ASPECT® OUTBOUND CLOUD POWERED BY LIVEVOX™

Multi-site VoIP. No IP-PBX required.

Integration Simplified. Performance Improved. Aspect Outbound Cloud powered by LiveVox takes a new approach to contact center networks and switching.

The Private VoIP Cloud has substantial capabilities that remove long-standing operational constraints for the multi-site, multi-shore contact center.

The patented, PCI-certified platform delivers core contact center applications such as ACD, Predictive Dialer, IVR, Call Recording, Business Analytics and PBX across locations with centralized control and configuration.

Strategic Benefits
- Eliminate complex IP-PBX hardware and integration
- Multi-site, multi-country, multi-tenant and home-based agent configuration
- Simplify multi-site security with PCI-certified infrastructure
- Improve reliability with full system redundancy – even at the carrier level
- Eliminate capacity procurement risk with burstable networks and WAN on demand
Aspect® Outbound Cloud Advantage

- Centralized switching provided for all centers
- Data resides in secure private cloud
- Fully integrated LAN/WAN
- Only PCI-DSS Certified platform not on third-party equipment
- More carrier MPLS integration than any other provider
- Patented carrier class SIP-based contact center platform

Key Features of the Aspect Outbound Cloud Platform

**Burstability**
Address contact center seasonality and project variability. Capacity on-demand.

**Portability**
Ensure optimal licenses and technology across locations. Resource where needed.

**Multi-Site Scalability**
Global load balance without buying switches and network equipment. More efficient global workflows.

**PCI-DSS Certification**
Simplify multi-site security. Easier compliance management.

**Redundancy**
Eliminate single points of failure. Integrated business continuity / disaster recovery.

**Cloud Integration**
Faster application deployment across sites. Centrally switched private VoIP cloud simplifies WAN deployment and voice/data integration.

**Centralized Control**
Faster and easier change management. Enterprise-wide configuration via GUI.

**New Feature Upgrades**
Keep pace to changing business needs. Market-leading features without integration, installation, or added cost.

Core Applications

**CRM**
- Account penetration and analytics
- Best time to call analytics and targets
- Integration with existing databases

**Call Recording**
- 100% recordings (manual, inbound, outbound and transfers)
- Dynamic search and retrieval
- Simplified audio analytics integration

**Agent Work Flow**
- Simplified and dynamic editing
- Fully integrated and configurable
- Intelligent refresh, logic, and branch

**Predictive Dialer**
- Pacing scales to meet talk time goals
- Unlimited manager and agent stations
- Web-based strategy and management

**ACD/PBX**
- Global visibility, reporting and control
- Simplified global skills-based routing
- Sub-second screen pops and transfer

**IVR**
- Outbound and inbound IVR on demand
- IVR configuration manager
- Rapid script changes

**Compliance Management**
- Dynamic DNC and allowed hours
- Customizable dialing/penetration rules
- Human intervention for cell phones

**Service**
- 24/7 support at no cost
- Dedicated client teams
- Contact center and industry experts
Inside the Centrally Switched Private VoIP Cloud
Aspect® Outbound Cloud powered by LiveVox™ delivers the power of Cloud technology to enterprise contact centers. Built on a foundation of cloud-switching, Aspect Outbound Cloud eliminates the complexity and restrictions inherent in on-premise technology. For multi-site, multi-sourced contact centers, this provides the ability to rapidly configure, integrate and unify global resources and applications without large capital expenditures, delayed timelines or costly resources.