

Aspect x Cresta: A smarter way to manage your workforce



Combine Aspect's workforce planning and forecasting with Cresta's AI-powered coaching, quality, and performance insight. Each platform delivers measurable impact on its own, but together, they unite workforce planning and agent performance. We don't just measure how your contact center performs, we help you continuously improve it.

Why it works

-  **Optimize every moment of agent time:** Connect scheduling, adherence, and coaching into one workflow without overloading your agents.
-  **Turn quality into action:** Go beyond check-box QA. Use Cresta's performance insights to coach with impact, and prioritize shift bidding in Aspect Workforce based on agent quality, not just availability
-  **Plan smarter, not harder:** Use coaching & call data from Cresta in Aspect's forecasting tools to build sharper, scenario-based staffing plans.

Purpose-built for today's developers

-  **Trusted WFM from Aspect:** Confidence in coverage and flexibility for agents.
-  **AI-powered Coaching & QA from Cresta:** Performance improvement without extra effort.
-  **Integrated data flow:** Coaching informed by adherence, scheduling decisions driven by quality.
-  **Performance-led shift bidding:** Recognize high performers through smarter staffing logic.

A smarter, closed-loop workforce strategy



Planning meets performance: Connect Aspect's WFM data with Cresta's AI-powered coaching and QA to create a continuous improvement loop where every schedule is shaped by how work actually gets done.

Better together

Aspect and Cresta bring the best of workforce planning and conversation intelligence into one connected ecosystem. Whether you're forecasting demand or coaching agents to improve outcomes, our solutions work together to deliver clarity, consistency, and continuous improvement without disrupting the way you already work.

Let's build a smarter workforce together.

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

