



Aspect® Zipwire™ Cloud Contact Center

For any business looking for world-class, dependable customer service solutions, the appeal of a cloud-based contact center platform is obvious. The Aspect Cloud offers reliability without the need to implement or maintain complex infrastructure, extending limited IT resources and smaller budgets. The Aspect® Zipwire™ cloud-based contact center allows businesses to leverage the flexibility, cost savings and comprehensive security of cloud architecture for peace of mind, while offering customers a seamless, first-class omni-channel experience through interactions using automated service, live-assistance or transitioning between both as needed.

We've made it easy to deploy and manage a pure cloud contact center with premium features, at a competitive price. Aspect Zipwire gives you the reliability and simplicity you expect from the cloud with the robust omni-channel communications capabilities your business needs to deliver a superior customer experience. It's just that simple.

Key Differentiators for Aspect

- ✓ **Try Before You Buy**
Deploy Aspect Zipwire as a fully-functional Proof of Technology to test in the real world before making a commitment
- ✓ **Cloud Reliability**
Because it's built on the Aspect Cloud, our geographically dispersed data centers ensure your contact center is always up and running under our industry leading Service Level Agreement
- ✓ **Contact Center Expertise**
Our 40 year history as a contact center innovator gives Aspect Zipwire firm roots to deliver a platform that supports your operational needs and a seamless customer experience
- ✓ **PCI Level 1 Provider**
Aspect is certified as a Level 1 PCI Provider annually audited by a third party for compliance
- ✓ **Out-of-Box CRM Integrations**
Aspect Zipwire includes configurable integrations to the leading CRM suites: Salesforce.com, Microsoft Dynamics CRM, Zendesk and Oracle RightNow
- ✓ **Quick Implementation**
Aspect Zipwire can get you up and running in minutes, with instant provisioning from our website
- ✓ **Simplified Pricing**
The Aspect Zipwire bundle includes everything you need including IVR, chat, a predictive dialer, post-call surveys, ACD with skills-based routing, reporting and recording – capabilities that other companies often charge much more for
- ✓ **Scalability/Burstability/Disaster Recovery**
With simple contracts and the flexibility of the cloud, it's easy to scale your Aspect Zipwire contact center and burst as business needs dictate
- ✓ **Connectivity Options**
Aspect Zipwire supports multiple connectivity options including Aspect MPLS as a Service, MPLS, Public Internet and VPN
- ✓ **RespOrg**
Unlike many of our competitors, for voice traffic, Aspect is its own certified toll-free RespOrg with direct, instant access to the shared toll-free routing database
- ✓ **Seamless Cloud Suite**
Aspect® Customer Experience Platform™ – Omni-channel customer self-service application management suite

Aspect® EQ Workforce Management™ – Ensure staffing levels and employee skills always match market demand

Key Components

- **Give Your Customers the Experience They Deserve**

Aspect® Zipwire™ uses the cloud to deliver the reliability and capacity your agents need to manage omni-channel interactions, and the ability to deliver actionable post-call surveys that measure customer satisfaction.

- **Improve First-Contact Resolution**

Our platform provides the tools you need to make customers happy, like the ability to retain customer history through self-service to agent-assisted service and intelligent routing of calls to the right agents.

- **Increase Lead Conversion Rates**

Outbound contact centers benefit from Zipwire's predictive dialer, CRM integrations for nurturing current accounts and campaign management tools.

- **Manage Your Agents – No Matter Where They Are**

Aspect Zipwire's agent console can be deployed to geographically dispersed teams, as well as virtual agents – helping you cover multiple time zones and reduce overhead.

- **Help Your Help Desk**

Achieve higher productivity and lower costs by integrating Aspect Zipwire with CRM, giving your agents the ability to track incoming cases from multiple channels in a centralized, organized way.

- **Support a Multi-tenant Environment**

For BPOs, easily handle deployments and load swings from multiple customers and integrate to legacy systems when needed.

- **Built with Channel Partners in Mind**

Aspect Zipwire is resold by VARs and hosted by Cloud Deployment Partners who customize the software to support regionally-specific business needs.

Key Features

- Skills-based routing optimizes agent selection and lowers hold times
- Campaign management lets you easily run and continuously optimize concurrent outbound initiatives
- Aspect Zipwire's outbound predictive dialer increases productivity, efficiency and accuracy
- Blended capabilities let you deliver the best customer experience possible by using Aspect Zipwire to rapidly respond to inbound inquiries while delivering proactive outbound service
- Automatic call distribution (ACD) for all contact types including voice, email, chat, SMS and video
- Call recording supports your documentation or coaching needs, and helps you achieve higher overall call quality
- Omni-channel support allows customers to communicate with you on the channel of their choice – voice, web multi-session chat, SMS, video or interactive voice response (IVR) – resulting in higher customer satisfaction
- Built-in reporting capabilities to measure progress toward first-call resolution, interaction-handling time and more
- Integration with Salesforce, Microsoft Dynamics CRM, Oracle RightNow & Zendesk CRM suites facilitates upselling and cross-selling, makes multi-channel conversations seamless and enables more personalized service

Corporate Headquarters East

300 Apollo Drive
Chelmsford, MA 01824
+(1) 978 250 7900 office
+(1) 978 244 7410 fax

Corporate Headquarters West

2325 E. Camelback Road,
Suite 700
Phoenix, AZ 85016
+(1) 602 282 1500 office
+(1) 602 956 2294 fax

Europe & Africa Headquarters

2 The Square, Stockley Park
Uxbridge
Middlesex UB11 1AD
+(44) 20 8589 1000 office
+(44) 20 8589 1001 fax

Asia Pacific & Middle East Headquarters

8 Cross Street
25-01/02 PWC Building
Singapore 048424
+(65) 6590 0388 office
+(65) 6324 1003 fax

About Aspect

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

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