



# Aspect® Customer Care

## Partnering for Your Continued Success

Aspect Customer Care offers a full range of services designed to complement your Aspect Software technologies and meet your specific, enterprise application support needs. For robust in-house IT infrastructures, we offer remote mission-critical phone support and proactive application updates. If you're simply looking to offload daily monitoring and management tasks, we've got you covered. We provide differing levels of service, from traditional reactive support, to SaaS solutions, and everything in between.

### Maintenance Support Made Simple

Aspect technologies are the backbone of your customer engagement strategies. Aspect maintenance support services gives you access to our knowledgeable Customer Care representatives, as well as proactive Aspect Software product updates and upgrades. Additional support service options are available to further ensure your system is always performing at optimal levels.

When you add the Maintenance Support Services plan, you can focus on your customers and leave the maintenance of your contact center infrastructure and technology to the people who designed and built it. It's just one of the many ways Aspect provides services which allow you to focus on the business needs that are most important to you.

### Key Benefits

#### Receive New Features and Updates Regularly

Aspect continually invests in R&D for new and current products, which results in the delivery of updates and enhancements throughout the year. The Maintenance Support Services plan entitles you to receive new features and updates on a regular basis. Staying current with the latest releases provides the most secure environment and the latest features for your contact center software. Having the latest updates for your Aspect products will also make future transitions to our cloud services seamless.

#### Software Updates

Updates keep your systems current with the latest Aspect product software service packs, code modifications, update packages and hot fixes with supported software releases. Updates are also made to the following areas as they become available.

- Operating System
- Process Verification
- Virus Software
- Backup Processes

#### Software Upgrades

Upgrades keep your systems current with the latest Aspect product software releases and new capabilities. Upgrades often include new features, third party embedded software updates or adjustments, and technology upgrades.

#### High Performance Support

- ✓ 5.5 out of 6 average customer satisfaction rating
- ✓ Less than 1 minute average call response time
- ✓ 79% severity 1 cases resolved in 24 hours
- ✓ 49% of all cases resolved within 24 hours
- ✓ 24x7x365 follow-the-sun customer care
- ✓ Support provided in eight languages
- ✓ 400 customer care staff around the world

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### Additional Maintenance Support Service Benefits

- Aspect Customer Events (ACE) – Receive extended invitations to annual ACE events.
- Access to self-service tools that make it easy for you to quickly get the information and help you need.
- Online case administration to open, view, and collaborate on support cases with Aspect® Customer Care analysts.

Simplify your maintenance efforts with Maintenance Support Services from Aspect. Rely on the expertise, knowledge and experience that only Aspect, a leader in omni-channel customer experience technology, can provide.

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#### About Aspect

Aspect is on a mission to simplify and improve customer engagement. Our enterprise software is used by millions of agents every year and supports billions of consumer interactions around the world. Our best-of-breed contact center and workforce optimization applications help companies keep agents engaged while providing exceptional customer service experiences. Our flexible, highly scalable solutions for self-service and live interaction management and workforce optimization are available on-premises or in any hosted, private or public cloud environment. For more information, visit [www.aspect.com](http://www.aspect.com). Follow Aspect on Twitter at [@AspectSoftware](https://twitter.com/AspectSoftware). Read our blogs at <http://blogs.aspect.com>.

