

Aspect Ewfm Manual

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Taking into account factors such as skill levels, scheduling constraints, regulatory labor restrictions, demand and service level objectives, Aspect Workforce Management software helps managers accurately and easily forecast staffing requirements across all customer-facing inbound, outbound, blended and back office resources.

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Aspect ® Unified IP ® includes all contact centre applications in a single, complete, ready-to-deploy contact centre platform and solution. Aspect solutions also seamlessly integrate with third party applications, allowing data to flow freely across contact centre and workforce optimisation functions and the rest of the enterprise.

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The Intradem Solution imports segment codes from Aspect WFM at pre-configured intervals so that rules can be written to deliver scheduled or dynamic sessions or to create intraday staffing adjustments. This ensures that all relevant segment codes are available for use from the Intradem Solution.

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