

State Attorney's Office For the 13th Circuit, Florida

See why this State Attorney's Office chose Aspect to meet customer service goals



Challenges

The State Attorney's Office overcame the following challenges with Aspect:

- Improved the customer experience
- Eased application development
- Reduced necessary FTEs to maintain IVR
- Reduced costs and strain on IT resources

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 (Premises)
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The Results

Selected Aspect over these vendors:

Avaya, Intervoice/
Edify

Why Aspect?

Support for mobile customer service and multi-channel service is extremely important to their current or future business goals.

Achievements

This customer achieved lower costs for administration, IT staffing, and application development and maintenance. They are also 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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