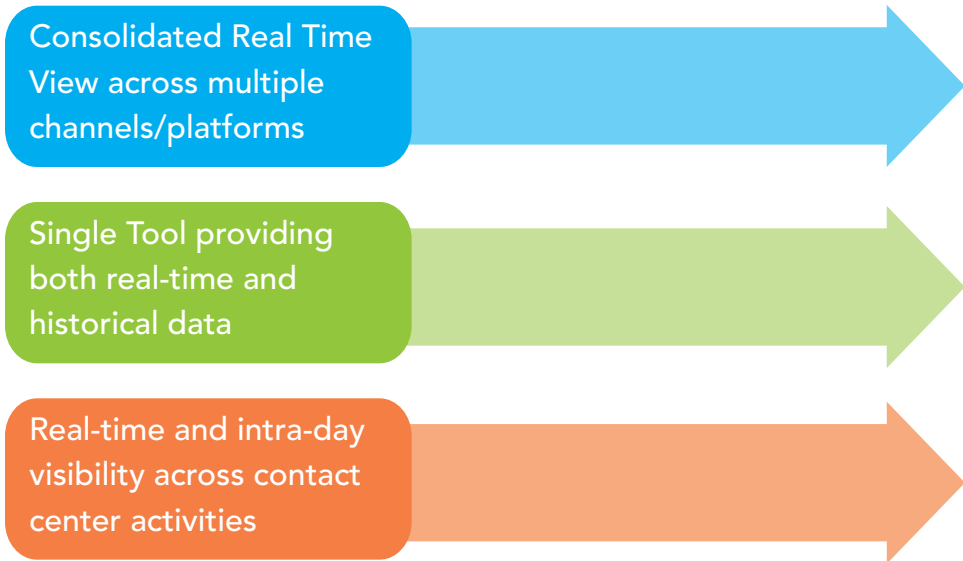




Aspect® ViewPoint™

Aspect ViewPoint provides an instant, actionable view of critical real-time and historical data, and convenient access to multiple sources in a consolidated view on your desktop.

Problem with...



Why Aspect ViewPoint

- Engage Agents
 - Consolidated desktop experience
 - Single location for multi-channel statistics
- Empower Supervisors
 - Access to just in time business metrics
 - Ability to take immediate improvement actions
- Manage Center in Single Location
 - Access to multiple sources of data in single location
 - Only limited to data being provided

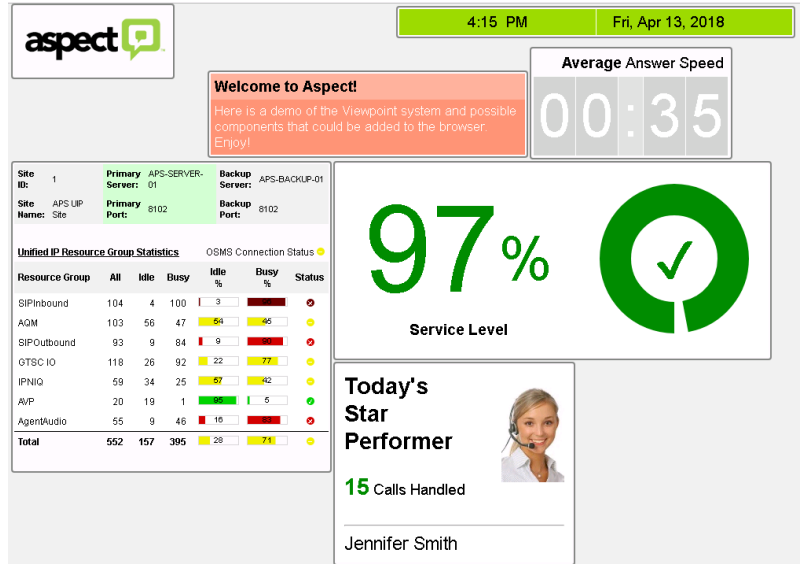
| | | | | | | |
|---|--------------|------------------------|---------------|---|---|---------------|
| Site ID: | 1 | Primary Server: | APS-SERVER-01 | Backup Server: | APS-BACKUP-01 | |
| Site Name: | APS UIP Site | Primary Port: | 8102 | Backup Port: | 8102 | |
| Unified IP Resource Group Statistics | | | | OSMS Connection Status ✔ | | |
| Resource Group | All | Idle | Busy | Idle % | Busy % | Status |
| SIPInbound | 160 | 83 | 77 | <div style="width: 51%; background-color: yellow;">51</div> | <div style="width: 48%; background-color: yellow;">48</div> | ⊖ |
| AQM | 80 | 4 | 76 | <div style="width: 5%; background-color: red;">5</div> | <div style="width: 95%; background-color: red;">95</div> | ✘ |
| SIPOutbound | 46 | 4 | 42 | <div style="width: 8%; background-color: red;">8</div> | <div style="width: 91%; background-color: red;">91</div> | ✘ |
| GTSC IO | 161 | 84 | 77 | <div style="width: 52%; background-color: yellow;">52</div> | <div style="width: 47%; background-color: yellow;">47</div> | ⊖ |
| IPNIQ | 70 | 60 | 10 | <div style="width: 85%; background-color: green;">85</div> | <div style="width: 14%; background-color: green;">14</div> | ✔ |
| AvP | 52 | 31 | 21 | <div style="width: 59%; background-color: yellow;">59</div> | <div style="width: 40%; background-color: yellow;">40</div> | ⊖ |
| AgentAudio | 29 | 8 | 21 | <div style="width: 27%; background-color: yellow;">27</div> | <div style="width: 72%; background-color: yellow;">72</div> | ⊖ |
| Total | 598 | 274 | 324 | <div style="width: 45%; background-color: yellow;">45</div> | <div style="width: 54%; background-color: yellow;">54</div> | ⊖ |

Visual

- Single point of desktop access for real-time and historical data
- Drill through to granular data
- Ability for user to filter view
- Highly customizable
- Integration with WFO/Salesforce
- HTML 5

Data

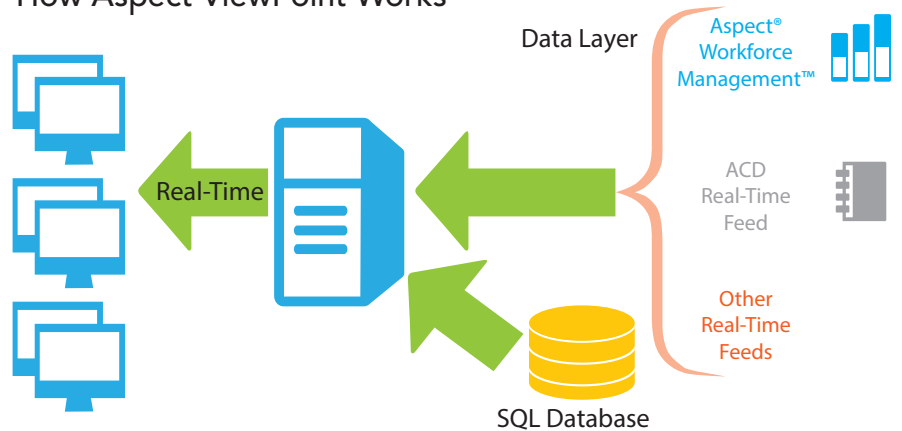
- Integrate across multiple data sources
- Composite view of multi-channel information



Process

- Access to functionality within other products via Web APIs
- Automation & alert notifications

How Aspect ViewPoint Works



Find Out More:

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About Aspect

Aspect helps enterprises break down the walls between people, processes, systems and data sources, empowering organizations to unite around the customer journey. Our customer engagement center offers native [interaction management](#), [workforce optimization](#) and [self-service](#) capabilities that drive dynamic, conversational interactions and create a truly frictionless omni-channel customer experience. Leveraging all the benefits of the cloud and over 40 years of industry ingenuity, Aspect conveniently and easily connects questions to answers while helping enterprises keep service levels high and operational costs contained. For more information, visit www.aspect.com.

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