



# Aspect® Professional Services

Delivering remarkable customer experiences

Aspect Professional Services takes your customer experience potential to the next level by turning your technology investments into powerful enterprise business solutions. From a product implementation to a game-changing solution innovation, Aspect helps the world's most demanding contact centers seamlessly align their people, processes and touch points to deliver remarkable customer experiences.

As a trusted customer experience advisor and business process expert, Aspect Professional Services provides the people and expertise you need to realize your business vision. For Aspect Professional Services, true customer empowerment means being able to continually build upon your initial success long after our people leave your site. Our cohesive, collaborative process combines technology with consulting, innovation, and staff augmentation to create a unique project approach designed to maximize customer-defined accountability measures and long-term self-sufficiency.

## An Exceptional Project Experience

Your primary objective is to exceed your customer's expectations. Aspect Professional Services' objective is to provide the expertise and focus to remove the roadblocks that prevent you from meeting your business goals. Technology experts, proven process leaders, customer experience professionals, and innovative solutions will work together to help you exceed your business' expectations. Three distinct but well-integrated competencies characterize your Aspect Professional Services project team – deep knowledge, complete accountability, and full empowerment.

## Deep Knowledge

Aspect Professional Services has delivered over 30,000 projects throughout a 35-year history as a customer contact center leader. With more than

- **Services that Deliver Rapid Results:** Increase your ROI by optimizing, innovating and growing your business.
- **People You Can Rely On:** Highly experienced and passionate contact center professionals whose focus is exceeding your expectations.
- **Global Presence:** One company, one focus – solve your business problems at any location, anywhere in the world.

1,300 solutions implemented each year, our architects, developers, consultants and project managers bring an unequalled depth of knowledge about your business and technology needs. Our expertise is further enriched by a wider perspective gained from decades of rich contact center experience.

## Complete Accountability

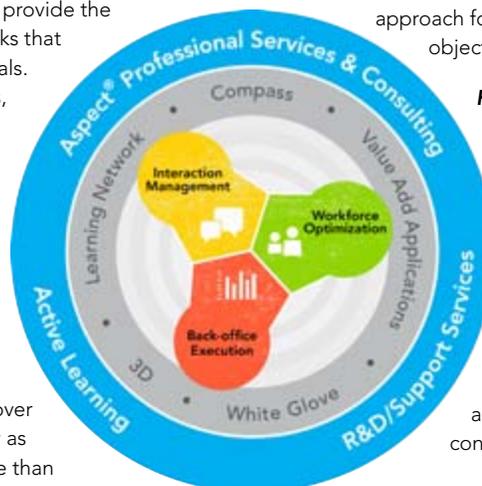
Aspect's project managers operate as your single point of contact. These seasoned project leaders are held completely accountable for collaborative communication following a proven, disciplined approach for driving progress toward achievement of your objectives.

## Full Empowerment

Aspect Professional Services provides a consultative framework and methodology designed to implement your new solution in the most efficient and impactful way possible. Your business is empowered to create the superior experiences that your customers expect.

## A Full Spectrum of Services

Take your contact center to the next level. Aspect Professional Services' breadth of experience and expertise spans implementations, solution consulting, innovations, and staff augmentation.



### Collaborative Experience

It's your contact center. Its success is yours. The challenges are yours. You need a business partner to work with you to solve your business problems. Aspect is that partner with a long history of creating sustainable solutions that empower our customers.

- **Implementations:** Aspect® Professional Services transitions you smoothly and efficiently through the implementation process. Your project manager works with you to create a customized plan for your project, ensuring that resources are allocated to meet your schedule.
- **Advanced Functionality:** Aspect® ExpertTime™ ensures you gain maximum benefit by increasing proficiency in a developer to developer interaction.
- **Active Learning:** Aspect is committed to partnering with you as you implement and quickly gain confidence and proficiency. Our active learning model focuses on building your knowledge during the implementation process and sustaining your skills for the long term.

### Greater Empowerment

As your business partner, Aspect Professional Services can help you define and develop solutions that further empower your contact center.

- **Consulting and Optimization Services:** Further refine your customer contact strategies and optimize your business and operational processes.
- **Tailored Applications:** Build unique applications and integrations that extend your Aspect solution, customized to your business and industry requirements.
- **Augmentation Services:** Keep your systems and processes running smoothly, focusing on your core competencies by supplementing or replacing your resources.

### Taking it to the Next Level

Your customers drive the conversation. Innovative solutions will make the difference between competitive differentiation and status quo. Aspect Professional Services is unique and innovative by working directly with your developers to collectively design, develop and deliver applications and solution enhancements that accelerate your realization of next-generation customer contact value.

- **Aspect Interactive Tiles:** Draw upon data captured by Aspect products as well as other enterprise systems. Views and KPIs are completely configurable.
- **Aspect Workforce Mobile:** Immediately view Aspect® Workforce Management directly from your smart phone and access critical information, send real-time notifications and process timely updates from any location.
- **Aspect Unified IP SMS Hub:** Text questions directly to your agents for an immediate response.

### Empowered to Go the Distance

You may be in the planning phases, in the process of implementing your unique business requirements, or in an experienced contact center. At any stage, you may be wondering if you can achieve even greater efficiencies and benefits from your solutions. Our extensive portfolio of expert consulting and next-generation innovations offers benefits any time you need them to help you deliver exceptional customer experiences.

### Summary

In the age of the “persistent conversation”, customers expect to engage, inquire, and request service whenever, wherever, and via whatever channel suits them.

Aspect's fully-integrated solution unifies the three most important facets of modern contact center management:

- **Interaction management** applies technology-driven processes for more intelligent multichannel customer communications.
- **Workforce optimization** promotes continuous performance and quality improvement of people and processes.
- **Back-office optimization** enables superior execution for productivity and effectiveness in the back office to reduce the risk of cost-cutting measures that impact customer-facing people and processes.

Aspect Professional Services enables your business vision and empowers you to deliver remarkable customer experiences. Through a collaborative approach, our experts deliver innovative solutions, insightful expertise from our extensive industry experience, as well as enable your team with the skills and vision to realize long-term success.

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#### About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit [www.aspect.com](http://www.aspect.com).

