

Alvaria Workforce Engagement Management

Your contact centre is a strategic asset for your enterprise. With the proliferation and improved effectiveness of self-service channels, simpler customer service tasks can be addressed with high customer satisfaction through automated channels such as online chats and IVRs. The skill level required to address the remaining complex interactions is being driven ever higher, so your agents and their time are increasingly valuable to the success of your enterprise. Effective workforce engagement management tools are absolutely essential if you want to deliver a great customer experience while keeping labor costs under control.

Whether your workforce engagement and optimisation needs are primarily recording and quality management, workforce management, or full-featured workforce optimisation, Alvaria has a solution for you. Alvaria Workforce Engagement Management (WEM) allows you to get the most from your contact centre technology, so you can deliver the very best customer experience in a way that is cost effective for your enterprise. Alvaria offers a rich portfolio of WEM tools including workforce management, performance management, recording, quality management, gamification, AI-powered workforce optimiser, speech analytics and much more.

KEY DIFFERENTIATORS FOR ALVARIA

Modern, icon and widget-based user interface

Highly simplified, web-based, graphical user interface with same look and feel for all WEM components significantly increases agent engagement and productivity.

Centralised, shared functionality in Alvaria Workforce Engagement Management platform

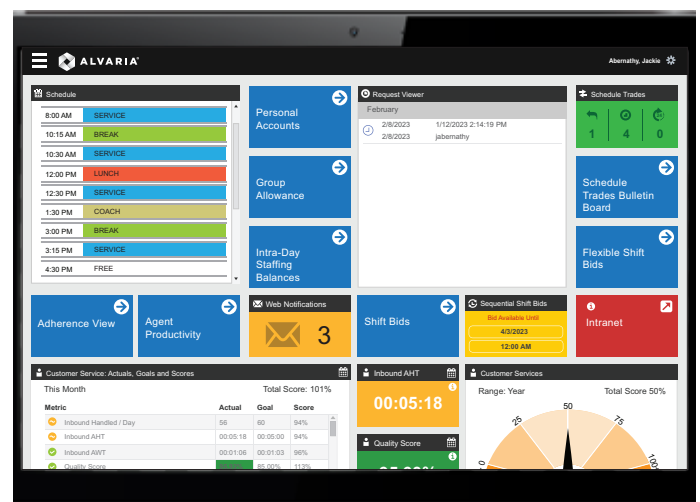
A versatile platform that provides all of the underlying software infrastructure to build any configuration of WEM.

Available on-premises or in the cloud

Deliver workforce optimisation services in the way that best fits your deployment needs whether on-premises, in the public cloud, privately hosted or hybrid configuration.

World-class customer support

After your implementation, enjoy a level of service and support from Alvaria that ensures your operation will continue to operate without interruption.



A complete contact centre offering

Alvaria understands the technology in your world, delivering an integrated, omnichannel contact centre infrastructure, as well as full-featured WEM.

Supports complex workflows across WEM components

The Alvaria platform enables sharing of data and pre-programmed workflows so you can get the highest value from your WEM software.

Top-rated workforce management features

Consistently rated as a top provider of workforce management, Alvaria ensures that your agents are always delivering the best customer experience at the lowest cost.

KEY COMPONENTS

A Rich Portfolio of WEM Software Components

Alvaria WEM gives you outstanding insight into your customers, your employees and your operations so you can take immediate action to ensure the best use of your resources. Alvaria includes the following integrated software components:

- Recording
- Text Analytics
- Speech Analytics
- Quality Monitoring
- Coaching
- Workforce Management
- AI-Powered Workforce Optimiser
- Performance Management
- Gamification

With Alvaria WEM, you'll have all the tools you need to run an efficient contact centre, delivering high-quality interactions to customers.

A Modern User Interface on the Alvaria Platform

Employees in all contact centre roles are provided with a single, graphical user interface for all components of Alvaria WEM, sporting a modern, uniform look and feel similar to the interfaces being used by Apple iOS, Google, Android and Microsoft Windows. This responsive web design supports all popular browsers including Internet Explorer, Safari, Firefox and Chrome, and adapts to multiple display devices including PCs, laptops, tablets and smartphones of varying sizes. Unlike some other WEM providers on the market, no virus-prone plug-ins are necessary to achieve full functionality.

With this new user-focused design, Alvaria has been able to remove the technology barrier between the the contact centre staff and the complexities of workforce engagement and optimisation. Agents, supervisors and other staff members can easily understand key performance details at a glance, with highly visual icons, widgets, dashboard views and screen layouts. Streamlined navigation reveals key performance details at a glance, and streamlined navigation allows the entire staff to get to specific areas of the program more quickly and efficiently. In essence, the entire contact centre staff can accomplish their tasks with fewer clicks and in less time than has ever been possible before.

Recording

Recording is perhaps the most fundamental of all WEM tools and is widely used to improve customer interaction quality and compliance with the many regulations that govern contact centers. Alvaria Recording provides full-time recording of both voice and screen to capture all customer interactions, thereby creating a valuable repository from which to measure the quality of individual agents, extract insights across many agents and prepare audio/visual training material for highly effective coaching sessions. Alvaria Recording is tightly integrated with Alvaria Quality™ for cradle-to-grave quality management and features 256 bit AES encryption and pause/resume to enable HIPAA compliant recordings. In addition to integrations with Avaya, Cisco and Alvaria ACDs, third-party recordings can be imported.

Quality Monitoring

Alvaria Quality offers effective ways to assess the quality of voice and text-based customer interactions drawing from multiple sources of quality including supervisors, QA analysts, customers and others. Alvaria Quality supports dynamic form building, allowing more detailed discovery of behaviours that require attention. On a single web page, evaluators have access to everything they need to perform an evaluation including: flexible playback of the recording being evaluated, the evaluation form to be completed, ability to place markers at points in the recording where the evaluator noted the call could be improved, as well as the ability to attach relevant documents to the evaluation. Tight integration with the coaching features in Alvaria Performance allows evaluators to easily prescribe coaching where it is deemed necessary. Alvaria Quality also features rich calibration options that simplify the entire calibration process.

Workforce Management

Alvaria Workforce™ is a high-performance contact centre software solution that provides the forecasting, planning, scheduling, employee self-service and real-time agent tracking to ensure that all agents and supervisors are productive, engaged in their work and delivering an exceptional customer experience. Rated #1 in North America, Alvaria Workforce assures you are staffing the right agents, with the right skills, at the right time and helps plan and manage the performance of inbound, outbound and blended staffing resources across all customer channels. The software's core forecasting, scheduling and tracking capabilities allow organisations to accurately project future staffing requirements to support anticipated customer contact volumes, create optimised staffing plans with unique schedules for each agent, and monitor staff performance and adherence in real-time throughout the working day, so staffing adjustments and other corrective actions can be taken immediately.

Alvaria Workforce is an important tool used by many personas in the contact centre. Agents use it to enter their personal schedule preferences, receive their official schedules and request changes to their schedules. Alvaria Workforce uses built-in business rules to automatically approve or reject proposed changes, so agents know immediately if their change was approved. Agents can also see the information that's most important to them on their dashboards including the day's schedule, requested changes, status of schedule trades, performance and much more. Supervisors and managers use Alvaria Workforce to manage the schedules of each team member, monitor agent activities vs. planned activities throughout the day and view aggregate information at the team and group levels. Workforce planners use Alvaria Workforce to forecast contact volumes, create official schedules that are disseminated to agents, and monitor workforce performance throughout the day. Workforce planners use the wealth of workforce data in Alvaria Workforce to make adjustments to forecasts and schedules, while using real-time data from the ACD to make decisions about workforce staffing in near real-time.

AI-Powered Workforce Optimiser

With massive amounts of data generated every second — including calls in queue, net staffing, schedule details, agent state and so much more — there's more data than anyone can process manually and it's costing organisations lost time, opportunities and dollars. Designed to integrate seamlessly with Alvaria Workforce, our Alvaria Real Time Optimizer™ allows contact centres to process high-volume data in real-time to intelligently determine — and direct — each agent's activity to maximise productivity and engagement and produce immediate results.

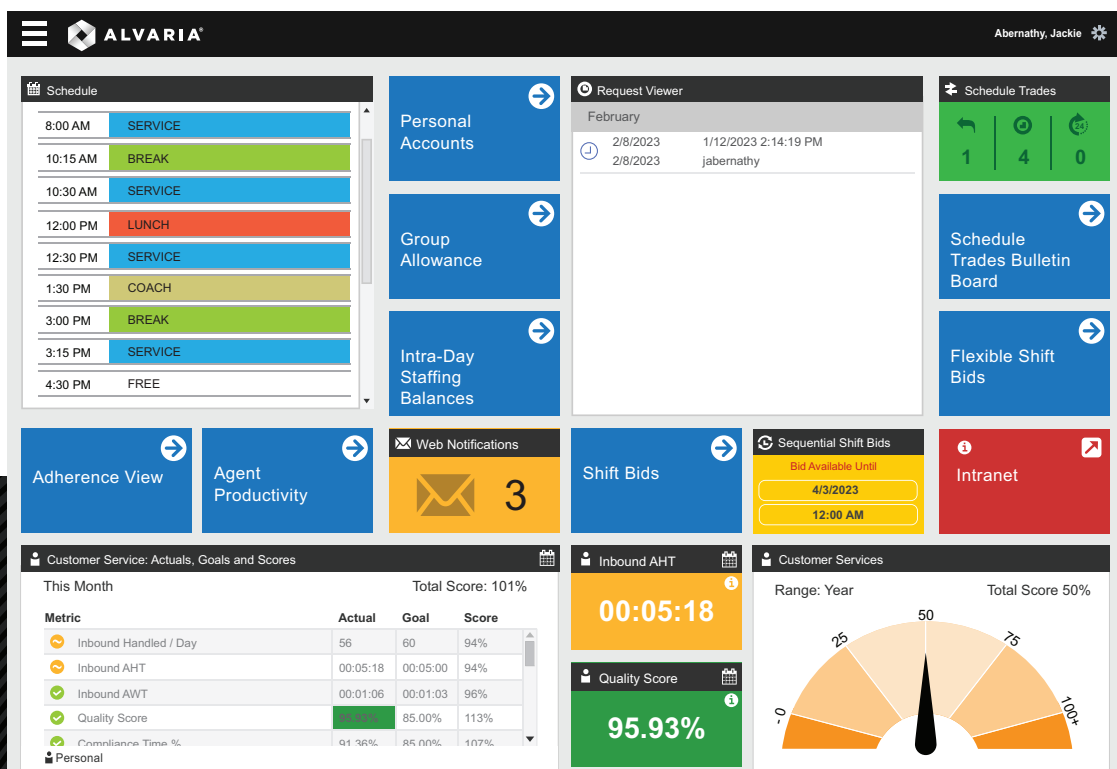
Performance Management

Contact centers need to provide agents and teams with an unambiguous and easy-to-understand summary of how well personal objectives have been achieved and recommend training and other corrective action that will transform underachievement into success. When agents are given a clear indication of how they are performing vs. what is expected of them and/or how their peers are performing, they naturally self-correct without any intervention from a supervisor.

Alvaria Performance™ empowers employees at all levels of the organisation to do their best work by providing them with all the performance information they need in a format that is most useful to each employee’s role. Using standardised data connectors to all the major contact centre systems, Alvaria Performance ingests and centrally stores historical and real-time data to create a “single source of truth” for key contact centre performance data. Using its rich analysis and presentation features, Alvaria Performance enables easy comparison of target performance with actual performance across all metrics and KPIs.

Coaching

Agent Performance is the primary determinant of the success of a contact centre. The challenge in an environment as complex as a contact centre is to identify specific agents and skills in need of improvement and then take the appropriate corrective action. Alvaria Performance gives supervisors the information they need to understand agent deficiencies plus the capability to implement coaching to correct these deficiencies. Alvaria Motivate - Coaching™ provides the tools to enable both ad hoc and automated coaching. The supervisor can set minimum performance thresholds, which if unmet, will automatically notify the agent that specific coaching is required. Likewise, from inside the scorecard, the supervisor can manually initiate coaching for individuals or entire teams based upon his or her observations. Alvaria Performance supports simplified workflow between Alvaria Performance and Alvaria Quality™. In the Scored Interactions search window in Alvaria Quality, if you select a single recording where coaching was assigned, you can open the associated coaching details by clicking the icon. Within Alvaria Performance, you can directly open an interaction recording that has had coaching assigned to it by the evaluation performed in Alvaria Quality. Alvaria Motivate - Coaching also provides coaching feedback from agents as well as analytics on many coaching metrics that can show how effective coaching has been for individual agents as well as the effectiveness of specific coaching actions across all agents.



Speech Analytics/Text Analytics

Alvaria Engagement Analytics™ extends your quality management process by providing a holistic view into 100% of your speech and text interactions, easily surfacing valuable and actionable insights. By turning every conversation into a source of new insights, Alvaria Engagement Analytics helps improve agent quality, drive higher productivity and identify the drivers for exceptional customer experiences. Alvaria Engagement Analytics uses Large Vocabulary Continuous Speech Recognition (LVCSR) technology to convert recordings of unstructured speech into a structured, searchable call transcription with acoustic measurements that capture agitation, tempo and silence, as well as metadata such as agent information, IVR details, caller info, etc.

The transcript is automatically tagged with phrases that are typical in the context of the categories which are being sought (e.g., proper greeting, dissatisfaction, empathy, politeness, etc.). For example, if politeness is a conversation category that is important, encountering the words, “How may I help you” would be tagged with the politeness category. After tagging phrases, conversations can be scored, trends can be monitored, and issues can be tracked. Finally, action can be taken on the latter scoring; for example, automated coaching might be issued, or data could be analysed in more detail or exported to a third-party application.

Gamification

Workforce managers are increasingly recognising that employee happiness and engagement are very important to productivity and delivering high-quality customer service. Gamification of employee tasks help create an environment of friendly competition and higher morale across the board. Alvaria Performance™ features native gamification, so there is no third-party software, extra license fees or parallel databases to be administered. Alvaria Motivate™ allows the supervisor to create new challenges, assign specific employees to these challenges, choose rules used to determine winners and specify types of awards. Employees are regularly reminded of badges already received for good performance with the Badging Widget on the dashboard. Employees and supervisors are regularly reminded of existing challenges with the Challenge Widget on the dashboard. Employees naturally stay engaged in existing contests with Metric, KPI and Scorecard Widgets that show leaderboards with rank information in graphical form, and you can make gamification more social and engaging using employee and team profiles to create online identities.

On Premises or in the Cloud: WEM Delivered the Way You Want It

For decades, contact centre software has been installed on servers located on the customers' premises, but contact centers across the globe are increasingly recognising the compelling scalability, flexibility and cost advantages of moving their infrastructure to the cloud. Cloud delivery was a novelty just a few years ago, but has now become a strategic imperative for many enterprises. WEM is certainly one of the most important support tools for contact centers, and with the increasing demand for cloud-based infrastructure has come the need for robust WEM delivered from the cloud as well.

Alvaria has a long heritage of on-premises deployment, but as a premier provider of cloud-based services, Alvaria can deliver the Alvaria platform on-premises, in a hosted private cloud, in the AWS or Azure public clouds, or in a hybrid configuration of two or more of these delivery modes. Alvaria is one of few providers that takes a “cloud-neutral” approach to the public cloud. We don't prefer one cloud provider over another. We can deliver our software the way customers want it.

KEY FEATURES

- Modern, intuitive browser-based UI
- Inbound/outbound contact centre labor forecasting, planning, scheduling, employee self-service and real-time management
- Accurate forecasting of customer contact volumes and associated staff required
- Unlimited testing of scheduling scenarios before making schedules official
- Manage agent seats in multiple locations including outsourcers

- Automatically alert agents lingering in after call work to reduce average handle time
- Leverage downtime to have agents complete training
- Automatically offer time to complete important off-phone activities with no negative impact on service levels
- Easy schedule changes, schedule trades, shift bidding, trades bulletin board
- Centralised visibility into employee characteristics, preferences, schedules, and performance
- Full-time omnichannel recording and playback with pause/resume for HIPAA compliance
- Simple quality evaluations using dynamic forms, annotations, attachments and calibration
- Powerful performance management analysis, scorecards and dashboards with all agent, mentor and customer quality evaluations
- Industry-leading speech and text analytics
- Trigger coaching workflows and learning curriculums based on manual suggestions or automated KPI thresholds
- Native gamification integrated with Alvaria Performance™

BENEFITS

- Ensure that every employee is productive, engaged and working to deliver an exceptional customer experience
- Precisely balance the competing needs of customers, agents and the enterprise while best achieving their common objectives
- Create a positive working environment for all employees
- Automate Workforce data processing to create a more productive and engaged workforce
- Maximise agent productivity and engagement in real-time
- Make real-time corrective staff changes to ensure SLAs are met
- Monitor 100% of interactions for quality
- Understand performance of individual employees and entire teams
- Gain valuable operational insights into all interaction channels
- Give agents a way to self-correct when their performance is poor
- Consolidate and analyse important contact centre data from many systems
- Give agents access to highly flexible schedules
- Ensure the highest customer satisfaction at the lowest reasonable cost
- Get a fair and balanced view of all types of quality and ensure appropriate coaching happens quickly
- Minimise risk by exploring the effect of possible disruptions in demand/resources
- Shorten the learning curve of all WEM activities and improve efficiency with simple UI

About Alvaria™

Alvaria helps organisations 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.

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