

Cincinnati Bell

See why Cincinnati Bell chose Aspect to meet customer service goals



Challenges

Cincinnati Bell overcame the following challenges with Aspect:

- Improved the customer experience
- Eased application development

Use Case

Runs the following applications with their Aspect solution:

- Inbound Customer Self-Service (IVR)

Uses the following Aspect products:

- Aspect CXP Pro (Hosted)

The Results

Selected Aspect over these vendors:

Nuance/BeVocal, AT&T Natural Voices

Achievements

Cincinnati Bell achieved lower application maintenance costs with their Aspect solution. They also rated our customer service and tech support as better than any other vendor in the industry.

“Our premise Prophecy servers, which support several integrated IVR apps, have worked flawlessly for years and provide top notch functionality in a highly reliable environment with minimal maintenance needs.”

– David Turner, Sr. Software Engineer, Cincinnati Bell

Aspect Self-Service

Aspect Self-Service solutions allow you to design apps once and deploy them on any channel – across IVR, text, social, and mobile channels.

Utilize the power of automation and natural language understanding (NLU) to increase first contact resolution rates without customers ever talking to an agent. Fully embrace the technologies consumers love. Deliver remarkable customer service in a world where people often prefer to help themselves. Transform simple one-way notifications into two-way conversations. Make it easy for customers who prefer texting over talking.

See Aspect self-service and omni-channel demos in action: <http://www.aspect.com/mobile-showcase>

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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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