

Medium Enterprise Retail Company

See why this retail company chose Aspect CXP Pro to meet customer service goals



Challenges

This retail company overcame the following challenges with Aspect:

- Improved the customer experience
- Eased application development
- Improved analytics and automation rates
- Reduced costs
- Simplified integration with backend systems

Use Case

Runs the following applications with their Aspect solution:

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

Uses the following Aspect products:

- Aspect CXP Pro (On-Premises)

The Results

Selected Aspect over these vendors:

Avaya, Genesys, Nuance/BeVocal

Why Aspect?

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

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

“The implementation of [the Aspect solution] means we have a future-proof system we can deploy self-service solutions on.”

– **TechValidate Survey of a Medium Enterprise Retail 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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