

Large Enterprise Professional Services Company

See why this professional services company chose Aspect CXP to meet customer service goals



Challenges

This professional services company overcame the following challenges with Aspect:

- Improved the customer experience
- Reduced strain on IT resources

Use Case

Runs the following applications with their Aspect solution:

- Inbound Customer Self-Service (IVR)
- Outbound Notifications

Uses the following Aspect products:

- Aspect CXP Pro (Hosted)

The Results

Selected Aspect over the following vendors:

Angel, Genesys

Why Aspect?

Support for mobile customer service (mobile web portals or apps for customer service) is extremely important to their current or future business goals.

They also rated support for multi-channel customer service as extremely important to their current and future business goals.

Achievements

This professional services company lowered administration costs, application development costs and hardware costs, while achieving the ability to develop more innovative applications.

“[Aspect] allows our company to expand automated capabilities to offer to our customers.”

– **TechValidate Survey of a Large Enterprise Professional Services Company**

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>

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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