

Contact Center Performance Optimization

Align performance with your collections, telemarketing and proactive customer service business goals by synchronizing people, processes and technology

Overview

In today's dynamic, global business environment, your contact center must constantly adapt to changing executive, regulatory and consumer demands. The Contact Center Performance Optimization Product Line from Aspect Software helps you meet these demands by synchronizing your people, processes and technology across four key areas:

- Interaction Optimization for outbound campaign strategy management and call optimization.
- Workforce Management for planning, managing and optimizing inbound and outbound resources.
- Performance Management for measuring team and contact center performance against defined goals.
- Quality Management for call recording, reviewing and reporting.

These solutions provide quantifiable improvements to your contact center efficiency and effectiveness. Although pieces may be available from other vendors, when you use the full set of components from Aspect Software, you will enjoy intra-day operational synergies that go well beyond standard integration.

Benefits

When you implement a Contact Center Performance Optimization product or products, you will enjoy both measurable returns as well as less tangible benefits.

Measurable

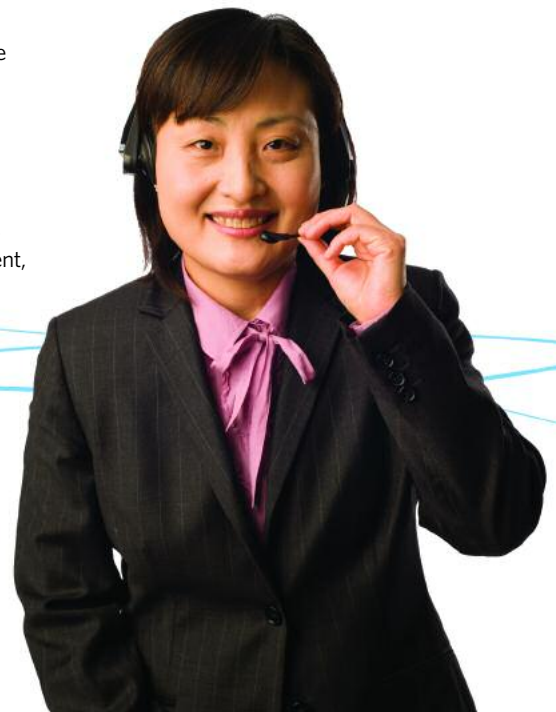
- **Automate best practices and increase right party contact (RPC) rates** with an optimized calling strategy based on call history, campaign objectives and priorities you define.
- **Eliminate manual tasks** through automation that generates up to 25% in time savings.
- **Schedule more efficiently** to achieve as much as a 10% reduction in staff hours.
- **Reduce workforce shrinkage** up to 5% and realize bottom line savings.
- **Reduce unproductive time** by as much as 40% with proactive goal setting.
- **Increase interaction quality** by improving metrics such as first call resolution, assurance and compliance.

Intangible

- **Raise morale** and increase retention rates as you empower agents to be more effective.
- **Improve forward planning** with greater accuracy, consistency and stability.
- **Enhance customer service** by utilizing your skilled agents more efficiently and more accurately forecasting staff needs.

Key Capabilities Working Together

Whether you are engaged in collections, telemarketing, proactive customer service or a combination of these, Contact Center Performance Optimization can be applied to improve close rates, sales, payments and customer satisfaction to increase overall results. Contact Center Performance Optimization unites the capabilities of workforce management,



Contact Center Performance Optimization Product Line:

Workforce Management

- Aspect® eWorkforce Management™
- Aspect® RightForce® Workforce Management

Interaction Optimization

- Aspect® Enterprise Campaign Manager™
- Aspect® Campaign Optimizer™

Performance Management

- Aspect® Analyzer™
- Aspect® eWorkforce Management™ - Analyze
- Aspect® DataMart™

Quality Management

- Aspect® Quality Management™

performance management, quality management and interaction optimization to dynamically adjust to staffing and interaction strategy needs. The end result is a synchronized strategy that delivers key capabilities such as:

Interaction Optimization

- Repeatable campaign optimization strategies based on objectives and prioritized by user-defined criteria.
- Best-Time-to-Call algorithms that track and analyze call result history over time and feed this data into your dialing strategy.
- Centralized multi-dialer, multisite management tools to create, edit, distribute and report on multiple lists and campaigns in real-time.
- Business continuity infrastructure to synchronize, reconcile and resume interrupted campaigns in minutes.

Workforce Management

- Forecasting tools to accurately predict inbound and outbound contact data and staffing demands.
- Scheduling capabilities that use the forecast data to generate efficient agent schedules.
- Tracking mechanisms to monitor and evaluate agent performance.
- Employee self-service options for bidding on shifts, vacation, overtime and for requesting schedule changes.
- Adherence & compliance management tools to manage resources within required guidelines.

Performance Management

- Dashboards that present scorecards measuring agent, team and contact center performance against defined goals using information from various systems.
- Trending data displays that highlight performance patterns and areas for improvement across the business.
- Browser-based analytics and reporting tools that help identify areas for productivity increases and cost savings.
- Key Performance Indicator (KPI) libraries for easily selecting baseline metrics.
- Goal alignment across your contact center applications to provide immediate feedback.

Quality Management

- Quality recording initiated by invoking a dynamic selection of business rules to optimize quality by tying performance goals, contact goals and scheduling to quality metrics.
- Evaluation against KPIs utilizing business data in association with customer interaction recordings.
- Real-time call monitoring based on performance measurement results that identify agents requiring remedial coaching and feedback. Used in conjunction with scorecards, this provides consistent feedback with real life coaching examples.

For more information

Detailed ROI models are available to assess the level of improvement Contact Center Performance Optimization may bring to your contact center. If you are interested in learning more, please contact your Aspect Software Account Executive.

About Aspect Software

Aspect Software, Inc., founder of the contact center industry, is the world's largest company solely focused on providing proven, innovative solutions to enable customer service, collections, and sales and telemarketing processes for in-house and outsourced contact centers. For more information, visit www.aspect.com.

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