



Aspect® Customer Experience Check™

Happy customers make successful companies. Studies have shown that high quality customer engagement leads to loyalty and referrals – which means more revenue for your organization.

Begin the process of high touch customer service by proactively monitoring your customer engagement platforms to keep them performing at peak efficiency.

Your customer engagement platforms provide a significant value to you and to your customers. However, if your systems are not functioning seamlessly, frustrations can quickly escalate for both your customers and your contact center team. Whether you are installing a new contact center solution, upgrading or repairing an existing solution, it is critical that the end to end solution performs to your expectations from the moment it goes live.

Delivering a great customer experience and maintaining high standards start with the Aspect Customer Experience Check solution. The Aspect Customer Experience Check service uses a simulation process to replicate customer interaction with customer engagement systems and validates that they are performing optimally. Health checks can be scheduled as needed – start of business, hourly, peak business timeframes – for voice, web, out dials, email, fax and voicemail to ensure systems are available and performing as expected 24x7x365.

With the Aspect Customer Experience Check service, you can feel confident knowing that your customer engagement platforms are working efficiently to ensure service level requirements are being met which includes detailed reporting so you can review and act on monitoring activity.

Key Differentiators

- ✓ **Increases customer satisfaction**
To assure the best possible experience for your customers, the Aspect Customer Experience Check service validates the performance of your end-to-end contact center solutions
- ✓ **Reduces costs and increases profitability**
Detailed reporting for performance analysis and improvement measurement helps your business avoid downtime and have better control of IT costs
- ✓ **Ensures rapid and successful deployment of services**
Aspect Customer Experience Check gives you actionable data and a chance to observe, tune and verify performance before you implement a new solution or upgrading an existing solution
- ✓ **Assures contact center performance objectives are being met**
Combinations of notification and escalation methods give you the confidence that your integrated solution is working as designed around the clock
- ✓ **Improves Productivity**
Historical data to facilitate performance statistics reporting, trend analysis and continuous improvement efforts
- ✓ **Helps meet SLA/warranty performance requirement**
Documenting validation of a solution's availability ensures you meet service level agreement

Aspect® Customer Experience Check is a carefully defined, fully automated process that consists of:

- A carefully scripted test case that defines how the automated test calls will access and exercise your self-service system as an actual user with touch-tone and/or speech inputs
- Automated test call generated a specific number of times per hour, 24 x 7 or on a schedule you define
- Automated evaluation of each test call outcome
- Notifications are generated immediately when evaluation of test calls or other communication channels' outcomes indicate contact center systems are unavailable or performing in an unexpected fashion
- Standard weekly reports via email documenting the outcome of every test call placed during the previous seven-day period
- Access to online transactions, including HTML and webpage interaction flow and end-to-end call recordings
- Access to real-time and historical test call results, including test call recordings and graphical display of system availability
- Documentation of test case script and notification processes
- Experts to support you with interpretation of call evaluation results

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Proactive Health Checks to Ensure System Readiness

How Does It Work?

The Aspect Customer Experience Check service validates the performance of multiple interaction channels to assure that your solution is ready to handle customer engagement regardless of contact method. Test transaction scenarios are configured to interact with your solution just like real customers. There is no need to purchase any additional hardware or software. And, no equipment or software is added to your existing infrastructure.

For automated service, Aspect validates that proper greetings are being played, data is received through DTMF or voice recognition, response times are as reported, the responses to customer requests are accurate and the audio quality is at or above acceptable levels.

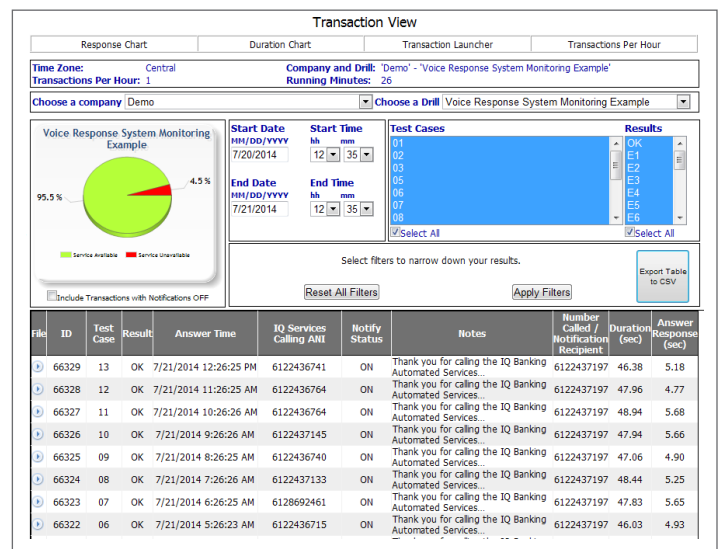
Aspect helps you define a test strategy that will thoroughly exercise your voice business solution (using touch-tone and/or speech inputs) under production and even failover conditions. Each automated test call dials into and interacts with the business solution as defined in the test cases.

You and your team obtain real-time test results by participating in test sessions and accessing the secure, online result reports. The results of each call, including information about step-by-step response times are captured and made available real-time via an online Web tool and, after the test session, via detailed reports.

Aspect Customer Experience Check helps validate critical operational performance areas, such as:

- Telecommunications facilities are provisioned
- Transactions in your unified queue are handled correctly according to your business rules
- There are enough speech recognition licenses available when all callers are uttering inputs rather than using DTMF
- Host response time over the Wide Area Network (WAN) does not degrade under load
- Screen pop data follows the proper call and arrives at the agent workstation at the same time as the call
- The fax-back server sends the information requested to the proper calling party
- Voice over Internet Protocol (VoIP) calls and the recordings for agent monitoring and coaching maintain call quality
- Web pages, out dials, email, and voicemail are working properly and identifying specific error conditions for these services
- Customers' browser transactions are successfully getting through the Internet to your solution

Aspect offers flexible solutions to meet your business requirements, optional features are available to accommodate unique monitoring strategies, including techniques such as planned downtime and voice file email attachments.



Getting Started

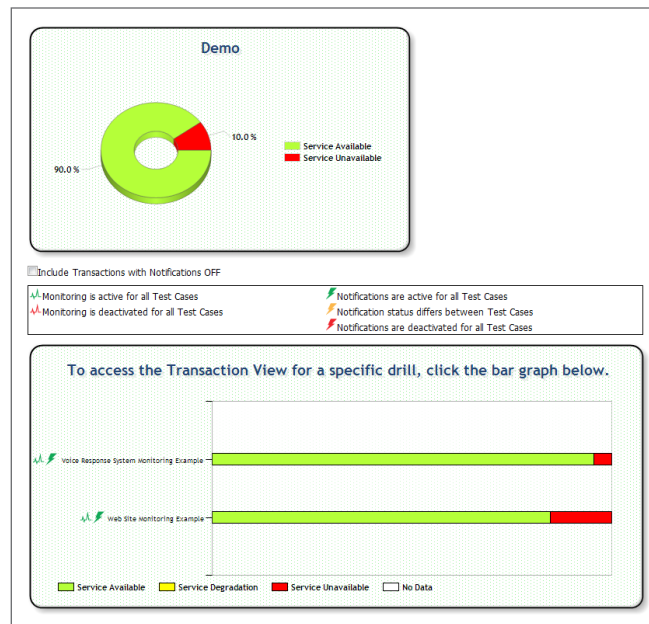
Whether you need ongoing performance monitoring or a one-time health check, Aspect has multiple options available to meet your business needs. The Aspect® Customer Experience Check subscription service ensures your customer engagement platforms continue to perform at peak levels 24x7x365 and validates the target environment at regular intervals. The Aspect Customer Experience Stress Test provides a one-time comprehensive testing of your systems to ensure everything is working as expected before you move into production.

Aspect works with you to outline your monitoring strategy, which defines things such as:

- Call frequency and test scripts
- Notification process, recording and reporting options
- Start date

Once your Profile is completed, your Aspect Customer Experience Check will be created and we will access your system for the initial test. It will be run in test mode for one week to gain experience with the system and with the error conditions and to validate the customer notification process. You are then ready to begin the regular Aspect Customer Experience Check availability and performance monitoring process.

Demonstration: An on-online demonstration is available. The demonstration allows you to listen to transactions; get a graphical view; turn on/off notifications; view the test process; or view the schedule and the notification process. For more information, please contact your Aspect representative.



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About Aspect

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

