

Customer Success Stories

Aspect Workforce™

Optimizing Workforce Efficiency

Aspect Workforce dynamically adjusts schedules to meet demand, ensuring optimal staff utilization and operational efficiency.

Problem

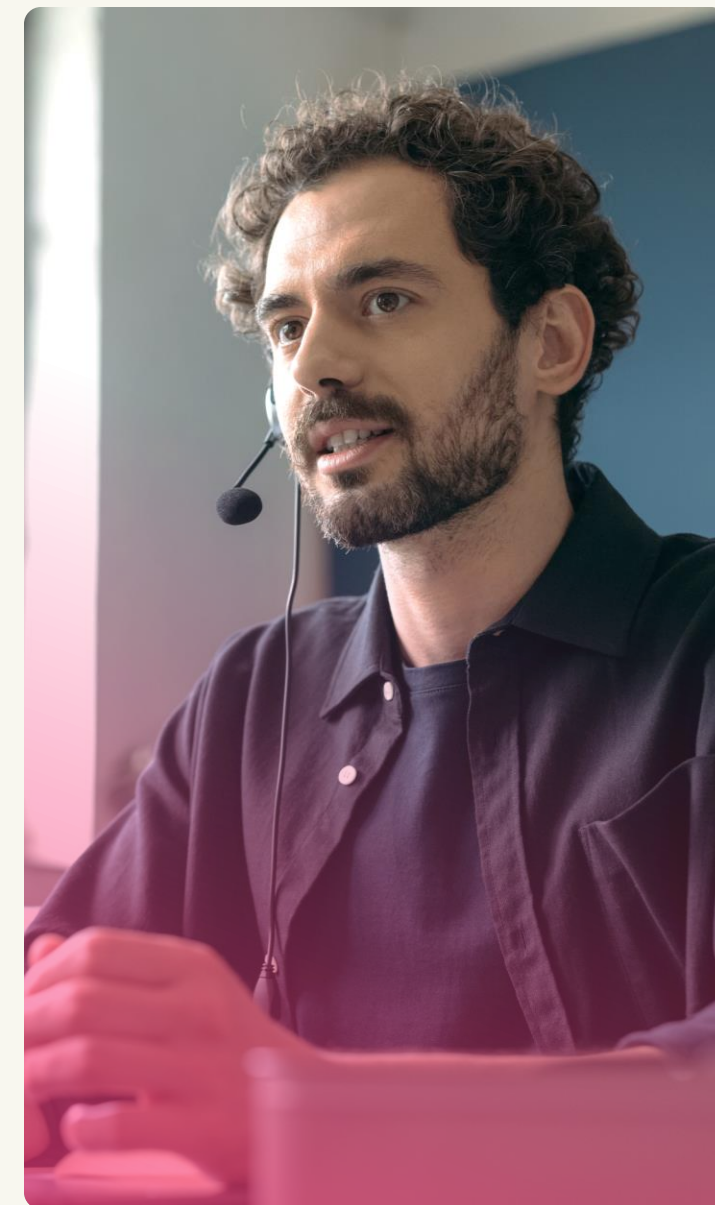
Inefficient scheduling leads to over/understaffing, causing decreased productivity and employee dissatisfaction.

Aspect Solution

Achieves ideal staffing levels, reduces labor costs, and enhances overall workforce satisfaction.

Online Car Sales Retailer

"The perspective schedule updates in Aspect Workforce require few manual adjustments, allowing us to allocate time and resources to other areas and higher value projects."



Simplifying Leave Processes

Aspect streamlines leave management, automating and clarifying the process for both employees and HR personnel.

Problem

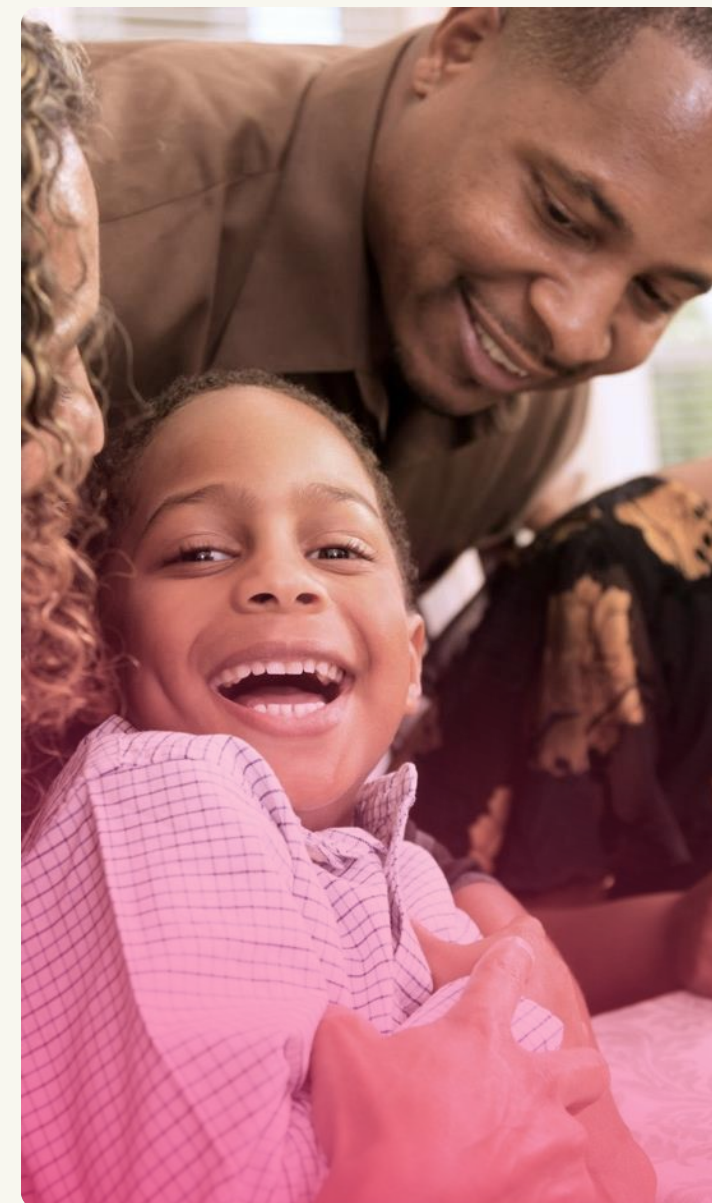
Managing leave requests is often cumbersome and time-consuming, leading to administrative inefficiencies and employee frustration.

Aspect Solution

Facilitates a fair and transparent process, reducing administrative burden and improving employee relations.



NRTC previously spent 2-3 hours per week managing time off requests. After implementing Aspect Workforce, that time shortened to less than one hour per week, saving 100+ hours annually.



Accurate Work Hour Management

Aspect offers precise tracking and management of work hours and overtime, ensuring payroll accuracy and compliance.

Problem

Inaccurate time tracking leads to payroll errors and unmanaged overtime costs.

Aspect Solution

Streamlines the time tracking process, controls overtime expenses, and ensures labor law compliance.

"Companies using WFM for more accurate time tracking are 44% less likely to make payroll errors"

- **MarketSplash**



Enhancing Accuracy

Aspect's advanced forecasting tools allow for precise labor prediction and effective budget management.

Problem

Businesses often struggle with accurately forecasting labor costs, leading to financial planning challenges.

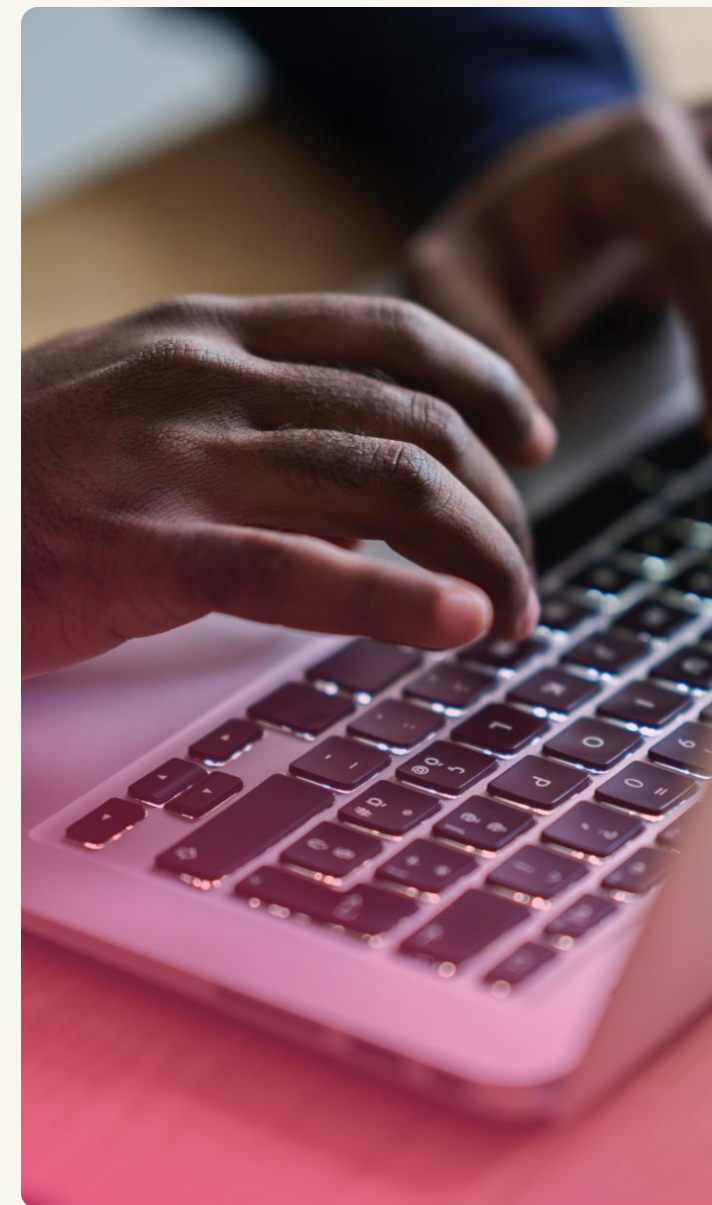
Aspect Solution

Enables more accurate and reliable budgeting, reducing unexpected labor cost variances.



“When you handle 14 million customer calls a year across a broad range of services, every second counts- and having efficient workforce optimization tools is essential to delivering quality service. Aspect Workforce has helped us deliver substantial cost savings, as well as improve satisfaction levels amongst both our customers and employees.”

- Paul Milloy, National Resource Planning Manager



Driving Employee Growth

In conjunction with Aspect's Performance management tools Workforce provides continuous, objective performance metrics to support employee development.

Problem

Lack of continuous and objective performance feedback hinders employee development and overall service quality.

Aspect Solution

Fosters a culture of continuous improvement, enhancing employee performance and satisfaction.

Online Car Sales Retailer

“Aspect Workforce and Aspect Performance, working in tandem, have helped us become more accurate and efficient, providing a better experience for our employees, customers, and improves overall adherence.” - Senior workforce planner



Ensuring Legal and Industry Standards

Aspect Workforce can help manage labor compliance updates and adherence to changing labor laws and industry regulations.

Problem
Organizations struggle to keep up with evolving compliance requirements, risking legal penalties and operational disruptions.

Aspect Solution
Facilitates the management of up-to-date compliance, minimizing legal risks and fostering a culture of trust and reliability.

"By 2025, compliance departments will reduce annual compliance training by 50%, displacing costs in favor of workflow-based controls that guide employees." - Gartner



Ensuring Legal and Industry Standards

Aspect's Self-Service Portal provides employees with direct access to schedules, leave requests, and personal information updates.

Problem

Employees often experience delays and dependency on HR and Admin staff for routine requests and information.

Aspect Solution

Promotes autonomy and efficiency, reducing administrative workload and increasing employee satisfaction.

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“Proactive notifications and the ability to respond via mobile devices help each agent achieve a better work-life balance by understanding individual agent preferences, facilitating their mobile lifestyles, and saving them time. The result is better agent engagement, higher morale and lower turnover.”

- **Jon Malinowski, Senior Director WFM**

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Efficiency Through Flexibility

Aspect Workforce enhances operational efficiency with advanced, adaptable scheduling tools, aligning staff availability to real-time customer demands.

Problem

Companies struggle with rigid scheduling, leading to inefficient staffing and increased costs.

Aspect Solution

Offers precise forecasting and dynamic scheduling adjustments, optimizing staffing levels and reducing costs.

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Implementing Aspect's solution, Asurion saw a 62% engagement in mobile scheduling and saved 2500 administrative hours, showcasing the efficiency and adaptability of Aspect's scheduling tools.

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Streamlining External Relationships

Effective management of outsourced staffing providers is crucial for operational efficiency. Aspect Workforce offers tools to communicate with external teams seamlessly, ensuring alignment with organizational goals.

Problem

Organizations often struggle to manage outsourced staff effectively, leading to inefficiencies and communication gaps.

Aspect Solution

Enables clear communication of opportunities and requirements to outsourced providers, streamlining processes and enhancing productivity.

*"Successful BPO management brings all outsourced teams together to operate as a single entity—only possible with the use of an agile, WFM tool designed to eliminate the disconnect between in-house and outsourced agents through compiled metrics and dashboards for support teams to optimize their resources." - **Zendesk***



Flexibility for the Modern Workforce

Aspect's mobile solutions enable efficient workforce management for remote, in-office, or on-the-go employees.

Problem

Managing a diverse and distributed workforce can be challenging without the right mobile tools.

Aspect Solution

Offers flexibility and accessibility, enhancing the work-life balance and productivity of employees.

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"It gives me the freedom to check my schedule, request time off, and sign up for overtime without being tied to my computer. I like how I get a message when overtime is being offered. I just log in and request it." - **Asurion Agent.**

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Data-Driven Decision Making

Aspect provides real-time analytics and insights, offering a comprehensive view of workforce productivity and operational efficiency.

Problem

Lack of real-time data leads to delayed decision-making and missed opportunities for optimization.

Aspect Solution

Enables immediate, informed decisions based on current data, driving business strategy and performance.

**F500
Telecom
Company**

"Real-time analytics from Aspect enabled a Fortune 500 company to improve average handle time by 30 seconds, bringing a 1.4% agent cost reduction = \$9.5 million in annual savings."

- **F500 Telcom Company**



Preparing for the Unexpected

Aspect Workforce ensures you have the tools at hand to adjust critical staff availability and smooth operations during emergencies or unexpected events.

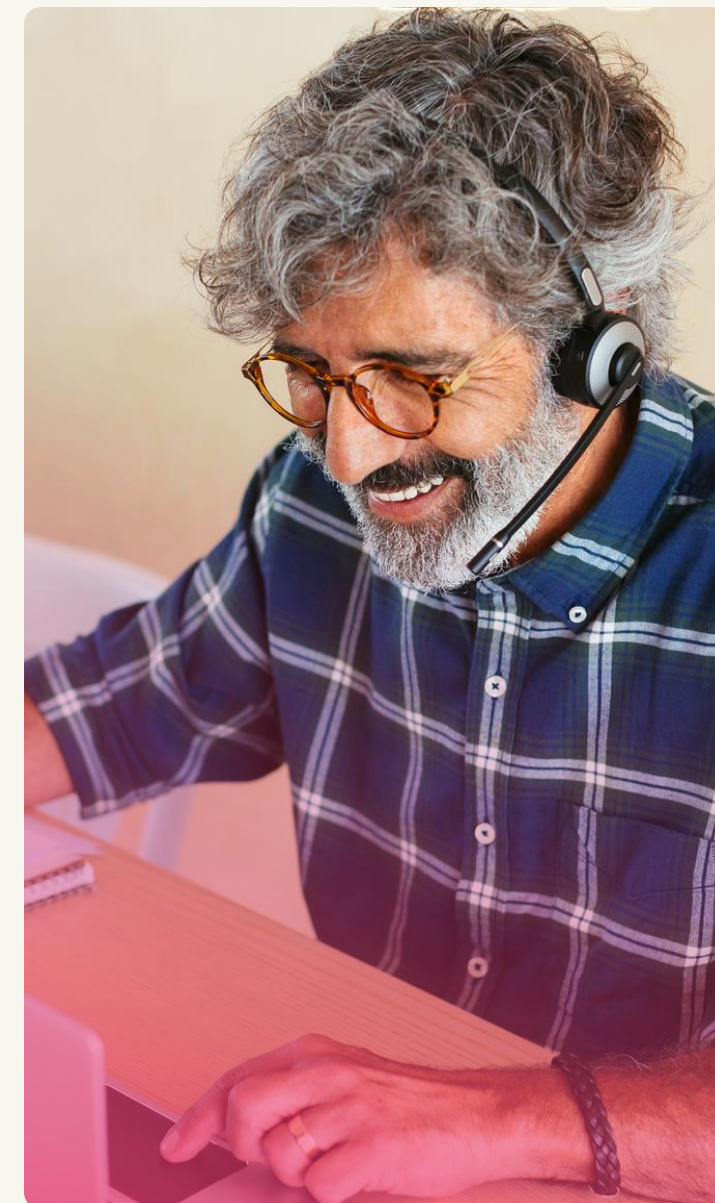
Problem

Organizations often face operational chaos and service disruption during emergencies due to inadequate planning.

Aspect Solution

Provides robust tools for preparedness and resilience, ensuring continuity of service and operational stability.

"WFM planning tools helped a service center make significant gains in productivity—emergency jobs that disrupt schedules fell by 75% and job delays by 67%." - Mckinsey



Aspect Performance™

Driving Performance Visibility and Skills Acquisition

Exploring the strategic approach to nurturing talent within your organization. It's not just about evaluating performance, but also about creating opportunities for skill development that aligns with business goals.

Problem

Traditionally, employee development programs fail to provide individualized pathways that consider personal aspirations and company needs, resulting in underutilized talent.

Aspect Solution

A comprehensive performance dashboard boosts productivity and engagement by aligning employee goals with your business vision, offering clear growth trajectories and upskilling opportunities.

Healthcare Company

Aspect Performance gives Healthcare Company the ability to consolidate information from multiple data sources allowing them to level-up employee skills and prioritize employee development.



Synchronizing Individual and Organizational Objectives

Balance KPIs at the individual front line level to drive focus towards the overarching strategy of the organization.

Problem

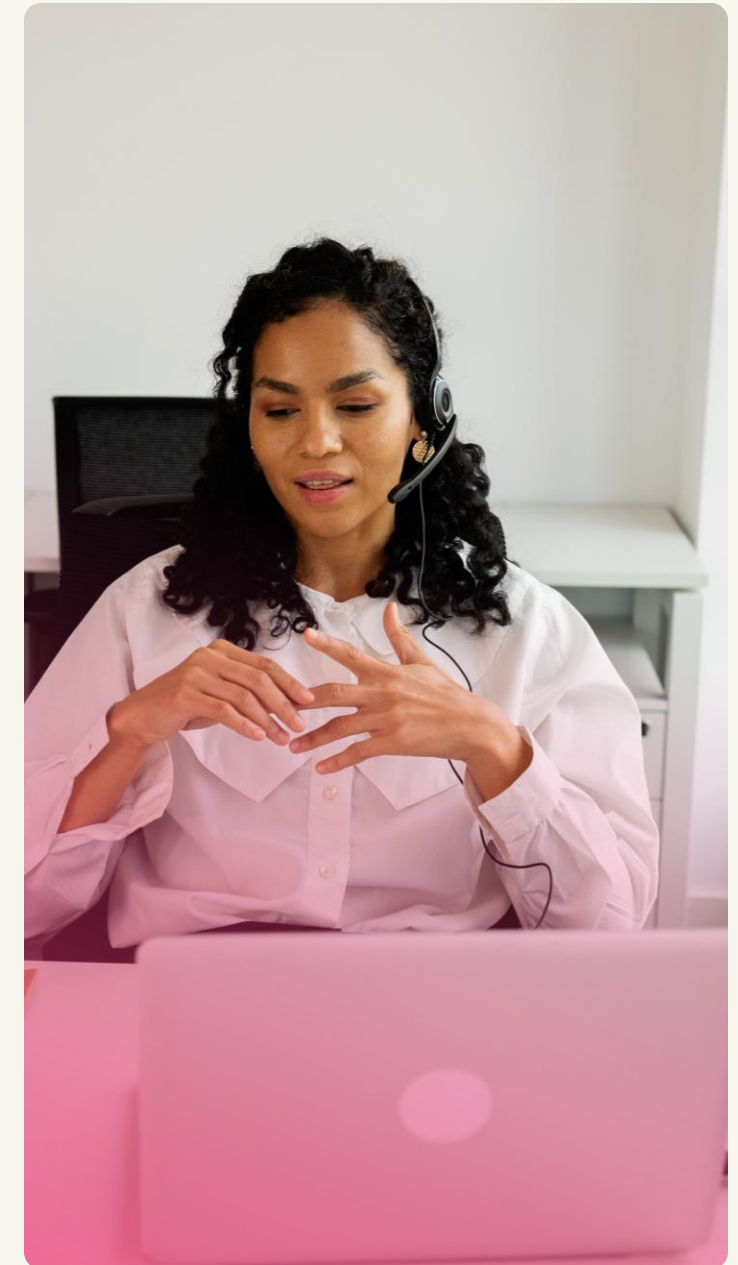
Teams often work in silos, disconnected from the central business objectives, resulting in misaligned priorities and inefficient workflows.

Aspect Solution

With our solution, clearly define and communicate company-wide objectives to ensure every team member is working towards the same targets, thus creating organizational synergy and improved outcomes.

Car Company

Car Company utilizes Aspect Performance to gain visibility into performance like never before—by seeing important KPIs on not only a team level, but organizational level, Car Company was able to move from reactive to proactive coaching to improve all outcomes.



Streamlining Processes for Maximum Performance

Address the key focus of increasing operational efficiency through better performance management practices, detailing the direct impact on profitability and efficacy.

Problem

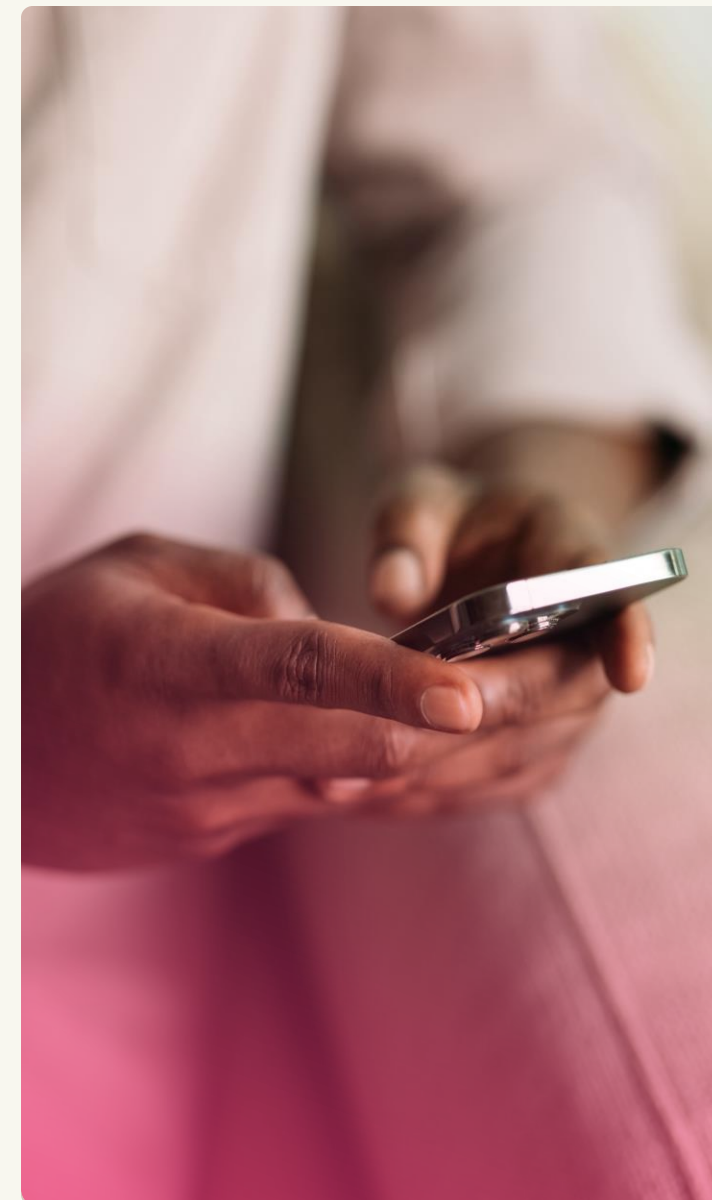
Inconsistent performance measures and lack of clarity in employee roles often lead to redundancies, wasted resources, and delayed improvements.

Aspect Solution

Implementing our performance management system eradicates inefficiencies, provides clear performance metrics, and enhances operational clarity leading to a leaner, more effective customer service delivery.

"Aspect Performance is the centerpiece of improving the customer experience because you're not able to determine the effectiveness of your changes if you can't accurately measure the results."

- **Bill Sievers, SVP Customer Care**



Aspect Quality™

Raising the Bar for Customer Satisfaction

Improving service quality through improved agent skills and responsiveness.

Problem

Companies face the challenge of managing high call volumes without compromising on customer satisfaction or efficiency.

Aspect Solution

Aspect Quality consistently drives skill improvement to help balance customer satisfaction with efficiency.

Pet Product Supplier

A Pet Product Supplier utilized Aspect Quality in tandem with Aspect Workforce, resulting in a 15% improvement in service levels.



Ensuring Reliability and Trust

Streamlining adherence to regulatory standards while enhancing service delivery.

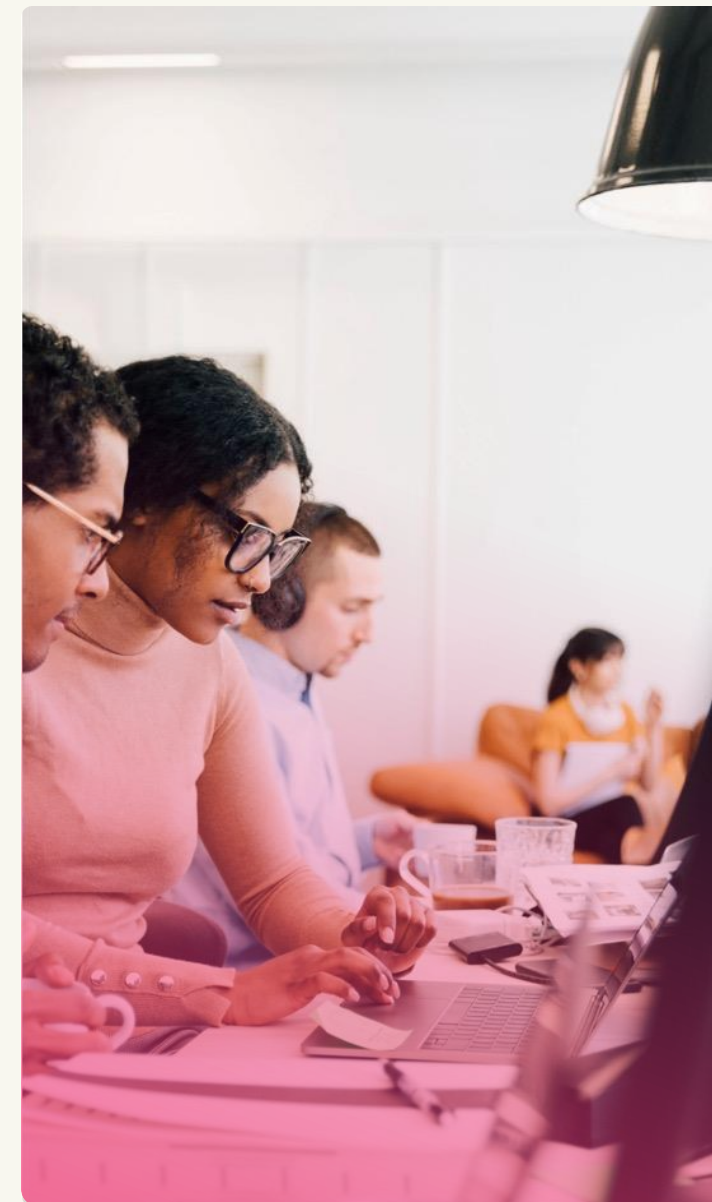
Problem

Organizations grapple with maintaining compliance amidst evolving industry regulations, risking penalties and damaged reputations.

Aspect Solution

Aspect Quality provides the tools to ensure regulatory compliance, thus solidifying a company's reputation for reliability.

According to a recent survey, 30% of call center agents reported having access to customers' detailed payment information even when they weren't servicing the customer, leaving unprotected data and compliance risks. - TRUSTID



In-Depth Insights for Superior Quality Assurance

Comprehensive oversight of agent-customer interactions to optimize quality and performance.

Problem

Without effective monitoring, it's challenging to ensure consistent quality across all customer interactions.

Aspect Solution

With Aspect Quality monitoring tools, companies gain valuable insights into performance, leading to improved quality assurance.



Aspect Quality has allowed RCN to view what areas of customer calls need to be improved upon by identifying common deficiencies among their call center agents- bringing more effective training efforts and a 41-point improvement in NPS.



Aspect League™

Empowering Agents, Delighting Customers

In contact centers, maintaining agent performance and customer satisfaction is a consistent challenge. Aspect League delivers an innovative solution to enhance agent engagement and improve customer experiences.

Problem

Inconsistent agent performance can lead to poor Interaction quality and customer dissatisfaction, potentially resulting in a loss of trust and business.

Aspect Solution

Aspect League utilizes game mechanics to drive employee engagement in performance goals, leading to marked improvements in call handling and overall customer satisfaction.



In collaboration with ARA, Aspect isolated the agent, supervisor, and manager focus on performance goals by unifying engagement through gamification focused on accelerating aptitude and skill development- leading to 33% decrease in ACW and a 25% decrease in hold times.



Motivating Collections Staff Effectively

Collections staff frequently encounter challenges in achieving high repayment rates. Engagement and motivation are crucial for better results.

Problem

The demanding nature of collections can contribute to staff burnout, impacting repayment success rates and the financial bottom line.

Aspect Solution

Aspect League spurs collections staff with competitions and reward options that yield higher rates of successful repayments and boost staff morale.

**BPO
Collections**

"We put Aspect League in our lowest performing collections groups (3 of them) and it's helped us stabilize our performance and reduce turnover of our agents."
- **BPO Collections**



Enhancing Support through Recognition

Consistently high-quality support from staff is essential for employee satisfaction and maintaining levels of performance.

Problem

Overwhelmed support staff may become less responsive, which can jeopardize the quality of employee support and coaching

Aspect Solution

Implementing Aspect League ensures staff remain Leagued and responsive, leading to sustained high levels of employee engagement and satisfaction.



"Aspect League has been fantastic in increasing our ability to recognize and reach employees that should be rewarded and recognized for meeting goals and increasing performance."

- **Alan Lai, Workforce Analytics Manager**



Driving Numbers through Teamwork

Cohesion and motivation are critical for sales teams to drive performance and business growth.

Problem

Sales teams might struggle with inconsistent performance, lacking the motivation to achieve higher sales goals.

Aspect Solution

Aspect League's features, such as team competitions and goal setting, help sales teams enhance their performance, fostering unity and collaborative success.

Sales & Marketing Company

Sales & Marketing Company had seen performance across KPIs plateau and in response, implemented Aspect League to inspire, League and revolutionize their automotive warranty sales division—bringing a 2.14% improvement in close rate.



Motivation Across Teams

For global companies, maintaining a unified approach to motivation across diverse and remote environments is a formidable challenge. Teams, Departments, Locations all can align.

Problem

Consistent motivation strategies are difficult to apply across various countries and offices, potentially weakening team engagement and productivity.

Aspect Solution

Aspect League enables organizations to standardize motivational strategies, creating a shared culture of engagement and success that transcends geographical boundaries.



"One of the main advantages of Aspect League is consistent coaching across all teams. It enables us to view the consultants via a central log and provides a consistent approach across all teams."

- **Oliver Curley, Sales Team Manager**

