

# Alvaria Workforce Empower™

The money spent on recruiting, training and compensating employees is the largest part of your contact centre investment. To get the most out of this investment it's imperative to free supervisors from mundane tasks in order to use their time to manage for effectiveness and productivity, keep employee morale high to reduce costly agent turnover and empower agents to monitor and manage their own schedules.

The Alvaria Workforce Empower application gives you the tools you need to leverage your contact centre staff as your strongest asset. Fully integrated with Alvaria 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 Empower is comprised of two applications—Schedule Planner and Notification Server.

## KEY DIFFERENTIATORS FOR ALVARIA

### Agent Empowerment

Empower agents to bid on shifts, vacation and overtime and to request schedule changes within controlled parameters.

### Easy Schedule Changes

Enable supervisors to change and preview the impact of changes on the schedules of agents that report to them.

### Easy-to-Use Scheduling Tools

Provide agents and supervisors with easy-to-use browser, mobile and voice self-service scheduling tools.

### Simplify Scheduling

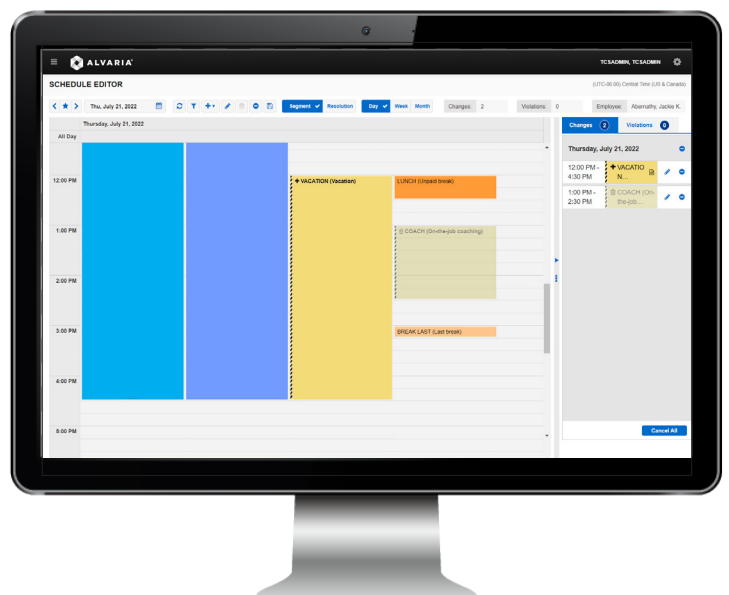
Streamline and automate the schedule change and notification process.

### Free Up Manager/Supervisor Time

Allow managers and supervisors more time for coaching and supervision.

### Real-time Schedule Change Notification

Notify agents and supervisors of schedule changes in real-time via email or screen pop.



## KEY COMPONENTS

### Schedule Planner

Schedule planning improves communications by fielding day-to-day interruptions, saving supervisors time, keeping agents happy and allowing managers to concentrate on the big picture. With its advanced web-based user interface, Alvaria Workforce Empower™ can provide answers to many agent requests automatically. It also helps eliminate the paperwork generated when agents request schedule changes, time off, or overtime and when supervisors post schedule information. Use the intuitive web-based calendar design to make drag-and-drop edits, preview changes before they go live and view daily, weekly, or monthly schedules. Alvaria Workforce Empower will also enable you to create recurring events like weekly meetings – ensuring you always have important training or team meetings on the calendar. With these improvements in scheduling, you'll be able to reduce employee learning curves on how to view and request changes and enable yourself to make quick adjustments on the fly for more accurate schedules.

### Capability to Address Many Agent Requests

Alvaria Workforce Empower allows agents to make a variety of schedule requests within controlled parameters you define, so you can balance your business requirements with employee needs. Employees can bid for shift preferences, vacation periods, overtime, optional holidays, as well as request paid or unpaid time off, delete previously approved requests and drop time from or add time to existing schedules. They can even view other agents' schedules and submit offers to trade shifts, which the other agents can accept or reject. Requests are automatically managed and allocated based on defined business rules which govern the bidding selection criteria, types of trades allowable and allocation criteria, such as seniority, performance or other metrics.

### Supervisor Access for Maximum Flexibility

Both supervisors and agents can have access to the Alvaria Workforce Empower interface, allowing them to check agent schedules and make changes if necessary or to send team meeting requests to multiple agents. Enable specific agents and supervisors to view detailed intraday timelines, including information on assigned schedule activities by employee or assigned scheduled activities by type of activity moment to moment. Switch between these views to answer questions about staffing, adherence, geolocation and more. Access is completely customisable through administrative profiles that determine which employee schedules supervisors can view and what functions they can perform.

### Easy, Anywhere Access for Employees

Employees can view and request changes to their schedules from workstations in the contact centre or from a home computer. With Alvaria Workforce Mobile™, agents can use a smartphone app to review and change their schedules, as well as submit detailed scheduled preferences. These features allow agents more control and ownership of their schedules and time off.

### Manager-Defined Business Rules to Govern Schedule Preferences and Changes

Using a standard set of defined parameters, Alvaria Workforce Empower can be configured to reflect the work rules and personnel policies of your business. Impartial responses, based on business rules, take away any feeling of unfairness that agents might have if their bids or requests are rejected. Managers can define rules so Alvaria Workforce Empower processes each type of bid or request automatically while allowing them to override the results when necessary. Additionally, managers can change the specific validation checks the software runs for each type of employee bid or request. To save managers time and minimise interruptions, Alvaria Workforce Empower enters all accepted schedules and schedule changes directly into Alvaria Workforce™.

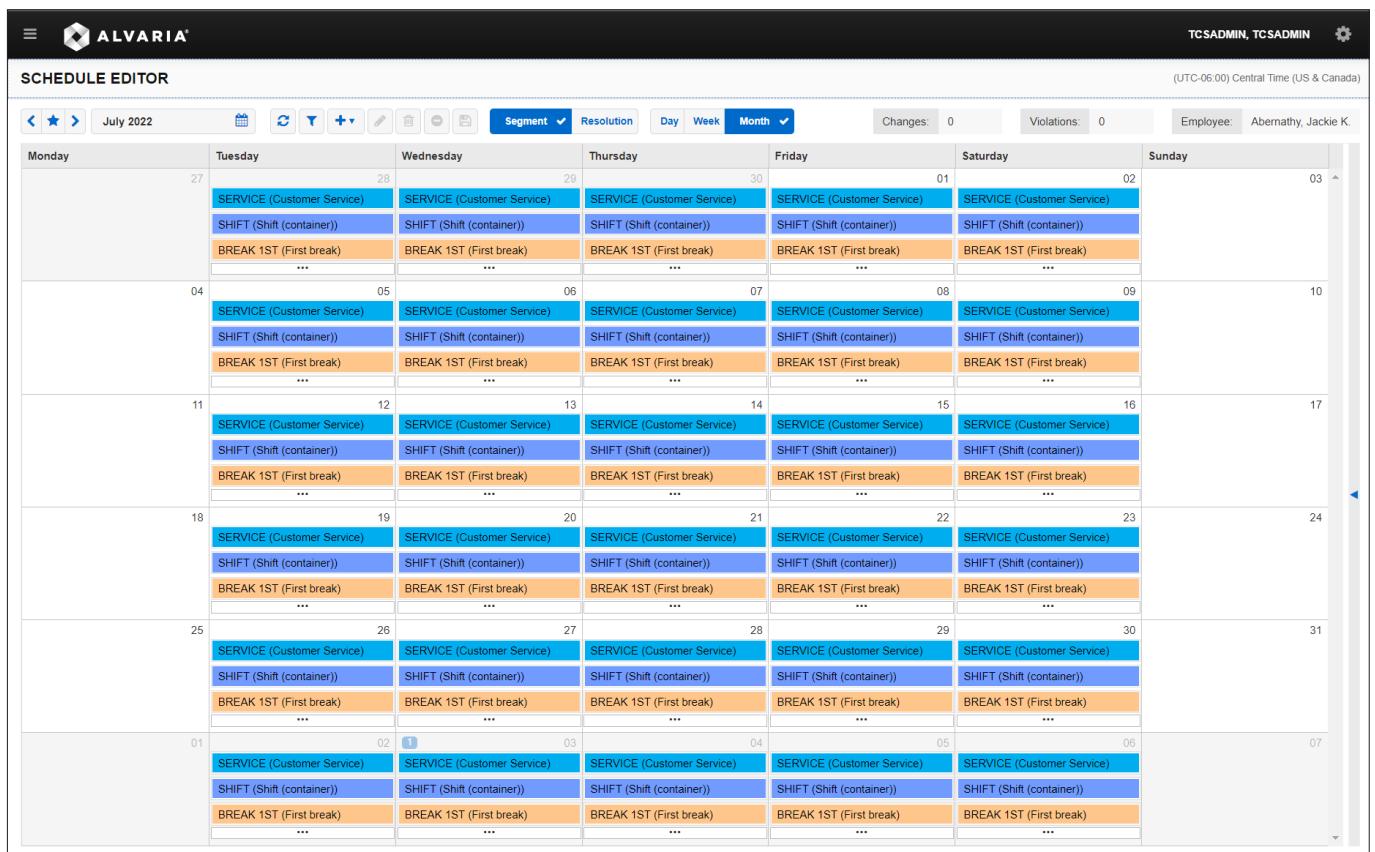
### Notification Server

Notification Server simplifies and automates the time-consuming and often tedious task of notifying staff about schedule changes, status of processed schedule change requests, and trade requests, allowing managers to focus on more important tasks. Supervisors and managers no longer need to make phone calls, print and post reports, type and send email notifications, or walk through the centre personally notifying employees of urgent schedule changes.

Notification Server increases efficiency by communicating with contact centre staff via SMTP email messages or thin client “screen pops.” These may be sent to any email application or device capable of receiving SMTP messages, including Microsoft Outlook, cell phones, WAP devices, text pagers, as well as screen pops to the agent’s desktop running Alvaria Workforce Empower.

## KEY FEATURES

- Notify agents and supervisors of schedule changes in real time via email or screen pop
- Automatically field day-to-day interruptions freeing up supervisor and manager time
- Make quick drag- and- drop edits on the fly with a web-based calendar
- View detailed intra-day timelines to see assigned schedule activities by employee or activity type from moment to moment
- Control scheduling parameters to balance business requirements with employee needs
- Employee requests are automatically managed and allocated based on defined rules
- Supervisors can check agent schedules and make changes if necessary
- Agents can view and request changes to their schedules from workstations in the contact centre or from home
- Process schedule bids and requests automatically
- Enter all accepted schedules and schedule changes directly into Alvaria Workforce™



Monthly at-a-glance screen view from Alvaria Workforce Empower™.

### 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™.