

Aspect® Technical Services

Unified Communications Application
Services for the Contact Centre



Your contact centre solutions are mission critical applications for your business. Long-term system availability and optimum system performance are of paramount importance. A single solution can generate hundreds of thousands of dollars in revenue per day. The loss of that solution for any period of time can result in significant revenue loss or unexpected expenses to your business.

Driven by a complete focus on customer satisfaction, Aspect Technical Services is committed to delivering quality, accessible, high-value support services. Our 24x7x365 follow-the-sun availability, remote capabilities and geographically-dispersed field services personnel help ensure that you experience timely issue resolution. You will achieve high levels of system performance and stability due to the ongoing application of updates that refine system capabilities. And, because your systems will always be available to meet your customers' needs, your customers will be more satisfied with your service.

With one of the most comprehensive portfolios of support services in the industry today, Aspect Technical Services strives to meet your every requirement. We are committed to providing you with rapid response and resolution powered by quality people and industry-leading support tools that make it easy for you to get the information and help you need. Our dedicated support engineers ensure that your system stays up and running, leaving you free to focus on achieving your business objectives.

- Rapid issue resolution.
- Optimum system performance.
- High levels of end-customer satisfaction.
- 24x7x365 access to support resources.

With decades of experience supporting contact centre solutions, Aspect® Technical Services knows what's important to you. Our frontline support team consists of experienced support engineers who know your business and your issues. When you call our support centres, our automatic escalation procedures ensure that your business-affecting issues are given priority. Our global 24x7x365 support methodology is vendor-neutral with a single point of contact for problem resolution.

Worldwide Support Infrastructure

Understanding that your Aspect solution is critical to your business, we staff our contact centres 24x7x365 in a follow-the-sun manner with worldwide support centres located in North America, Europe, the Middle East, Africa and Asia. Each centre has field personnel and supplies in-hand, and is ready to quickly respond to your needs. We have more than 250 field support engineers and dozens of supply depots worldwide, and can quickly dispatch trained field support engineers to your location to resolve your issues.

Comprehensive Portfolio of Support Services

Aspect Technical Services is committed to delivering a timely, efficient and professional customer experience. Our standard support commitment to you includes:

- *Telephone and web support* - In addition to telephone support, we provide self-service access to web-based case logging and tracking. Aspect supports you based on your hours of operation - whether your contact centre offers around-the-clock service or operates during standard business hours, you can choose the service coverage that best suits you.
- *Call handling and service request tracking* - When you contact us, our support engineers ask specific questions to determine your needs and the severity of your situation. Using automatic data collection processes, our support engineers can quickly identify problems and often resolve them on first contact.
- *On-site services* - Aspect Technical Services offers optional on-site service support to augment remote support. Aspect-trained field engineers are strategically located to meet pre-determined commitments for on-site response.
- *Knowledgebase and technical documentation* - The Aspect customer website provides you with access to a robust knowledgebase that contains up-to-the-minute notes on solutions that may be relevant to your situation. The knowledgebase simplifies your queries through a natural language search engine leading to rapid problem resolution while providing you with access to the latest technical documentation for your product.
- *Software release upgrades, service packs and patches* - Aspect supplies software upgrades and service packs as part of our standard support services. We also install software release upgrades and patches during standard business hours at no additional charge as an optional part of your service agreement.

Key Benefits

- Gain rapid response from worldwide support infrastructure.
- Access a comprehensive portfolio of support services.
- Interact with dedicated account teams who know your business.
- Leverage automatic escalation procedures.
- Maintain a single point of contact for multi-vendor issue resolution.

Knowledge Centre
welcome screen.

The screenshot shows the Aspect Knowledge Center interface. At the top, there is a search bar with a 'Go' button and a 'Search Results' link. Below the search bar, the Aspect logo is displayed on the left, and the text 'Knowledge Center' is on the right. In the center, there is a 'Describe Your Problem' section with a text input field and a 'Find' button. Below the input field, an example question is provided: 'Example: How does one make a calling card call from Europe?'. Underneath, there are radio buttons for 'Show Answers': 'Individually' (selected), 'Grouped by document', and 'Grouped related answers'. At the bottom, there is a 'Browse Documents by Topic' section with a tree view showing 'Products (13)' and 'Other (8829)'.

Assigned Support Teams Who Know Your Business

When you place a support call, you want to speak with someone who knows your solution and its history, and can quickly resolve your issues. Our experienced support engineers are fully-trained on the comprehensive set of technologies necessary to provide the level of support you need for your mission critical solution. All Aspect support engineers are assigned to teams to ensure service consistency and the fastest possible issue resolution. Working directly with your assigned support team provides great value toward swift resolution by engineers who understand your business and how you utilise your Aspect solutions.

Automatic Escalation Procedures

When you first contact us, you will be connected with an Aspect technical consultant who can remotely access your system and troubleshoot your problems. If a resolution is not attained during this time-guided procedure, your case will then be escalated to a product support engineer who specialises in the specific at-fault technology or application elements of your system. This process ensures that your cases are resolved as quickly and efficiently as possible.

Single Point of Contact for Multi-Vendor Issue Resolution

Both Aspect® Technical Services consultants and our authorised partners receive extensive training on all hardware that is integrated into Aspect platforms. We work closely with other vendors to troubleshoot reported problems and to collaborate on fault isolation and root cause analysis to ensure maximum uptime

for your system. Our activities with the other vendors may include joint on-site dispatches, joint trouble-shooting, even R&D cooperation. We do what it takes to make sure your problem is resolved.

Focus on Customer Satisfaction

Your satisfaction is our key measure of success. We continually work to improve our processes and offerings to ensure that you receive the service you expect in the timeframe and manner you deserve. We understand that each call must be treated with urgency and compassion and our support engineers are committed to doing just that.

In order to ensure that we are measuring up:

- Every time a new case is opened, we offer you a brief automated survey so we can obtain immediate feedback on how satisfied you were with the services we provided.
- We use dashboards to measure the effectiveness of each support team and each support engineer, then we make adjustments to drive the most efficient resolution of your issues with the greatest potential for increased customer satisfaction.
- We utilise third party firms to poll you on our performance after each case is resolved, and we use the resulting information to modify our support practices and offerings as needed.
- Our seasoned support management team employs continuous quality improvement processes, evaluating the deployment and execution of our support capabilities on an ongoing basis.

"Your analyst was able to deliver a great support experience by explaining step-by-step all the possible causes and also educating me on some I wasn't even aware of... And best of all, he was upbeat during the entire process."

Financial Services customer

Knowledge Centre search results screen.

Aspect® Technical Services by the Numbers

- 750+ support and field engineers in locations worldwide.
- In 2008, our support engineers handled approximately 140,000 calls and serviced 143,000 cases worldwide.
- Nearly 11% of all cases were handled through our web-based case management tools.
- Proactive and remote support capabilities result in high average system uptime across the customer base and 99.999% availability in our Signature ACD product lines.

For More Information

To learn more about Aspect® Technical Services and how we can support your long-term system availability and optimum performance needs, please contact your Aspect Support Sales representative.

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About Aspect and Aspect® Global Services

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.

Aspect Global Services provides comprehensive consulting, technical and educational services to help customers realise the full potential of their unified communications solutions across the enterprise and in the contact centre. The Aspect Global Services team is comprised of business professionals and Microsoft certified experts whose sole focus is to drive the greatest returns for customers by enhancing knowledge worker productivity, streamlining business processes and transforming enterprise communications. Aspect Global Services include Aspect® Professional Services, Aspect® Technical Services, and Aspect® Education Services.

