ALVARIA™

Amazon Connect Integration
with Alvaria™ Workforce

Many contact centers are seeing the huge advantages of moving their infrastructure to the cloud. Amazon has created a simple, self-service, cloud-based contact center service, Amazon Connect, that's scalable, reliable and low cost – using pay-as-you-go pricing. But in a contact center of any size, you also need to plan and manage your customer service labor in an organized way.

Alvaria is pleased to announce integration of the Amazon Connect cloud-based contact center with Alvaria's market-leading Alvaria Workforce solution. Together, these two powerful yet flexible systems provide the foundation for enterprise customers to rapidly deploy and operate an efficient and cost-effective contact center that delivers great customer experiences while intelligently managing staffing costs.

KEY DIFFERENTIATORS FOR ALVARIA

Optimal Forecasting, Scheduling and Tracking
Alvaria Workforce has been long recognized by industry analysts as a leading workforce management solution with the most powerful features.

Seamless, Easy Workforce Management Integration
The Amazon Quick Start Guide makes it simple to add integration with Alvaria Workforce to Amazon Connect.

Deployment Flexibility
Add Alvaria Workforce to Amazon Connect as an on-premises, hosted or Alvaria™ Public Cloud Workforce solution.

AWS Advanced Technology Partner
Alvaria is rated in the highest tier of the AWS Partner Network as an Advanced Technology Partner.

Flexible Network Topology
Centrally balance workloads whether Amazon Connect is primary or secondary ACD.

Rich Complement of Amazon Connect Data
Historical and real-time data transfers from Amazon Connect support all phases of the workforce planning process.

Supports Alvaria™ Workforce Mobile
Alvaria Workforce/Amazon Connect solution enables convenient mobile access for many remote agent scheduling activities.

KEY COMPONENTS

Data Connectivity

The Amazon Connect Integration to Alvaria™ Workforce uses the many flexible features of the AWS Cloud to provide workforce management forecasting and tracking data, agent productivity data and real-time adherence data as shown in the diagram below.

## Complete Workforce Planning Cycle

The integration of Amazon Connect and Alvaria Workforce enables a complete cycle of workforce planning including forecasting call volume, scheduling employees, tracking adherence to schedule and evaluating performance.

- **Planning and Forecasting:** Alvaria Workforce uses proven, accurate forecasting models to predict future call volumes that are segmented by type of contact. Call volumes are used to derive the required staffing for each type of contact.
- **Scheduling:** Detailed employee schedules are created based on key factors such as demand, resource availability, employee schedule preferences, work and equity rules and well as union or contractual restrictions. Alvaria Workforce allows the user to run "what-if" scenarios to test schedules for sensitivity to unexpected occurrences such as higher-than-expected demand.
- **Tracking:** Data from Amazon Connect is updated in near real-time throughout the day to quickly identify deviations from expected call volumes, average handle time, number of staff available, SLAs and other important metrics. The workforce planner knows immediately if action must be taken to prevent deterioration of contact center performance.
- **Evaluating Performance:** Workforce planners can view agent productivity and adherence both historically and in real-time, with insightful graphical intraday displays. Agent and team performance can be easily viewed with drill down and drill up capability.

Next Generation Workforce Management:

In addition to being a leader in workforce management solutions for decades, Alvaria Workforce is also leading the way to a new generation of workforce management tools with features such as:

- Simplified web-based user dashboard
- Responsive design supporting all major browsers
- User-customizable view
- Unlimited "what-if" scenarios
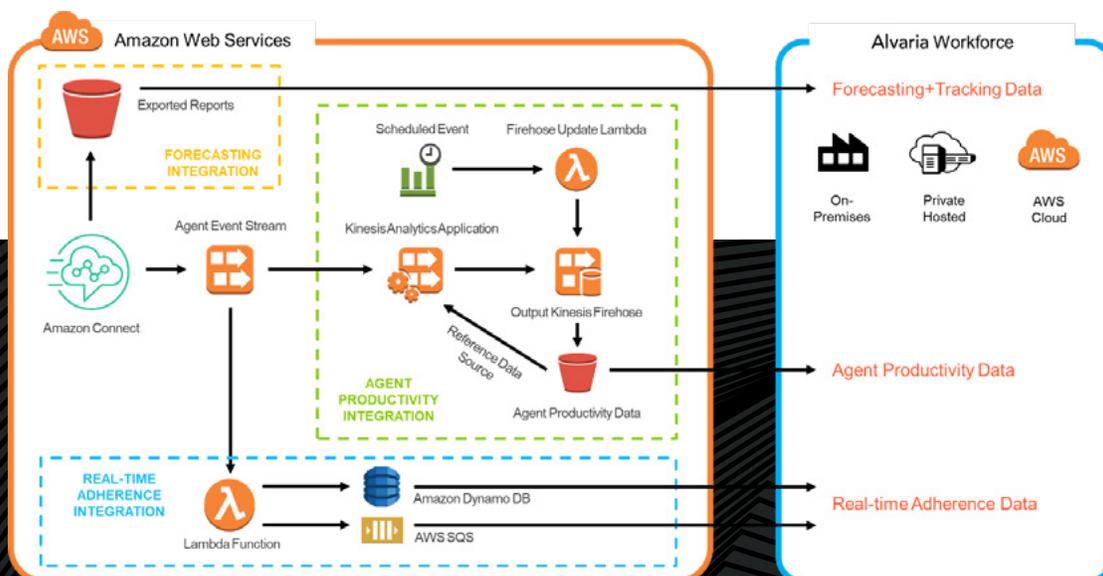
- Easy employee self-service
- Permits highly variable schedules for Gig Economy workers
- Schedule optimization based on business need or employee preference
- Easy to use native mobile scheduling app with agent notification

More Detailed Information on Alvaria™ Workforce Products

For more detailed information on Alvaria Workforce (both on-premises and hosted) visit: https://www.alvaria.com/globalassets/aspect-workforce-management-ds.pdf

To learn more, or to get started using Alvaria Workforce and Amazon Connect, call us at +1 (877) 258-0268 or visit https://www.alvaria.com/contact.

KEY FEATURES

- Integration provides Amazon Connect users access to a leading workforce management solution
- Seamless, quick deployment using AWS tools
- Improve the customer experience while improving the agent experience
- Accurate forecasting of future call volumes
- Schedules that meet both business objectives and agent preferences
- Modern icon and widget-based interface
- Easy-to-use agent self-service tools
- Unlimited "what-if" scheduling scenarios
- Near real-time adherence monitoring and performance metrics
- Detailed analyses of historical events
- Deploy Alvaria Workforce as on-premises, in a hosted private cloud or in the AWS public cloud
- Alvaria is an AWS Advanced Technology Partner
- Flexibility for Amazon Connect to be either the primary ACD or a secondary ACD
- All data access components pre-configured
- Alvaria™ Workforce Mobile fully supported for remote agent access

ALVARIA™

WWW.ALVARIA.COM / TWITTER @ALVARIA_INC / INFO@ALVARIA.COM