



Aspect® Workshop Offerings

When you're ready to explore the next level of contact center efficiencies and performance, our team is ready to partner with you to jump start your relationship revolution and achieve new heights.

In today's ever-changing world with emerging technology and evolving trends, you need a partner who understands the opportunities around you and how they affect your contact center and your vision for the future. Your unique business needs combined with our team of experts can get you just the solution and services you need to revolutionize your contact center. Our expertise and services can help whether your goal is to increase your team's knowledge and skills or if you're looking for a partner your team can turn to for maximizing your system performance. We can bring our experts directly to you so they can assess your current implementation based on your business objectives and industry standards. Our team of Aspect Interaction Management experts is here for you; to help you realize an effective, efficient contact center poised to exceed your customers' expectations.

Key Differentiators

- ✓ **Increased Knowledge and Skill**
As we partner with your team, shoulder to shoulder, you'll learn from our expertise to ensure your team's ongoing success
- ✓ **Confidence in Operations**
We'll be there with you as you operate the system, adding our expertise to yours
- ✓ **Productivity Improvements**
We'll help you understand where you are, where you want to be, and fine-tune your contact center to get you there
- ✓ **Maximum Return on Investment**
Maximize your ROI by engaging the full scope of system capabilities.
- ✓ **Cost Savings**
Enable your team to take the system to the next level cost-efficiencies.
- ✓ **Expert Analysis of Performance**
Our professional team members have years of tenure both at Aspect and in real-life contact centers, which provides the perfect combination of industry expertise and practical experience
- ✓ **The Benefit of Industry Best Practices**
With over a thousand solutions implemented each year, our team brings an unequaled depth of knowledge about your business and technology needs

Key Components

Various workshop and training options are available to you from Aspect that can improve the level of performance and efficiency in your contact center. Below is a list of the most common workshops related to performance management and technical assistance, as well as information on our ExpertTime one-on-one training options. See your Account Executive for more information.

Performance Track

- **Aspect® Unified IP® and Advanced List Management Performance Tuning Workshop**
Designed to provide a comprehensive approach to assessing your use of Aspect Unified IP and Advanced List Management, Aspect will provide you with a system review to identify opportunities to take fuller advantage of system features, provide knowledge transfer sessions with your team members, work with your team to discuss your unique challenges and business needs, aid in making adjustments to system settings, and measure realized results.
- **Aspect Unified IP Pacing and Performance Workshop**
Designed to focus in on the heart of dialing efficiency and how you applied Aspect Unified IP's pacing algorithms, Aspect will work with your team to explore the functionality and customizability of all pacing, review your business needs and portfolios, help your team measure performance results, spot opportunities to increase pacing productivity, and work with you to explore adjusting settings and measuring results. At the end of this workshop, you and your team will have a confident understanding of how to use Aspect Unified IP pacing settings, experience with adjusting the settings with targeted results in mind, and a method to evaluate pacing results and performance.

- **Aspect® Campaign Optimizer Design and Performance Workshop**

Designed to give you the knowledge and guidance you need to effectively plan and administer your optimized campaigns, Aspect experts will start with a complete training session that explores the application of Campaign Optimizer, all related settings, and the operational know-how of administering an optimized campaign in production. We'll then help you plan, implement, and operate your system while running optimized campaigns. This workshop includes:

- Advanced training on setting up the features and functionality of Campaign Optimizer
- Discussion of best practices when using Campaign Optimizer
- Expert consulting on planning campaigns to optimize
- Mentoring in system operations when running an optimized campaign

- **Contact Center Best Practices**

Designed to address your contact center's unique needs, this workshop will also review best practices for many opportunities and challenges that are faced by other contact centers. Our team of experts will work with you to learn about how your team is unique, evaluate your current pain points and opportunities, and create a plan for you to consider leveraging industry best practices. Areas of focus can include:

- Agent approach and workflow methods
- Contact center environment and team policies
- Performance evaluation review
- Reporting and metrics review
- Customer Experience evaluation
- Campaign approach and account management
- Contact center interdepartmental methods
- Contact center Technology use

- **Contact Center KPI Workshop**

Designed to focus on finding, defining, and exploring industry standard key performance indicators (KPIs) with your contact center staff as well as any KPIs that are unique to your contact center, all of which will help you measure trends, spot opportunities and gain better visibility into your overall performance. Various areas of focus related to your business include:

- Inbound service performance
- Outbound dialer performance
- Agent performance and incentives
- Team and departmental performance
- Goal forecasting and departmental achievement

- **Aspect® Unified IP® Post Production Optimization**

Designed to help you realize the greatest possible return on your Aspect investment, our Interaction Management team offers a Post Production Optimization Service designed to explore, find and take advantage of ways to use the system to your greatest advantage. This service brings our experts to your location, where they assess your current implementation based on your business objectives and make recommendations on adjustments that will help you to meet or exceed your goals. Topics can be tailored to your unique use of the system, and often include:

- Team structures and workflow routing
- Service levels being achieved within your campaigns
- Features within the system and whether you're leveraging them to the greatest benefit
- Agent desktop solution(s) effectiveness
- Strategic approach to system operations

- **Aspect Unified IP System Overview and Mentoring**

Designed so Aspect's Interaction Management experts can help mentor your team as they grow and explore ways to keep your business evolving. In addition to recommended training curriculums, an Aspect Business Application Consultant can work shoulder to shoulder with your new and growing team members to provide expert oversight, system mentoring on key system functions, and assistance while your team performs their daily tasks. In this session, we will help you realize near-term improvements in administrator skill sets and system operations by focusing on:

- Conducting a system overview and settings review with your team
- Identifying opportunities to improve knowledge
- Clarifying the application of system features and daily operational methods
- Reviewing your business configuration parameters to ensure that the application is properly configured
- Identifying unused functionality and explaining the benefits and increased efficiency if deployed
- Coaching and mentoring system administrator(s) to increase skill and performance

- **Aspect® Workforce Management Optimization**

Designed to provide a more focused understanding of the Aspect Workforce Management software and its features. This onsite service is provided by a Workforce Management Expert and includes a complete overview of your Aspect Workforce Management software, its operational efficiency, and recommendations for improvement to meet your business objectives.

Technical Track

- Aspect® Unified IP® System Maintenance and Monitoring Workshop

Designed to aid your contact center technicians, this workshop will make them more familiar with the technology of your Aspect Unified IP system. The workshop explores basic system maintenance and monitoring, enables your team to confidently understand and work with the system components, and increases their knowledge of how best to maintain the solution within your environment for optimal system health and performance. Topics may include:

- System architecture and connectivity review within your environment
- Key system servers and functions and their importance within the system
- Basic log file definitions, locations, and common usage
- Method to locate and preserve key logs for troubleshooting purposes as needed
- Common system maintenance considerations and methods
- Typical system maintenance and monitoring scenarios

- Aspect Unified IP Disaster Recovery Failover Workshop

Designed to provide a comprehensive approach to assessing the use of Aspect Unified IP and Advanced List Management Disaster Recovery System, this workshop will provide the customer with a customized failover procedure and checklist to take full advantage of the Disaster Recovery System. Aspect will provide knowledge transfer sessions to discuss your unique challenges and business needs. We will aid in the planning, failover and restoring back to the production system.

ExpertTime™ Services

There are over 23 different ExpertTime Services available to you where our expert developers provide 1-1 structured training and best practice consulting on a wide array of different technologies and APIs. With Aspect® ExpertTime™, our experts help you take your implementation of Aspect® Unified IP® and other contact center solutions to the next level and provide your staff with the skills needed to be self-sufficient. While the Aspect contact center solutions provide value and functionality right “out-of-the-box” that quickly produce a return on investment, Aspect ExpertTime many customers utilize ExpertTime to go to the next level to fully realize the power and value available through some of the features within the products. See your Account Executive for more information, such as topics covered, length of time and agendas.

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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.

