Aspect®
Active Learning™
Delivering learning tools that increase productivity while reducing training expenses

Aspect is committed to partnering with our customers as they implement and gain confidence and proficiency with our solutions. Aspect Active Learning is a new approach to differentiated instruction that provides enterprises with learning resources that quickly increase solution productivity, reduce training complexity and streamline onboarding processes while reducing overall training expenses. Aspect provides these student-centric resources through the Aspect Active Learning Portal, creating a learning journey with access to on-demand training that engages employees and increases their long-term performance success.

Aspect Active Learning is a market-leading training technology that offers a subscription-based approach to training. Enterprises can purchase access to Aspect solution training for as many people as needed to successfully perform configuration and support tasks.

By using Aspect Active Learning, participants are able to quickly gain confidence and proficiency with Aspect solutions. Employees receive training based on a defined training plan, specific to the solution purchased, through self-paced eLearning courses, formal instructor-led learning events, online resource portals and one-on-one mentoring.

Key benefits include:

- **Anytime, Anywhere Access** – Personal learning environment technologies are defining a new relationship with today’s learner, and user flexibility has gained new importance as the most competitive capability ever. Aspect Active Learning gives the 2.0 learner a choice of where and when they experience training.

- **Optimised Resource Utilisation** – Aspect Active Learning reduces training time by as much as 50% through eLearning, virtual classroom training and instructor-led training. Users are able to learn at the rhythm of the business. They can participate in up to 3 hour sessions, quickly digest what they learned and apply it in their work, seeing positive reinforcements of their learning efforts. Later, they can take additional instruction, continuing their learning journey.

- **Personalised Experience** – Administrators and Managers are able to absorb information at their own pace from a variety of outlets. By participating in formal instructor-led events, they will then have access to our Drop In sessions where they can ask questions and go over topics discussed in training to further enhance their learning.

- **Consistent Delivery** – Training tools are housed in the Aspect Active Learning Portal, ensuring standardisation of learning content. Easy, centralised access allows supervisors and administrators to more quickly respond to customer needs, improving customer experiences and increasing the bottom line.

- **Maximised ROI** – Aspect Active Learning creates maximises ROI by reducing attrition, overall training time, training expenditures and manager involvement with onboarding activities. Since users are able to learn and immediately apply their knowledge in a manner consistent with the flow of the business, there is a positive impact on the customer experience and financial results.
• **Learn as You Evolve** – Aspect® Active Learning™ can grow and adapt as your business expands, providing the knowledge you need to be successful. Your Aspect Active Learning subscription includes all enhancement modules when you purchase the initial platform solution. There are no additional out-of-pocket expenses for training that is required to learn how to use a new module added after your initial subscription purchase.

Aspect Active Learning ensures that everyone involved in customer contact operations, from the front lines to administration, has the Aspect solution knowledge and resources they need – when they need them – to support continuous delivery of a consistent, exceptional customer experience.

**Customer Value**

- Minimise the need for off-site training, saving the employee’s travel time and associated costs
- Reduce the learning curve for new employees by providing a consistent training path to competency
- Make content available in smaller, digestible bites, specifically relevant to the task at hand and available at the moment of need.
- Empower employees by providing more timely and convenient training to create more active engagement and reduce attrition

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**About Aspect**

Aspect’s fully-integrated solution unifies the three most important facets of modern customer engagement strategy: customer interaction management, workforce optimisation, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world’s most demanding contact centres and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit uk.aspect.com.

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