Aspect® Workforce Management Cloud with LiveVox

Workforce management is one of the most important support tools for a contact center, and LiveVox partners with Aspect on a joint solution for robust workforce management delivered from the cloud.

Workforce management (WFM) software helps to ensure that contact centers have the right agents, with the right skills, at the right time. The core Aspect WFM capabilities include forecasting, scheduling and tracking. **Forecasting** allows organizations to accurately project future staffing requirements to support demand; **scheduling** creates efficient staffing plans, and **tracking** helps to monitor staff performance and adjust resources. LiveVox built the LV+ Adapter for Aspect WFM to integrate these important functions with the LiveVox call management platform. The LV+ Adapter creates calling activity reports and sends real-time agent status so that WFM can build forecasts that are based on real traffic patterns, compare real-time agent actions with scheduled tasks, and understand potential staffing changes.

**Forecasting Accuracy**
Unparalleled forecasting accuracy with multiple forecasting algorithms, variable historical pattern weights and accurate intra-day shrinkage

**Business Planning**
Explore the effect of disruptions and constraints in demand and resources with unlimited “what-if” scenarios. Perform analysis with drill down and roll up capabilities in user customizable views of key business information including agent productivity, intra-day performance data, staff shrinkage, and superstate analysis

**Schedule Optimization**
Optimize schedules based on business need (requirements based), employee preference (preference based) or both

**Real-time Adherence**
Monitoring real-time views that automatically surface non-compliance in even the largest contact center environments

**Track Against KPIs (Key Performance Indicators)**
Real-time and historical interactive dashboards with pre-built and custom KPIs and reports

**Employee Self-Service**
Browser-based self-service scheduling with new trade and request rules provides scheduling flexibility and minimizes administrative overhead

**Modern, Graphical User Interface**
Highly simplified, web-based, graphical user interface significantly increases agent productivity even for complex schedule trades or sequential shift bids

Example of the WFM-Cloud Dashboard
**Strategic Planning and Forecasting**
Evaluate multiple staffing scenarios to determine optimal resource deployment based on projected demand and resource pool characteristics for both short-term and long-term planning. Take all pertinent data into account including historical contact volumes, seasonal patterns, campaign completion rates and holiday variations. Using an exponentially weighted moving average tailored to each forecast group, the forecasting model merges historical data with current data providing the most accurate forecasts possible. Contact center planners can:
- **Quickly evaluate trade-offs between service quality and staffing numbers**
- **Determine the impact of scheduling training, meetings and other off-phone activities on service and campaign goals**
- **Understand impact of service quality goals and demand patterns on budget**

**“What-if” Analysis**
Test multiple demand and staffing models and plan for unexpected events such as staff absences, a surge in demand from one or more channels, the effect of holidays or weather or other seasonal factors. Create multiple scenarios leveraging historical demand and staff patterns with the ability to adjust and include custom data that fits your business needs. Visualize the effect of your planning through trial schedules, allowing you to fully test the impact of decisions on your staff and service level goals. Be confident that your long-term, short-term and intra-day staffing adjustments will have the right business impact.

**Multi-Skill Support**
Develop optimal forecasts for a blended environment and identify staffing requirements and optimal skill combinations based on agent skill and contact routing needs. For planners, it provides an accurate assessment of costs and benefits of skill-based routing models for your current and future resource pool.

**Flexible Scheduling**
Create detailed employee schedules based on demand and resource availability, employee preferences, work and equity rules, union or other contractual schedule restrictions, or leverage a combined approach. Choose from a two-step process where multiple trial schedules are generated that optimize against all parameters, and select the schedule that best fits your need. Alternatively, use a one-step process based on employee preference and automatically assign employees as the schedule is generated.

**Intra-Day Tracking**
Display statistics about your contact center’s performance across all channels while you still have time to make changes. Compare actual versus forecasted contact and staffing statistics for both inbound and outbound resources in 15- or 30-minute intervals to take the real-time corrective change to keep your staff on track. Use at-a-glance views of agents’ schedules to determine what activities have been scheduled or how many agents are scheduled for a specific activity to easily identify utilization gaps and the resources available for assignments. Manage with more accurate intra-day staffing level predictions, taking into account the amount of staff shrinkage likely to occur beyond what is already represented in schedules.

**Workforce Analytics**
Benefit from centralized access to all employee metrics captured within workforce management such as group assignment, schedule preference, skills, seat reservations and more. Includes the ability to extend the view with additional performance and quality metrics from Aspect’s full workforce optimization suite. Create custom reports that zero-in on employees and schedules to better understand your workforce environment. Target management decisions such as training and re-assignment based on your selection.

**Employee Self-Service**
Allow for scheduling flexibility while ensuring service level achievement for in-house, home-based or remote agents. Empower agents with powerful, web-based self-service, and free supervisors from routine approvals and schedule exception management. Aspect allows for schedule trades, sequential shift bidding between two or more agents, a schedule trades bulletin board, time-off requests, vacation balance checking and more for the agent in an intuitive interface. Preview the effect of a trade on agents’ schedules and enable Supervisors to broker schedule trades. Requests can be prioritized based on business rules such as seniority, labor rules, performance, business needs or any combination of factors. Approvals can be routed to supervisors for manual inspection and approval.

**Standard Modules**
These modules are included as standard with Aspect Workforce Management Cloud:
- **Empower**: Utilize web-based self-service for agent schedules, change requests, trades, shift-bidding and more
- **Perform**: Provide agent productivity insights in real time, intra-day, daily and historical detail
- **Reserve**: Manage agent seats based on real-time schedules and agent characteristics
Aspect WFM-Cloud with LiveVox enables you to:

- Staff the right number and type of people at the right time to improve sales-per-hour ratios, dollars collected, customer retention and many other important KPIs
- Evaluate multiple staffing scenarios with powerful strategic “what-if” analysis
- Utilize unique multi-skill forecasting and scheduling to determine optimal skill combinations
- Create schedules based on employee preferences, shift templates, work/equity rules or a combination
- Make accurate intra-day adjustments to improve list penetration and effectiveness rates
- Optimize meetings, training and other off-phone activities
- Maximize occupancy and minimize over and under resource utilization
- Cut staffing costs while maintaining or even improving response times
- Reduce the complexity in your contact center with an integrated, total solution

KEY FEATURES:

- Intuitive, modern, icon and widget based user interface is very easy to learn and use to ensure the highest workforce productivity
- Delivered from the Aspect Cloud
- Intra-day, short-term, medium-term and long-term business planning with limitless “what-if” scenarios
- Sophisticated forecasting algorithms that leverage full breadth of historical and intra-day shrinkage data and support multiple business objectives
- Forecasting, planning and scheduling for a multi-skill workforce in a multi-channel environment
- Accurate forecasting across all inbound, outbound and blended staffing resources
- Scheduling based on business requirements, employee preference or both
- Centralized visibility into employee characteristics, preferences, schedules, and performance
- Real-time intra-day performance and agent adherence tracking
- Browser-based agent self-service including schedule trades, sequential shift bidding and schedule trades bulletin board
- Simplified management of workforces across multiple sites and outsourced locations

About LiveVox
LiveVox is a leading provider of enterprise cloud contact center solutions, managing more than 6 billion interactions a year across a multichannel environment. With over 15 years of pure cloud expertise, we empower contact center leaders to drive effective engagement strategies on the consumer’s channel of choice. Our leading-edge risk mitigation and security capabilities help clients quickly adapt to a changing business environment. With new features released quarterly, LiveVox remains at the forefront of cloud contact center innovation. Supported by over 450 employees and rapidly growing, we are headquartered in San Francisco with offices in Atlanta, Bangalore, and Colombia. To learn more, visit LiveVox.com or email us at info@livevox.com.