


 The logo for Aspect SecureAgent features the word "aspect" in a bold, lowercase sans-serif font on the left. To its right is a green speech bubble icon containing a white square with a smaller white square inside, resembling a video camera or recording symbol. Further right, the word "Aspect" is written in a large, bold, uppercase sans-serif font with a registered trademark symbol (®). Below "Aspect" is the word "SecureAgent" in a very large, bold, uppercase sans-serif font.

Aspect SecureAgent provides the ability to manage recordings (both voice and screen) captured with Aspect® Quality Management to remain compliant with various regulations. The additional ability to append data to recordings assists with in-depth analysis as part of contact center business intelligence efforts.

With the increase of business rules that govern certain contact center activities, it is becoming more important to ensure that you are up-to-date and compliant with regulations such as PCI Data Security Standards (PCI DSS) and HIPAA standards. It is equally important to adapt to the ever changing needs of customers and uncover any opportunities for you to enhance your customer's experience.

Aspect SecureAgent can meet these needs by using configurable business rules that you define and by constantly monitoring the sensitive applications your agents use on a daily basis.

## Key Differentiators for Aspect

- ✓ **Addresses Compliance Issues**  
Benefit from a consultant-led detailed discovery session to review key applications and help build PCI DSS and HIPPA compliance into Aspect Quality Management
- ✓ **Take Control**  
Enforce your specific business rules for when to pause and resume voice/screen recordings based on agent activity
- ✓ **Precision Customer Monitoring**  
Capture and analyze customer characteristics during specific interactions
- ✓ **Reduce Costs**  
Having a PCI based Quality Recording Solution mitigates costly risks associated with non-compliance
- ✓ **Powerful Scripting Options**  
Allows for quick and easy integration of new applications and workflows when needs change

## Key Components

### Standard Functionality

- Configure pause/resume recording rules for voice and screen to protect your customer's privacy and maintain compliance
- Configure start/stop recording rules to capture key customer interactions and desktop events
  - Agent can specify that a particular customer is "Upset", "At Risk", or any configured value which can be attached to the recording for further analysis
  - Configured values such as customer lifetime value, recent purchase, loyalty status, and more can be integrated from an existing record in a CRM system for additional analysis
- Organizations can capture an email interaction as a screen recording by triggering screen capture when an email is opened

## Key Benefits

- Real-time monitoring of events
- Direct connection into Aspect Quality Management
- Support for multiple workflows and applications
- Small footprint, low resource usage

## Prerequisites

Aspect® Quality Management 3.5 (or above), Microsoft .NET Framework 4.0 (or above) Full Profile, and Windows Installer 3.1 (or above).

## Service Includes

Installation and configuration of Aspect® SecureAgent as well as a Business Assessment Workshop to align Aspect SecureAgent capabilities with your business objectives.

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### 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).

