



Aspect® Active Learning™

Delivering learning tools that increase productivity while reducing training expenses

Highlights

- Access on-demand training anytime, anywhere
- Increase the employee knowledge base without increasing training expenses
- Receive training aligned with the capabilities being implemented
- Manage attrition by providing consistent training content by job functions

Aspect is committed to partnering with our customers as they implement and gain confidence and proficiency with our solutions. Aspect Active Learning is a new approach to differentiated instruction that provides enterprises with learning resources that quickly increase solution productivity, reduce training complexity and streamline onboarding processes while reducing overall training expenses. Aspect provides these student-centric resources through the Aspect Active Learning Portal, creating a learning journey with access to on-demand training that engages employees and increases their long-term performance success.

Aspect Active Learning is a market-leading training technology that offers a subscription-based approach to training. Enterprises can purchase access to Aspect solution training for as many people as needed to successfully perform configuration and support tasks.

By using Aspect Active Learning, participants are able to quickly gain confidence and proficiency with Aspect solutions. Employees receive training based on a defined training plan, specific to the solution purchased, through self-paced eLearning courses, formal instructor-led learning events, online resource portals and one-on-one mentoring.

Key benefits include:

- **Anytime, Anywhere Access** – Personal learning environment technologies are defining a new relationship with today's learner, and user flexibility has gained new importance as the most competitive capability ever. Aspect Active Learning gives the 2.0 learner a choice of where and when they experience training.

- **Optimized Resource Utilization** – Aspect Active Learning reduces training time by as much as 50% through eLearning, virtual classroom training and instructor-led training. Users are able to learn at the rhythm of the business. They can participate in up to 3 hour sessions, quickly digest what they learned and apply it in their work, seeing positive reinforcements of their learning efforts. Later, they can take additional instruction, continuing their learning journey.
- **Personalized Experience** – Administrators and Managers are able to absorb information at their own pace from a variety of outlets. By participating in formal instructor-led events, they will then have access to our Drop In sessions where they can ask questions and go over topics discussed in training to further enhance their learning.
- **Consistent Delivery** – Training tools are housed in the Aspect Active Learning Portal, ensuring standardization of learning content. Easy, centralized access allows supervisors and administrators to more quickly respond to customer needs, improving customer experiences and increasing the bottom line.
- **Maximized ROI** – Aspect Active Learning creates maximizes ROI by reducing attrition, overall training time, training expenditures and manager involvement with onboarding activities. Since users are able to learn and immediately apply their knowledge in a manner consistent with the flow of the business, there is a positive impact on the customer experience and financial results.

- **Learn as You Evolve** – Aspect® Active Learning™ can grow and adapt as your business expands, providing the knowledge you need to be successful. Your Aspect Active Learning subscription includes all enhancement modules when you purchase the initial platform solution. There are no additional out-of-pocket expenses for training that is required to learn how to use a new module added after your initial subscription purchase.

Aspect Active Learning ensures that everyone involved in customer contact operations, from the front lines to administration, has the Aspect solution knowledge and resources they need – when they need them – to support continuous delivery of a consistent, exceptional customer experience.

Customer Value

- **Minimize the need for off-site training, saving the employee's travel time and associated costs**
- **Reduce the learning curve for new employees by providing a consistent training path to competency**
- **Make content available in smaller, digestible bites, specifically relevant to the task at hand and available at the moment of need.**
- **Empower employees by providing more timely and convenient training to create more active engagement and reduce attrition**

Corporate Headquarters

2325 E. Camelback Road,
Suite 700
Phoenix, AZ 85016
602 282 1500 office
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
7 Temasek Boulevard
#08-02 Suntec Tower One
Singapore 038987
+(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.

Aspect® and other marks as indicated, are the trademarks or registered trademarks of Aspect Software, Inc. in the United States and other countries.

