search and retrieval functionality. Leverages metadata to facilitate easy retrieval and playback.



Browser-Based Application

Aspect Quality is used through modern browsers so that you can access from any desktop.

PCI Compliant Recording

Tailor recording requirements to your company needs while ensuring PCI compliance at all times, effectively safeguarding customer information.

Encryption: All audio and screen data are encrypted using AES 256-bit built-in encryption for secure transmission over the network as well as secure file storage and playback.

Comprehensive Recording

Empowering Supervisors with Complete Interaction Oversight

Core Capabilities:

- Full interaction recording including voice and desktop.
- Playback functionality for detailed evaluation.
- Ability to stop, start, pause, and resume recordings for focused assessment.
- Recording controls for targeted analysis of agent-customer interactions.
- Seamless integration with evaluation tools for comprehensive quality management.

The screenshot displays the ALVARIA INTERACTION interface. At the top, the ALVARIA logo is visible. Below it, the word "INTERACTION" is displayed. The main content area features a video player showing a desktop recording of a terminal window with a play button in the center. Below the video player is a table with the following columns: Channel, Direction, Type, Date Time, Duration, and Ag. The table contains one row of data.

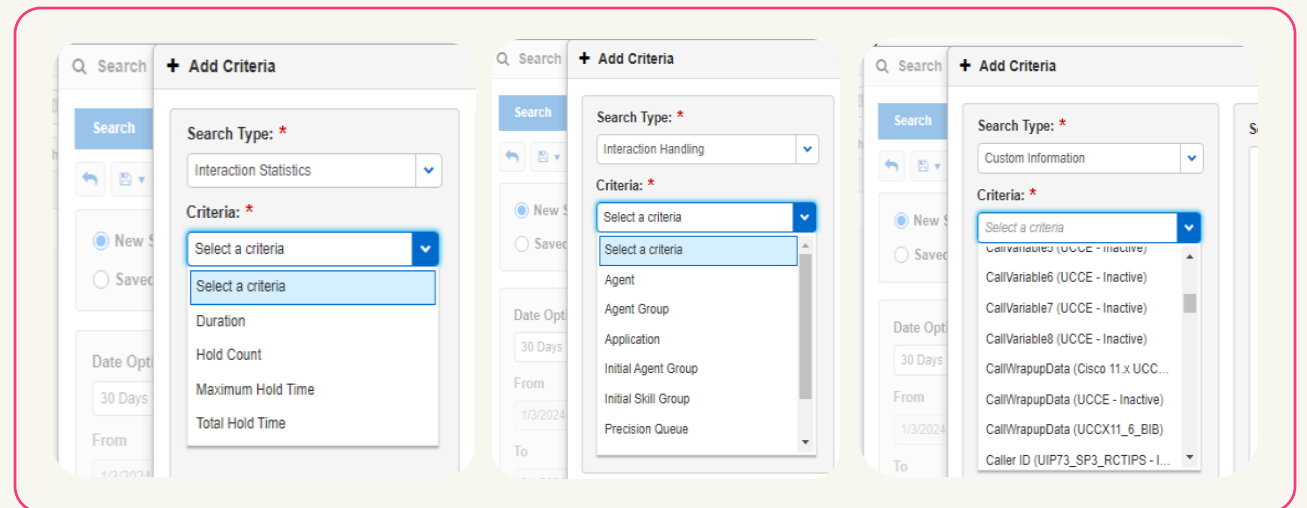
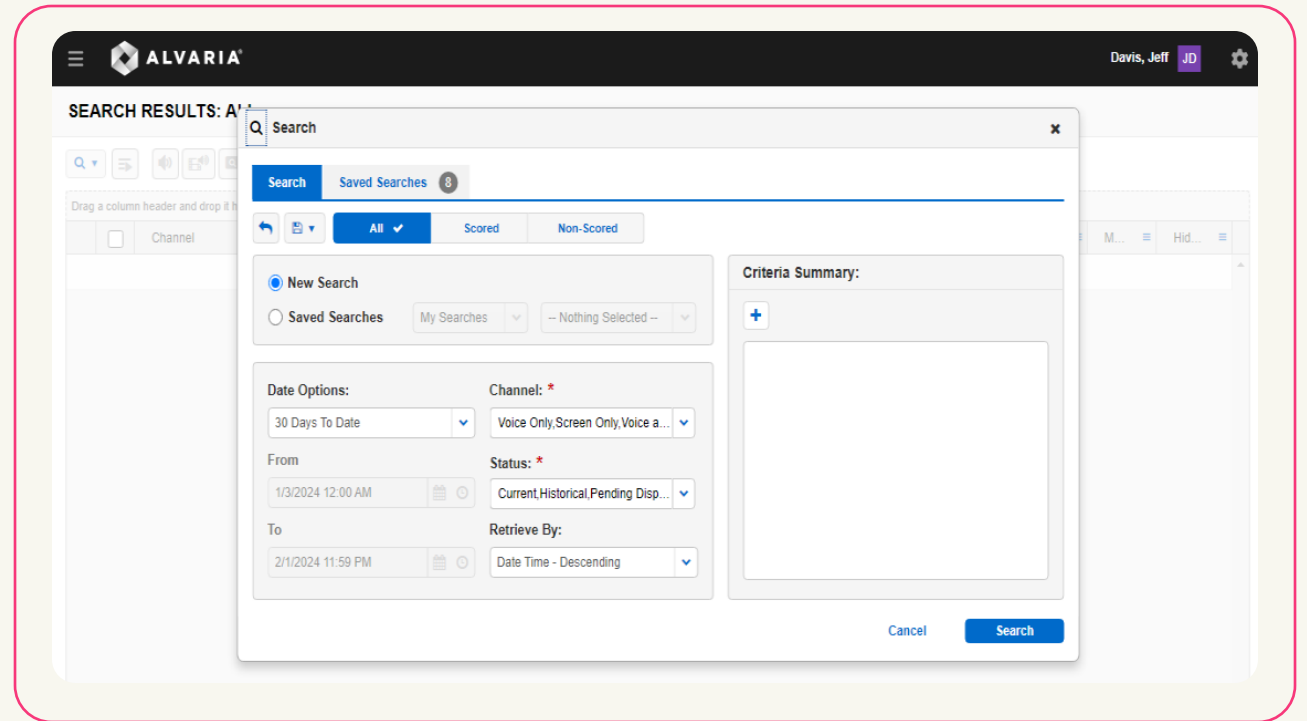
Channel	Direction	Type	Date Time	Duration	Ag
	Inbound	ACD Call	11/01/2024 11:10:20	0:00:55	mgr

Interaction Retrieval

Granular Search Options and Criteria to Streamline Access to the Right Interactions

Core Capabilities:

- Leverages metadata to facilitate easy retrieval and playback of interactions needing specific attention to resolve customer issues.
- Ability to create private or public saved searches for quick access to calls that meet specific criteria
- Simple retrieval of both scored and unscored interactions
- Includes Custom Metadata to expand search capabilities
- Flexible date range and channel options



Secure Recording and PCI Compliance

Meet Compliance Requirements with Secure Pause and Resume in Recording

Core Capabilities:

- Tailored to align with an organization's specific business rules, offering customizable implementation.
- Safeguarding customer privacy during sensitive parts of a call.
- All recorded data is secured with AES 256-bit encryption
- Maintain compliance with privacy laws and industry regulations by suspending recording as needed.



Robust Evaluation Tools

Gaining Deep Insights for Enhanced Agent Performance

Core Capabilities:

- Comprehensive evaluation of voice and screen customer interactions.
- Detailed quality assessments for agent performance improvement.
- Integration of customer experience insights into agent evaluations.
- Customizable evaluation parameters for targeted feedback.
- Direct linkage of evaluation outcomes to coaching and training modules.

The screenshot displays the ALVARIA evaluation tool interface. The top navigation bar includes the ALVARIA logo and user information (Davis, Jeff). The main content area is titled 'INTERACTION' and features a video player showing a customer service interaction. Below the video player is a table with columns for Channel, Direction, Type, Date Time, and Duration. The table shows one entry: Channel 'E9', Direction 'Inbound', Type 'Inbound Direct...', Date Time '10/14/2020 7:29:38 AM', and Duration '0:01:22'. To the right of the video player is a detailed evaluation section for 'Contact Handling - Opening'. This section includes a table with columns for Question, Description, Answer, and Result. The table lists three evaluation criteria: Professional Greeting, Verification, and Empathy and Engagement. Each criterion has a description and a set of radio button options for the answer. The 'Professional Greeting' criterion has options: Demonstrates Skill, Partially Meets Skill, Needs Improvement, and NIA (selected). The 'Verification' criterion has options: Yes, No, and NIA (selected). The 'Empathy and Engagement' criterion has options: Demonstrates Skill, Partially Meets Skill, Needs Improvement, and NIA (selected). Below the table is a comment field with the text 'Optional' and a 'Section Result: Draft' indicator.

Question	Description	Answer	Result
1. Professional Greeting	Greeting = "Thank you for calling Asp... More	<input type="radio"/> Demonstrates Skill <input type="radio"/> Partially Meets Skill <input type="radio"/> Needs Improvement <input checked="" type="radio"/> NIA	
2. Verification	Definition - Ensure working with the... More	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NIA	
3. Empathy and Engagement	Definition - Convey interest, unders... More	<input type="radio"/> Demonstrates Skill <input type="radio"/> Partially Meets Skill <input type="radio"/> Needs Improvement <input checked="" type="radio"/> NIA	

Extensive Evaluation Criteria

Gaining Deep Insights for Enhanced Agent Performance

Core Capabilities:

- Create dynamic evaluation forms
 - Score as Percent, Points, Pass/Fail
 - Flexible weighting at the question and section level
- Variety of answer types:
 - Yes/No, True/False, Pass/Fail, Scored Scale, List, Free Form Comment
 - Bonus Yes/No
 - Auto-fail options at the question, section, form level
 - Dynamic branched questions

The screenshot displays the 'EDIT EVALUATION TEMPLATE' interface in the ALVARIA system. The interface is organized into sections and questions, each with configurable fields.

Section 1: 'Opening' - 2 Questions - Weight 20 - Comments: Disabled

- Name:** Opening
- Description:** Description
- Weight:** 20
- Enable Comments

Question 1: 'Did the agent use the proper company greeting' - True/False - Weight 10 - Comments: Disabled

- Type:** True/False
- Options:** All
- Text:** Did the agent use the proper company greeting
- Weight:** 10
- Display Mode:** Dropdown
- Description:** Description
- Auto Fail:** [Dropdown] if [Dropdown]
- Response Required
- Enable Question Comments
- Add to Library
- Dependent Questions
- Dependent Question Trigger:** [Dropdown]

Question 2: 'Did the agent maintain a positive tone through the opening?' - Scored Scale (High To Low) - Weight 10 - Comments: Disabled

- Type:** Scored Scale
- Options:** Great Enthusiasm, Moderate Enthusiasm, Needs Improvement, Negative Enthusiasm
- Text:** Did the agent maintain a positive tone through the opening?
- Weight:** For 'Scored Scale' set the weight in 'Options'
- Display Mode:** Dropdown
- Description:** Description
- Auto Fail:** [Dropdown] if [Dropdown]
- Response Required
- Enable Question Comments
- Add to Library
- Dependent Questions
- Dependent Question Trigger:** [Dropdown]

At the bottom, there is a '+ Add Question' button.

Agent Guidance

Streamlining Agent Development Feedback and Comments as Part of the Evaluation Process

Core Capabilities:

- Insights from interactions can be conveyed to agents in multiple fashions helping skill improvement at the front line.
- Evaluation scores provide insight into skill proficiency
- Coaching comments and guidance in sync with playback and evaluation form
- Ability to attach best practices as job aid or videos for employee development

ALVARIA

Abernathy, Jackie K. JA

INTERACTION

Agent: Abernathy, Jackie Date Time: 10/24/2014 7:17:57 PM

Evaluation: Davis Jeff,83%, Customer Care Evaluation

Details Actions Evaluation Annotations Attachments (1)

All Comments

00:01:13 This would have been a good point to offer the survey. Davis, Jeff 4/20/2023 10:26:13 AM

Channel	Direction	Type
Inbound	ACD Call	11

Evaluation: Davis Jeff,83%, Customer Care Evaluation

Details Actions Evaluation Annotations Attachments (1)

Attachment	Description	Added By	Date Added
Closing the call successfully.pptx		Davis, Jeff	4/20/2023 10:26:13 AM

Safe Evaluation

Empowering Agents with Tools for Personal Development

Core Capabilities:

- Self-initiated coaching sessions by agents.
- Joint evaluation opportunities for agents and supervisors.
- Comparative analysis of self and supervisor scores.
- Direct feedback mechanisms for personal development.

The screenshot displays the ALVARIA web interface for evaluating an interaction. The browser address bar shows the URL: 10.101.4.174/WFO/default/AQM/Home/Interaction. The page title is "INTERACTION".

The interface is divided into several sections:

- Video Player:** Located on the left, it shows a video player with a progress bar and a play button. The video is currently paused.
- Interaction Details Table:** A table with columns: Channel, Direction, Type, Date Time, and Duration. The data row shows: Inbound, ACD Call, 26/08/2018 21:22:38, 0:04:32.
- Evaluation Panel:** On the right, it shows the evaluation process for "Plissay Tara, Draft, All_in_one". It includes tabs for Details, Actions, Evaluation, Annotations, and Attachments. A dropdown menu is open, showing options: Email Evaluation, Assign Coaching, Print Evaluation, Cancel, and Submit.
- Contact Info:** A section for account details.
- Account Details Table:** A table with columns: Question, Description, Answer, and Result. It contains three rows of evaluation questions related to account information and call type.
- Customer Experience Table:** A table with columns: Question, Description, Answer, and Result. It contains two rows of evaluation questions related to customer experience.

The "Section Result" for the Account Details section is "Draft".

Automated Coaching

Streamlining Agent Development with Data-Driven Insights

Core Capabilities:

- Evaluation data and quality scores with goal visibility and attainment
- Automated triggers for coaching based on dashboard insights.
- Customizable coaching plans linked to specific performance metrics.
- Tracking and reporting of coaching outcomes for continuous improvement.

Assignment Details

Agent: Ramirez, Raoul | Team: BWHITL | Status: Approved

Details	Additional Information	Comments	History
Name:	Coaching Action		
Description:	CA		
Materials:	Http://google.com		
Type:	1 to 1		
Created Date:	4/24/2020 4:04:40 PM		
Status Date:	4/24/2020 4:04:40 PM		
Last Modified Date:	4/24/2020 4:04:40 PM		
Last Modified By:	Administrator (WFO\Administrator)		
Due Date:	5/1/2020		
Duration:	3:13:35:00		
Reference Link:	http://secondevaluation.com		
Evaluation:	Open Evaluation		
Points:	10		
Rating:	Unrated		

Action: Improving AHT | Type: CBT

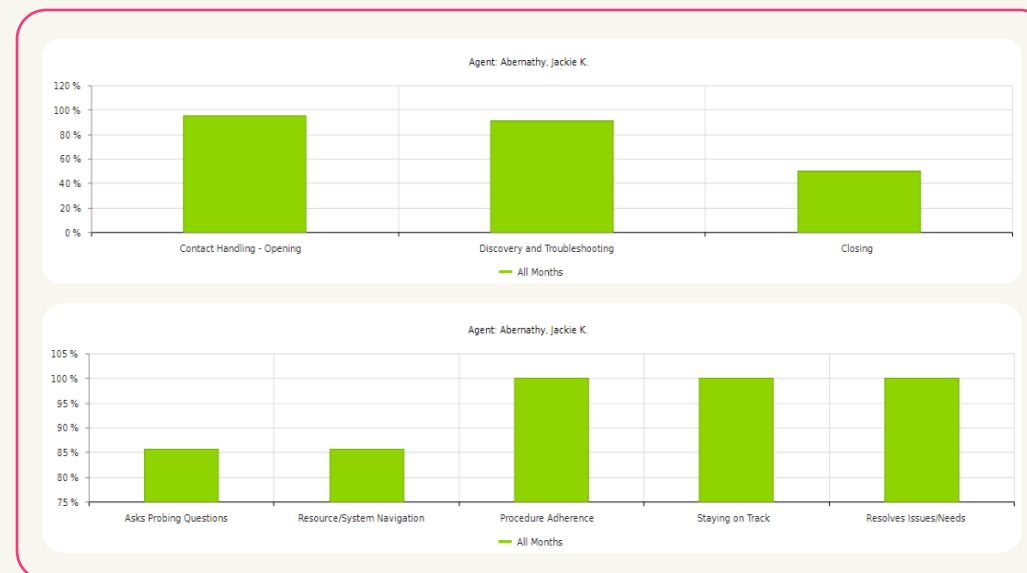
Improving AHT

Description

This CBT helps improve AHT

Additional information

- Warning: Due to the expected time taken to perform the action, the selected Agent(s) may not be able to complete this assignment by the due date.
- Trigger: Manual
- Coaching Action revision: 12/7/2021 7:58:03 PM
- Completed 2 times, last completed on 8/29/2023



Quality Calibration

Standardizing Quality Measures for Consistency and Fairness

Core Capabilities:

- Uniform scoring mechanisms across all evaluations.
- Workflow capabilities for scheduled scoring by coaches.
- Automated transfer of scoring requests to evaluator work queues.
- Timeframe settings for completing evaluations.

CALIBRATION RESULTS

CALIBRATION RESULTS



Calibration Event	Team 1	Evaluation Form	Customer Service Evaluation Form 2017	Total # Interactions	4
Number of Participants	4	Overall Average Score	84.56	Overall Standard Deviation	12.61

Summary

By Question



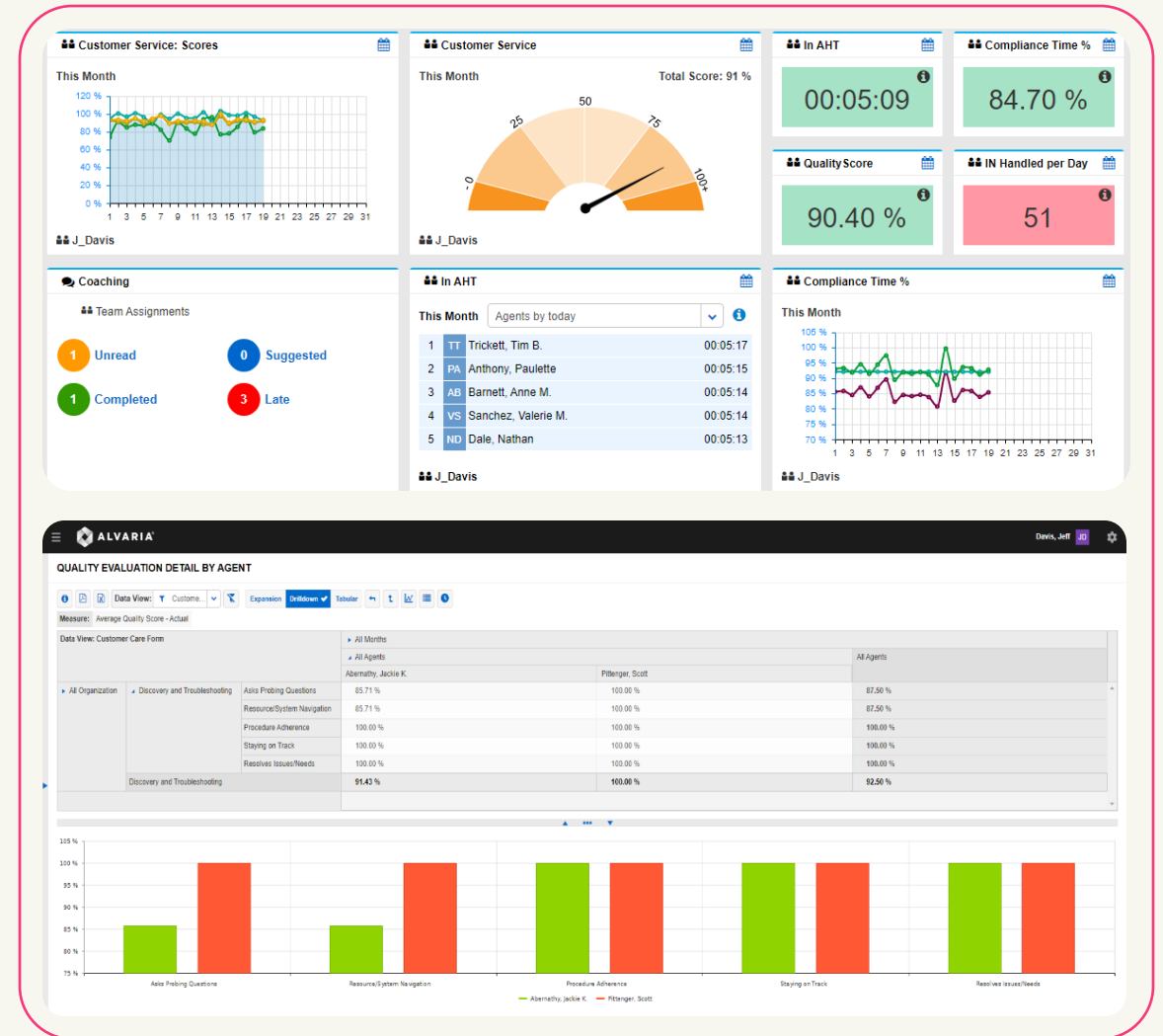
Interaction	Channel	Calibration Participants				Average Score	# of Evaluations	Standard Deviation
		Cowell, Chrissy	Nolan, Kevin	Robinson, Ian	Robinson, Nicholas			
Call with angry customer		80	90	100	70	85	4	12.91
Sales Call, random selection		100	95	70	68	96.25	4	4.79
Outbound short call		90	100	100	90	86.25	4	12.50
Excessive hold time		70	100	85	70	70.75	4	2.99

Unified Dashboard

Integration with Performance, League and Workforce.

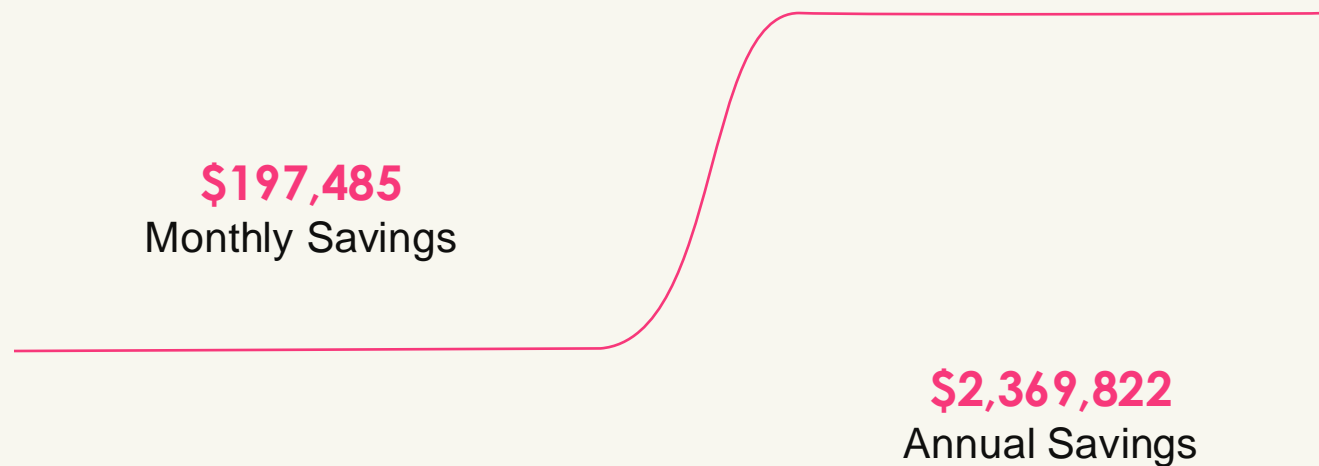
Core Capabilities:

- Comprehensive management view for informed decision making
- Aggregate view of KPIs for individual agents and teams.
- Drill-down functionality into specific performance metrics.
- Customizable dashboard views for different management levels.



QUALITY

ROI Analysis and Sample Savings for 1,500 Agents



Admin Efficiencies

Automation of Tasks	\$432,692
Reduce Manual Reporting	\$297,706

Agent Engagement

Extend Agent Tenure	\$1,076,923
Improve Productivity	\$562,500

Aspect League™



Capabilities

Clear Goal Setting and Achievement Display

Clear and communicable goal setting allows employees to track and celebrate their achievements (in near real-time).

Gamified Coaching

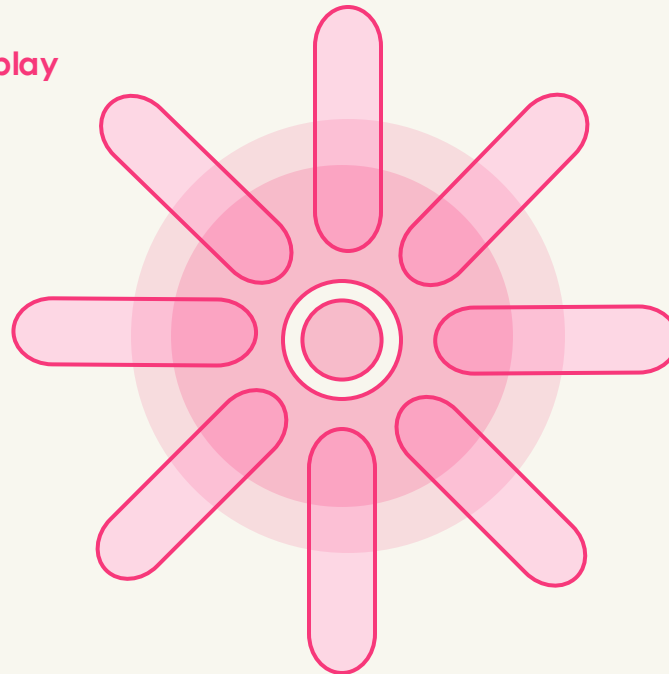
Managers can deliver real-time feedback, address skill gaps, and drive improvement through interactive coaching sessions with multiple agents. Track progress, schedule follow-ups, and attach relevant resources like lessons or surveys for targeted learning.

Mobile App

Never miss a beat or a bid on an auction while on the go.

Accelerated Learning

Integrate training with game mechanics to improve learning retention and motivation while making professional development more engaging. Upload existing content from a variety of formats or create new content with flexible tools like YouTube, Vimeo, and more.



External Notifications

Admins can configure an email server to send notifications externally via email or SMS to various roles, complementing the regular notifications delivered through the League website or mobile app.

Personalization and Collaboration

Agents can personalize their profiles with custom pictures, dashboard backgrounds, and achievements, while also fostering collaboration by sharing best practices, connecting with colleagues, and celebrating successes with Hi5s.

Cross-Functionality

Seamless cross-functional integration with Workforce and Quality to ensure updates across interconnected solutions.

KPI Import

Align your individual and employee challenges with business goals, tracking progress in a transparent dashboard. Employees can self-track progress to motivate them to reach higher business goals. Create and configure your KPIs without requiring professional services.

Personalized Engagement Experience

Build a Profile that Inspires & Personalizes Your Workplace Environment

Core Capabilities:

- Personal visual identify – picture or avatar
- Earn bling to accentuate your image
- Personal backdrop and more to express your interests or passions to others
- Friends network to celebrate success together

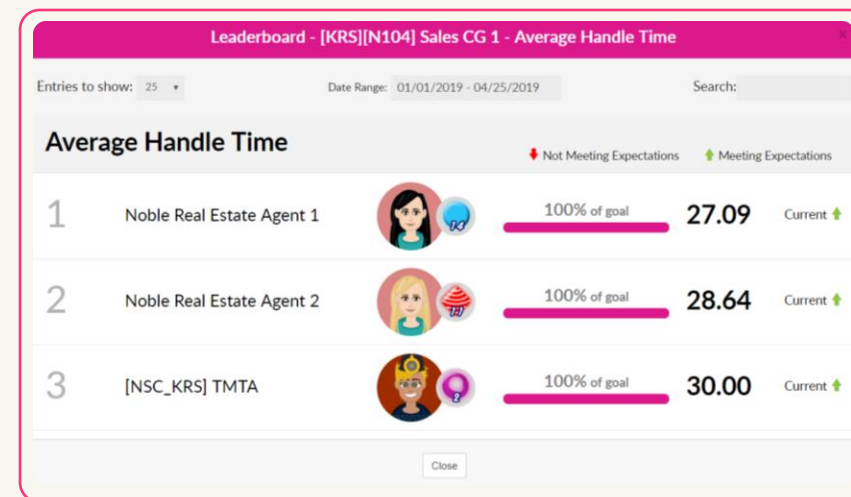
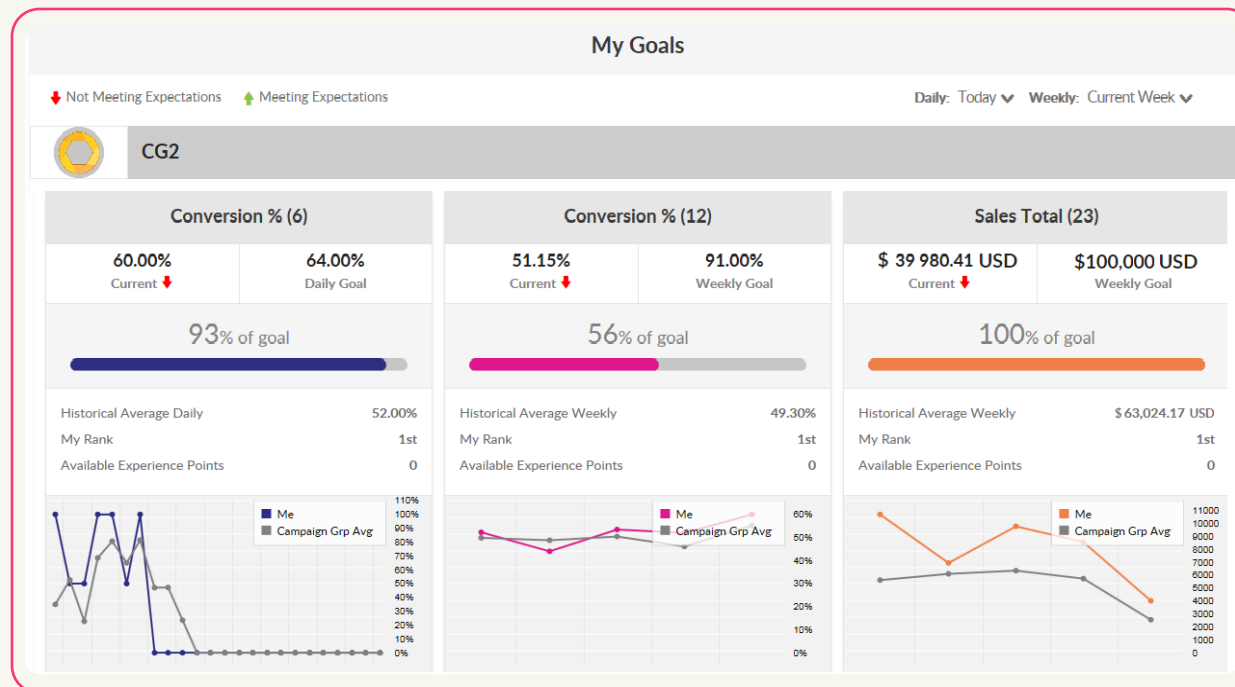
The screenshot displays a user profile for Jackie Abernathy. At the top, there is a profile picture of a woman with red hair and glasses, a name tag, and a quote: "We should not judge people by their peak of excellence, but by the distance they have traveled from the point where they started. - Henry Ward Beecher". Below this is a "Bling Bazaar" section showing "10 BLING PIECES OWNED" and "45,465 SP AVAILABLE POINTS SPEND". A grid of categories includes Clothing, Effects, Eyewear, Face Paint, Facial Hair, Features, Headwear, Holidays, Neckwear, Props, Sports & Games, and Themes. To the right, a "Friends" section lists Faith Evins and Hadley Lamar, both from the Americas region, with green plus icons indicating they can be added to the user's network.

Clear Goal Setting and Achievement Display

Empowering Employees with Transparent Objectives and Milestones

Core Capabilities:

- Interactive goal-setting tools for clear objective outlining.
- Clear tracking of progress towards individual and team goals.
- Badges and reward point options for advancing to higher goal targets
- Level achievements for demonstrating sustained performance to goals.
- Employee empowerment through self-tracked progress caters to competitive and non-competitive personas.

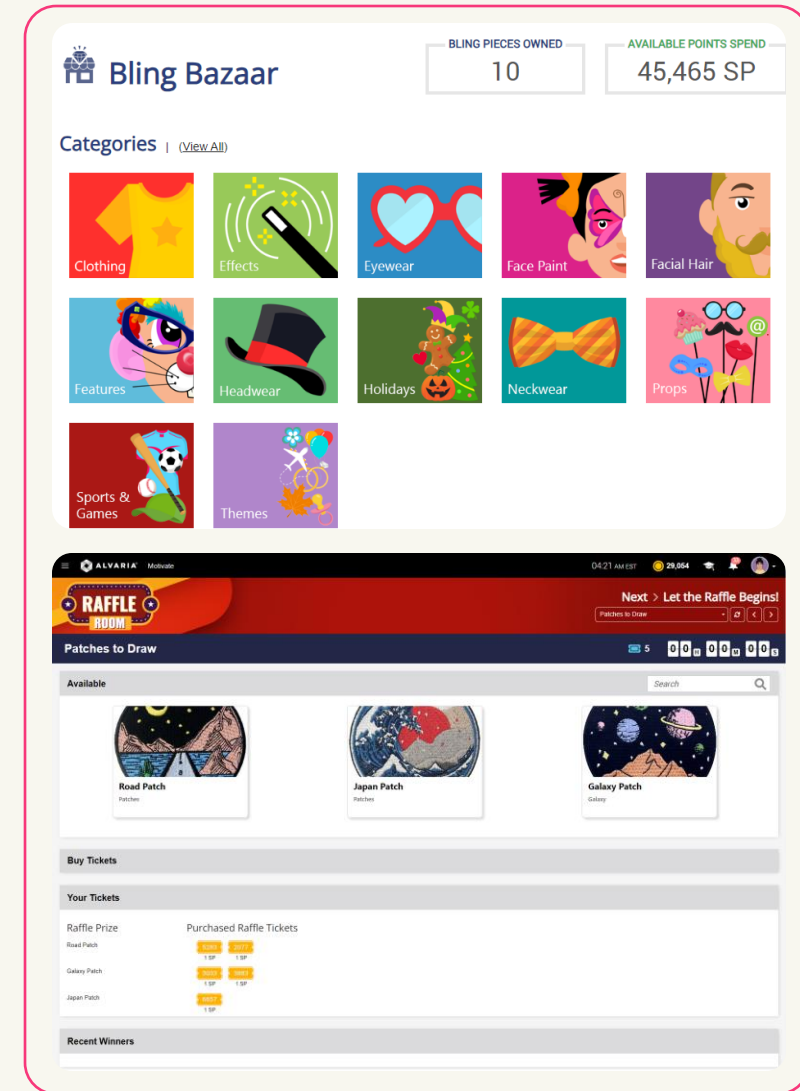


Rewards with Integrated Points System

Motivating Excellence with a Rewarding Points Ecosystem

Core Capabilities:

- Flexible point accrual strategies linked to either individual performance milestones or competitions
- Diverse redemption capabilities for points, allowing for progressive adoption of award options and catering to different preferences.
- Seamless integration of point system with daily workflows minimizing administrative overhead
- Instant recognition and gratification through point redemption.
- Transparency in points allocation and redemption process.

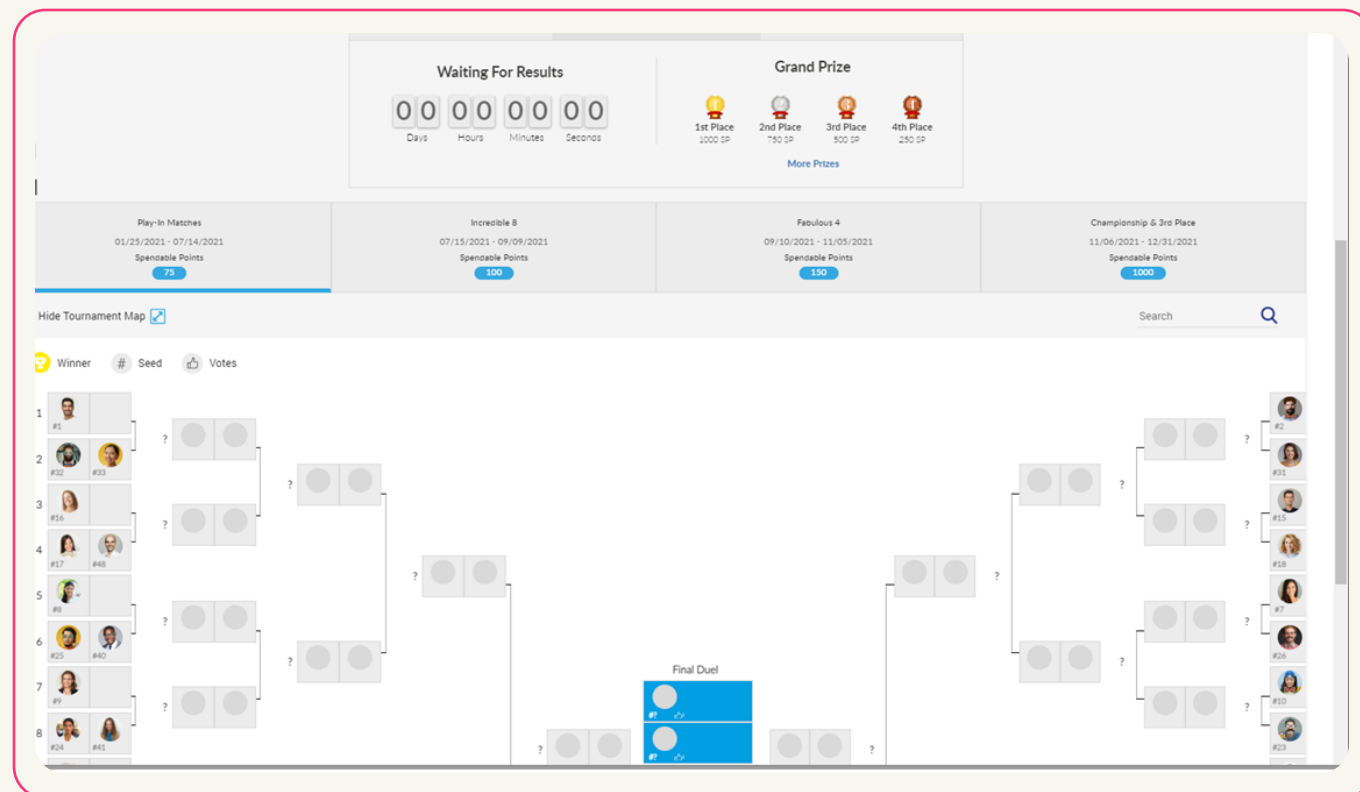


Competitions and Head-to-Head Matchups

Fostering a High-Performance Culture through Engaging Challenges

Core Capabilities:

- Flexible competition options to drive agent engagement.
- Customizable team challenges tailored to drive specific team goals.
- Tournament-style competitions mirror sports options to provide freshness and contemporary applicability.
- Duels enhance motivation through friendly rivalry.
- Integration with rewards system to acknowledge top performers.
- Leaderboards to showcase competition winners and highlight achievements.

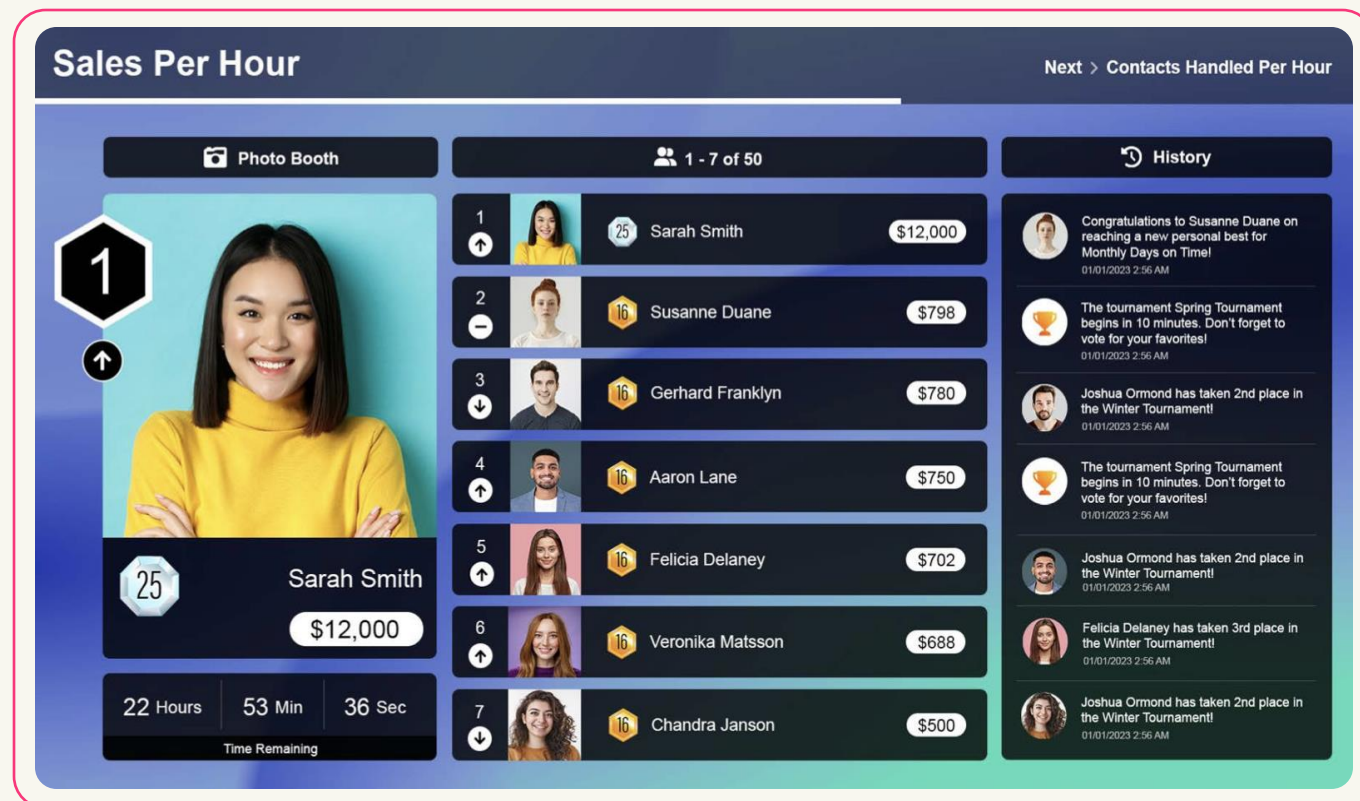


Dynamic Leaderboards and Badges

Recognizing and Celebrating Achievements in Real-Time

Core Capabilities:

- Real-time leaderboards showcasing top performers and teams – available at the desktop or on TV wallboard displays.
- Simplified tools to select what gets published for public awareness.
- Rolling ticker-feed and display celebrates individual and team accomplishments.
- Automatically updated status on current team competitions keep spirit high through the competitions.
- Notifications on time-based reward options, like raffle draws, keep agents aware of upcoming key dates.

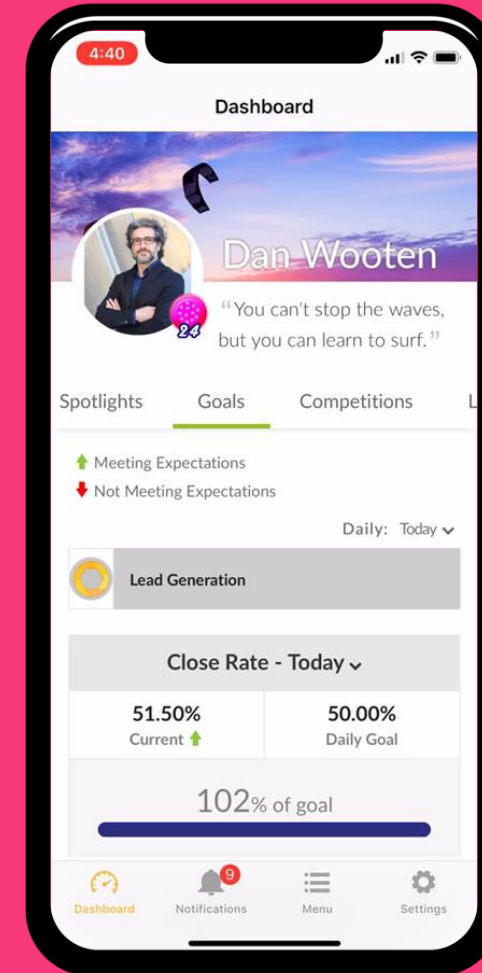


Mobile Engagement

Provides Intuitive Personalized Engagement Experiences on the Go

Core Capabilities:

- Available on Apple iOS, Android and as a web application (Optional)
- Initiate and participate in duels, contents from anywhere
- Redeem spendable points and track progress to next levels and badges
- Join the virtual community on friends' profiles, send messages and update your profile
- Real-time push notifications for new announcements and events



Collaboration Tools

Enhancing Team Synergy with Collaborative Performance Tools

Core Capabilities:

- Peer-to-peer channels for teamwork enhancement.
- Surface agent best practice ideas for review and dissemination
- Supervisor-to-agent interaction tools for real-time collaboration.
- Awareness of peer successes and ability to Hi5 for commendation
- Facilitates a unified approach to achieving team objectives.

Note to Friends
Best Practice Broadcast
Note to Supervisor
Coach

Send a note to your friends.

Name

Dianne Sommers x
Nick Able x
Nathan James x

Message

Found a great way to ensure high customer sat after solving their issue. If there are any next steps, just close the call by summarizing the next steps and getting their acknowledgement.

186 / 500

SEND

Your Timeline

You're a Contest Winner!
Jan 12, 5:36 PM

Congratulations! You won 3rd place in Team v Team Contest contest!
You earned the 3rd Place trophy!
You earned 500 Spendable Points!

Hi5

Nov 3, 6:11 AM

Congratulations! You've won 8-Hours of Unpaid Time Off with ticket #1988!

Hi5

Newsfeed

Jan 12, 7:30 PM

Congratulate Sal Humme on reaching a new personal best for Monthly Schedule Adherence!

Hi5

Won a contest!
Jan 12, 5:36 PM

Congratulate The Money Making Crew! They won 4th place in the contest Team v Team Contest. They earned 200 Spendable Points!

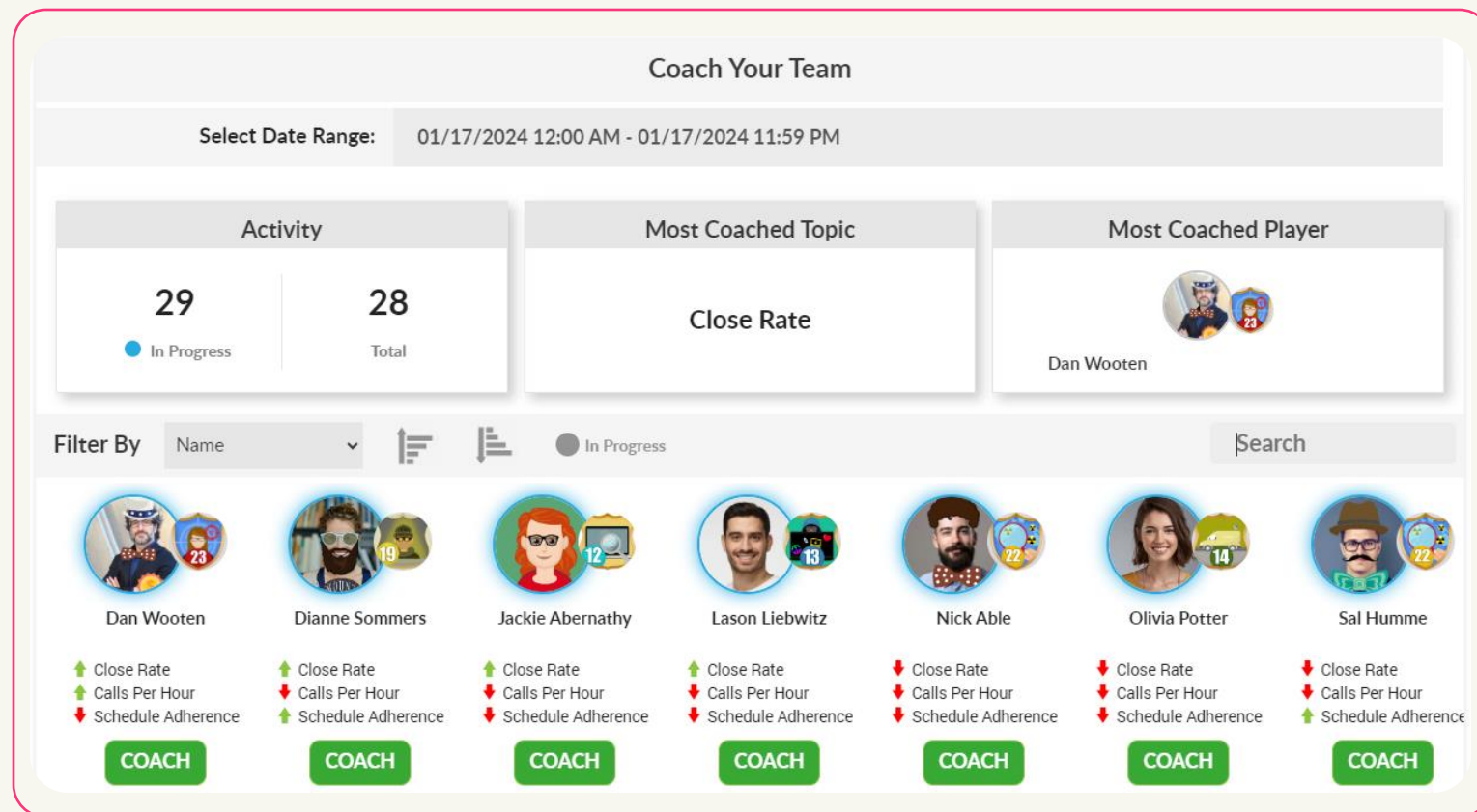
Hi5

Coaching Capabilities

Elevating Team Performance with Proactive Coaching Strategies

Core Capabilities:

- Quick insight into skill gaps which warrant attention.
- Continuous feedback loops for ongoing performance enhancement.
- Data-driven insights to guide targeted coaching interventions.
- Coaching templates allow for coaching package attachments to leverage best practice assets.
- Integration with performance metrics for focused improvement.



Gamified Enablement Programs

Revolutionizing Learning with Engaging and Interactive Methods

Core Capabilities:

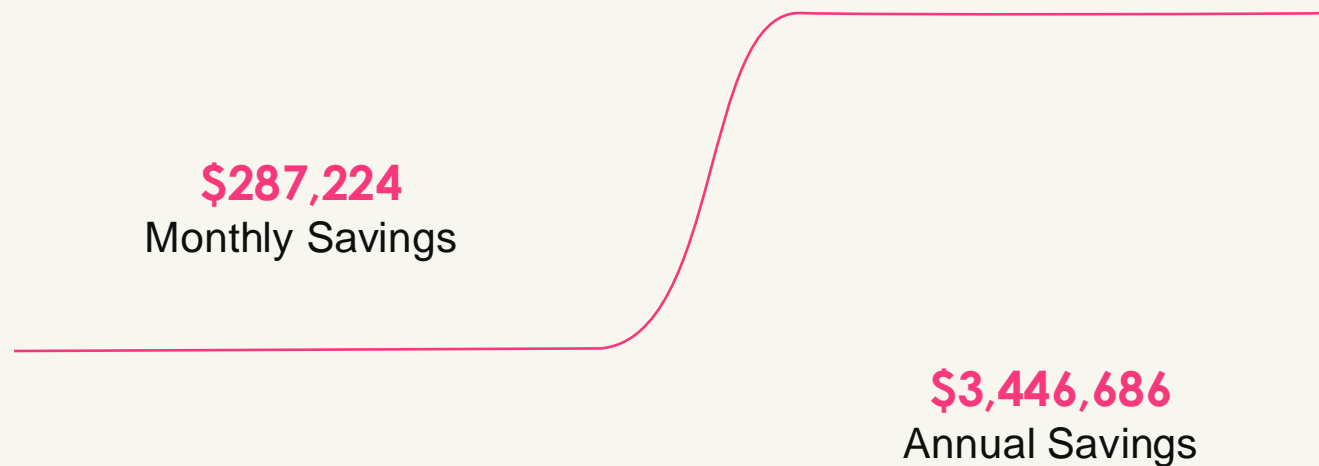
- Integration of gamification elements into learning modules.
- Interactive and engaging content to boost retention and interest.
- Customizable training programs to suit diverse learning needs.
- Real-time feedback and rewards within training scenarios.
- Tracking and reporting on training progress and completion.

The screenshot displays the ALVARIA Motivate Classroom interface. At the top, the header shows the ALVARIA logo, the word 'Motivate', and the time '11:55 am MST'. Below the header, the page title is 'Classroom'. There are filter options: 'Filter by All Campaign Groups' and 'All'. A search bar is also present. The main content area shows a table with columns for Name, Results, SP Earned, and Taken. The table is filtered by 'Gamification Product Training'. The table lists five users: Brad McKay, Diane Sommers, Dan Wooten, Ellwood Neuer, and Kimberly File. Each user has a profile picture, a name, and a row of data showing their progress. To the right of the table is a sidebar with navigation options: All Courses, Calendar, Enrolled, Training History, Scoreboard (highlighted in green), Attend Classroom, Schedule by Date, Classroom SP Earned (0 SP for the period 01/22/2024 - 01/23/2024), Next To Do, and The Sales Process.

Name	Results	SP Earned	Taken
Brad McKay	3/3	200SP	2
Diane Sommers	3/3	200SP	1
Dan Wooten	3/3	200SP	1
Ellwood Neuer	3/3	200SP	1
Kimberly File	3/3	200SP	1

League

ROI Analysis and Sample Savings for 1,000 Agents



Agent Engagement

Agent Acquisition & Training Reduction	\$717,949
Novice Agent Productivity	\$770,370
Absenteeism Savings	\$480,000
Improve In Productivity - Efficiency	\$320,000
Improve Out Productivity - Efficiency	\$0
Gift card / Reward Overspend	\$0

Revenue Productivity Gains

Improve Out Productivity - Revenue	\$0
Improve In Productivity - Revenue	\$918,367

Call Efficiencies Gained


Improve First Call Resolution	\$240,000
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Premises-to-Cloud Migration

Pathways to Success



Provide extraordinary experiences while reducing risk, costs, and downtime

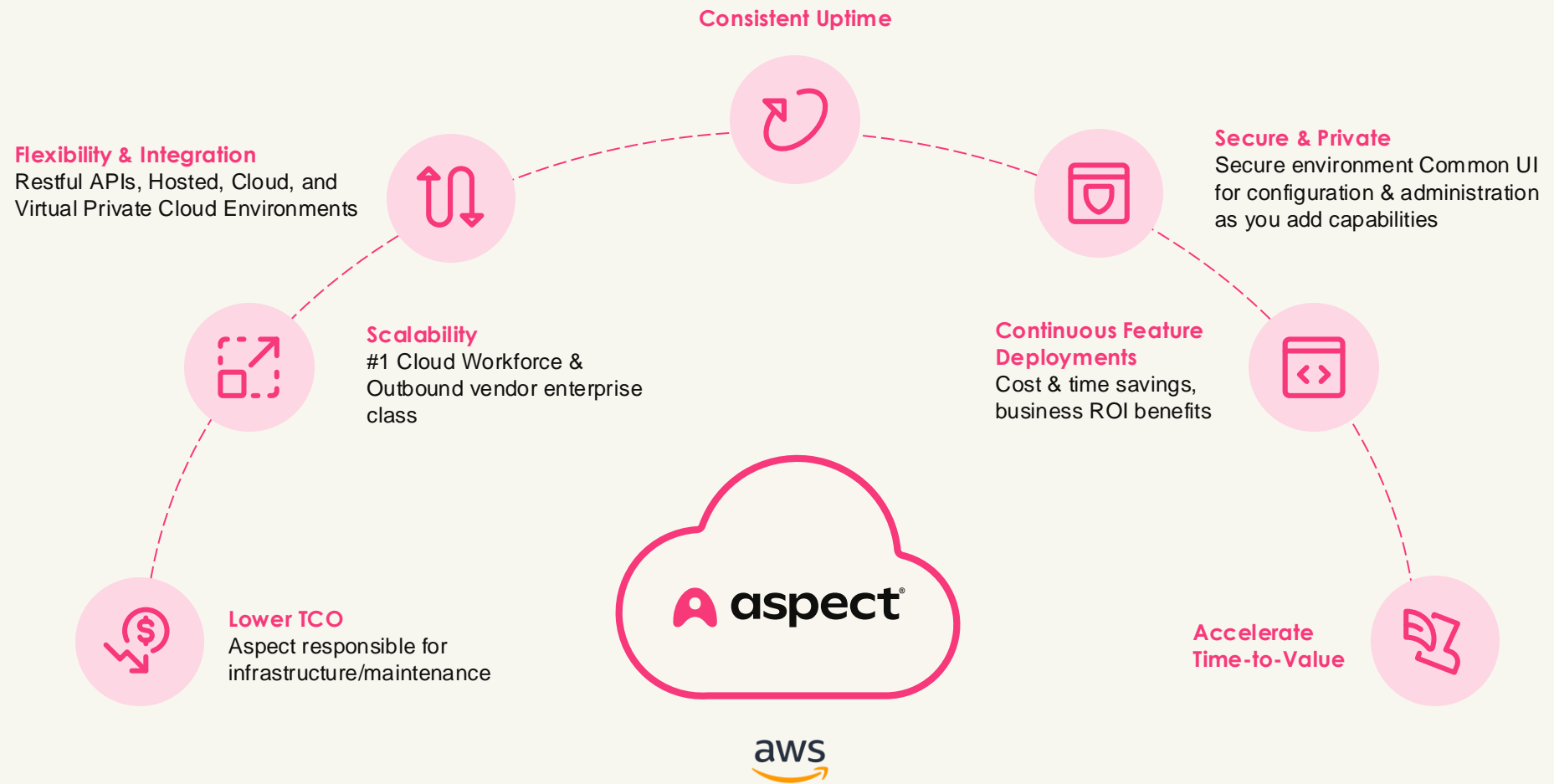


Stay on premises..
Or...



Migrate to a future-focused platform for your current and future business needs?

Advantages of Aspect Public Cloud



Cloud Responsibilities Matrix



Customer

Platform hardware provisioning & refresh	✓	✗
24x7 HW maintenance, update, dispatch	✓	✗
Operating system(s) provision & updates	✓	✗
Antivirus provision & updates	✓	✗
Intrusion detection & prevention	✓	✗
Web application firewall	✓	✗
Data center certification & security compliance	✓	✗
IDM / SAML Authentication	✓	✓

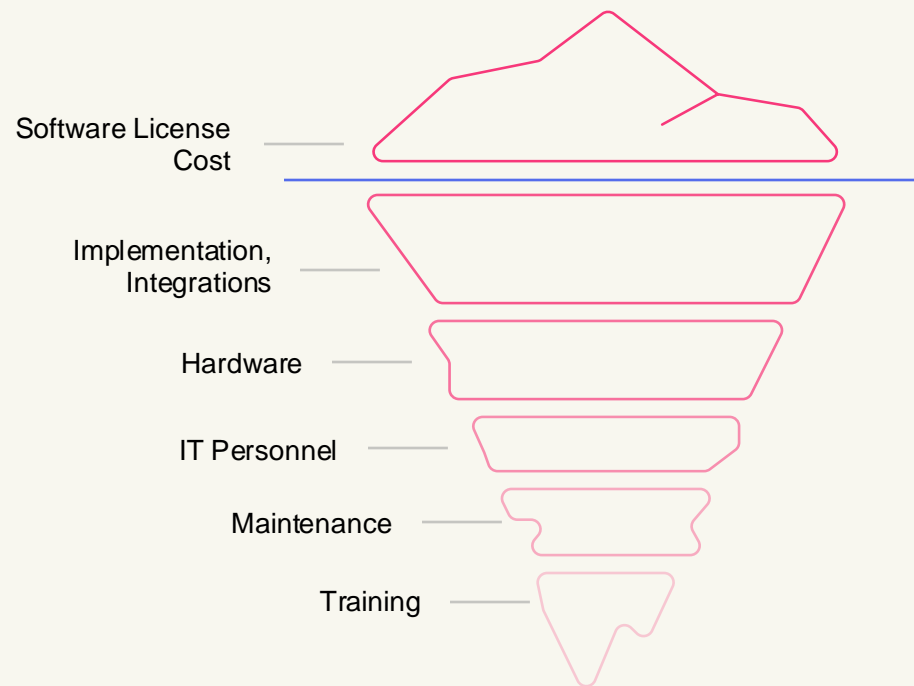


Customer

Data Center Maintenance	✓	✗
Firewall provision & maintenance	✓	✗
App software maintenance Patching & service packs	✓	✗
24x7 proactive monitoring & alerting	✓	✗
SLA achievement	✓	✗
Vulnerability scanning	✓	✗
Desktop provisioning & maintenance	✗	✓
Network connectivity	✓	✓

PREM-TO-CLOUD MIGRATION

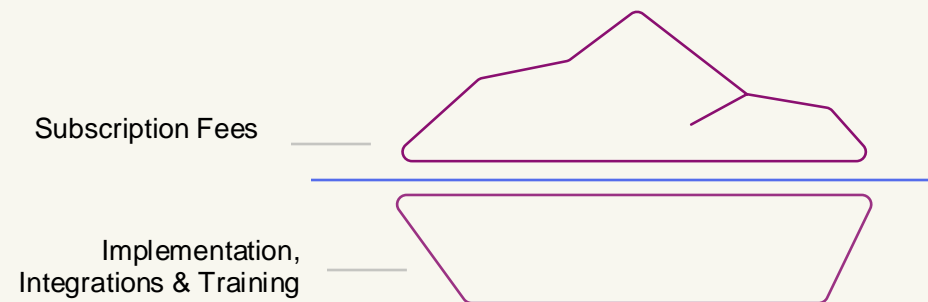
ON-PREMISE



Ongoing Costs:

- Apply patches, upgrades
- Downtime
- Performance Tuning
- Operations Monitoring
- Rewrite Integrations
- Upgrade dependent applications
- Ongoing burden on IT (HW)
- Maintain / upgrade security
- Maintain / upgrade database
- Loss of new feature benefits

PUBLIC CLOUD



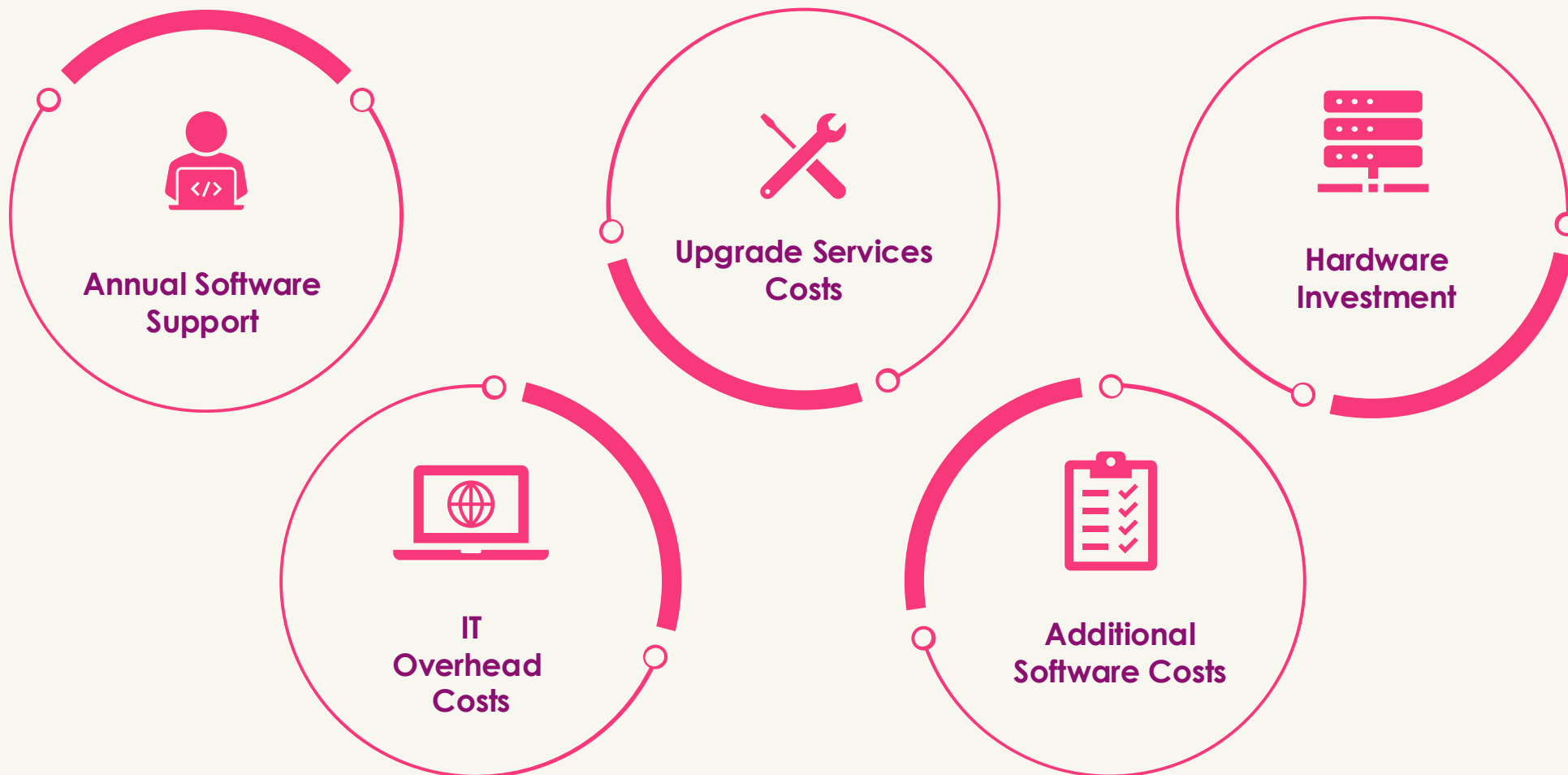
Ongoing Costs

- Subscription Fees
- Training
- Configuration
- System Administration



+ Additional Benefits

- Business Elasticity
 - Bursting Capabilities
 - Named & Concurrent Licensing
- Continuous feature deployment
 - Faster ROI Benefits

Total Cost of Ownership (TCO)



Upgrade / Migrate – Sample 3 Year TCO

 UPGRADE	 ASPECT CLOUD												
<p>\$792,414</p>	<p>\$1,174,219</p>												
<p>Highlights:</p>	<p>Highlights:</p>												
<table border="0"> <tr> <td>Yr. Maintenance:</td> <td style="text-align: right;">\$403,000</td> </tr> <tr> <td>Total PS & HW/SW Costs:</td> <td style="text-align: right;">\$209,414</td> </tr> <tr> <td>Yr. Infrastructure Costs:</td> <td style="text-align: right;">\$180,000</td> </tr> </table> <p>Upgrade to latest version</p> <p>No new features unless billable PS upgrades</p> <p>Customer continues:</p> <ul style="list-style-type: none"> - To support HQ & maintenance - To assume risk/infrastructure operations <p>Lengthy implementation timeline</p> <p>Customer resources heavily engaged</p>	Yr. Maintenance:	\$403,000	Total PS & HW/SW Costs:	\$209,414	Yr. Infrastructure Costs:	\$180,000	<table border="0"> <tr> <td>Yr. Maintenance:</td> <td style="text-align: right;">Included</td> </tr> <tr> <td>Total PS & HW/SW Costs:</td> <td style="text-align: right;">\$75,460</td> </tr> <tr> <td>Yr. Infrastructure Costs:</td> <td style="text-align: right;">Included</td> </tr> </table> <p>Always on latest version</p> <p>Continuous feature deployment</p> <p>20% License Bursting</p> <p>\$0 costs for updates</p> <p>No IT time/resources for upgrades (initial implementation only)</p> <p>Aspect assumes responsibility for:</p> <ul style="list-style-type: none"> - Support hardware & maintenance - Infrastructure risk/monitoring operations 	Yr. Maintenance:	Included	Total PS & HW/SW Costs:	\$75,460	Yr. Infrastructure Costs:	Included
Yr. Maintenance:	\$403,000												
Total PS & HW/SW Costs:	\$209,414												
Yr. Infrastructure Costs:	\$180,000												
Yr. Maintenance:	Included												
Total PS & HW/SW Costs:	\$75,460												
Yr. Infrastructure Costs:	Included												

Example- Must be updated with appropriate calculations

WORKFORCE

TCO Analysis for 1,500 Agents

Platform Efficiencies

Elasticity in licensing
Minimal downtime during updates

Infrastructure Efficiencies

IT HW & infrastructure costs
Operational cost / resources

Immediate Capabilities Expansion

Updates / Continuous feature deployment
Modules included:

- WFM Core
- WFM Perform
- WFM Empower
- WFM Mobile
- WFM Reserve
- WFM Allocate

Easier Access to Additional WEM Capabilities

Workforce: Encompass, Data Access
Performance Quality League

\$399,483

Monthly Savings

\$4,793,79

Annual Savings

Example- Must be updated with appropriate calculations

Premise Migration – Sample 3 Year CTO

On-Premise Solution Costs	Year 1	Year 2	Year 3	Total
Annual Maintenance	\$127,835	\$134,227	\$140,938	\$403,000
Professional Services	\$47,532		\$47,532	\$95,064
Hardware Costs	\$47,532		\$25,000	\$50,000
WFM Mobile - License	\$49,500			\$49,500
WFM Mobile - Maintenance				\$14,850
IT Infrastructure Costs				
Datacenter / Infrastructure Costs	\$25,000	\$25,000	\$25,000	\$75,000
Operations / Monitoring Costs	\$35,000	\$35,000	\$35,000	\$105,000
Total Costs	\$324,717	\$194,227	\$273,470	\$1,174,219



Premise TCO

\$792,414

INCLUDES

- Upgrade to Most Current WFM Premise
- All Upgrades – additional costs and lengthy timeframes
- Customer continues to support HW & Maintenance
- No future new features unless you upgrade (additional PS Services)
- Some downtime during upgrades
- Includes Mobile (Additional Cost)
- No continuous feature updates for incremental ROI enabling functionality

Cloud Migration – Sample 3 Year CTO

Cloud Solution Costs	Year 1	Year 2	Year 3	Total
Subscription Costs	\$363,253	\$363,253	\$363,253	\$1,089,759
Set Up Fees	\$5,000			\$5,000
Professional Services	\$75,460			\$75,460
VPN Setup Fee	\$4,000			\$4,000
Total Costs	\$447,713	\$363,253	\$363,253	\$1,174,219

Example- Must be updated with appropriate calculations



Cloud TCO

\$1,174,219

INCLUDES

- WFM Core
- WFM Perform
- WFM Empower
- WFM Mobile
- WFM Reserve
- WFM Allocate
- Updates / continuous feature deployment
- Aspect assumes responsibility for hardware, infrastructure and operational monitoring
- Minimal downtime during updates
- Elasticity in licensing

Premise vs Cloud – Sample 3 Year CTO



Premise TCO

\$792,414

INCLUDES

- Upgrade to Most Current WFM Premise
- No new features unless you upgrade
 - Additional PS services
- Some downtime during upgrades
- Includes WFM Mobile (additional cost)
- No continuous feature upgrades for future ROI-enabling functionality

CUSTOMER RESPONSIBILITY

- Resources for upgrades
- IT infrastructure
- Operational cost / resources
- Infrastructure / risk
- DR / HA Architecture



Cloud TCO

\$1,174,219

INCLUDES

- WFM Core
- WFM Perform
- WFM Empower
- *WFM Mobile*
- *WFM Reserve*
- *WFM Allocate*
- Elasticity in licensing
- Updates / continuous feature deployment
- Zero downtime during upgrades

ASPECT RESPONSIBILITY

- IT HW & infrastructure costs
- Operational cost / resources
- *Aspect assumes risk for entire WFM infrastructure*

WORKFORCE

ROI Analysis and Sample Savings for 5,000 Agents

Example- Must be updated with appropriate calculations

\$399,483
Monthly Savings

\$4,793,794
Annual Savings

Agent Efficiencies

Improve Adherence	\$1,200,000
Reduce Unplanned Shrinkage	\$800,000

Admin Efficiencies

Automation of Tasks	\$350,250
Reduce Manual Reporting	\$380,571

Agent Engagement

Agent Acquisition & Training Reduction	\$627,334
Mobile Self Service	\$562,500
Novice Agent Productivity	\$673,139

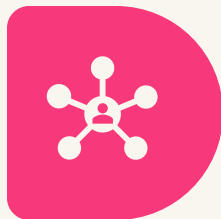
Schedule Efficiencies

Overtime Reduction	\$200,000
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Additional Secondary Savings

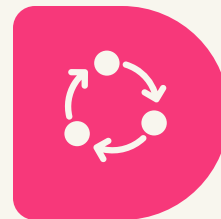
Improve in Productivity - Revenue	\$627,334
Improve in Productivity – Efficiency	\$562,500
Reduce SLA Fines/Penalties	\$673,139

Going to Aspect Cloud - Summary of Benefits



Easy to Maintain

Aspect Responsible for Infrastructure / Maintenance



Continuous Feature Deployments

No costly upgrades & new features ready to use immediately



EOSL

No End of Service Life (EoS�) Fees



Scalability & Flexibility

License bursting & full feature enterprise software