

Medium Enterprise Education Technology Company

See why this education technology company chose Aspect to meet customer service goals



Challenges

This education tech company overcame the following challenges with Aspect:

- Simplified application development
- Scaling to manage growth
- Improving access to new capabilities

Use Case

Runs the following applications with their Aspect solution:

- Outbound Notifications/Reminders

Uses the following Aspect products:

- Aspect CXP Pro (Hybrid)

The Results

Selected Aspect over these vendors:

Avaya, Convergys, Genesys, West

Why Aspect?

The company chose Aspect based on lower total cost of ownership, quick time to market, deployment flexibility and future-proof investment protection.

Achievements

The organization rated their Aspect solution's ease of use, reliability, deployment flexibility, performance, depth of functionality, innovation, customer support and adherence to standards as better than most.

“[Aspect] offers an efficient product that continues to adopt the latest trends while ensuring full backwards compatibility with legacy systems.”

- **TechValidate Survey of a Medium Enterprise Education Technology 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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