



Aspect® Workforce Management - Reserve™

With the multiple and varied shifts of contact centres that operate 24/7, managing real estate and agent workstation utilisation is a significant challenge. There is a significant cost associated with excess real estate and low seat utilisation, and contact centre managers are always under pressure to find the optimal balance between these costs and service levels.

Aspect Workforce Management – Reserve helps provide centralised and automated planning tools to effectively manage and streamline the seat management process. As an optional enhancement package of Aspect® Workforce Management™, Reserve provides a robust set of automated seat planning and management tools that enable you to efficiently generate seating plans for front and back office personnel. Reserve goes beyond simply matching seats to agents and matches the right seats with the right agents at the right time. By automating the assignment of agents to physical seats and providing insights into seat utilisation statistics, Reserve helps maximise the use of existing facilities, reduce administrative overhead and complexity and increase schedule adherence for operations with flexible or shared seating policies.

Key Differentiators for Aspect

- ✓ **Reduce Facilities Costs**
Reduce facilities costs by maximising the use of workstation real estate
- ✓ **Assign Seats Automatically**
Assign seats across teams, floors, sites and other resources automatically, based on Aspect Workforce Management's optimal schedules
- ✓ **Streamline Seat Assignment Changes**
Decrease administrative costs by streamlining intraday management and seat assignment changes
- ✓ **Integrate with Web-Based Application**
Easily communicate seat locations to employees via Aspect Workforce Management – Empower's web-based self-service application, Schedule Planner
- ✓ **Simplify Management of Seating**
Reduce the complexity of managing team and flexible or shared seating policies
- ✓ **Easily Understand Seat Utilisation**
Gain visibility into capacity planning and seat utilisation statistics and graphs
- ✓ **Increase Schedule Adherence**
Increase schedule adherence for shared or flexible seating arrangements

Key Components

- **Flexible Seating Policies**
Facilities cost savings are gained by avoiding the addition of unnecessary workstation real estate and the consolidation of existing sites. However, figuring out the best use of existing work space can be a daunting task. With its ability to allocate seats across teams, groups or lines of business, Reserve provides the tools you need to maximise the utilisation of your existing facilities and supports flexible seating policies that can increase the "hoteling ratio" for the number of agents that share a seat across a 24-hour period.
- **Centralised Tools for Planning and Managing Seating Capacity**
Reserve streamlines the daily management and long-term planning of your centre's seating capacity by providing a centralised location for storing and viewing agents' seat assignments and reporting on utilisation statistics. On a daily basis, analysts and supervisors can use Reserve to filter and view seat reservations based on a range of criteria such as dates, times, sites, floors or teams and know when an agent needs a seat based on their official schedules. Graphical floor plans

of your centre allow for a complete view of agent seat assignments and availability—making intraday seating adjustments fast and easy. For long-term planning, Reserve provides utilisation statistics that can be used as inputs into your strategic planning process to help give insight into future facilities requirements based on long-term goals and events, enabling more effective facilities planning and cost management.

- **Automatic Seat Assignment Based on Business Rules and Schedules**

Working with the optimal set of schedules generated in Aspect® Workforce Management™, Reserve automatically generates seat reservations based on those schedules, business rules and available seating capacity to maximise resources and workstations. Seats can be assigned to agents automatically based on any number of flexible user-defined rules such as distance from supervisor, or they can be assigned manually. You can also manage seat assignments for other resources or facilities, e.g. training rooms or parking spaces, to increase occupancy and better facilitate real estate management costs.

- **Seat and Resource Key Attributes**

Reserve lets you define and assign key attributes to seats and resources to accommodate flexible team seating and assignments. For example, agents can be assigned to seats that are in the right area, outfitted with the appropriate equipment, are handicapped accessible, and any other configurable characteristics.

- **Robust Intraday Tools to Streamline Seat Adjustments**

To streamline the seat management process throughout the day, Reserve includes robust intraday tools that let you easily make seat adjustments on the fly to address schedule changes as they occur. Based on intraday staffing changes from Aspect Workforce Management, you can reference specific schedule exceptions for agents, such as sick or vacation time, and retrieve their seating locations to make them available for re-assignment.

- **Seat Assignment with Communication via Web**

Implementing “hot desking”, shared seating, and other flexible seating policies can greatly increase seat utilisation. However, many times, these seating policies can cause schedule adherence issues that arise when agents are required to search for open seats at the start of and during their shift. By assigning agents with specific seat assignments, Reserve increases adherence to schedules and empowers agents with the information they need to meet adherence expectations. Seat assignments can be easily communicated to agents via the Aspect® Workforce Management – Empower™ web-based self-service application, Schedule Planner, to provide greater efficiencies and improved morale.

Key Features

- Automatic seat assignment
- Seat allocation across teams, groups and lines or business
- Flexible seating policies
- Centralised location for storing and viewing seat assignments
- Graphical floor plans
- Seat reservations based on schedules, business rules and available seating capacity
- Assign attributes to seats and resources
- Robust intraday tools that make seat assignments on the fly
- Easy communication of seat assignments to agents

Corporate and Americas Headquarters

5 Technology Park Drive, Suite 9
Westford, MA 01886
+(1) 978 250 7900 office
+(1) 978 244 7410 fax

Europe & Africa Headquarters

The Record Store, 15 Pressing Lane
Hayes UB3 1EP, United Kingdom
+(44) 20 8589 1000 office
+(44) 20 8589 1001 fax

Asia Pacific & Middle East Headquarters

7 Temasek Boulevard, #08-02 Suntec Tower One
Singapore 038987
+(65) 6590 0391 office
+(65) 6324 1003 fax

About Aspect

Aspect is on a mission to simplify and improve customer engagement. Our enterprise software is used by millions of agents every year and supports billions of consumer interactions around the world. Our best-of-breed contact centre and workforce optimisation applications help companies keep agents engaged while providing exceptional customer service experiences. Our flexible, highly scalable solutions for self-service and live interaction management and workforce optimisation are available on-premises or in any hosted, private or public cloud environment. For more information, visit www.aspect.com/uk. Follow Aspect on Twitter at [@Aspect_Europe](https://twitter.com/Aspect_Europe). Read our blogs at <http://blogs.aspect.com/uk>.

