



Aspect EQ™ Activity Automation™

Desktop analytics is increasingly becoming a standard component of most advanced workforce optimization suites. Capturing the wealth of information on the agent desktop can reveal productivity bottlenecks, compliance risks, application usage and much more. What if you could not only analyze agent desktop data, but also transfer the data from one application to another?

Aspect EQ Activity Automation is a powerful module in Aspect's desktop analytics suite that permits contact centers and back offices to nimbly move data within and across applications on the agent desktop to enable dramatic improvements in productivity and reduction in agent frustration.

Key Differentiators for Aspect

- ✓ **Reduce Wasted Agent Time**
Automate simple repetitive tasks like cut and paste.
- ✓ **Complete Screen Forms Easily**
Use automated data capture and transfer capability to complete on-line forms and PDFs.
- ✓ **Immediate Results with Iterative Approach**
Rapidly implement new automation and easily adjust as new results are available.
- ✓ **Transfer Data Across Applications, Users and Groups**
Desktop data can be captured on one agent desktop and used by others.
- ✓ **Non-Invasive Architecture**
Efficient client-server architecture permits software to run unobtrusively.
- ✓ **Graphic and Intuitive "Studio" Approach**
Selectively access specific information without having to integrate with application code.

Key Components

• Gain Complete Control of the Agent Desktop

Aspect EQ Activity Automation gives you real-time access to all of the data on the agent desktop as well as the ability to use that data in the same or other desktop applications. For example, you will be able to:

- Focus on applications where most of the work happens by isolating issues and using automation to improve operational efficiencies.
- Gain visibility into the desktop and how employees, processes, and technology work together.
- Decrease employee and customer effort by removing barriers to productivity and service.
- Empower IT and business analysts by measuring and managing how technology is used and processes are followed.
- Reduce costs by eliminating redundant, costly activity.

Computer Hardware Company 20% Reduction in AHT	BPO 10% Reduction in idle time and AHT
Wealth Management \$600K Annual savings from keystroke reduction	200 Agents 15% Reduction in time to complete spreadsheets



- **Ensure a Cycle of Continuous Improvement**

Aspect EQ™ Activity Automation™ is designed to be used as part of an iterative process allowing companies to configure, deploy, collect, and analyze results from multiple simultaneous automations. Once in production, additional automations can be identified for implementation. The Studio capability in Activity Automation allows new desktop automation to be easily deployed across the enterprise. In addition, Aspect EQ Activity Automation can be used to validate changes to processes or new applications that have been implemented.

- **Non-intrusive Client-Server Architecture**

Aspect EQ Activity Automation uses a highly efficient client-server architecture that captures data using a centralized management tool that can be configured to meet your specific requirements. Aspect EQ Activity Automation is invisible to end-users regardless of access device be it desktop, laptop or Windows tablet. It extracts data from specific screen locations, transforms it and inserts it in another screen location or application.

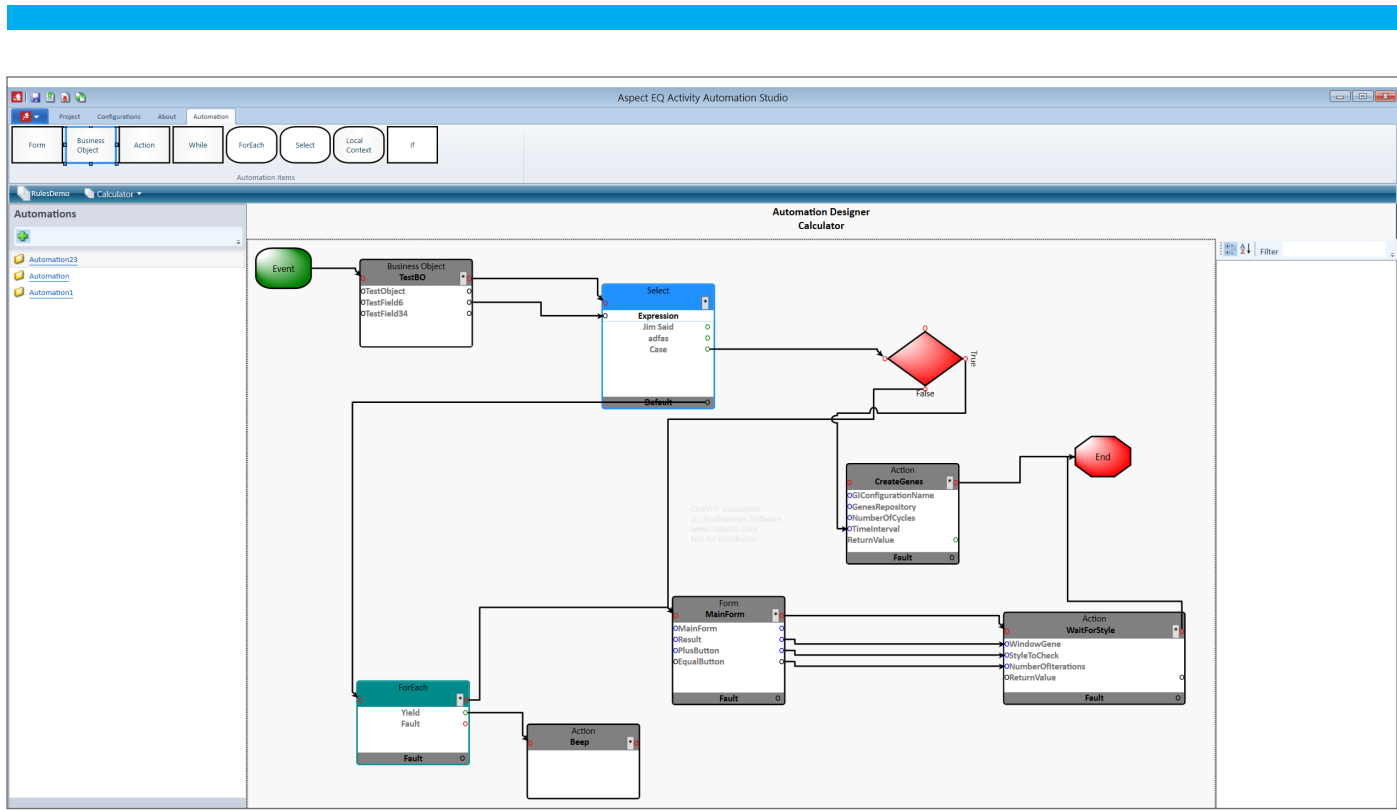
- **Easy-to-use Studio to Create Automations**

Aspect EQ Activity Automation includes a Studio environment, which enables you to examine an application interface and selectively access specific information at a meta-level without requiring a deep knowledge of that application's internal code. Once you have selected the information of interest and created your automated process definitions, you deploy the solution to end users. Aspect EQ Activity Automation provides a drag and drop configuration environment that allows companies to share data and automate processes within and between applications.



Aspect EQ Activity Automation Enables You to:

- Move data between applications to eliminate redundant, manual, and erroneous data entry.
 - Automate customer look ups, product searches, etc., displaying data within the context of what the employee is doing.
 - Eliminate copy and paste within and between applications.
 - Complete forms such as screen forms, PDFs, etc.
 - Reduce the amount of time employees spend logging into applications and re-log them in throughout the day
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Example Aspect EQ Activity Automation Studio Screen

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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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