Aspect x Cinareo:
Plan with Confidence.
Deliver on Target.

The planning gap

Most teams still rely on spreadsheets and silos, so they can't quickly compare service–cost scenarios, align staffing to budgets, or share governed assumptions across WFM, finance, and operations. Without early plan-vs-actual visibility, leaders react late, overspend, or miss SLAs —and cannot see what's truly required to hit targets.

Why Aspect × Cinareo

Cinareo determines what's needed through scenario-driven capacity planning and financial alignment. Aspect executes those requirements with real-time scheduling and intraday management —connecting strategic decisions to daily operations.

Plan with precision: Model multi-channel, multi-skill capacity and compare what-if scenarios in minutes to choose the optimal service–cost trade-off and produce clear staffing plans.

Execute with confidence: Use capacity planning outputs to drive real-time schedules and intraday adjustments so service and cost performance stay aligned as demand shifts.

Prove the impact: Plan-vs-actual variance, thresholds, and financial views that support faster decisions and validated ROI.

How it works

Plan in Cinareo
- Compare service–cost trade-offs, skill mix, and support roles across channels
- Align to budgets, hiring windows, and CX targets

Approve the plan
- Produce executive-ready, auditable plans with governed assumptions shared across WFM, finance, and ops

Execute with Aspect
- Translate approved plans into real-time schedules and intraday adjustments
- Track plan-vs-actual thresholds, and course-correct

Key Benefits

MULTI-SKILL, MULTI-CHANNEL CAPACITY PLANNING →	HIT SLAS WITH FEWER FTE AND HIGHER UTILIZATION
REAL-TIME SCHEDULING AND ADJUSTMENTS →	STAY ON TARGET AS DEMAND SHIFTS, WITH FEWER FIRE DRILLS
UNIFIED PLAN-TO-EXECUTION FLOW →	TIE STRATEGY TO ACTION AND CUT SPREADSHEET RISK
EXECUTIVE-READY REPORTING →	CLEAR KPIS AND FINANCIAL VIEWS THAT VALIDATE ROI
EMPLOYEE-CENTRIC STAFFING DECISIONS →	REDUCE OVERWORK, IMPROVE RETENTION, LIFT CSAT
PLAN-VS-ACTUAL TRACKING →	DETECT DRIFT EARLY, SET THRESHOLDS, AND ADJUST WITH TRUSTED DATA

Better together

Cinareo determines what's needed across short- to long-range scenarios; Aspect schedules and adjusts in real time — connecting planning to operations for decisions, reduced spend, reliable service.

Let's build a smarter workforce together.

Talk to your Cinareo or Aspect rep — or book a strategy session to get started.

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