

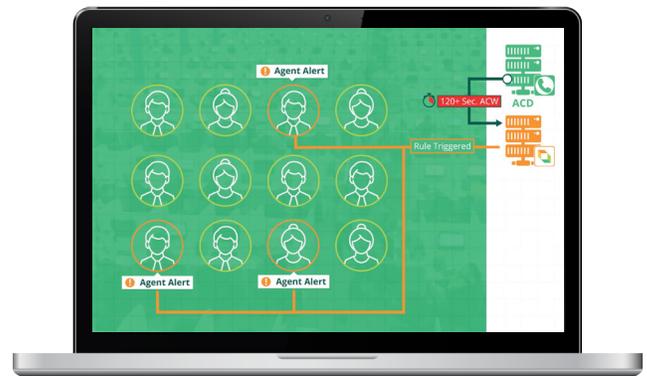
# AI-Powered Workforce Automation Solutions for Contact Centers

Designed to integrate seamlessly with Alvaria Workforce™, our Alvaria Real Time Optimizer™ allows contact centers to process high-volume data in real-time to intelligently determine — and direct — each agent’s activity to maximize productivity and engagement and produce immediate results.

## Challenge: Greater Complexity, More Data and Pressure

Contact centers and back office teams lose valuable time, opportunities, and money due to an inability to consistently monitor and react in real time to enormous quantities of data and information.

This challenge is difficult, and becoming more so each day.



## Unique Solution

Alvaria Real Time Optimizer maintains a constant pulse of your operations through real-time monitoring and processing of ACD & Workforce data. The Alvaria solution detects changes in agent behavior and systems and takes immediate, automated action based on rules you define with no manual intervention required.

Alvaria Real Time Optimizer eliminates reactive, manual labor and increases the proactive capacity and overall value of workforce planning teams.



*“This product is designed to help contact centers find and re-allocate agent down-time so that it can be used productively. It empowers companies to respond on a timely basis to the natural dynamics of contact centers, giving them a strategic advantage.”*

– Donna Fluss, DMG Consulting

# CREATE A PRODUCTIVE, ENGAGED WORKFORCE

## EXAMPLE USE CASES



### Handle Time / Agent Assist

Monitors call-handling time, sends assistance offers and threshold-crossed reminders, ensures full support regardless of agent work location.



### Training, Communications, & Coaching

Monitors service conditions, eliminates pre- and re-scheduling, ensures automatic delivery of training and communications during optimal times.



### Schedule Adherence

Alerts agents of breaks, end-of-shift, and other events, identifies and corrects outlier situations, automatically adjusts Workforce schedule.



### Simplify Staffing

Monitors call volume and schedule data to ensure appropriate staffing, notifies supervisors when an agent is late for their shift, offers voluntary time off and overtime and reacts to customer-agent volume fluctuations — matching agent supply with customer demands.

## About Alvaria™

Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™. For more information, please visit [www.alvaria.com](http://www.alvaria.com).

Follow Alvaria on Twitter at @Alvaria\_Inc. #ReshapingCX