



# Aspect® Mila™

## My Interactive Language Assistant

Personal assistants such as Siri, Cortana and Alexa are fundamentally changing how we get things done in our daily lives. They provide guidance and assistance, streamlining everyday activities and even anticipating our needs.

This type of personal assistant is perfect for the fast-paced always-on world we live in – and consumers are taking full advantage of the time-saving convenience it offers. So, why aren't we putting these technologies to work in the contact center? After all, coordination of agent availability with contact center staffing demands is paramount to delivering great customer service. If there were a convenient and natural way for employees to view schedules, make changes and retrieve other important information, productivity would certainly rise and employees would be happier.

**Meet Aspect Mila, an interactive automated assistant for the contact center that redefines how supervisors and agents interact with workforce applications and each other. With Aspect Mila, you can use conversational SMS, desktop chat, other text channel or IVR to remotely accomplish the most commonly needed workforce optimization tasks, so employees are always connected to the contact center when they need to be and in a way that's natural for them.**

### Key Differentiators for Aspect

- ✓ **Increased Agent Engagement**  
Improve employee morale and retention rates by empowering agents to easily manage their schedules and receive feedback in the channel of their choice, 24x7, even when on the go
- ✓ **Better Supervisor Awareness**  
Mila provides an easy way for supervisors to gain insight into day-to-day operations in real-time – simply by asking
- ✓ **Fast Learning Curve**  
Personal assistant technology is mainstream – interacting with Mila will come naturally to anyone accustomed to texting or IVR
- ✓ **Automation**  
Mila delivers reminders and triggers automated tasks to make sure operations run smoothly.
- ✓ **Reduce Costs**  
With the ability to automatically update absence and late exceptions, the need for “live” administration is dramatically decreased
- ✓ **Aspect Expertise**  
Mila has built-in logic that fully leverages Aspect's workforce optimization and analytics to provide actionable information that informs decisions directly impacting your service levels
- ✓ **Scheduling Efficiencies**  
With no manual delay in exception entry, intraday schedules will be updated faster and with improved accuracy

### Key Components

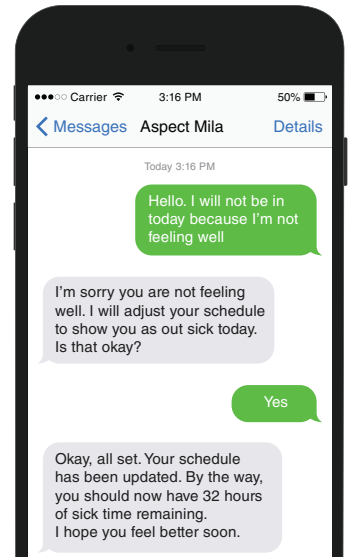
Aspect Mila is an elegant integration of the best of Aspect's self-service and natural language understanding (NLU) technologies to create an intuitive and conversational gateway to other Aspect solutions. When used with components of the Aspect EQ™ Workforce Optimization™ suite, it allows employees to remotely or locally accomplish commonly occurring tasks without direct access to the WFO desktop software applications such as workforce management, performance management and quality management. Aspect Mila can also be used in conjunction with the Aspect® Workforce Mobile™ app and notifications from Aspect EQ™ Inform™ to provide an extremely powerful employee engagement ecosystem.

#### • Aspect Mila for Agents

With Aspect Mila, agents can easily get the information they need to manage their schedules, Mila supports natural-language questions, allowing agents to ask questions like “What is my schedule for today?” and engage in two-way automated dialogues for common tasks like calling in sick and scheduling vacations.

An agent needs to request a sick day? Let Mila do it.

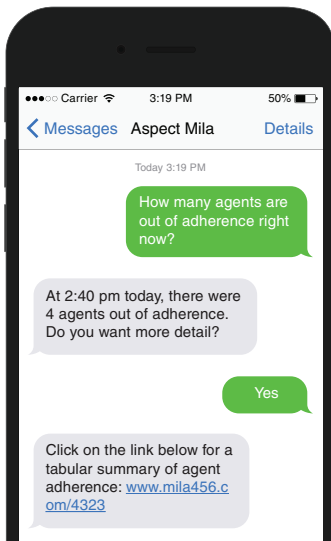
Mila enables agents to review personal schedules for today, tomorrow or for a specified date range. Mila makes it easy to make schedule requests, see/listen to pending requests or status updates and review bulletin board messages using a quick, conversational dialogue. Those simple text messages kick off a series of powerful workforce management activities including verifying that there is sufficient personal sick/vacation time and group allowance, notifying other agents that there's a shift that is available, and using business rules to grant or deny requested changes – all in real-time to ensure that there will be sufficient staff with the right skills to achieve expected service levels.



• **Mila for Supervisors**

Mila makes it easy for supervisors and administrators, and even customer service executives to use technologies historically available only for consumers to get answers to contact center questions so they can be sure that their operation is working in an optimal way.

An administrator needs to determine the number of agents out of compliance? Let Aspect® Mila™ do it.



Aspect Mila can quickly and simply communicate key workforce management, performance management, quality management and other WFO information with a simple conversational request. Mila also has built-in logic to suggest ways to maximize efficiencies and initiate complex WFO workflows.

• **IVR, SMS, Social Media or Desktop Chat**

Although smartphone text messaging is the most highly demanded channel for Aspect Mila, she can work in any text-based channel as well as IVR. Since the intelligence for Mila is rooted in Aspect's NLU and CXP-Pro intelligent self-service technologies, Mila requires only conversational text or discrete choices (a la IVR) delivered in any channel to initiate complex actions behind the scenes to the user. With this extremely flexible technology, Aspect Mila is ready to take on a world of new self-service channels as the contact center evolves away from voice and email to SMS, chat, Twitter, Facebook Messenger, mobile apps and other.

Imagine the agent productivity gains that come with the convenience of managing schedules using popular consumer technologies on mobile devices. Imagine the peace of mind for supervisors and executives knowing that critical operational information is a simple text away. Just imagine.

To learn more about Aspect Mila and our suite of workforce management solutions, contact us today.

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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](http://www.aspect.com).

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