

# Gplus Adapters for IEX TotalView and Aspect eWFM



## Contact Center Software

Genesys Gplus Adapters for IEX TotalView and Aspect eWFM provides critical historical and real-time information to enable a Genesys-based contact center to effectively forecast and manage its workforce.

## Highlights

- > Integrates Genesys with Aspect eWFM and IEX TotalView
- > Historical Reporting: Produces workforce management centric report metrics and calculations at regular intervals
- > Real-Time Adherence: Provides data on agent state changes for use in real-time adherence
- > Critical for schedule forecasting and management of agents
- > Runs in contact centers with any number of agent skills and sites for voice interactions
- > Supports primary and backup Genesys T-Server operation

## Overview

On average, the cost of agents represents over 60% of the total operational cost of the contact center. Workforce management systems are vital to manage the operational costs and performance of the center and assist the workforce manager to achieve the most efficient utilization of agent staff. To improve agent utilization requires accurate prediction of staffing requirements on an hourly and weekly basis while ensuring that agents are actually adhering to their schedule. These requirements necessitate two different types of data reporting sources used in day-to-day contact center management: historical reports and real time agent activity.

The Gplus Adapters for IEX TotalView and Aspect eWFM provides historical and real time interfaces between the Genesys Customer Interaction Management platform and Aspect eWFM or

Features	> Benefits
Provides historical and real-time adherence information to the workforce system	<ul style="list-style-type: none"> <li>&gt; Critical for the management and forecasting of agents</li> <li>&gt; Increases Service Levels</li> </ul>
Software is provided and supported by Genesys	<ul style="list-style-type: none"> <li>&gt; Provides better system availability, reliability, compatibility and growth than alternative solutions</li> <li>&gt; Less risk than customer developed code</li> </ul>

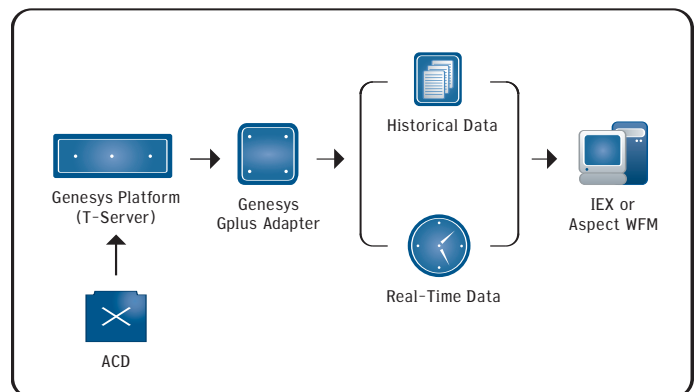
IEX TotalView workforce management systems.

The key features of the product include:

- Historical Reporting:** Aggregates statistics from the Genesys Customer Interaction Management platform and writes them to a file once per every 15 or 30 minute intervals for IEX TotalView and 15, 30 and 60 minute intervals for Aspect eWFM. This file is imported into the customer's Aspect eWFM or IEX TotalView system for use in forecasting, scheduling, and intra-day reporting.
- Real-time Adherence:** Provides Genesys agent status changes to the customer's workforce management system for use in real-time agent adherence. These status change events include reason codes (aux codes), if supported by the underlying switch, or softphone being used.

Aspect eWFM and IEX TotalView workforce management systems require continuous information from

### Gplus Adapters for IEX TotalView and Aspect eWFM Architecture operation.



the telephony environment about agent and call status to ensure proper staffing levels and agent schedule compliance. Both Aspect and IEX have developed direct feeds from various telephony switches to provide the required information. However, once a customer uses Genesys for applications such as skills based routing, reporting and/or multi-site site operations, the data from the direct telephony



feed is no longer valid. Essentially, the Gplus Adapter replaces the traditional telephony interface to Aspect eWFM and IEX TotalView systems and is therefore vital to their operation.

## Historical Reports

Historical reporting has two components: forecasting information and agent activity. Forecasting information details the call types received, time and duration of those calls and the speed of response by contact center agents. This information is used to predict the number and type of agents required for any time period that the contact center is open.

Agent activity information consists of the call types and duration of the calls that agent receives as well as keeping track of the amount of time that the agent is logged in and available to receive a call. This information will highlight an agent's efficacy with different call types and provide confirmation that the agent is performing their duties when scheduled. Agent activity information can also be used to improve the management of individual agents by indicating where additional training or other actions may be required.

## Forecasting Information

Every contact center classifies groups of agents to answer certain types of calls. Predicting how many of these agents should be available for a call type at any given time is facilitated with forecasting data. This data will group call activity by call type

or agent group for specific time intervals.

Much of the utility of workforce management systems comes from their ability to take this forecasting data and make accurate estimates of staffing requirements.

For each call type, the following data or variants are assembled for specific time periods in a contact center's operating day. Typical periods are 15 or 30 minutes (and also 60 minutes for Aspect eWFM). The exact metrics may vary slightly based upon Aspect or IEX requirements.

- Calls handled
- Calls abandoned
- Calls answered before service level or service level percentage
- Handle Time
- Work Time/After-call Work

## Agent Activity Reports

The data recorded for each agent falls into two general categories including agent sign in/sign out and agent performance. This information is used by WFM systems to produce historical agent adherence reports including information on the handling of customer, internal and outbound calls.

Agent Sign in/Sign out Reporting consists of recording timestamps of the time the agent logs in and out of their phone throughout the day. This data is reported and validated daily to the Workforce Management systems against scheduled activities to provide schedule adherence reporting.



Key elements of this report are:

- Login time
- Logout time
- Not Ready (Aux) time

Agent Performance data contains agent specific equivalents of the interval call type reports including more detailed information about the tasks that occupy the agent's time during the day:

- Answered calls - number and duration
- Outbound calls - number and duration
- Not ready time

### **Real-Time Adherence (RTA)**

This module provides event greater detail into an agent's activities by comparing agent phone states against agent schedule states. Adherence alarms are configured on phone and agent states, and alarms are generated when these thresholds are exceeded.

RTA data differentiates itself from the Historical Reports in that an agent's state is sent to the workforce application in near real-time. In addition, the workforce application does not store the RTA data for future reference but rather compares the agent state to the set of allowed states stipulated in the agent's schedule.

Agent states of interest again vary within each unique contact center. However, some of the following agent states are common:

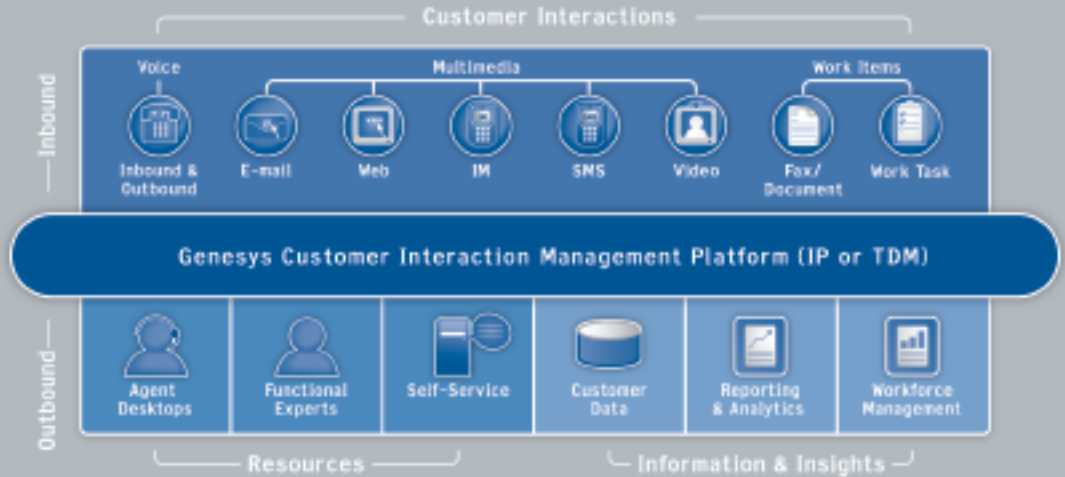
- Logged in
- Logged out
- Available for a customer call
- Not available for a customer call
- On a customer call
- On an outbound call
- On a consult to another agent
- On a break
- After call work
- In training
- In a meeting

### **High Availability**

The Gplus Adapters support connections to a primary and backup Genesys T-Server. In addition, all statistics that are aggregated from Genesys are stored in a database (included) for a configurable period of time so that historical reports can be regenerated in the case of certain system failures.

## Genesys 7 Product Suite

The broadest suite of products—with powerful voice self-service, assisted service for every communication channel, flexible integration options and management insight systems—all linked on the most open platform to deliver exceptional contact center and customer service capabilities.



## Systems Supported

### Genesys Support

Customer Interaction Management Platform or Framework 7.0 or greater

### WFM Support

Aspect eWFM 6.x or greater

IEX TotalView 3.9 – 3.12

### Server OS Support

Windows Server 2000 or 2003  
Single processor Pentium 4 - 3 GHz with 2 GB ram and 100 GB disk drive  
Solaris 10 or greater  
UltraSparc or newer with single processor

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