



Aspect® Workforce Management

To compete in the omni-channel marketplace, you need to plan and deploy the right staff, at the right time, for the right customer. Aspect Workforce Management is an easy-to-use forecasting, planning, scheduling, employee self-service and real-time management tool that ensures every employee and supervisor is productive, engaged and delivering an exceptional customer experience at the lowest cost.

As the global leader in workforce management, Aspect ensures you have the right agents, with the right skills, at the right time and helps plan and manage the performance of inbound, outbound and blended staffing resources across all customer channels. Aspect Workforce Management can be extended beyond the contact center to manage enterprise experts and back office personnel that can be blended with front office agents to get the most from your total workforce. The software's core forecasting, scheduling and tracking capabilities allow organizations to accurately project future staffing requirements to support customer demand and back office task completion, create efficient single and multi-skill staffing plans, evaluate schedule efficiency, monitor staff performance and adjust resources to meet changing demand in real-time.

Key Differentiators for Aspect

- ✓ **Modern, Graphical User Interface**
Highly simplified, web-based, graphical user interface with same look and feel as other WFO components, significantly increases agent productivity
- ✓ **Multi-skill Back Office Support**
Apply workforce management best practices to the back office and blend back office labor with front office labor
- ✓ **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.
- ✓ **Schedule Validation**
Create and test limitless trial schedules that optimize business needs and resources before making the best schedule official
- ✓ **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
- ✓ **Deployment Flexibility**
Choose the options that fit your business needs and operational environment; deploy on-premise, in the cloud or both as a stand-alone solution or as an integral part of Aspect's Workforce Optimization suite

Aspect Workforce Management User Guide

Carrie Higday-Kalmanowitz



Aspect Workforce Management User Guide:

Handbook of Shipping Process: A User's Guide to Shipping Akhilesh Munjal, The handbook has been written to provide an insight into the Shipping Process not only to those seeking a career with Exporters Importers Shipping Lines NVOCC s Freight Forwarders and Custom House Agents but also to help those already employed at every level to refresh their skills and enhance their career This handbook is intended to help you to succeed *Study Guide to Business Process*

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Mental Health Manual for Nurse Managers Lisa Y. Adams,2014-07-17 This text provides a comprehensive overview if not thesis of the contributing factors to workplace stress and how to revisit them and our own mental health How can nurses and health care workplaces expect to offer health and healing when such basic foundational human dynamics of mental health are not addressed This work opens the door to both the dynamics and the deep dimensions of the root issues facing humanity and our places of work and play Jean Watson PhD RN AHN BC FAAN From the Foreword This is a wonderful addition to leadership and management personnel and a good resource for any nurse Too often nurses hide these issues and we need to make others aware of what can occur and take steps to bring these conditions out in the open It is definitely a worthwhile addition to any nursing library Weighted Numerical Score 100 5 Stars Doody s Book Reviews Today s health care landscape has brought many changes challenges and even turmoil to the workplace stressors that can threaten the mental health of even the most stalwart and resilient of nurses Targeting the complex set of stressors found in health care work environments this unique practical resource describes the impact of bullying harassment addictions violence and other triggers and the

resulting adverse physiological and behavioral responses in these facilities It presents evidence based strategies to help health care professionals cope with unhealthy work environments The book describes the characteristics of health care work environments that promote stress at personal and organizational levels and their impact on the mental health of individuals working in them It offers insight into individual and group dynamics and the role of the health care institution workplace management and individual employee in fostering both healthy and unhealthy work environments The book investigates a variety of situations that can erode mental health among coworkers and offers evidence based improvement strategies for creating healthier more respectful workplace environments Case studies specific program development initiatives and examples of personal professional and organizational approaches to ameliorate adverse behaviors are included Readers of this book will be well armed to cope with any unprofessional disrespectful behavior on the part of their professional colleagues It will be useful in undergraduate and graduate nursing programs and health care leadership and management courses and as a quick reference for all health care professionals dealing with mental health problems in the workplace Key Features Presents proven strategies for improving mental health in all health care work environments Discusses theory and philosophical underpinnings for mental health in the workplace including good business sense Provides case studies and precedent setting examples Explores policy implications and program development initiatives that can be used to improve workplace environments Addresses legal and ethical obligations for facilitating workplace mental health

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