Aspect Call Center Software

Efficient telephone call routing is one of your primary tools for improving customer satisfaction, reducing operating expenses, gathering market intelligence, and increasing revenues. The telephone is still the primary way that customers get in touch with businesses. To foster customer loyalty and repeat business, your call-routing software has to get every customer request to the right resource, quickly and efficiently. At the same time, cost-effective operations are a must. That's why you need Aspect Call Center software—a leading edge-solution from a company with nearly two decades of experience in applying call-routing technology to business needs.

HIGHLIGHTS

- **An open, industry-standard call-transaction system**

- **Fully integrated voice response and voice messaging**

- **Real-time data collection and reporting**

- **A rich call detail record for sophisticated analysis of call center operations**

- **Scalable capacity**

- **Flexible, rapid application development**

- **Support for PSTN and IP agents on a single platform**

Aspect® Call Center software performs sophisticated call processing of both inbound and outbound calls and has the capacity to handle up to 200,000 calls per hour. Whether your contact center has a few agents at a single site or thousands at multiple sites, whether you deploy PSTN-based agents, IP-based agents, or both, Aspect Call Center software can enhance efficiency and productivity across all contact center functions. It offers a fully developed feature set based on years of feedback from users and on real conditions in contact centers around the world.

Call-flow development and management

Developing call flows for Aspect Call Center is easy, fast, and flexible. Development tools include:

- *Aspect eBusiness Architect™ software.* This easy-to-use visual development tool enables developers to create sophisticated routing scenarios by dragging icons into a workspace and linking them to indicate how calls will be routed. Freed from the complex and error-prone work of C++ coding, they can put call-routing applications into production quickly and modify them easily as business conditions change.

- *CCT templates.* Generic versions of call control tables (CCTs) commonly used in contact centers give you a quick start on setting up call-routing scenarios.

- *Individual CCT load, revert, release.* Administrators can add or delete call-flow steps as required with drag-and-drop precision. They can load call flows as a group to maximize productivity or one at a time for rapid adaptation in dynamic environments.

Networking and routing features

Powerful and flexible features enable you to implement sophisticated call-processing solutions. These include:

- *Network-directed call routing.* Aspect Call Center enables sophisticated network-directed call routing. Data delivered from the public network, including DNIS/DDI and ANI/CLI, can enhance call routing.

ASPECT®

• *Conditional call routing.* Call routing can be dynamically altered using call-handling models based on real-time contact center conditions.

• *Caller-directed call routing.* By responding to prompts, callers can direct their own calls without assistance. No separate IVR system is required.

• *Data-directed call routing.* Caller-provided data can be used to prioritize and to route calls.

• *Estimated wait time.* Improve service levels by proactively routing calls based on projected wait times.

• *Routing calculations.* You can apply arithmetic operations such as addition, subtraction, multiplication, and division with variables and functions, such as the number of calls waiting plus the number of messages waiting for an agent group.

• *Prioritized queuing.* Apply priority levels to incoming calls so that your agents answer the most important calls first.

• *Skill Mapping™.* Calls can be queued for all CSRs with the right skills.

• *Overflow agent group queuing.* Calls queued for an agent group can overflow and simultaneously queue for other agent or administrative user groups.

• *Enhance trunk select.* Incoming and outgoing calls select trunks from the opposite end of the spectrum. This reduces glare and enhances integration with PBXs.

• *IP Network InterQueue.* Optional IP Network InterQueue software can turn multiple sites into a single virtual contact center. You can balance loads among sites and achieve true simultaneous multisite queuing. You can also save money by using the optional Uniphi Connect IP card to queue and handle both voice and data across the IP network.

Call-treatment features

Aspect Call Center delivers a host of call-treatment options to help reduce abandoned calls:

• *Announcements.* You can easily create, modify, and publish announcements in real time.

• *Music on hold.* Music can be played to customers on hold using a source within or outside the contact center.

• *Estimated wait time.* This feature allows call center managers to announce the estimated wait time in queue when the caller enters the queue, which helps set expectations and prevent customer frustration.

System management features

Aspect Call Center software includes administration tools that make resource configuration fast and easy. Resources from trunks to agents can be configured using an intuitive GUI.

With the graphical development interface of Aspect Call Center software, workflows are created simply by dragging icons from a palette onto a workspace and linking them to depict how calls will be routed. Workflows can be annotated for greater clarity, and completed workflows are loaded directly onto the Aspect Call Center system to begin processing calls.
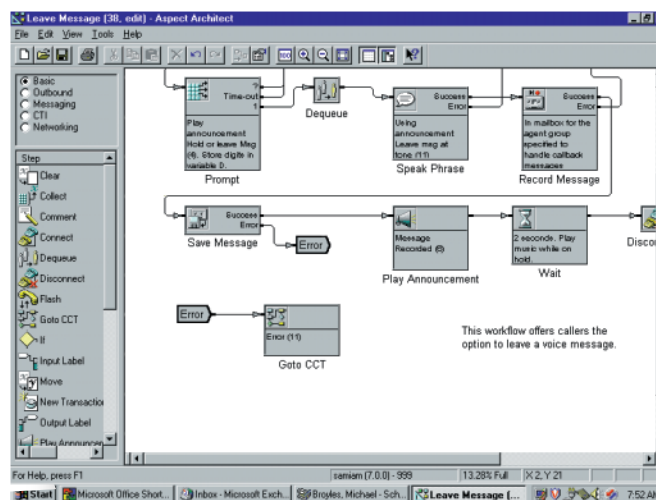
• *Aspect System Management Suite.* This easy-to-use, integrated administrative interface gives direct access to—and centralized control of—Aspect Call Center resources and features, enabling you to efficiently and cost-effectively manage hardware configurations, agent group and team assignments, system functions and settings, administrative details of call routing, and alert messages.

opportunities

Build customer loyalty and contain costs with
a **call-routing solution** based on two
decades of industry leadership.
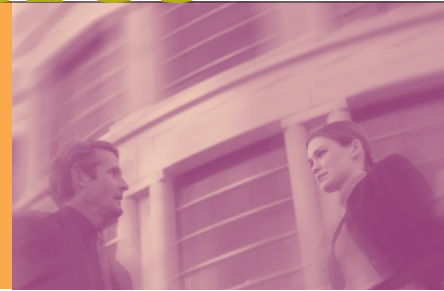
- *Aspect RealTime Server, RealTime Toolkit, and RealTime Data Simulator.* These real-time tools enable you to develop custom information management applications using real-time statistics from Aspect Call Center software.

- *SNMP support.* SNMP is supported, enabling you to view and manage your Aspect Enterprise platforms as nodes on your network and to monitor Aspect Call Center status and activity.

- *Flexible security profiles.* In addition to default profiles, Aspect Call Center software allows you to specify detailed custom security profiles for each user.

- *Anti-Virus.* The call center is sheltered from virus attacks by network segmentation and restricted access to the server. Aspect also supports the use of industry-standard anti-virus software.

Supervisor features

Aspect Call Center delivers a set of tools to empower supervisors to manage in real time and to improve agent effectiveness.

- *Monitoring.* Supervisors can monitor agents locally or remotely from their desks. They can also randomly monitor by agent group or application, which is especially effective for achieving an equitable distribution of monitoring sessions.

- *Alerts.* Supervisors can have agent and team performance statistics delivered in real time directly to their desktops. These statistics can also be set to thresholds so that substandard performance or adverse conditions stand out and are easily noticed.
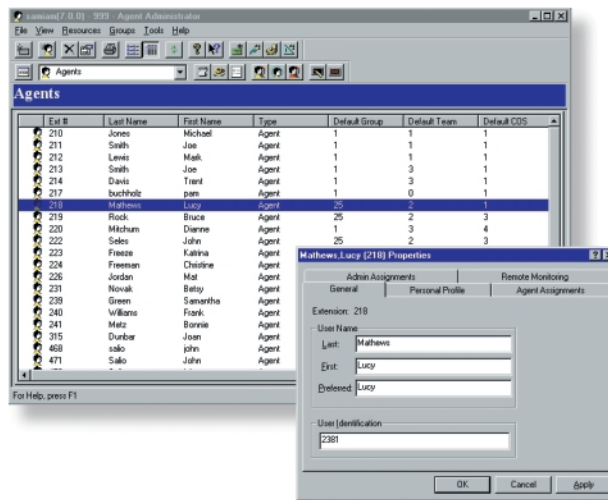
Aspect System Management Suite programs display resource information in easily viewed and recognized formats. Property sheets enable system administrators to easily modify resource properties.

- *Real-time changes.* Using the Aspect System Management Suite, supervisors are able to make changes in real time to combat adverse conditions and get call center performance back on track.

- *Remote recording.* Supervisors can remotely record or edit system greetings, prompts, or announcements from any standard touch-tone phone.

Voice-processing features

Aspect Call Center software also provides a fully integrated voice-processing system that includes:

- *Basic IVR.* Information from callers can be passed to a host data system, and information from the host data system can be spoken to callers.

- *Callback messaging.* Callers can be given the option to leave messages that are automatically routed to an agent group for response.

loyalty

- *Voice messaging.* CSRs and supervisors can send and receive messages between personal voice mailboxes.

- *Online audio help and tutorials.* CSR training is simple and effective.

- *AMIS-analog networking.* CSRs and supervisors can exchange voice messages with other contact centers and with your corporate voicemail system.

- *Support for independent voice system.* To enhance reliability, you can house the voice subsystem components on an optional application server.

Scale up as your business grows

The robust Aspect Enterprise platform offers sufficient capacity to meet your business needs now and in the future. It supports up to eight switching modules, each with 19 universal card slots for telephony interface cards. The software also supports an interface to media cards and up to 128 voice ports. Other capacities include:

- 3,000 total system ports
- 1,500 trunks (typical configuration)
- 992 agent groups
- 1,500 agents (typical configuration)
- 255 supervisor teams
- 500 trunk groups
- 999 applications

Protect your investment in legacy systems

To accommodate growth, Aspect Call Center software employs a modular architecture based on industry-standard components, such as the Microsoft Windows 2003 operating system, that take advantage of the widest range of third-party applications and products. Modular subsystems enable Aspect to introduce enhancements in one subsystem without altering others.

Support PSTN and IP agents on a hybrid platform

The Uniphi Connect option of Call Center gives you everything you need to take advantage of the cost savings of the IP network and continue to realize a return on your investment in PSTN infrastructure.

Uniphi Connect eliminates the need for third-party IP gateways and hardware with an IP card that acts as a gateway and at the same time enables you to configure 32 ports to run the Session Initiation Protocol (SIP). You can connect both PSTN and IP agents to your Aspect Call Center, creating a migration path to expanded use of IP technology. Uniphi Connect also makes multisite networking more cost-effective.

In addition to the IP card, Uniphi Connect includes an agent desktop that allows you to locate your agents anywhere there is an IP connection.

Turn data into market intelligence

Aspect Call Center software offers several ways to view and measure the detailed performance of your contact center. You get standard reporting tools for creating custom screens that display real-time contact center statistics and for distributing customized views of these statistics to users anywhere on your corporate network. You also get report templates that can be used as they are or customized to fit your requirements.

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