



Highlights

- Real-time work management
- Support for multiple work types and multiple work channels
- Seamless enterprise fit
- Multi-level, multi-dimensional operational intelligence
- Supports robust management of service level
- Reduces staff costs through productivity improvement
- Can deliver 20-40% improvement in productivity while improving the overall customer experience ²



Aspect[®] Back Office Optimizer

Organizations must be able to reliably and efficiently capture, allocate and re-allocate work across multiple channels while having the necessary operational insight into the levels of efficiency and effectiveness achieved within the back office. As a key component of Aspect's Advanced Back Office Optimization solution, Aspect Back Office Optimizer¹ provides organizations with a singular environment for managing the people and tasks within the back office so they and their customers can realize the benefits of a remarkable customer experience.

Aspect Back Office Optimizer provides the ability to distribute and redistribute work items (tasks) based on predicted task outcomes and real-time resource availability. This product:

- Captures work from multiple sources (manual items through file import, email tasks, and work driven by operational systems)
- Ensures work is allocated to the right individual, team, department and/or location based on resource availability, backlog and desired service level outcome
- Provides management with visibility into resources and outcomes
- Gives management the ability to re-allocate work – or re-set expectations
- Includes purpose-built reports and views based on operational management best practices

¹ Powered by eg solutions plc.

² ROI realized through eg solutions plc, Aspect's back office partner

Real-Time Work Management

Aspect Back Office Optimizer (re)distributes work among the many users and teams that define the back office, taking into account operational priorities, staff skill and availability – all in real time.

Real-Time Process Visibility

Aspect Back Office Optimizer provides managers and supervisors with insight into the everyday work process through KPI scorecards and dashboards and out-of-the-box reports that measure:

- Workload & progress,
- Efficiency & effectiveness, and
- In-process service/SLAs

Metrics can be tracked for individual users and teams at a process level, a people level (individuals, groups, teams) and across multiple time dimensions (intra-day, daily, weekly, etc.) These rich reporting capabilities ensure managers get the granularity and process control needed to meet process objectives consistently with their existing resource pool.

Seamless Enterprise Fit

Aspect Back Office Optimizer can take full advantage of virtually any BPM (Business Process Management) system already in place and provide the essential glue between multiple BPM systems – a common need for organizations that rely on multiple legacy processes to serve up a common business objective. For example, Aspect Back Office Optimizer can track and manage a process that may begin in one department (such as claim administration), involve another using a different operational system (such as claim fraud management) and culminate with a front office system (such as claim disbursement).

Smarter Enterprise Analytics

The process insight captured by Aspect® Back Office Optimizer can be leveraged across enterprise BI (Business Intelligence) systems to inform enterprise-level productivity and resource utilization reporting. With Advanced Back Office Optimization, process throughput, staff productivity, backlog, and service level achievement can be integrated into Aspect® Performance Management. This allows enhanced understanding of resource quality and productivity as well as the automation of workflows such as coaching based on information captured about the efficacy of the customer engagement process within and across the front and back office.

Support for Virtually Any Work Type

Aspect Back Office Optimizer ensures that any work can be accounted for – regardless of its source. Work may be entered manually or sourced through sophisticated, enterprise-level integration into operational systems. This provides a way to track all the steps within a process that defined a deliverable – and provides a way for organizations to ensure that what the front office has promised, the back office delivers efficiently and effectively.

Extended scheduling and forecasting strength with Aspect® Workforce Management

As part of Advanced Back Office Optimization, Aspect Back Office Optimizer is underpinned by Aspect Workforce Management, providing powerful forecasting, resource planning and scheduling capabilities. This seamless integration underlies a best-in-class solution for organizations seeking to ensure that every customer touch point – whether direct through the front office or indirect through the back – is optimized for quality and efficiency, ultimately creating more loyal, higher value customer relationships.

Aspect Back Office Optimizer is a key piece of Aspect's comprehensive back office solution (Advanced Back Office Optimization). This unique solution ensures that organizations can fully optimize their back office operations – people and tasks – for maximum productivity, efficiency and effectiveness.

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About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit www.aspect.com.

