



# Aspect® Interactive Tiles

Aspect Interactive Tiles provides an actionable instant view of critical real-time data combined with historical data, in addition to providing convenient access to multiple Aspect products in a consolidated view on your desktop, without the need to open multiple applications or navigate to multiple screens.

With Aspect Interactive Tiles, you can decide what data is relevant to you and can create a single view of agent and contact center performance or other data which will empower you to support a culture of continuous improvement. This will ensure quality is woven into your daily processes. This presentation layer technology is an easy-to-configure innovative solution and is built to ensure that you have access to the insight you need from various sources, and are able to easily access the day-to-day functions you regularly use – all without affecting system performance of your mission-critical Aspect environment.

## Key Differentiators for Aspect

- ✓ **Real-time Data Combined with Historical Benchmark Data**  
Draws upon real time data captured from Aspect products, such as Aspect® Unified IP®, Aspect® Workforce Management and Aspect® Quality Management, and combines it with historical data from these same sources as well as from your other enterprise systems, such as CRM and HCM, for historical and intra-day views
- ✓ **Access a Combined, Simplified View in an Instant**  
You select the key data you need, from any system, and then we bring it together in one place for you. You'll have the convenience of in a single display for easy viewing.
- ✓ **Simplify Navigation Across Multiple Applications**  
Accesses the data you need without the time consuming action required to navigate to multiple screens or to access multiple open applications which could also slow down your desktop
- ✓ **Customized by Type of User**  
Supports the diverse needs of multiple roles and functions within the contact center
- ✓ **Robust Data Visualization**  
Drills down multi-level or across the data to view the results in visual friendly graphics (pie/bar/stacked column charts, bullets and sparklines) for quick and easy interpretation. In addition, you can set up to data driven indicators and automated alerts.
- ✓ **Leverage Enterprise Standards**  
Incorporates ODBC/OLAP, Microsoft Reporting Services (SSRS), CSV/TSV, RSS, RDF, ATOM, HTML, JavaScript, and web services
- ✓ **Bidirectional Functionality**  
Enables users, such as agents and supervisors, to not only view information, but to interact with key features and functions of Aspect technologies easily and effectively
- ✓ **Flexible Interface**  
Allows for advanced desktop layouts including customized branding and placement. There is an infinite number of possibilities when selecting the formats and views that you prefer based on work styles and changing needs.

## Key Components

### Access to Critical Data with Ease

With meaningful, interactive dashboards, you will be able to view and analyze the KPIs that drive improvement allowing for differentiation of your service and enhanced value provided to your customers. Data can be consolidated from various applications and sources. A single, relevant view of agent and contact center performance in a timely manner allows managers to act quickly, saving time and having a positive impact on productivity and bottom-line results.

### Simplified Navigation

Learning to navigate the tiles is an intuitive desktop experience that makes learning easy to ensure you optimize the benefits of this technology and so you can eliminate inefficiencies and time consuming activities. Simplification occurs when you eliminate the need to access multiple applications separately, requiring multiple steps and clicks as well as time to learn and become efficient with those processes. You will have quick access to the business critical information that will identify issues and areas of concern before business outcomes are affected.

### Customization for What is Relevant to You

You can customize the desktop environment based on the unique needs of multiple user types. Built leveraging the power of Aspect Applications Foundation, these tiles can be deployed to thousands of users, securely, with each environment tuned to the user's role in the business process. If information must be accessible and actionable to add value, then you will find great value with threshold indicators and alerts that can be automated along with critical tasks that reduced delays and expedite sensitive reaction times. The ability to quickly and easily provide interactive touch points for users with your existing contact center solutions is a powerful advantage.

## Key modules are:

- Aspect® Interactive Tiles Core for use with Tiles for Aspect® Unified IP® and Aspect® Workforce Management
- Additional data server
- Aspect ExpertTime Packages

## Services include:

### • Installation and Configuration

You can determine what data will be presented by choosing either our standard or custom tiles, as well as selecting from a variety of chart options such as pie, bar column stacked, bullets and sparklines. You may also have the option to configure threshold indicators, alerts, and more.

### • Pre-configured set of Aspect Interactive Tiles

Is available for data from the most frequently used components of Aspect Unified IP and Aspect Workforce Management. Learn from best practices that have shown how others frequently access these capabilities. We provide the pre-configured settings to speed the configuration process if you choose.

### • Knowledge Transfer

Includes one day of training, as well as an optional ExpertTime package for tile development

### • Developer Licenses for IT and System Integrators (Optional)

Provides the ability to create additional custom tiles

## Examples:

- Managers/Supervisors get an instant view into business-relevant key performance indicators (KPIs) and have ready access to the features and functions that allow them to take immediate corrective action for improved compliance and for real time training.
- Agents benefit when they leverage these dashboards for self-evaluation, co-evaluation with their supervisor and validation against calibrated results. Empowering agents not only fosters their buy-in for self-improvement, it also supports a continuous improvement culture and ensures quality is not merely a top-down initiative defined by management assessments.
- Color threshold indicators and alerts are simple to configure in the Aspect Interactive Tiles environment, and they ensure managers and supervisors can quickly identify and respond to areas of concern before business outcomes are affected.
- With Aspect Interactive Tiles you could proactively monitor data for outages and, once detected, then present and administrator options for taking action that support time and cost savings. By leveraging the Automation & Optimization foundation, Aspect Interactive Tiles can automate critical tasks and reduce the time to action for important events – key factors for reducing negative situations and for improving customer satisfaction.
- Agents can access one screen with summary data, such as scheduling, and without even a click or moving off the screen, they can access the details of their full daily schedule for a specific day by simply hovering over that day's summary line. The hover capability allows you to drill down to the details behind the metrics without ever leaving the page to access different pages or even different applications. This capability simplifies the process to save time, increase productivity and put more information at your fingertips.



Agent Main Status						
Agent	First	Status	Duration	Service	Reason	
Brown	Matthew	Active	00:00:05	5	Sales	
Clark	Joe	Idle	00:00:15	15		
Cruz	Jorge	Active	00:00:05	5	Spanish S...	
Deveau	Peter	Not Ready	00:10:15	615		Lunch
Jones	Bob	Park	00:01:30	90		
Jonas	Jennifer	Wrap	00:00:45	45		
Loveless	Tom	On Hold	00:05:09	309		
Mari	Subra	Active	00:02:15	135	Service	
Smith	Dan	Not Ready	00:01:20	80		Break



### Corporate Headquarters East

300 Apollo Drive  
Chelmsford, MA 01824  
+(1) 978 250 7900 office  
+(1) 978 244 7410 fax

### Corporate Headquarters West

2325 E. Camelback Road,  
Suite 700  
Phoenix, AZ 85016  
+(1) 602 282 1500 office  
+(1) 602 956 2294 fax

### Europe & Africa Headquarters

2 The Square, Stockley Park  
Uxbridge  
Middlesex UB11 1AD  
+(44) 20 8589 1000 office  
+(44) 20 8589 1001 fax

### Asia Pacific & Middle East Headquarters

8 Cross Street  
# 25-01/02 PWC Building  
Singapore 048424  
+(65) 6590 0388 office  
+(65) 6324 1003 fax

### About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit [www.aspect.com](http://www.aspect.com).

