

Large Enterprise Automotive and Transport Company

See why this large enterprise automotive and transport company chose Aspect to meet customer service goals



Challenges

This automotive and transport company overcame the following challenges with Aspect:

- Eased application development
- Simplified integration with backend systems
- Reduced costs

Use Case

Runs the following applications with their Aspect solution:

- Inbound Customer Self-Service (IVR)
- Inbound Call Routing
- Outbound Notifications/Reminders

Uses the following Aspect products:

- Aspect Prophecy (on-premises)

The Results

Selected Aspect over these vendors:

Avaya, Intervoice/Edify

Achievements

The company lowered administration costs, application development and maintenance costs, disaster recovery costs and hardware costs with Aspect, and is able to develop more innovative applications.

They also rated our customer service and tech support as better than any other vendor in the industry.

“We simplified integration to our backend applications with [Aspect].”

– **TechValidate Survey of a Large Enterprise Automotive & Transport 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>

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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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