

Alvaria™ Workforce Encompass

Contact centers, especially those with seasonal call volume spikes, increasingly turn to outsourcing to maintain service levels without increasing staff. But there is a problem when disparate contact centers share loads—they can't efficiently exchange information, making attempts to forecast, schedule, and monitor service levels ineffective. The savings gained from outsourcing is often lost from poor service that leads to customer attrition.

Alvaria Workforce Encompass helps eliminate this problem by allowing contact centers and outsourcers to conveniently share workforce data on an intraday basis and gain a complete, accurate view of workforce activity. As a fully integrated enhancement package of Alvaria™ Workforce, Encompass is designed specifically for the needs of contact centers that outsource some of their contact workload. The solution facilitates the exchange of workforce management data to provide contact center managers' with timely insight into what is happening at their outsourced vendor site(s). By providing a global view of agent results, Alvaria Workforce Encompass helps companies to derive value from outsourcing, without losing control of their schedules or maintaining contact quality—to ensure a consistent high-quality customer experience is delivered.

KEY DIFFERENTIATORS FOR ALVARIA

Exchange Intraday Statistics

Automatically and promptly exchange accurate intraday statistics between multiple contact centers and outsourcers.

Reduce Cost of Outsourcing

Reduce the cost of managing outsourced agent pools without sacrificing quality.

Balance Workload with Outsourcer

Distribute workloads and monitor performance across combined in-house and outsourced agent populations.

Respond In Near Real-Time

React quickly to changing circumstances and demands.

Analyze Scenarios with Outsourcers

Create "what if" scenarios that include outsourced agents.

KEY COMPONENTS

Automatic Exchange of Information with Outsourcer

Alvaria™ Workforce Encompass assists client contact centers and their outsourcers to automatically exchange a variety of forecasts and intraday statistics at designated intervals throughout the day. The client contact center can integrate outsourced staff with its own staff for forecasting, scheduling, and tracking, without having to deal with the vendor's employee information or schedule detail. And the outsourced vendor can use the client's allocated requirements to forecast, schedule, and track and then send scheduled staff tallies and other information back to the client site to be imported into Alvaria™ Workforce, automatically.

The software's automatic exchange of information provides a complete picture of outsourced contact center site activity that is necessary to accurately forecast, schedule, and monitor staffing and service levels. Forecasts and actual intraday statistics can be updated and exchanged as frequently as every 15 minutes, and can include:

- Number of contacts offered and handled
- Average handle time
- Average delay, in seconds
- Service level percentage goal
- Number of right-party outbound contacts and average handle time
- Service level number of seconds
- Average positions satisfied
- Backlog number of emails at period start
- Number of abandoned calls
- Day Performance forecasted and actual contacts

Monitoring of Outsourced Agents

Alvaria Workforce Encompass also simplifies and streamlines the costly and time consuming process of monitoring outsourced agents. Typically, an outsourcing contact center has to dedicate costly resources to collect information, analyze it, and attempt to communicate with the outsourcer in time to affect performance. By automating the export and import of data directly into Alvaria Workforce, Encompass eliminates the need for manually creating roll-up reports—resulting in significant time and cost savings.

Managing Outsourced Agents

With Alvaria Workforce Encompass, the managers at the main contact center can see how many outsourced agents are scheduled for each period of the day. If there are periods of overstaffing, managers can create “what if” scenarios to ascertain the effects of removing agents from the phones. Armed with this knowledge, managers can reallocate volume and reduce the staff required at the vendor sites to the minimum allowed by the contract to meet business goals.

Transparency of Outsourced Performance

Alvaria Workforce Encompass offers business advantages for outsourcers, as well as for their clients. An outsourced vendor can offer clients seamless data exchange, which can result in a significant competitive advantage.

In addition to helping reduce the considerable client-side expenses associated with manually managing and reporting on offsite agents, Alvaria Workforce Encompass also gives outsourced vendors the ability to prove their worth to their clients by delivering intraday performance forecast information that show how outsourced agents are meeting service level goals. This capability reassures clients that their customer relationships are being nurtured, while giving outsourcers the means to take credit for success on a regular basis.

KEY FEATURES

- Easily exchange workforce management data with outsourcers
- Drive value from outsourcers without losing control
- Automatically exchange intraday statistics with outsourcers and measure performance
- Get a complete picture of labor supply and demand across all sites including outsourcers
- Project need for and schedule outsourced staff
- Send staff tallies back to outsourcer for automatic import into Alvaria™ Workforce
- Perform “what if” analysis on staffing at outsourced sites

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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™.