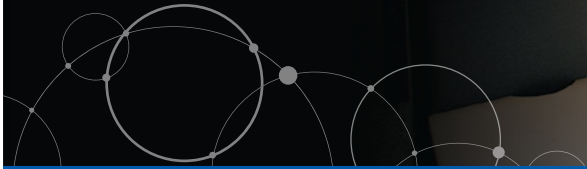


Aspect® CallCenter® ACD



Research* shows that the telephone is the primary way customers interact with businesses. Efficient call routing and queuing is a key tool for improving customer satisfaction, reducing expenses, gathering market data and increasing revenues. Likewise, with the telephone as the primary communication channel, a clear picture of your contact centre operations is crucial to your business success as is empowering your agents to serve your customers well. In short, your business demands the best in automatic call distribution (ACD) software.

For more than two decades, Aspect CallCenter ACD has offered a sophisticated call processing solution that improves customer satisfaction and contact centre efficiency with enhanced routing. Its user-friendly developer interface makes it easy to meet changing business needs. Developers can create sophisticated routing scenarios simply by dragging icons into a workspace and linking them to indicate how calls will be routed.

Aspect CallCenter ACD improves customer satisfaction with powerful, flexible routing options that enable rapid, accurate access to agents who are skilled in resolving your customers' specific issues. With this product, you are able to view and measure contact centre performance on an ongoing basis. Reporting tools and templates help you create standard reports or custom screens to display real-time statistics and distribute them to users anywhere on your corporate network.

- IP and TDM on a single platform.
- Rapid application development environment.
- Powerful real-time and historical reporting.
- Centralised management.

* 2005 Aspect Contact Center Satisfaction Index



With Aspect® CallCenter® ACD, you have the choice to operate in a proven, mission-critical Time Division Multiplexing (TDM) environment and migrate to Internet Protocol (IP) as your business requirements demand. Whether your contact centre has a few agents at a single site or thousands of agents at multiple sites, whether they are Public Switched Telephone Network (PSTN)-based, IP-based, or both, Aspect CallCenter ACD enhances their efficiency and productivity. Its fully-developed feature set is based on years of feedback from people like you, who are operating real contact centres.

Aspect CallCenter ACD is a high-volume call routing solution that supports mission-critical business operations in every major industry around the world. It delivers a range of call routing capabilities that increase revenues, reduce costs and win customer loyalty. This industry-leading call-handling system processes up to 300,000 peak calls per hour, routes calls according to agent skills, simultaneously queues calls across multiple sites, provides tools for reporting real-time and historical data, and more.

Route Calls Efficiently and Effectively

With Aspect CallCenter ACD, you can implement sophisticated call processing solutions that allow you to route calls based on:

- Data delivered from the public network (DNIS/DDI and ANI/CLI).
- Response to prompts.

- Retrieval of data from enterprise resources such as a Customer Relationship Management (CRM) database.
- Estimated wait time.
- Agent skills.
- Call priority.

Using our sophisticated system, you can change routing rules dynamically based on real-time contact centre conditions. And, our optional IP Network InterQueue allows you to balance loads among sites and achieve true simultaneous multisite queuing.

Easily Develop and Manage Call Flows

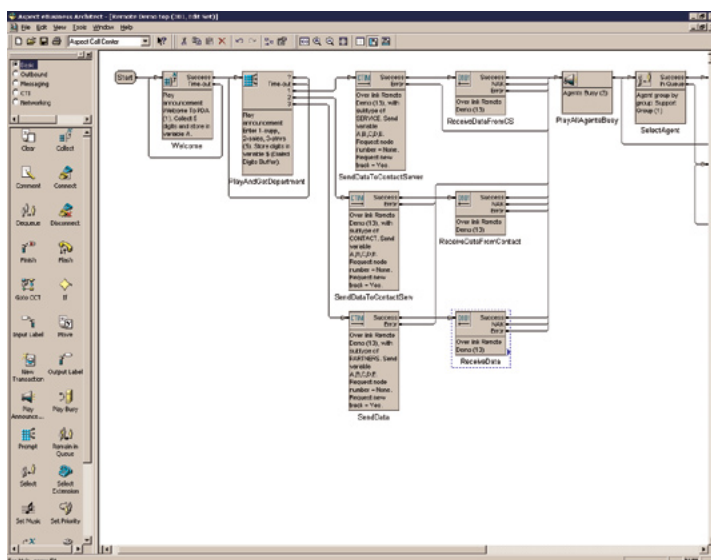
Aspect® eBusiness Architect™ is an easy-to-use visual development tool that enables developers to create sophisticated routing scenarios by dragging icons into a workspace and linking them to indicate how calls will be routed.

Simplify Management and Administration

Aspect CallCenter ACD includes administration tools that make resource configuration fast and easy. The Aspect System Management Suite is an integrated administrative interface that gives direct access to—and centralised control of—Aspect CallCenter ACD resources. It enables 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. Our System Management Suite allows you to set specific security profiles for each user to

Key Benefits

- Develop applications quickly.
- Improve customer satisfaction.
- Turn data into business intelligence.
- Migrate to IP at your own pace.
- Deploy agents cost-effectively.



Simply create workflows by dragging icons from a palette onto a workspace and linking them to depict how calls will be routed. Workflows can even be annotated for greater clarity.

ensure appropriate access. It also supports Simple Network Management Protocol (SNMP) to enable you to view and manage each system as a node on your network and to monitor Aspect® CallCenter® ACD status and activity.

Empower Supervisors

Aspect CallCenter ACD delivers a set of tools to empower supervisors to manage in real-time and to improve agent effectiveness. These include remote or local monitoring, real-time alerts, real-time changes to any system resource and remote recording.

Turn Data into Business Intelligence

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

- Historical reporting is provided via Crystal Reports™ and extended historical data can be provided via Aspect® DataMart™.
- Real-time data tools enable you to develop custom information management applications using real-time statistics.

Flexible Voice-Processing Capabilities

Aspect CallCenter ACD provides a fully-integrated voice-processing system including basic Interactive Voice Response (IVR) capabilities that allow information from callers to be passed to a host data system, and information from the host data system to be spoken to callers. The system also enables callers to leave voicemails that are routed to the proper agent group, with messages appearing in your Aspect CallCenter ACD mailboxes or on your corporate voicemail system.

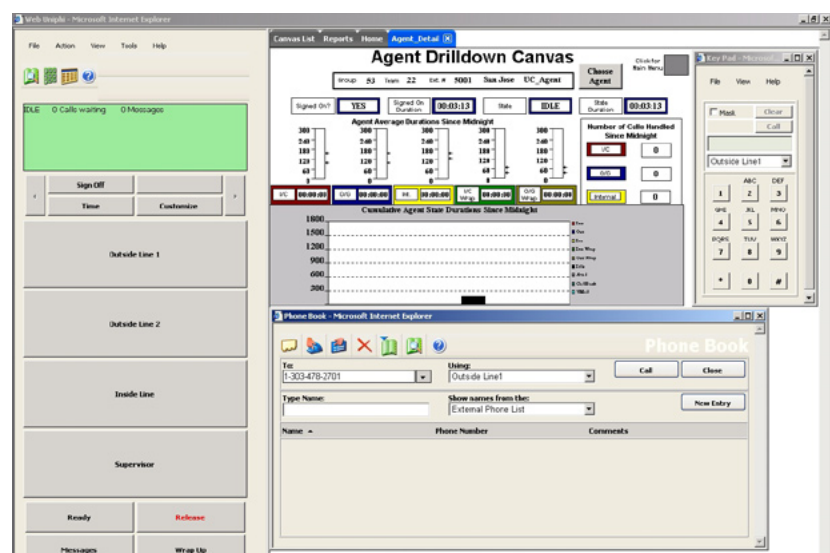
*A powerful PC desktop
for agent productivity.*

Scalable, Secure and Reliable Platform

- *Redundancy options* — increase confidence with various standard redundancy options such as hot standby system server, redundant shelf controllers, and battery backup; and additional high-availability options such as independent voice server, redundant main power and extended battery backup.
- *Remote performance notification* — diagnose and resolve most cases remotely with this feature, which automatically notifies the Aspect support centre of any problems.
- *Scalability* — grow your system along with your business through the robust Aspect Enterprise platform, which offers sufficient capacity to meet your business needs today and in the future; the total system supports up to 3,000 system ports, 1,300 agents, 992 agent groups and 255 supervisor teams.
- *Investment protection* — leverage existing investments with the Aspect CallCenter ACD architecture, which is based on industry-standard components, such as the Microsoft® Windows® 2003 operating system; modular subsystems enable Aspect to introduce enhancements in one subsystem without altering others.
- *Virus protection* — guard your contact centre against viruses with support via network segmentation, restricted access to the server, and support for industry-standard anti-virus software.

"I first became an Aspect customer because their ACDs were top of the line and were the best that you could get anywhere. They never broke. They always worked. And they were flexible."

Joanne Gholston
Vice President of Service
The Regence Group



Support IP and PSTN on a Single Platform

The optional Uniphi Connect for Aspect® CallCenter® ACD module enables you to take advantage of the cost savings of IP networks by connecting both PSTN and IP agents to your Aspect CallCenter ACD and creating a migration path to expanded use of IP technology. Uniphi Connect for Aspect CallCenter ACD consists of an agent instrument (desktop and hard or soft phone) for remote and on-site agents, which connects to the ACD via an IP interface card. Uniphi Connect works with PSTN as well as IP, providing a consistent interface for all agents regardless of transport method.

Aspect solutions that help Aspect CallCenter ACD customers optimise their contact centre operations include:

- Aspect® Contact Server™/Aspect® Enterprise Contact Server™ for screen pop, CTI and integration to quality monitoring.
- Aspect® Customer Self Service™ for advanced speech self-service applications.
- Aspect® DataMart™ for extended historical reporting.
- Viewpoint™ for browser-based, real-time reporting and statistics.

System Options

- Uniphi Connect for Aspect CallCenter ACD for remote agent instrument and IP connectivity.
- Aspect IP Network InterQueue for multisite queuing.
- Call Center Reports delivers standard reports via Crystal Enterprise.
- CustomView Producer offers a Graphical User Interface (GUI) tool for developing custom reporting canvases.
- CustomViewDirector offers real-time reporting and statistics.
- Aspect accessories include TeleSet phone, DataView wallboard, TeleCaster wallboard, Plantronics headsets.

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About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact centre. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, visit www.aspect.com.

