

Large Enterprise Health Care Company

See why this large enterprise health care company chose Aspect CXP to meet customer service goals



Challenges

This health care company overcame the following challenges with Aspect:

- Improved the customer experience
- Eased application development
- Reduced costs

Use Case

Runs the following applications with their Aspect solution:

- Inbound Call Routing
- Customer Self-Service (IVR)

Uses the following Aspect products:

- Aspect CXP

The Results

Selected Aspect over these vendors:

Avaya, Genesys

Why Aspect?

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

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

Achievements

The health care company lowered their costs of administration, application maintenance and IT staffing with their Aspect solution. They have also been able to develop more innovative applications.

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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