ALVARIA™

Alvaria™ Workforce Perform

Your contact center staff is one of your most important assets, and the success of your business initiatives depends largely on how well contact center agents perform. You can set ideal schedules for your contact center, but if your agents do not adhere to the schedules you've put in place, your customers will not receive the service they expect nor will your outbound dialing campaign goals be met.

To meet this challenge, Alvaria Workforce Perform gives you the tools you need to make sure you're getting the most out of your staffing efforts. As a fully integrated enhancement package of Alvaria Workforce, Perform provides details on how your agents are performing so you can help them improve and excel. Alvaria Workforce Perform is comprised of two applications — Real-Time Adherence and Agent Productivity.

KEY DIFFERENTIATORS FOR ALVARIA

Track Contact Center Activities

Track the activities of your inbound and outbound contact center agents in real-time

Evaluate Agent Performance

Compare your agents' status to performance objectives and schedules

Customizable Adherence Alarms

Receive alarms when agents do not adhere to a set of schedules, with alarm thresholds you customize yourself

Key Agent Performance Data

Get the information you need to evaluate and enhance agent performance

Collect Complex Performance Data

Simplify contact center management by allowing Real-Time Adherence and Agent Productivity applications to collect complex data for you

KEY COMPONENTS

Automatic Exchange of Information with Outsourcer

Real-Time Adherence provides you with a real-time, at-a-glance view of each agent's activity and compares it to the agent's scheduled activity. Specific features include:

- Schedule window - indicates minutes that an agent is early or late and tracks the agent's logouts and unavailable time (spent on breaks, lunches, and other scheduled activities)
- Activity window - reports when an agent has spent more than a specific amount of time in any predefined activity, such as after-contact work or handling a new inbound or outbound contact
- Status bar - shows the number of agents who are scheduled to receive contacts or to receive outbound contacts compared to those who are actually logged in and available. It appears at the bottom of the main window at all times

Real-Time Adherence includes a system of alarms that tells you what you need to know in your center, when and how you want to know it. The software can display specific alarms, which you define, for those agents who are not adhering to their scheduled activities. The alarms are color-coded, to help easily identify which limit is being violated. In addition, supervisors can set their own alarm thresholds for the agents they want to view.

With these capabilities, Real-Time Adherence provides the information you need to work with individual agents to help them better adhere to their schedules, which will make your overall staffing plan more effective.

Agent Productivity

Agent Productivity helps you identify individual employees or employee groups who are the most or least productive. It provides key information necessary for employee personnel files and for establishing performance benchmarks that can be used to train new agents, coach existing ones and establish incentive and reward programs. Specific features include:

- Agent Availability - automatically tracks an agent's contact availability and actual logins and logouts per shift and compares them to the agent's schedule. With this information, you can generate reports that track adherence
- Agent Activity - automatically collects and summarizes individual employee productivity data, such as the number of incoming or outbound dialer contacts an employee has handled, average contact time, average after-contact work time, and number of agent initiated outgoing contacts
- Intraday Adherence View - view historical and real-time comparison of employee intraday activity to assigned schedules. Analyze results visually or with comprehensive statistics

Agent Productivity offers you options for managing your information. You can define thresholds—such as a 10-minute grace period for logging in—so that you view only those agents who are exceptions to the norm. Information for outgoing reports can be configured in a variety of ways: by individual agent or agent group, by a select period of time, or by specified criteria, such as agents who exceed—by 10 percent or more—the average number of contacts handled per logged-in hour.
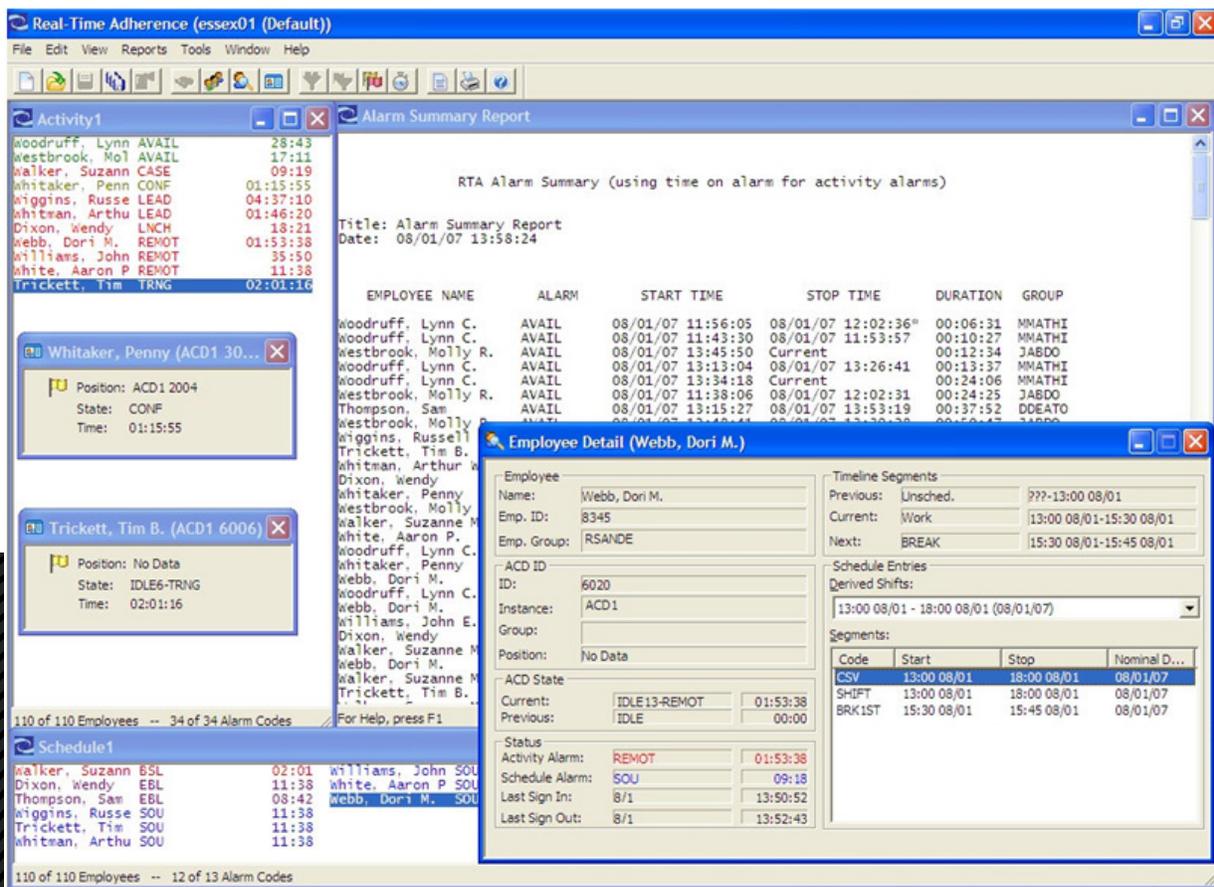
KEY FEATURES

- Receive alarms when agents do not adhere to schedules
- Real-time, at-a-glance view of each agent's productivity
- Indicates minutes that each agent is early or late
- Reports when an agent has spent more than expected time on an activity
- Shows number of agents scheduled for contacts vs. those available
- Identify employees and employee groups that are most and least productive
- Provides key information for establishing performance benchmarks
- Tracks agent's contact availability per shift vs. schedule
- Automatically collects and summarizes individual employee productivity data
- Define thresholds so you view only those agents who are exceptions to the norm

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™.