Voice over IP (VoIP) technology offers a significant opportunity to reduce your contact center costs and streamline operations. Aspect puts you in control of your contact center Internet Protocol (IP) strategy with open, standards-based capabilities that provide a seamless transition at your own pace. Because our experience has shown that nearly all networks require some form of adjustment prior to the implementation of an IP solution, Aspect Professional Services offers a comprehensive pre-installation VoIP Network Assessment. Conducting this assessment prior to your VoIP installation enables us to identify potential performance bottlenecks before they take place.

Key Differentiators for Aspect

- **Lower Risk**
  - Of an inefficient implementation
- **Faster, More Cost-Effective Implementation**
  - With less burden on resources
- **Greater Potential for Success**
  - As Aspect Professional Services collaborates with your contact center, telephony, network and IT teams to ensure clear and consistent communications and expectations
- **Reduced Maintenance Cost**
  - And improved IT planning
- **Coordinated teamwork**
  - During implementation

Key Components

**Offering Description**

The Aspect Professional Services VoIP Network Assessment is a readiness assessment that gauges expected voice quality for calls transported over your managed corporate network. This fixed-price consulting engagement ensures that your network will offer acceptable voice quality at the time of cutover to your new VoIP infrastructure.

The Aspect team that implements the VoIP Network Assessment is highly qualified in network testing and evaluating high-volume contact center environments. These experts understand the impact of sending voice over the Internet and the network issues that can potentially degrade voice quality and volume processing. Examples of common—issues identified:

- Router configuration issues
- CPUs that could not support volume of voice traffic
- Incorrect switch port settings
- Large latency and dropped packet spikes
- Lack of network segmentation between voice and data packets

Aspect Professional Services leverages sophisticated network and VoIP testing technologies in the assessment methodology. The steps include:

- Pre-assessment/site discovery including a review of networking guidelines and completion of pre-assessment worksheets
- Network analysis to identify any potential issues in areas such as latency, bandwidth, QoS or routing
- Report generation and review, where severe issues are identified and returned with recommendations such as “Notify network carrier and/or internal IT to correct issues.”
- Reassessments to identify the impact of changes
Based on our experiences, 90% of the assessment we conducted have identified issues that would have resulted in voice quality problems and/or product failure. In total, 100% of the assessment engagements have resulted in satisfied production customers.

At the conclusion of the project, you will have the opportunity to discuss the network issues and recommendations with the Aspect VoIP networking team. Because contact center conditions change regularly, Aspect® Professional Services offers, and recommends, an annual reassessment.

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**Customer Responsibilities**

During the VoIP Network Assessment, your Aspect Project Manager will work closely with you and your operations team to ensure that this process runs smoothly. Typically, we will request the following from you:

- Install the VoIP Endpoint software provided by Aspect on the test agent's computer
- Work with the Aspect Project Manager to complete the VoIP Pre-Assessment Worksheet
- With the assistance of your designated Network Liaison, make modifications to your network as needed to conduct all tests required to obtain the necessary data for the network analysis

We also ask that you provide project personnel as follows:

- **Project Coordinator** – The Project Coordinator is a vital member of the team throughout the project and is our primary contact with you. Key Project Coordinator tasks include managing your company’s project responsibilities and dependencies, reviewing and accepting the Aspect project deliverables, authorizing payments and approving change orders, and ensuring there is an efficient exchange of information so that important decisions can be made in a timely fashion.

- **Network Liaison** – The designated on-site Network Liaison will be responsible for working with the Aspect project team on tasks such as modifying switch settings, configuring switch ports, viewing switch logs and configuring agent computers (adding Endpoint software)

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**For More Information**

If you are interested in learning more about how the VoIP Network Assessment can ensure smooth implementation of VoIP into your network environment, please contact your Aspect Account Executive.