



Let Aspect Turn Your Contact Center into a Profit Center!

Turn data into knowledge:

In the world of complex contact center implementations where critical data resides in multiple systems, how do you harness the power of available information? Many businesses today find contact center reporting anything but simple. Each new system implementation comes with yet another set of “standard” reports. Managers spend too much time sorting through data to determine what is and isn’t relevant. And many contact centers depend on manually constructed, error-prone spreadsheets to consolidate data. In this complex and often confusing environment, it’s hard to know what products and services are available to simplify the task of turning data into actionable information. And that’s where Aspect® Professional Services comes in. With two decades of contact center expertise and a thorough understanding of management best practices, we can help you turn the raw business data into knowledge that will help you run your contact center profitably and effectively.

Benefits:

Realize ROI

Reporting systems are often under-utilized due to their complexity. Let us show you how to turn your investment into a reporting platform that provides automated, consolidated, intraday analytics to the enterprise.

Investment Protection

Analytic environments grow with contact center implementations over time but are seldom changed regardless of evolving product and business needs. Customers have used this service to decrease their analytic templates by up to 95 percent!

Accuracy

Fewer reports not only allow you to manage the system with ease; they also ensure that accurate information is displayed and acted on in a timely manner enterprise-wide. Reports, available for all business units, are guaranteed to display apples-to-apples comparisons.

Ease of Consolidation

As systems are newly introduced to contact center environments, many customers begin consolidating data outside of the analytic platform, usually in Excel. Not only error prone, this old method cannot be used for intraday reporting, which forces you to wait until tomorrow to see what happened today!

Partner Approach

With the final detailed Optimize documentation in your hands, you will be able to implement the solutions identified yourselves or retain Aspect Professional Services experts to assist with all or part of the implementation.

20% OFF Aspect

Contact Center

Productivity Services:

Reporting Optimization

Begins: 4/1/05
Ends: 9/30/05

Fixed price package includes:

Two days onsite with a Professional Services analytics expert to conduct detailed report discovery sessions with you to identify your needs and challenges.

Off-site documentation support (up to 3 days) to provide comprehensive documentation, built for you, outlining the findings and specific recommendations including:

- Graphical representations and glossaries for reports\cubes\scorecards\dashboards
- Systems architecture and benefits of specific Aspect product platforms

If you are interested in this offering, please contact your Aspect account manager or call 1-888-412-7728.