



Aspect® Professional Services: Business Consulting

Identify how you can optimize your Aspect investment for better business continuity, agent empowerment and customer experiences.



Why Aspect Professional Services Business Consulting?

- ✓ The Business Consulting team brings on average 24 years of contact center experience
- ✓ Prior to Aspect, majority of consultants were administrators and managers of Aspect software
- ✓ The consultants are versed on many different verticals and industries
- ✓ They are passionate, thought leaders that provide consulting in many different areas of the contact center



Health Assessment

The Aspect Professional Services Health Assessment is an evaluation of your product configuration, usage, and performance. It is designed to point out areas of opportunity for improved adoption and value including collaborative discussions and final documented read out for future partnership. The assessment process consists of the following steps:

- Pre-Evaluation call to outline specific focus areas
- Review of recent support cases
- Joint business and/or technical evaluation session
- Analysis and next steps defined
- Future partnership review



Optimization Workshop

The Aspect Professional Services Optimization Workshop is a deep dive analysis of your business processes and configuration alignment. During the workshop, real-time adjustments to configuration may be made to improve administration efficiency as well as agent and customer satisfaction. New features will be discussed and demonstrated as time permits. The workshop will define future strategic vision for product growth and functionality expansion. The workshop will include the following phases:

- Pre-Optimization planning call to determine agenda
- Business processes and configuration review
- Opportunities identified and immediate changes reviewed
- Optimizations made and measured
- Documented future recommendations and next steps



Implementation Support

Aspect® Professional Services offers implementation support where a Subject Matter

Expert will consult on configuration, industry standards, best practices and administration tasks. A proven delivery methodology will be followed to ensure successful deployment of new features and functionality. The delivery process will include the following phases:

- Requirements and Design session documenting solution
- Consulting and configuration assistance
- Testing support
- Administration review and deployment support



Long-Term Residency Support

Aspect Professional Services residency puts an Aspect expert on your staff. This provides years

of experience for as long as you need it, without the hassle that comes with recruitment and ramp-up. We have flexible options to provide you with the most effective and efficient support model. Common tasks that a residency expert can provide include but are not limited to:

- Configuration Support
- Administrator Training
- Resource Augmentation
- Supervisor and Agent Training
- Documentation

For any questions or additional information contact us [1-978-250-7900](tel:1-978-250-7900) or send an email to contact@aspect.com.

“Personally, I want to say how much I’ve enjoyed working with you. You are obviously very knowledgeable, but also very patient. No judgment on your end, you just patiently make recommendations of change and the why behind it.”

– Top North American Electric Power Holding Company

“I’d like to commend you on an awesome job during the Observation and Requirement gathering sessions. This was my first time sitting in on your sessions and your positive energy and enthusiasm is surely amazing, especially when you have to repeat yourself a couple times a day, throughout the week!”

– Global Technology Communication Company

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About Aspect

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

