

Aspect® Unified IP™ and SIP-based Voice over Internet Protocol

What is Session Initiation Protocol (SIP)?

Session initiation protocol (SIP) is an application, or protocol, standard. Standards provide a common platform upon which computer hardware and software can “speak” to one another. Standards, like SIP, are particularly valuable to contact centers because they deliver increased compatibility between components, enabling true interoperability.

What is Voice over IP (VoIP)?

VoIP is the ability to exchange audio over Internet Protocol (IP) in a similar manner to exchanging any other kind of data, sending/receiving packets of information.

Aspect Unified IP gives contact center professionals the control they need to meet business goals, and the technology to respond to today’s empowered consumer. By delivering all of the capabilities that a contact center needs in a single, scalable session initiation protocol (SIP)-based Voice over Internet Protocol (VoIP) platform – automated call distribution (ACD), predictive dialing, speech-enabled voice portal, email management, web chat and collaboration, workflow management, recording and quality management – Aspect Unified IP eliminates the tyranny of computer telephony integration with consolidated administration, routing, reporting and workflow.

A key capability of Aspect Unified IP is the ability to deploy your contact center over a SIP-based Voice over Internet Protocol (VoIP) network. Aspect Software has embraced SIP as a means to provide you with the most flexible means of moving to or implementing a VoIP environment. SIP has become the industry standard through which two devices communicate over a VoIP network. Standards, like SIP, make it easier and less costly for companies to implement technologies like VoIP. Fundamentally, SIP means having more flexibility in how you deploy and maintain your contact center.

Increased Flexibility

Leveraging SIP and VoIP, Aspect Unified IP provides your business the flexibility to create a virtual contact center by seamlessly integrating remote representatives into your contact center operation. In an Aspect Unified IP SIP-based VoIP deployment all agents, whether local to the Aspect Unified IP system or across the country, are treated equally. What this means to you is greater access to a geographically dispersed pool of representatives providing the ability to hire more skilled and more experienced agents for your contact center.

The SIP-based VoIP platform of Aspect Unified IP also provides the ability to link remote offices and contact centers to leverage existing representative at those locations. The advantage to your contact center is greater utilization of your agents, higher service levels, lower temporary employee costs and more satisfied customers.



Highlights

- SIP-based VoIP platform
- Choice of SIP 2.0 devices
- Seamless integration of remote resources

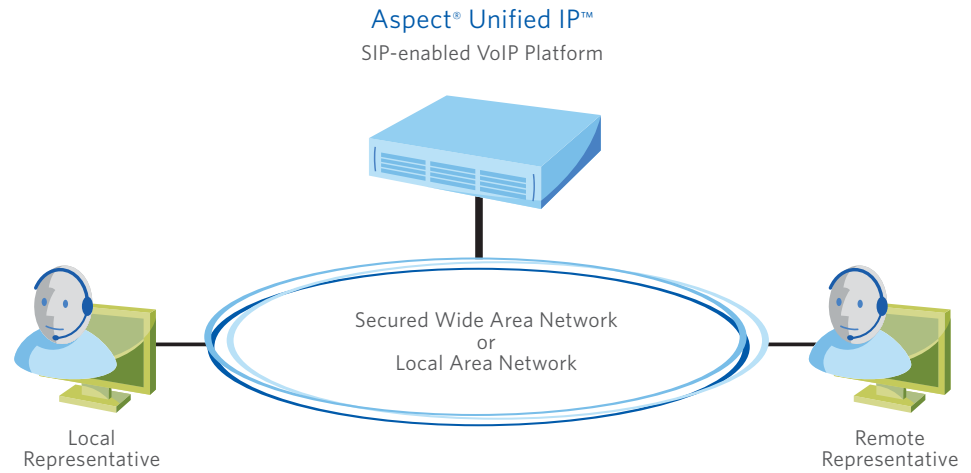
Benefits

- Increase operational flexibility
- Reduced capital acquisition costs
- Reduce operational expenses

Choices

Aspect® Unified IP™ provides you more choices in how you move to a SIP-enabled VoIP environment. The openness of SIP supports interoperability between varieties of SIP-based VoIP products. This interoperability means you can choose the type of SIP 2.0 telephone your agent uses, whether it is a soft phone on the representative's computer or a hard phone on the representative's desk. You are no longer locked into purchasing expensive proprietary telephones for your contact center. You can feel confident using the SIP 2.0 telephone that best fits the function of the user and the size of your budget.

If your contact center is not yet ready for VoIP, there is no need to wait to take advantage of the full range of capabilities that Aspect Unified IP has to offer as Aspect Unified IP provides your contact center the option of implementing traditional TDM voice services. Aspect Unified IP also enables you the ability to operate in a combination of TDM and SIP-based VoIP environments. What this means is you can feel confident about implementing Aspect Unified IP in your current TDM environment today with the knowledge that you can move to a SIP-based VoIP environment as your needs change.



About Aspect Software

Aspect Software, Inc., founder of the contact center industry, is the world's largest company solely focused on providing proven, innovative solutions to enable customer service, collections, and sales and telemarketing processes for in-house and outsourced contact centers. For more information, visit www.aspect.com.

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