

# Alvaria™ Workforce Allocate

**Contact center management is a complicated task for even a single site. Adding other sites, other skills and other media to the mix vastly increases the complexity of staffing and managing agents to run these centers efficiently. You need a tool that can help you manage your workforce successfully, no matter how many sites and agents you have or how you share contacts.**

**Alvaria Workforce Allocate offers the core functionality of Alvaria Workforce software, plus advanced networking and staff scheduling capabilities that provide a global perspective for centers that share contacts across sites. It accommodates your organization's decision-making structure, allowing for a single point of control over the entire network, or allowing for decision-making at individual sites, with information from the sites rolling up to form a complete picture of the entire contact center's operations. With this consolidated or independent view of your contact center operations, you also can monitor the performance of a specific site or the entire network. You can view a single type of contact across the complete network or a combined set of contacts at one site.**

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## KEY DIFFERENTIATORS FOR ALVARIA

### Advanced Networking Capabilities

Gain a global perspective, plan ahead, and make better use of costly personnel in all your sites using the software's advanced networking capabilities

### Simple Site Management

Manage all your sites as though they are a single virtual call center

### Flexible Viewing of Contact Center Information

View all contact center information on either a consolidated or independent basis

### Map Global Requirements to Sites

Create schedules based on global requirements, and then allocate the schedules to each individual site

### Multiskill Scheduling

Employ multiskill scheduling at all your sites, even if you have varied skill types at each site

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## KEY COMPONENTS

### Contact Allocator Configuration

**(for contact centers that allocate incoming calls on a percentage basis across multiple sites):**

Analyzing contact volume, staff availability, contact-handling ability, and service goals, Alvaria Workforce Allocate determines the proportion of contacts each site can handle so the percentages can be entered manually or automatically into the network controller.

### **Staff Allocator Configuration (for fully networked contact centers):**

Staff Allocator calculates staff requirements based on the global contact volume forecast, and then allocates these requirements to each site based on the site's available pool of employees and hours of operation. Either the central site or each individual site can then develop schedules that meet the specific requirements for each site.

### **Schedule Allocator Configuration (for fully networked contact centers that operate as though they are one virtual center):**

"What-if" scenarios can predict ways in which your facility requirements may change, and what might happen if you add an additional facility or move resources from one site to another. The software can accommodate virtually any number of physical locations and contact center technologies, as well as any combination of vendors, users, and agents.

### **Mix and Match:**

Alvaria™ Workforce Allocate allows you to mix and match, so you can use Schedule Allocator for one type of contact and Contact Allocator for another.

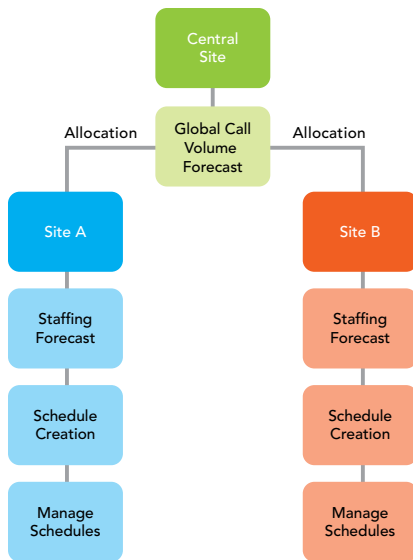
### **Contact Layering:**

The software gives you the versatility you need to layer your contacts. For example, you could use Contact Allocator to divide contacts among regions, and then use Staff Allocator to further divide those contacts by each region's available employees and hours of operation.

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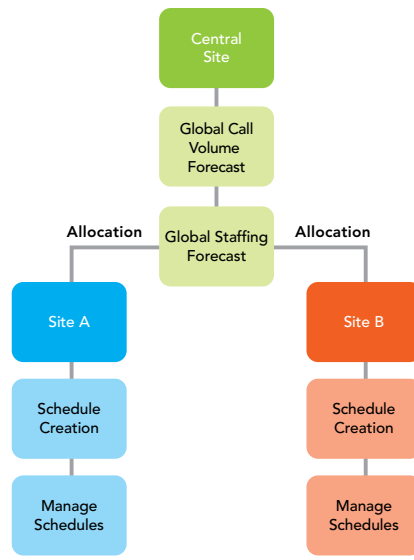
## KEY FEATURES

- Single point control or distributed control of the network
- Multisite allocation based on contact, staff or schedule priority
- Monitor the performance of a specific site or the entire network
- Unique allocation algorithms can be used for each contact type
- Sequential allocation algorithms based on multiple criteria
- Manage all of your sites from any location across the globe



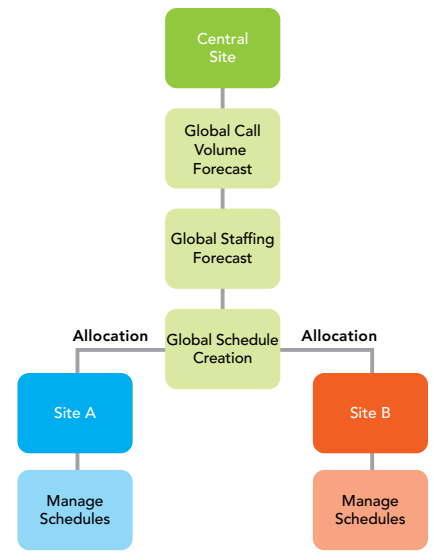
Call Allocation Configuration

Centralized forecasting. Local or centralized scheduling.



Staff Allocation Configuration

Centralized forecasting and staffing. Local or centralized scheduling.



Schedule Allocation Configuration

Centralized forecasting, staffing and scheduling.

**Corporate and Americas Headquarters**

5 Technology Park Drive, Suite 9  
Westford, MA 01886  
+(1) 978 250 7900 office  
+(1) 978 244 7410 fax

**Europe & Africa Headquarters**

The Record Store, 15 Pressing Lane  
Hayes UB3 1EP, United Kingdom  
+(44) 20 8018 8000 office  
+(44) 20 8561 4776 fax

**Asia Pacific & Middle East Headquarters**

3 Temasek Avenue, Centennial Tower, #21-00  
Singapore 039190  
+(65) 6590 0391 office  
+(65) 6324 1003 fax

**About Alvaria**

Alvaria was founded through the merger of Aspect Software and Noble Systems, technology leaders in Customer Experience (CX) and Workforce Engagement solutions. Our name is derived from Latin for "hives" – nature's perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™.

