



Aspect® Unified IP® 7.3

Our recent release of Aspect Unified IP 7.3 makes it easier for companies to enhance the customer experience, ensure compliant outreach, improve productivity and streamline operations – all while lowering total cost of ownership.

Code-named Mako Shark, Aspect Unified IP 7.3 builds on the foundation of advanced routing, proactive contact, and agent empowerment capabilities available with our version 7.0 release series to deliver a highly available platform that scales to thousands of contact center seats. Aspect Unified IP 7.3 is cloud optimized with deployment options that fit varied and diverse customer business needs.

We can provide Unified IP in a convenient private-cloud/hosted, on-premises, or hybrid solution. Additionally, customers can leverage Aspect® Managed Services offerings to actively monitor and manage -their technology to optimize performance and maximize system effectiveness when IT resources are scarce.

This release introduces many capabilities and benefits for customers and new prospects alike, including enhanced agent experience capabilities, expanded inbound routing flexibility, powerful campaign management and controls to meet outbound TCPA regulatory compliance, enhanced performance and manageability and footprint consolidation for reduced total cost of ownership (TCO).

Key Differentiators

- ✓ **Cloud Optimized**
Get contact center software solutions that are precision crafted to fit your business, with delivery options that include on-premises, hosted, hybrid and managed services.
- ✓ **Compliant Outbound Contact**
Achieve compliant, cost-effective outreach when contacting customers on wireless devices.
- ✓ **Superior Omni-channel Experiences**
From phone calls, to text messages, whether self-service or live assisted, your customers will enjoy a great experience each and every time they reach out to your company.
- ✓ **Reduced TCO**
Increased opportunities for reduced TCO with new Unified Media Server and overall platform footprint consolidation.
- ✓ **Improved Agent Experiences**
Desktop enhancements that improve the agent experience lead to better customer experiences.
- ✓ **Expanded Reporting**
Introducing new Business Objects reports templates including 10+ new reports to deliver increased visibility.
- ✓ **Enhanced Inbound Routing**
Expanded enterprise skill and workflow routing flexibility to deliver remarkable customer experiences.

Cloud Optimized, Reduced Cost and TCO

Unified IP 7.3 release delivers deployment flexibility to take cost reduction and consolidation to the next level with server/desktop virtualization capabilities and cloud optimization options.

- Deployment flexibility for reduced cost and TCO – On-premises with Managed Services and hosted/private cloud
- Unified Media Server delivers superior scale, flexibility and manageability with 2X increased agent and channel density
- Expanded VM / database consolidation, VDI support for reduced TCO with up to 40% server reduction over previous releases
- Simplified deployment profiles to streamline implementation Windows Server 2012 R2 and SQL Server 2012 support

Superior Omni-Channel and Agent Experiences

Today more than ever, businesses are looking to provide high-touch customer service to differentiate and deliver better customer experiences. Aspect® Unified IP® is the optimal solution to meet and exceed today's consumer expectations by providing a consistent Omni-channel customer experience, regardless of contact method. The 7.3 release brings additional user flexibility and efficiencies to inbound contact handling which minimizes customer time and effort, making it easier to engage.

- Multisession engagement (chat/IM, email, workflow) Social agent activity and reporting with Unified Agent Desktop
- Self-Service with Prophecy / CXP
- Increased flexibility and visibility for defining workflow business rules
- Skill Group enhanced dynamic routing

Differentiated Outbound and TCPA Compliance

Businesses executing any outbound processes know the struggle of meeting today's regulatory requirements, especially when developing proactive outreach strategies for mobile contacts. The 7.3 release improves on Aspect Unified IP's full set of compliance capabilities with new functionality that allows you to adhere to the mobile device dialing requirements. No other outbound dialer solution in the market gives you this compliance capability today.

- Enhanced TCPA compliance with licensed option for no auto dialing and no auto message for contacting wireless devices
- Track and Control number type (e.g. wireless) and consent on a per customer record /phone position basis
- Track and Control attempts across multiple accounts
- Regain the efficiencies lost when moving to manual dialing for wireless device contact

Enhanced Performance and IT Manageability

The features and capabilities of the 7.3 release of Aspect Unified IP demonstrate a focus on the essentials that IT values – including reliability, scalability, ease-of-administration and integration with enterprise platforms and applications.

- New Unified Media Server delivers superior scale, flexibility & manageability with two – times increased agent and channel density
- Expanded Business Objects Reporting with key interaction templates
- Increased recording scalability with fully integrated Aspect Quality Management – 100% recording and reduced footprint
- Windows 8 support for desktop applications

The recently launched Aspect Unified IP 7.3 offers makes it easier for companies to enhance the customer experience, improve productivity and streamline operations – all while lowering total cost of ownership. Contact us today to learn more about the Aspect Unified IP 7.3 release and how it can help your business too.

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About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern contact center management: 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 seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

