



Aspect® Unified IP™



Architected to help organizations execute on their unified communications strategies, Aspect® Unified IP™ is an all-in-one, IT-ready contact center solution that delivers the high reliability, performance, flexibility, and scalability that today's contact centers require. By delivering the capabilities contact centers need in a scalable, software-based platform, Aspect Unified IP eliminates the complexity and cost associated with traditional contact centers.

Designed to fit with current enterprise architecture models, Aspect® Unified IP™ is a session initiation protocol (SIP)-based voice-over-IP (VoIP) product that unites full-featured automatic call distribution (ACD), predictive dialing, voice portal, Internet contact, workflow management, multichannel recording and quality management applications in a single software platform. *The result:* Aspect Unified IP gives optimal choice and control to both business and IT.

For Business:

Choice:

- Virtualize your contact centers by quickly deploying agents at home, in branch or remote offices, and/or in a central location based upon business need
- Provide customers their choice of communication methods - voice, email or chat
- Communications enable CRM and back-office applications
- Deploy single-tenant or multi-tenant applications

Control:

- Gain visibility into your customer's experience, both historically and in real time
- Make intraday adjustments with intuitive interfaces
- Apply dynamic business rules across the enterprise, responding to changing market conditions and consumer demands
- Quickly unlock additional contact center features to improve business results

For IT:

Choice:

- Ensure interoperability through the Aspect commitment to open standards
- Re-use existing investments like applications, telephony devices, and network/transport layer
- Readily deploy additional contact center applications as capital and business needs dictate

Control:

- Eliminate complexity
- Consolidate systems management within existing enterprise management tools
- Enable the business to be more self-sufficient
- Ensure security across multiple contact centers, business units and departments through multi-tenant, software as a service (SaaS) deployments

Unified IP™ Contact Center Performance Results*

- Increase agent utilization rates by 75 - 80%.
- Increase self-service automation capacity by 40%.
- Increase call handling capacity by 300%.
- Decrease call abandonment by 8%.

*Results representative from Aspect Software customer case studies

What is IT-Ready?

- Services-based software
- Standards compliant
- Enterprise identity and systems management
- High availability configurations, redundant systems and disaster recovery failover capabilities
- Single and multi-tenant

Realize the Potential of a Unified Contact Center

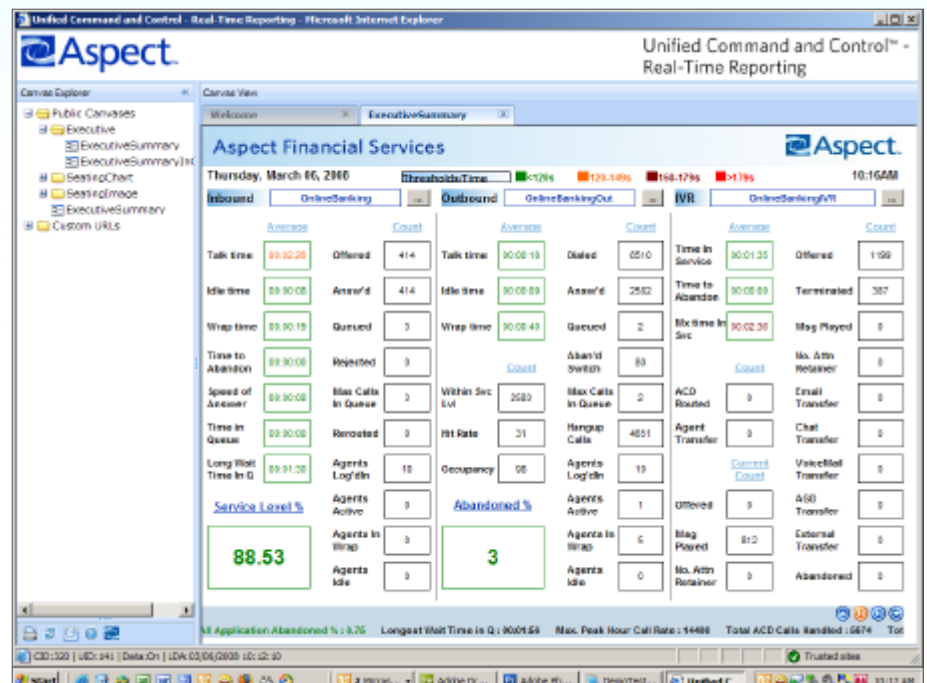
A unified contact center solution is at the core of a company's unified communications strategy. Aspect® Unified IP™ can help your business improve contact center productivity, create opportunities for value-added customer experiences and decrease the time to bring new capabilities to market for a clear-cut competitive advantage.

Unified Communications for the Contact Center

Unified communications for the contact center streamlines and enhances customer-facing business processes with complete visibility and control – and enables businesses to seamlessly extend those processes beyond the contact center. The value is in giving your agents, when necessary, the ability to know which subject matter experts are available, being able to access those experts regardless of their location in the organization, and being able to report on the whole process.

The unified capabilities of Aspect Unified IP provide the routing, administration and reporting flexibility that contact centers require to ensure a smooth company-customer interaction via all channels of communication. Aspect Unified IP delivers a wide range of capabilities to empower agents and speed response times – which ultimately increases productivity while reducing costs, increasing customer satisfaction and getting you up and running faster.

Aspect Unified IP with Unified Command and Control™ – allows contact centers to create customizable, browser-based real-time displays to obtain a consolidated view of operations across multiple sites, platforms, and vendors – all from a single desktop.





Increase Workforce Productivity

- Empower agents, with one login, to handle inbound or outbound voice, Web, email, and workflow contacts (such as routing help desk tickets, a fax, order forms or other electronic media) dynamically
- Speed response times by providing agents with customer specific data using agent screen pop
- Deploy scripts to guide agents through calls, enabling them to handle customer interactions more quickly

Increase Customer Satisfaction

- Ensure successful customer interactions by utilizing agent monitoring and scoring capabilities to deliver a higher-quality experience
- Improve first contact resolution with skills-based routing ensuring customers are connected to the most appropriate agent
- Give customers choices for how they can interact with you using multichannel functionality
- Engage customers for welcome calls and reminders automatically using proactive customer service
- Offer post-call surveys to gather customer feedback using voice portal capabilities

Decrease Time to Market

- Eliminate the time, cost and complexity of integrating multiple point solutions
- Introduce new contact features in a short period of time
- Leverage the reuse of communications software and devices via SIP functionality
- Contact center staff can connect from anywhere with browser-based user interfaces for agents and supervisors

Comprehensive Contact Center Capabilities

Aspect® Unified IP™, using Microsoft® Windows®, delivers the performance, flexibility, high reliability and scalability that contact centers need. Whether your contact center has tens or thousands of agents, Aspect Unified IP is ready to scale or add capabilities based on your contact center requirements and goals.

Unified System Capabilities

Inbound

- *Automatic Call Distribution (ACD)*
- *Speech-enabled*
- *Voice Portal*
- *Skills-based Routing*

Outbound

- *Outbound Call Distribution*
- *Outbound Email Distribution*
- *Outbound Voice Portal*

Multichannel

- *Multichannel Universal Queue*
- *Web Chat and Collaboration*
- *Email Management Knowledge Base*
- *Workflow Management*
- *Web Callback*

Administration

- *Unified, Enterprise Administration, Routing and Reporting*
- *Monitoring and Recording*
- *Voice Mail*

Desktop

- *Agent Desktop and application programming interface (API)*
- *Agent Desktop Scripting*
- *SIP-based VoIP*
- *Remote Agents*

Unified Administration - manage inbound, outbound, email, workflow and Web interactions from one administration interface

Unified Routing - apply unified routing strategies across ACD, Predictive Dialer and Voice Portal to deliver a consistent customer experience across interaction channels

Unified Reporting - deliver a comprehensive view of your contact center performance by eliminating the need to integrate reporting data from multiple point products

Automatic Call Distribution intelligently route contacts to available agents based on the customer profile, service level goals and agent availability. Advanced features include:

- *Skills-based Routing* - match contacts with the most appropriate available agents
- *Rules-based Routing* - route interactions based upon a robust set of contact center defined business rules
- *Data-Directed Routing* - prioritize, manage and route customers based on CRM or other back-office database queries
- *Multisite Routing* - create a truly virtualized contact center to route and deliver the contact to the best-suited agent in the enterprise
- *Queue Optimization* - give customers the choice to be called back based on their estimated time in queue or at a later time of their choosing
- *Abandoned Call Recovery* - automatically capture the phone numbers of customers that hang up via a recovered call list
- *On-Demand Agent* - empower off-site, "on-demand" agents to seamlessly support your customer and provide for efficient trunk usage and reduced call duration costs
- *Controlled Call Connection* - enable agents to have the ability to accept or decline inbound interactions

Predictive Dialing - leverage the capabilities needed to make your outbound collections, sales or telemarketing strategies successful:

- *Multiple dialing options* - predictive, precision, preview, blaster, manual, agent-less and goal-based quota control
- *Industry-leading answering machine detection* with up to 95% accuracy including compliance controls and reporting
- *Outbound speech-enabled voice portal* for automated contact collections agents, emergency messaging and proactive customer service

Voice Portal – deliver rich voice self-service applications to your customers leveraging VoiceXML-based speech applications. If the customer needs to speak to a representative, the information gathered during the self-service session is made available to the agent, enhancing the overall customer experience. Functionality includes:

- *Speech Recognition*
- *Text-to-speech (TTS)*
- *Speaker Verification*
- *Standard speech interfaces* to Nuance and other applications that support Media Resource Control Protocol (MRCP)

Web Interaction Management – offer assisted service to customers who visit your website:

- *Web chat and Web collaboration* allows customers and agents to interact and co-navigate on your Website
- *Web Callback* gives online customers the flexibility to define a best number and best time to be contacted
- *“Talk to a Live Agent Now”* functionality allows a customer who is on a chat session to escalate the conversation to a phone call

Email Management – efficiently handle email volumes by providing service levels, prioritization, queuing, auto acknowledgement, auto response and reporting. Leveraging your existing Microsoft® Exchange and Microsoft® Outlook® applications, email management capabilities can be seamlessly deployed in your current environment.

Workflow Management – automate your back office tasks and deliver more efficiency to your help desk and customer service business processes with service level management and routing for work tasks, trouble tickets, faxes and other non-traditional contacts.

Knowledge Base – manage a repository of frequently asked questions (FAQs) and empower your agents with information to quickly respond to customer inquiries.

Contact Recording and Quality Management – whether for quality control or compliance purposes, Aspect Unified IP provides you with the tools needed to monitor, record, score and analyze the performance of your contact center:

- *On-Demand Recording* enables agents, supervisors and quality personnel to initiate voice and Web chat recordings whenever needed
- *Automated Recording* allows managers to automate the process for recording voice and Web chat interactions
- *Supervisor Monitoring* allows supervisors and quality control personnel to silently monitor, coach or take control of an interaction between an agent and customer, as well as record the agent screen
- *Agent Performance Scoring* provides evaluation forms that can be used to rate the performance of the agent

Choice of Transport – empower IT to select their transport of choice using either open source voice over IP (VoIP), such as the Asterisk® IP-PBX, closed source VoIP or traditional voice. Migrate from traditional switching technologies to SIP-based VoIP, single-site to virtual contact center, centralized to localized management or any combination thereof.

Multi-Tenancy – take advantage of the secure partitioning and SIP-based VoIP applications that support software as a service (SaaS) models to provide hosted contact center functionality to internal and external customers.

Aspect® Unified IP™ Enhancements

Aspect Unified IP and synchronized performance optimization are the building blocks of a unified contact center. Enhancements that help Aspect Unified IP contact center customers accomplish their objectives of maximizing revenues, minimizing costs and ensuring customer satisfaction include:

- *PerformanceEdge™ Workforce Management for planning, managing and optimizing the performance of staffing resources.*
- *Unified Command and Control™*
- *Real-Time Reporting for a consolidated view of contact center operations across multiple sites, platforms, and vendors.*
- *Nuance Recognizer™ for speech recognition capabilities.*
- *Nuance RealSpeak™ for text-to-speech capabilities.*
- *Nuance Verifier™ for voice authentication capabilities.*



About Aspect Software

Aspect Software, Inc. founded the contact center industry and is now the world's largest company focused solely on unified communications for the contact center. Our all-in-one, IT-ready solutions help two-thirds of the FORTUNE Global 100 and a variety of small and medium enterprises to communications-enable their customer service, collections and sales & telemarketing business processes. For more information, visit www.aspect.com.

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