

Performance Management

Managing your contact center for optimal business results is tough. Receiving reports weekly or monthly doesn't help you improve operations today. And determining which of the KPIs in those reports can really impact performance to meet strategic goals becomes nearly impossible. Performance Management from PerformanceEdge™ can help. It provides the tools you need to be able to consider everything and act now in order to align contact center operational performance with your overall corporate strategic goals.

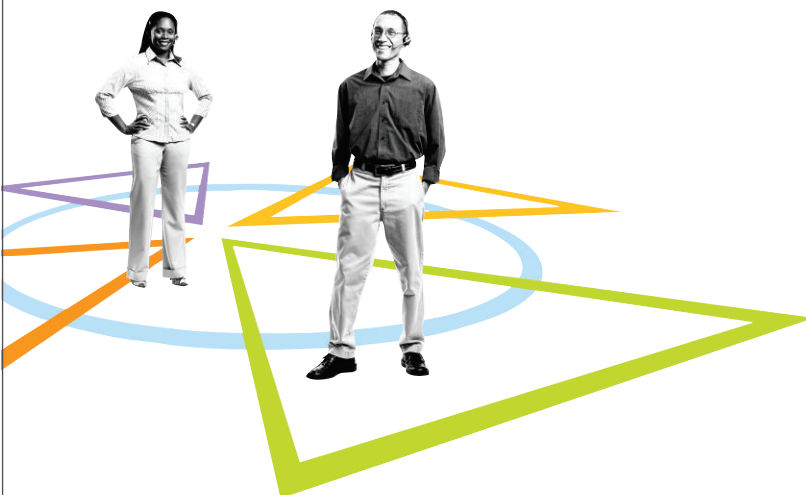
Highlights

- Holistic communication and interaction to other PerformanceEdge products.
- Fully customizable dashboards that show at-a-glance summaries of performance.
- Productized content libraries with pre-packaged KPIs and customizable dashboards.
- Automated goal setting, performance tracking and agent coaching capabilities.
- Customizable forms, workflows, alerts and tasks based on business rules.
- Temporal tracking of employee organization data as it changes over time.
- Multi-site, multi-vendor, multi-platform data consolidation.

Performance Management from PerformanceEdge measures and communicates results to continuously improve business processes by providing scorecards and analysis that can automatically initiate alerts and actions on the fly. This helps ensure your contact center employees are focused on the Key Performance Indicators (KPIs) that help drive strategic success across your business processes.

The application's key product component, Aspect® Performance Management™, provides out-of-the-box flexible analysis and reporting capabilities that enable you to uncover reasons for performance shortfalls, increase agent performance with coaching for continuous process improvement and reduce complexity and costs through integration.

More than an "analytics" tool, Aspect Performance Management enables a structured process through which a company manages and improves its overall performance against certain key metrics. The ultimate goal is to align everyone in the organization towards the same set of goals so the company has a much greater likelihood of achieving those overarching corporate goals.



Key Benefits

- Ensure cross-functional alignment with overall business goals.
- Effectively measure results to continuously improve business processes.
- Improve strategic and fact-based decision-making.
- Uncover reasons for performance shortfalls.
- Enhance agent performance and coaching for continuous process improvement.
- Lower total cost of ownership and reduced complexity through integration.

Aspect Performance Management's personalized dashboards provide at-a-glance summaries of a set of key reports with similar themes that help empower all levels of your organization to improve performance.

Ensure Cross-Functional Alignment with Overall Business Goals

With today's empowered consumer, companies are increasingly under pressure to improve performance to remain competitive. However, attaining a complete cross-operational view of performance and tying it to overarching business goals to ensure everyone is working toward the same objective is a challenge.

Aspect Performance Management™ helps you meet this challenge by improving results using key metrics, goal setting & personalized dashboards. With these capabilities you easily measure and track agent, team and contact center performance against defined goals to realize cross-functional alignment with strategic initiatives.

Improve Results Using Key Metrics, Goal Setting & Personalized Dashboards

The foundation to improve performance starts with translating overarching contact center goals into tangible operational goals. To do this, companies can utilize a number of methodologies, such as Six Sigma or industry best practices, to determine the best set of Key Performance Indicators (KPIs) their contact centers should focus on to drive strategic success.

Once the key metrics are understood, Aspect Performance Management can help ensure everyone is driving towards the same goals by providing a common view of the data. Since different members of the organization may require different views on the same data, each view can be personalized to meet each functional role's requirements.

Aspect Performance Management's personalized dashboards empower all levels of your organization to focus on performance by showing at-a-glance summaries of a set of key reports with similar themes. Agents can manage their own performance against targets that have been clearly defined to drive effective behaviors. Supervisors are able to easily and efficiently manage, track, and identify root causes for performance shortfalls and take timely corrective action as needed.

In addition, application developers can customize dashboards using built-in authoring tools that can be restricted by user roles. Common dashboards include:

- Daily KPI
- Executive summary
- Bonus and incentive summary
- Stack rank performance reports
- Goal performance dashboard
- Site performance dashboard
- Enterprise level performance and reporting

Uncover Reasons for Performance Shortfalls

In the contact center, timeliness of actual performance information can be a competitive advantage. The starting point is integrating data from disparate data sources into a common repository. In many centers it can take days or weeks to migrate data to an analysis tool, like a spreadsheet which means managers can't gauge performance until the performance period has passed. Slow reaction time means performance problems take longer to diagnose and resolve which adds up to increased costs and decreased customer satisfaction and revenue.



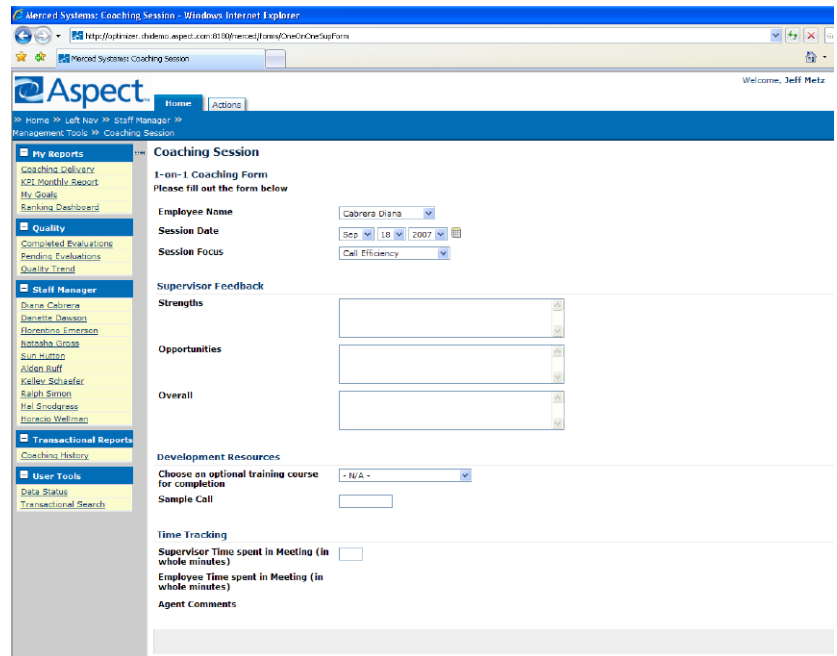
Aspect® Performance Management™ provides you with a complete view of your contact center’s performance to uncover reasons for shortfalls and enables you to take immediate action to address issues. It consolidates and processes data from all leading suppliers of contact center technologies (ACD, predictive dialer and enterprise applications) to generate a single, comprehensive management view of your agent and contact center performance.

Through its ability to link data across sites and platforms, Aspect Performance Management enhances root cause analysis with timely multidimensional performance data so you can easily identify areas for improvement and improve strategic decision-making.

In addition, Aspect Performance Management has the built-in capability to store and track data that changes over time. This is important in call center environments as changes to business structure drive reports and analysis. Without proper temporality, all metrics will be inaccurate. Temporal tracking applies to proper accounting for changes in organization hierarchy (who reports to whom and for what time) and other person/group attributes that account for proper temporal metrics, goals, filters, data restrictions, etc.

Enhance Agent Performance and Coaching for Continuous Process Improvement

Aspect Performance Management helps ensure actions are taken to correct performance shortfalls so they don’t fall through the cracks. The application provides agents with easy access to their own performance data so they can take self corrective actions. In addition, pre-defined alerts and workflows can be setup to consistently monitor agent performance. If an agent misses his or her targets the system can automatically notify supervisors or managers. It can also automatically initiate coaching sessions so a performance improvement plan can be put in place. Information captured during coaching sessions is stored in the system and can be used to determine the impact that the performance improvement plan has had on agent performance.



Lower Total Cost of Ownership and Reduced Complexity through Integration

Aspect Performance Management allows you to seamlessly integrate and share data with other PerformanceEdge™ applications and contact center technologies in a variety of ways to meet your unique business requirements and help reduce costs and complexity. It supports integration across all PerformanceEdge products and all leading suppliers of ACDs and predictive dialers.

The solution’s pre-packaged content includes metrics, coaching forms, and dashboards, as well as pre-packaged workflows with other PerformanceEdge products. For example, organization chart information can be synchronized between Aspect® eWorkforce Management™ and Aspect Performance Management to provide a common view of data and reduce administrative costs.

Aspect Performance Management can automatically initiate coaching sessions so a performance improvement plan can be put in place to help improve agent performance.

System Requirements

- Database: Oracle or Microsoft® SQL Server.
- Application Server Operating System: Microsoft® Windows® 2003.
- Browser: Internet Explorer 6 and 7.
- Web Server: Apache.

PerformanceEdge™ makes it easier for contact centers to be more effective by synchronizing workforce management, recording & quality management, performance management, campaign management and coaching and e-learning—giving you the power to take immediate, effective and measurable action to change your reality. PerformanceEdge’s synchronized applications include the following products:

Workforce Management

Aspect® eWorkforce Management™ is the leader in assuring you have the right agents with the right skills at the right time by providing in-depth strategic planning and workforce management tools to improve the performance of inbound, blended and outbound staffing resources.

Recording & Quality Management

Aspect® Quality Management™ records and evaluates agent performance and captures real-time customer feedback, giving you insight to both business issues and agent performance.

Performance Management

Aspect® Performance Management™ measures and communicates results to continuously improve business processes and ensure performance is aligned with overall goals by providing scorecards and analysis that can automatically initiate alerts and actions on the fly.

Campaign Management

Aspect® Enterprise Campaign Manager™ and Aspect® Campaign Optimizer™ offer campaign management that increases productive contacts in outbound and blended centers by helping establish best-time-to-call and outbound campaign strategy management.

Coaching & eLearning

Aspect® Performance Management™ and Aspect® Quality Management™ provide capabilities that enable needs based coaching and tracking of results while eLearning is supported with a sophisticated offering including learning management and content authoring tools.

About PerformanceEdge™

PerformanceEdge combines workforce management, recording and quality management, performance management, campaign management, and coaching and eLearning to enable organizations to holistically respond to changing business conditions. The PerformanceEdge applications dynamically interoperate to help contact center managers consider everything and act immediately. Inbound, outbound and blended contact centers can now more easily control costs, enhance service levels, align performance with strategic goals, and extend those benefits into the enterprise. For more information, visit www.performanceedgesuite.com.

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