



Aspect Via® Best-of-Breed Applications

The Aspect Via® Platform is an Enterprise Cloud Contact Center solution that scales to meet the needs of large organizations and delivers proven, best-of-breed Contact Management and Workforce Optimization capabilities to help companies build lifetime customer loyalty.

Aspect Via is the only Enterprise Cloud Contact Center platform that allows your business to adopt Contact Management and Workforce Optimization applications modularly, allowing organizations to add capabilities at their own pace or as their needs change.

Key Components

Contact Management Suite applications support both automated self-service and live assisted inbound and outbound communications across voice, SMS, email, chat, social, and mobile interactions.

- **Inbound Voice**

Use any combination of inbound route and queue types to intelligently support and differentiate your customer service strategies.

- **Outbound Voice**

Proactive outreach is fundamental to keeping customers engaged, informed and on schedule whether for appointments, bill payments, or other activities.

- **Omnichannel Agent**

Deliver informed, powerful interactions in and across every channel, turning routine interactions into strong customer connections.

- **CX Automated Agent**

Enable omnichannel self-service and a consistent, personalized experience across traditional IVR and digital self-service / bots touchpoints.

Workforce Optimization Suite applications support both workforce productivity and employee engagement strategies with best-of-breed workforce, performance, and quality management solutions and workforce and interaction analytics.

- **Workforce Management**

Optimize the forecasting, scheduling, and tracking of a multi-skill workforce to ensure the right number of appropriately skilled service individuals are ready when customers need them most.

- **Performance Management**

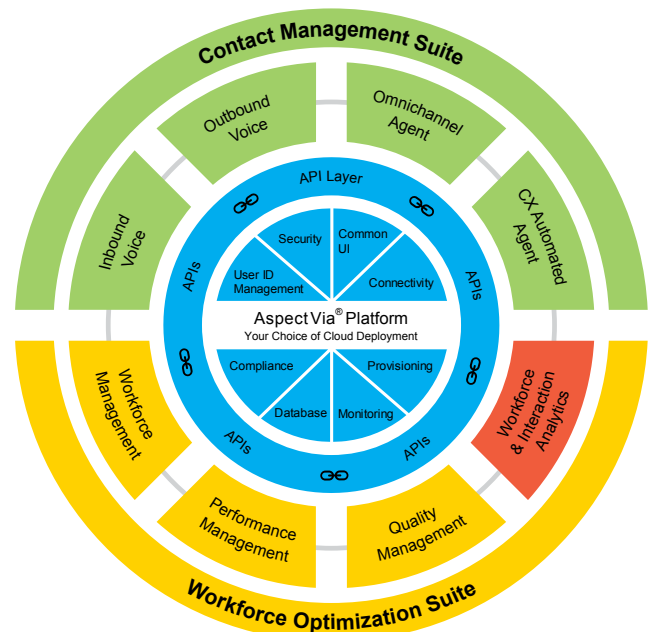
Create a “single source of truth” combining data from many sources into telling metrics and KPIs, allowing supervisors and managers to fully assess performance against set goals and engage the workforce with coaching and gamification capabilities.

- **Quality Management**

Integrate quality monitoring with recording and evaluations to get a comprehensive view of agent quality and compliance.

- **Workforce and Interaction Analytics**

Use best-in-class speech and text analytics to rapidly surface valuable insights on quality, customer experience, and operational issues across all customer interaction channels.



Aspect Via® Platform: A Strong Foundation for Delivering Better Customer Experiences

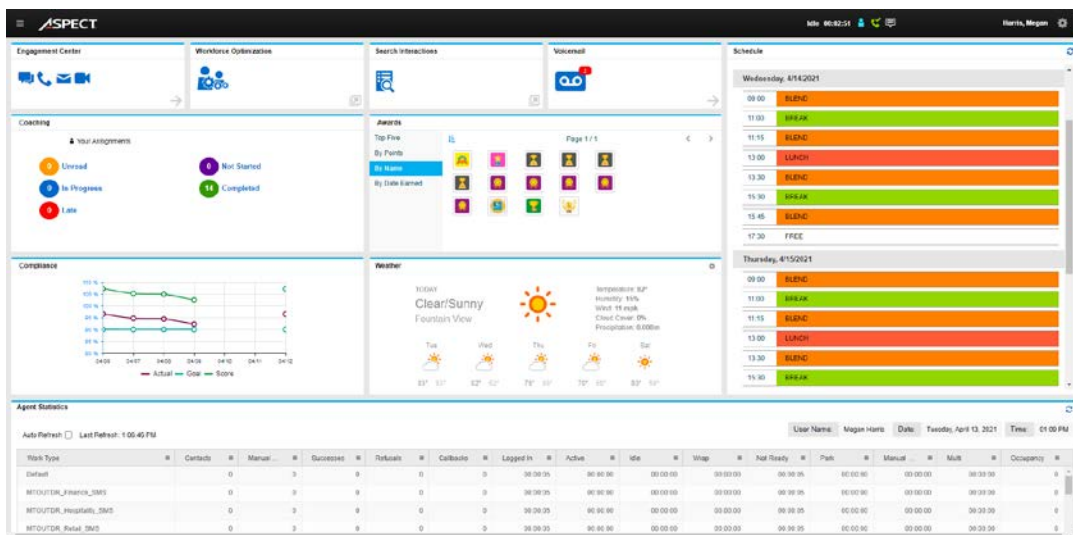
The Aspect Via Platform is a highly scalable, secure platform offering the ability to start with one or more best-of-breed applications and then add applications with ease when ready for additional capabilities. Best of all, these applications run on top of the Aspect Via Platform with a common set of shared services with tools for user management, security, provisioning, and more. The Aspect Via Platform is unique in offering customers the ability to select their cloud service provider of choice and deploy in a multi or single-tenant environment.

Aspect Via Platform Shared Services:

- Tools for user management, security, provisioning, applications and platform reporting and more
- Modern, widget-based browser UI, role-based entitlement, and visibility
- Rich set of APIs to support business system and third-party integrations, including dashboard widgets and leading CRM systems
- Designed for High Availability and Business Continuity; backed by an industry leading 99.999% uptime Service Level Agreement (SLA)
- True SaaS service maintained and updated by Aspect with regular new features and enhancement updates, with minimal disruption, streamlining the upgrade process

Aspect Via provides a role-based user interface designed to provide an easy-to-use, streamlined user experience for agents, team leads, and administrators.

- Easily customize, widget-based, UI for streamlined user experiences
- Full omnichannel support – all channels with Omnichannel Agent application
- Access through popular web browsers and on all client devices – desktops, laptops, and mobile devices
- Reporting and Analytics data across all components with drill-down capabilities for more granularity



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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 [@AspectSoftware](https://twitter.com/AspectSoftware). Read our blogs at <http://blogs.aspect.com>. #GOODCALL

