

# Why Migrate from Noble ShiftTrack to Alvaria Workforce™?

Now is the time to migrate from Noble ShiftTrack to Alvaria Workforce.

Alvaria Workforce, an industry leader for more than 40 years has been named #1 in North America for workforce management by Pelorus Associates. Move to Alvaria Workforce to get the most out of your workforce management investment with ongoing support and innovative new features. Alvaria Workforce offers all the key functionality available in ShiftTrack plus advanced features for forecasting, scheduling and tracking your agent workforce.

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## THE BASICS: THE FAMILIAR FUNCTIONALITY FROM NOBLE SHIFTRACK INCLUDED IN ALVARIA WORKFORCE

### Reports

- Enjoy the same reporting capabilities in Alvaria Workforce that you previously accessed in ShiftTrack. View agent adherence details, exceptions, records and more as well as management reports about official schedule reports, trial schedule reports, leave requests, statuses and intraday analysis.

### Administrative Configuration

- Set the standards with the ability to create and manage service levels, queue skills, special day schedules like holidays and staff information like location, team, skills, availability, schedule preferences and more.

### Scheduling Solutions

- Maintain control with the ability to manually approve schedule swaps, whole day change requests, requests for a particular day or shift.
- Identify the best time for team meetings or projects or view recurring activities like 1:1s with a manager.

### Forecasting Basics

- Calculate staffing requirements based on service levels and availability.
- Create inbound and outbound forecasting using historical data.
- View intraday performance forecast vs actual vs scheduled.

## ADDED FUNCTIONALITY: GET SO MUCH MORE WITH ALVARIA WORKFORCE

### Comprehensive Mobile Capabilities

- Leverage Alvaria Workforce Mobile™ app for push notifications via SMS or email.
- Workforce planners and agents alike can access full Alvaria Workforce functionality via a web browser, which includes the ability to swap shifts, submit schedule preferences and more.

### Advanced Forecasting

- Use advanced forecasting algorithms for both short and long-term forecasting.
- Drive efficiency and accuracy using copy/paste function from Excel into Alvaria Workforce™ for forecasting.

### Automated Scheduling

- Streamline the approval process with automatic evaluation of schedule change requests or trade requests of all kinds using configurable rules to pass/fail/waitlist/defer any kind of single day or multi-day schedule change.
- Make schedule changes with ease using the intuitive, modern web-based calendar for drag-and-drop schedule editing.
- Test what kind of service levels you want to achieve without making them official using trial schedules.
- Reduce manual effort with batch schedule changes to many schedules with a single command.

### Unlimited Customization and Flexibility

- Customize your workforce management solution with unlimited ways to view time, helping you define types of productive and unproductive time according to your business.
- Create easy-to-build, automated custom reports that can run on a schedule to isolate the data that is important to your specific business.
- Connect important data from other sources like our enhanced out-of-the-box payroll integration functionality.

## ADDED ENHANCEMENTS: GET ACCESS TO ALVARIA WORKFORCE ENHANCEMENT PACKAGES WHEN YOU MIGRATE

Not only will you get the advanced functionality in Alvaria Workforce when you migrate from Noble ShiftTrack, you can also unlock the following enhancement packages:

### Alvaria Workforce Reserve™

For organizations with a mixture of remote and in-office employees, Alvaria Workforce Reserve focuses on automated seat management and facilities management.

### Alvaria Workforce Allocate™

For organizations who have multiple contact center sites and shares contacts across those sites, this package allows 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.

### Alvaria Workforce Empower™

For organizations looking to simplify their scheduling processes, especially if they have a large agent workforce, the Alvaria Workforce Empower enhancement package simplifies the processes of requesting, reviewing and automatically approving schedule changes as well as communicating those changes as they occur.

### Alvaria Workforce Perform™

For organizations looking into real-time productivity and adherence tracking, Alvaria Workforce Perform provides details on how agents are performing so supervisors can help them improve and excel. Alvaria Workforce Perform™ is comprised of two applications — Real-Time Adherence and Agent Productivity.

## Alvaria Workforce Mobile™

For organizations looking into increase agent engagement and provide added flexibility for remote employees, Alvaria Workforce Mobile enables supervisors to send timely push notifications. Agents and supervisors alike can access the full functionality of Alvaria Workforce™ via a web browser as well.

## FREQUENTLY ASKED QUESTIONS

### 1. What version of Alvaria Workforce will I migrate to?

Migrations will be to the latest available GA version – currently v22.

### 2. Is there a cost to migrate?

There is a cost to migrate to Alvaria Workforce. Migration costs can include software licenses, certification and training. Your account team will help you determine the best migration package based on your needs, ensuring a timely, smooth transition with limited disruption to your environment.

### 3. How long is this migration process?

A typical installation process from Noble ShiftTrack to Alvaria Workforce will take 12-14 weeks. However, this is subject to change based on each client's specific needs.

### 4. What will happen if I don't migrate prior to the EOSL date?

If a migration has not occurred prior to your maintenance agreement renewal, you will be subject to an extended support surcharge.

### 5. Where do I find the lifecycle status of my product versions?

The Alvaria Community [Release Center](#) provides lifecycle information on all Alvaria products and versions. If you don't yet have an Alvaria Community account, [click here to create one](#).

Contact your Alvaria account team to learn more about upgrade advantages and logistics.

### 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).

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