



Aspect® Performance Management™

For most enterprises, the contact center is the gateway to the customer, but the gate keeper is the agent. In order to achieve the business goals of your organization, you need to ensure that all of your agents are operationally aligned with these business goals, whether they be cost reduction, customer satisfaction improvement, revenue enhancement, or other. For individual agents, these enterprise business goals appear as KPIs like average handle time, first call resolution, call scores, sales conversion rate and many other metrics. You need a system in place to manage all of these measurements of individual and team success in order to be sure that the enterprise as a whole is achieving its business goals.

Aspect Performance Management is a high performance contact center management and reporting tool used to collect, correlate and display information relevant to each user's role and responsibilities, whether they be agent, supervisor or business analyst. This flexible tool can quickly reveal valuable new insights by enabling the tracking of personal and group performance vs. goal using a wide range of metrics with data sourced from many contact center systems.

Aspect Performance Management displays configurable scorecards, dashboards and reports via web browser with security and access rights that are determined by the specific role of the user. The software also includes administrative tools to configure and manage the data loads, configure user roles and security settings, configure scorecards and reports, manage KPIs and metrics and define and configure coaching.

Key Differentiators for Aspect

- ✓ **Modern, Graphical User Interface**
Highly simplified, web-based, graphical user interface with same look and feel as other Aspect® Workforce Optimization Suite™ components significantly increases agent and supervisor productivity
- ✓ **Agent Performance Viewed in Multiple Dimensions**
See the performance of agents and teams as measured by many different metrics or combinations of metrics and create views of data that can be stored as dashboard widgets
- ✓ **Badging and Gamification**
Supervisors can create badges and define award criteria. Agents view badges via a badging widget on their dashboards
- ✓ **Automated Coaching Based on Standardized Metrics**
Initiate coaching without any supervisor intervention by establishing thresholds for reasonable performance, then analyze the coaching process and level of success with coaching analytics
- ✓ **Near Real-Time Multi-Dimensional Data**
Agent performance data is sampled in regular intervals close to real-time
- ✓ **Pre-integrated with Aspect® Workforce Management™, Quality Management and Unified IP**
Create performance summaries based on a wide range of agent statistics and initiate performance-based actions
- ✓ **KPIs Created by Business Analysts**
Simplified administrative interface permits non-technical staff to create their own KPIs
- ✓ **Access to External URLs**
Create dashboard hyperlinks to other enterprise systems
- ✓ **Available On-premises, Hosted or in the Pure Cloud**
Available in any delivery mode to meet the needs of any contact center or back office operation

Key Components

- **Consolidated Enterprise View**

Synthesize data across contact center operations including your routing platform, workforce management system (scheduling, forecasts, etc.), quality management (agent evaluations, employee and customer survey results, etc.) and additional sources such as speech, text, desktop analytics and eForms. Extend contact center views with metrics drawn from enterprise systems that manage customers and business process (CRM, ERP, etc.).

- **Contact Center Intelligence**

Leverage pre-built reports, dashboards and KPIs to get an in-depth view into how your resources are performing to operational and strategic objectives. Visualize data through intuitive, interactive charts and graphs that help you understand the root cause for performance short-falls. Trending and multi-nested reports can be viewed by time, team, reporting group, location and more and enables:

- Visibility into resource performance and quality across and within all channels to identify best practices and opportunities for improvement
- Real-time and historical views to understand current challenges and explore business drivers
- Insight into customer behavior such as churn, satisfaction, and buying patterns
- Drivers for operational outcomes that matter to your business such as handle time, first contact resolution (FCR), talk time, cross sell/up-sell rates, collection rates and service level achievement

- **Workforce Optimization User Interface**

Aspect® Performance Management™ integrates seamlessly with other components of the Aspect® Workforce Optimization Suite™. Agents and supervisors are provided with a single graphical user interface for all components of Aspect Workforce Optimization, which sports a modern, uniform look and feel similar to the interfaces being used by Apple iOS, Google Android and Microsoft Windows. This responsive web design supports all popular browsers including Internet Explorer, Safari, Firefox and Chrome and adapts to multiple display devices including PCs, laptops, tablets and smartphones of varying sizes. Unlike some other workforce optimization providers in the market, no browser plug-ins are necessary to achieve full functionality.

- **User-Focused Design**

With this new user-focused design, Aspect has been able to remove any technology barrier between the user and the complexities of performance management systems. With easy-to-understand graphical icons, widgets, dashboards and screen layouts, agents can understand key performance details at a glance, and streamlined navigation allows agents to get to specific areas of the program more quickly and efficiently. In essence, agents can accomplish their tasks with fewer clicks and in less time than has ever been possible before.

- **Aspect® Coaching™**

Agent performance is the primary determinant of the level of success of a contact center. The challenge in an environment as complex as a contact center is to identify specific agents and skills in need of improvement and then take the appropriate corrective action. Aspect Performance Management gives supervisors the information they need to understand agent deficiencies and the capability to implement coaching (with optional Aspect Coaching License) to alleviate these deficiencies. Aspect Coaching provides the tools to enable both ad hoc and automated coaching. The Supervisor can set performance thresholds, which if exceeded, will automatically notify the agent that specific coaching is required. Likewise, the Supervisor can manually initiate coaching for individuals or entire teams based upon his or her observations and expertise easily from inside the scorecard. You can even assign a coaching session from within Aspect® Quality Monitoring™ while playing back a voice or screen interaction recording. Aspect Coaching also provides coaching feedback from agents as well as analytics on many coaching metrics that can show how effective coaching has been for individual agents as well as the effectiveness of specific coaching actions across all agents.

- **Management and Ease of Use**

As with other user interfaces, Aspect Performance Management has been designed to make administration of the system as simple as possible for the user. Administration is 100% browser-based and maintains the same graphical, intuitive look and feel as the end-user interface. The set of administrative actions available is determined by the role of the user, whether agent, supervisor, business analyst or other. Roles can be assigned to individuals or entire organizations, and as individuals move

into an organization, they will inherit the associated defined roles for that organization. A few easy-to-use screens allow you to administer users, roles, scorecards, data feeds, jobs, KPIs and other essential system parameters. Aspect® Performance Management™ also includes an enhanced metric and KPI editor that dramatically simplifies the task of creating and maintaining KPIs.

• Role-Based Analytics

Provide the right data, at the right level to every stakeholder within the contact center and across the enterprise. Role-based analytics ensures that supervisors and managers have the reports they need to make operational decisions, executives have the insight to support strategic decisions and agents have a view into their own performance to self-manage and continually improve.

• Versions to Fit Your Contact Center Needs

Aspect Performance Management is available in two versions, Basic and Enterprise. Aspect Performance Management Basic gives the user a maximum of 50 Add-on Metrics. Both versions give you productized contributors for Aspect WFM, Aspect Quality Monitoring, Aspect Desktop Analytics, Unified IP and Add-on Metrics. Aspect Performance Management Enterprise gives the user access to a maximum of 100 Add-on Metrics and an unlimited number of Aspect or non-Aspect data sources.

“Since the advent of APM, nearly every metric that we measure with our agents has improved.”

- Bill Sievers, SVP Customer Care, RCN

“Every single thing Aspect Performance Management does is a benefit to me. As a coaching tool, it has helped me manage better by providing daily figures and the ability to drill down into problems. For example, by going into the half-hour breakdown, I can determine why someone whose target is 14 percent “Not Ready” is actually at 18 percent. So if I find out that Not Ready time goes up significantly before a break, there’s an easy way to make the agent aware of that and fix the problem.”

- Team Manager at a major UK financial institution

Key Features

- Easy-to-use icon and widget-based dashboard
- Agents have a readily available indicator of their performance
- Agents are able to self-correct without supervisor intervention
- Supervisor can send coaching instruction to agent if necessary
- Badging and gamification create an environment of positive competition
- Supervisors rapidly understand team performance vs. goal
- Supervisors can see trends over time and other dimensions to reveal valuable insights
- Aspect Performance Management can be used in an SQL Cluster environment
- Integrates with Microsoft Reporting Services
- Supervisor can easily set goals for individual agents
- Pre-integrated with Aspect contact center solutions
- Drill down into aggregated data for supervisors and business analysts
- Set thresholds for agent performance to initiate automated alerts or coaching
- Solicit coaching feedback directly from agents and use analytics on coaching process metrics
- Business analysts can easily extract valuable business intelligence that points to major operational improvements
- Combine data from multiple sources for complex analysis
- Enable direct access to the cube for Excel extracts
- Ready-to-use best practice KPIs included with software
- Available in multiple languages including German, Simplified Chinese, French, Spanish, Brazilian Portuguese, Japanese and Russian



Typical Dashboard Including Aspect® Performance Management™ Widgets

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About Aspect

Aspect helps enterprises break down the walls between people, processes, systems and data sources, empowering organizations to unite around the customer journey. Our customer engagement center offers native [interaction management](#), [workforce optimization](#) and [self-service](#) capabilities that drive dynamic, conversational interactions and create a truly frictionless omni-channel customer experience. Leveraging all the benefits of the cloud and over 40 years of industry ingenuity, Aspect conveniently and easily connects questions to answers while helping enterprises keep service levels high and operational costs contained. For more information, visit www.aspect.com.

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