



Aspect® Hosted - Workforce Optimization

Moving your contact center to the cloud was once perceived as a novelty but has become a business imperative for many organizations. Why spend your valuable resources managing hardware and software when you could be focusing on managing your workforce where you can enjoy huge improvements in customer satisfaction and employee productivity?

Businesses are facing daily challenges from growing non-voice channels, high customer expectations, and constant pressure on profitability. To succeed, organizations must simplify their operating environment, reduce costs, optimize internal operations and respond quickly to customer needs. Finding cost effective options for high touch customer service is vital to retain customers and high satisfaction.

Aspect's solutions offer the advantage of unified technologies with inherent support for flexible deployment models. With Aspect Hosted - Workforce Optimization (WFO), you can adopt market-leading workforce optimization products essential for driving profitable results. Modernize or add functionality to your contact center without bearing the burden of significant additional, up-front capital and IT investment. Ensuring remarkable experiences and making the most of available personnel are easier goals to achieve because you have the latest and greatest technology at your disposal at all times.

Key Differentiators for Aspect

- ✓ **Modern, Graphical User Interface**
Highly simplified, web-based, graphical user interface with same look and feel across all WFO components significantly increases agent productivity even for complex schedule trades or sequential shift bids.
- ✓ **Sophisticated Workforce Optimization Software**
Aspect provides the most advanced workforce management, recording, quality management, performance management and coaching in its Aspect EQ portfolio.
- ✓ **Provides Qualified, Trained and Experienced IT Resources**
Aspect's experts are at the forefront of industry trends and are well-versed in WFO and hosted services. Aspect has the knowledge and experience to maximize system performance and efficiency.
- ✓ **Best-in-Class Service Level Agreements**
Installed and managed in fully redundant data centers, know that your Aspect EQ™ Workforce Optimization™ applications will be available when you need them. 24x7 solution monitoring and management by Aspect experts ensures your contact center operations are running at optimal levels, at all times.
- ✓ **Reduce TCO and Costs for IT and Staffing**
Aspect shoulders the responsibility for installing and configuring your dedicated solution in our managed data center; recruiting, hiring, training and scheduling the key resources needed to manage your Aspect solution while converting IT cost to a predictable operational expense.
- ✓ **No More Maintenance Worries**
Let Aspect take the hassle out of technology refresh and updates when we manage them for you in our data center. Using Aspect's experienced personnel, upgrades and maintenance windows are predictable with minimal downtime.
- ✓ **Ready When You Are**
Aspect Hosted - WFO is ready when you are and provides flexibility and control of your contact center with the ability to add options as needed. Aspect makes it easy for you to access new Aspect capabilities without having to make significant, up-front CapEx investments.



Aspect® Hosted - WFO – Market leading workforce optimization solutions essential for driving business results, without bearing the burden of significant additional capital and IT investments

More Time to Manage Your Business with Cost-effective and Flexible Cloud-based Solutions

Aspect's flexible and cost-effective hosted solution is configured to your requirements and gives you the freedom to scale based on your current needs. Predictable monthly billing assures you have access to all of the features and capabilities of our industry leading Aspect EQ™ Workforce Optimization™ solutions as soon as they are available from anywhere, at any time.

Aspect Hosted - WFO provides a flexible, single platform for workforce optimization technologies. Delivered through a managed, secure data center with resilience built in, Aspect Hosted - WFO allows your organization to focus less on software and IT and more on efficiently managing your workforce.

Deploy a Dependable Solution Perfectly Suited to Your Needs

Aspect's cloud-based solution is uniquely configured to your specifications. This environment is monitored 24x7 to ensure it is providing the level of services your staff and your customers demand. Aspect Hosted - WFO combines active monitoring of the network operations center with automated assurance processes including carrier, platform and data connectivity monitoring, as well as data and host response performance measures.

The integrity of your Aspect Hosted - WFO environment is maintained through close adherence to policies and processes that work together to deliver ongoing, uninterrupted value. Planned and scheduled maintenance windows conform to your requirements and the specific needs of your business.

Getting Started

Aspect works closely with you to create an environment that fits your current requirements and can easily scale to accommodate your future needs. As part of your Aspect Hosted - WFO engagement, Aspect:

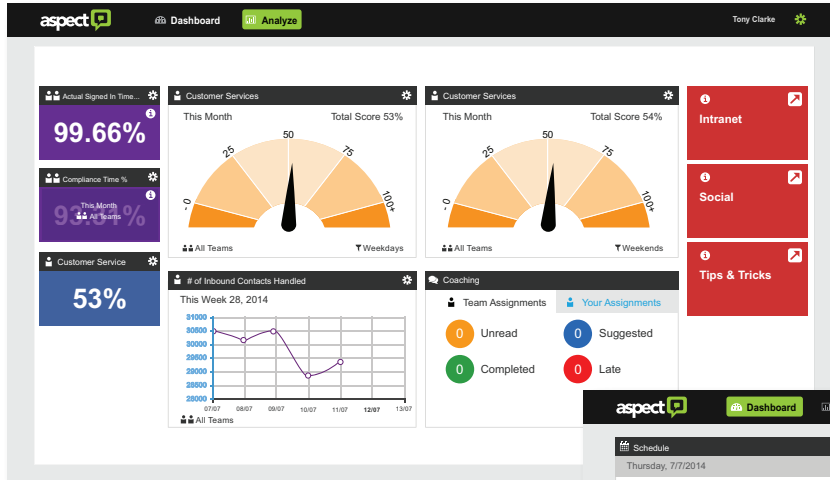
- Ensures your environment is properly configured
- Works with you to meet your business-specific requirements
- Configures, deploys, tests and transitions the environment to you and your staff

Your Aspect Hosted - WFO environment is fully supported by Aspect through initial implementation, custom configuration to your unique requirements, user training, and ongoing monitoring and maintenance. This cloud-based solution puts advanced award-winning workforce optimization technology within easy reach. Aspect Hosted - WFO also frees your valuable IT resources from ongoing maintenance worries and complexity, as well as minimizing your start-up costs.

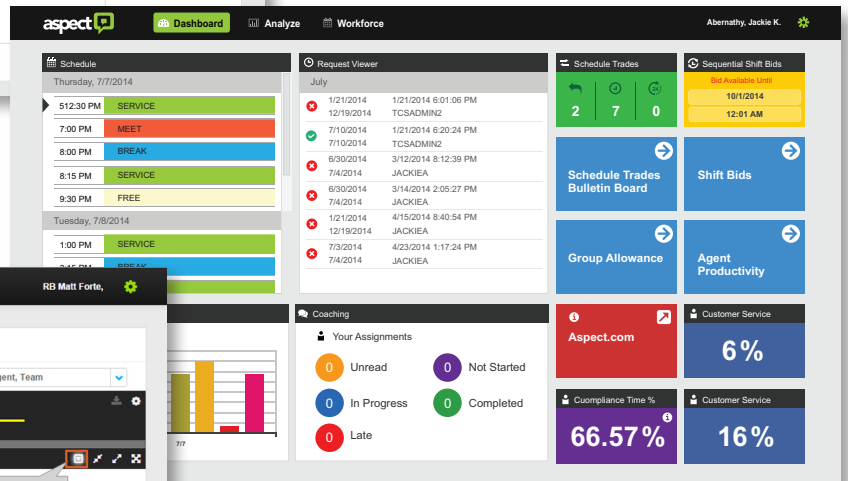
The Choice is Aspect

When choosing a cloud vendor, select a partner that not only provides hosted solutions but meets all your operational and business challenges and allows you to concentrate on what's really important to your organization. Aspect provides the best architecture, enabling tools and OPEX business model to help you increase operational efficiency, decrease cost and improve customer satisfaction.

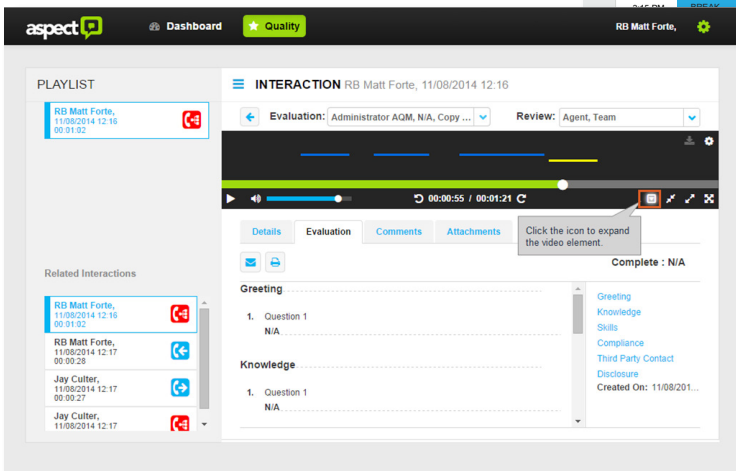
Performance Management dashboard



Workforce Management dashboard



Quality Management record/playback



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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 optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

