

ASPECT® WORKFORCE MOBILE™

Aspect Workforce Mobile provides immediate access for your agents and management to your Aspect® Workforce Management™ system directly from their mobile devices. Empower agents to self-manage their schedules remotely, and provide supervisors with the tools they need to track schedules, agent requests and intra-day performance from smartphones and tablet devices while they are “on the go”.

Contact centre personnel can access critical information, send real-time notifications and access timely schedule updates at any time, from any location, directly from their mobile devices. Keep Aspect Workforce Management up-to-date easily by the individuals closest to daily personnel changes. Allow the system to produce the most accurate intraday schedules possible, decreasing your internal costs while increasing your manager’s productivity.

Key Differentiators for Aspect

- ✓ **Integrated Security**
Specialised mobile access for your staff and contact centre management is enabled through authenticated sign on.
- ✓ **Empower Agents**
Supervisors and agents can see the status of their schedules and change requests online without having to call in, ask supervisors or access their desktop to view the status of their requests.
- ✓ **Supervisor Efficiency**
Provide supervisors improved efficiency in monitoring key contact centre metrics, by eliminating manual intervention, reducing the administrative workload and allowing them to focus on other business needs, which results in improved overall contact centre performance.
- ✓ **Real-time Scheduling Updates**
Once an agent’s request is approved, requests are directly incorporated into the system for real-time use without further manual intervention, saving time and reducing errors.
- ✓ **Flexibility**
Mobile access is functional across various mobile platforms, including: iPhone, Android, and tablets.
- ✓ **Timely Notifications, Responsive Management**
Keep your staff current and informed with online notifications and with access from their mobile devices.

Graphical User Interface

Today’s on-the-go lifestyle does not stop once you punch-in on a time clock and work continues even when you walk out the office door. Mobile capabilities benefit both contact center management and staff. When integrating Aspect Workforce Mobile with Aspect Workforce Management you have the added functionality to manage your staff while at the same time managing productivity by having access to the most accurate intraday schedules no matter where you are located. The benefits are significant. You will be able to:

Empower your staff to manage their schedules effectively and increase their overall engagement and job satisfaction. Specifically, agents can:

- View, add, edit agent schedule segment (PTO, sick, etc.)
- View agent performance statistics (ACD activities, compliance, etc.)
- Create, accept & decline schedule trades (full or partial day)
- View and interact with Schedule Bulletin Board
- View group allowance balances

- View intra-day staffing balances
- View schedule requests
- View personal account balances
- Receive web notifications on mobile for overtime, VTO status of requests and other types of notifications

Give managers the power to manage remotely. Specifically, managers can:

- View schedule summary
- Edit schedules
- Manage requests
- View balances (Group, Personal, Intra-Day)

Decrease internal expenses dramatically by requiring less manual intervention for processing scheduling requests

Reduce costs by providing Aspect® Workforce Management™ critical updates to ensure accurate, efficient, intraday scheduling

Provide greater flexibility to your management team by giving them easy access to information they need when on the floor, at their desk, or at home

Allow management to notify one team or the entire contact centre with easy to use real-time notifications ensuring responsiveness by providing current information

Below are example screens for agents and administrators.

