

Global Workforce Management Solutions

YOU

want the right solution, period.



Companies today have more global customers than ever before. With large working environments that require employees to be multi-skilled in order to handle complex tasks, companies must be able to establish and maintain workforce management competencies to be successful in the marketplace.

Market Overview: Challenges and Opportunities

One of the greatest challenges in providing superior customer service is the management of employees and the time they spend interacting with customers. Personnel account for 60 to 70% of most customer management center (CMC) expenses. As such, the delivery of high-quality customer service and the ability to increase revenues, while minimizing expenses and empowering customer service representatives (CSRs), is key to the success of any CMC. An overstaffed CMC leads to a rise in labor costs and a decrease in CSR productivity, while understaffing leads to poor customer service and, eventually, lost revenue and CSR burnout. The intelligent use of workforce management solutions is therefore integral to achieving business goals aimed at building and sustaining valuable customer relationships.

Our Solution

In order to meet the challenges of workforce management, TeleTech has partnered with Aspect Communications to deliver multi-site and multi-channel workforce management solutions. Aspect's eWorkforce Management (eWFM) software automates the intricate tasks of forecasting, scheduling and tracking CMC activity. TeleTech specializes in the implementation, project management and training of eWFM, providing our clients with the expertise necessary to develop and monitor diverse workforce management initiatives. The combination of Aspect's technology and TeleTech's ability to streamline operations on a global scale offers clients a comprehensive workforce management solution, providing a competitive advantage that ultimately increases revenue and market share.

Aspect's eWFM generates accurate forecasts of contact volumes and patterns for hours, weeks, months or years into the future, determining the staffing levels clients need to meet their service level goals. The system uses historical data from all contact channels to accurately predict future contact volumes and average handle times. It also automatically creates detailed schedules to match CSRs with the skills needed to meet customer needs at any given time, and then assigns the schedules to CSRs based on skill sets, experience, work preferences and other criteria.

As a partner and one of Aspect's largest clients, TeleTech utilizes eWFM as an essential component of our operational strategy—across 13 countries to manage over 27,000 employees—enabling us to deploy one of the largest workforce management infrastructures in the world. Our extensive experience allows us to provide unparalleled project management of eWFM. TeleTech has developed the tools and techniques in concert with Aspect to rapidly implement workforce management solutions, thereby streamlining and reducing the cost and time of implementation. Our eWFM training professionals also provide comprehensive remote training to manage complex scheduling challenges in a real world environment. Moreover, our eWFM experts help you maximize the components of each workforce management application, including its ongoing service and support.

Working together, TeleTech and Aspect can develop, implement and maintain workforce management solutions to optimize your customer communication strategies. Our combined solutions and technology can help your company manage its workforce resources more efficiently and cost-effectively, ultimately improving customer satisfaction, reducing operating costs, gathering market intelligence and increasing revenue.

How You Benefit

- Enhance your program with a workforce management tool that helps build and maintain valuable customer relationships by providing consistent, high-quality customer service
- Implement a workforce management solution that matches employee skill levels with the type and complexity of customer interactions
- Employ world-class project management and training expertise to correlate your operational expectations with measurable results
- Maintain greater control over customer interactions by developing accurate schedules that maximize CSR productivity, and enable real-time monitoring of CSR performance



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