



ASPECT® UNIFIED® IP PLATFORM OVERVIEW – PART 2

Contact Recording and Quality Management

- whether for quality control or compliance purposes, Aspect® Unified IP® provides you with the tools needed to monitor, record, score and analyze the performance of your contact center:

- *On-Demand Recording* - enables agents, supervisors and quality personnel to initiate voice and Web chat recordings whenever needed;
- *Automated Recording* - allows managers to automate the process for recording voice and Web chat interactions;
- *Supervisor Monitoring* - allows supervisors and quality control personnel to silently monitor, coach or take control of an interaction between an agent and customer, as well as record the agent screen;
- *Agent Performance Scoring* - provides evaluation forms that can be used to rate the performance of the agent.

Multi-Tenancy - take advantage of the secure partitioning and SIP-based VoIP applications that support software as a service (SaaS) models to provide hosted contact center functionality to internal and external customers.

Choice of Transport - empower IT to select their transport of choice using either open source voice over IP (VoIP), closed source VoIP or traditional voice. Migrate from traditional switching technologies to SIP-based VoIP, single-site to virtual contact center, centralized to localized management or any combination thereof.

Phone sets - a variety of choices are available to customers:

- Through any third party PBX
 - Analog;
 - Digital;
 - Proprietary VoIP;
- Through Aspect® Unified IP® SIP Proxy
 - SIP 2.0 VoIP;
 - Aspect® Softphone SIP 2.0.

Desktop Options - Aspect® Unified IP® provides agents with different desktop options:

- *New Unified Agent Desktop* - the Unified Agent Desktop drives increased agent efficiency by delivering key capabilities that optimize the agent user experience:
 - New user interface focuses on increasing agent efficiency and ease of use;
 - Fewer key clicks, more intuitive workflow simplifies common tasks;
 - Easy access to dialing, experts, contact disposition, IM and statistics;
 - Agent scripting and expert search improves speed of resolution;
 - Existing LyriCall scripts migrate easily to Unified Agent Desktop.
- *UAD Web Service API* - provides automation capabilities to the Unified Agent Desktop toolbar;
- *CRM connectors* - pre-packaged connectors to the main CRM vendors and versions, such as Microsoft Dynamics, Peoplesoft, SAP, salesforce.com and Siebel.

FOR FURTHER INFORMATION VISIT OUR WEBSITE OR FEEL FREE TO CONTACT US:

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In an external expert survey conducted by Leo J. Shapiro and associates at the request of Aspect, it was determined that an average of 10.3% of all contact center interactions required expertise from outside the contact center, thus impacting a company's ability to provide single call resolution and high customer service levels.

Aspect® Unified IP® is PBX/telephony platform independent. However, when integrated with Microsoft® Lync™ 2010, Aspect® Unified IP® will provide innovative capabilities:

Ask an Expert™ - companies not only have the ability to find experts inside of the enterprise that can add value to a contact center interaction, but also the ability to track the interaction between the customer, agent, and expert and also report on center interaction, but also the ability to track the interaction between the customer, agent, and expert and also report on those interactions to allow companies to understand why customer interactions have to escalate beyond the contact center. Providing this valuable information allows companies to focus on the customer, their needs and the ability to provide first call resolution.

UC Powered Agent Desktop - with new enhancements to the Unified Communications enablement for Unified Agent Desktop, agents are more empowered than ever to quickly resolve customer inquiries:

- Agent can access IM, Presence and Collaboration (desktop/file sharing) capabilities in addition to contact center functions;
- Agent can handle non-contact center calls from Microsoft® Lync™ 2010 within the same Unified Agent Desktop;
- Agents can access expert resources across the enterprise by utilizing skills search with Aspect® Unified IP® or SharePoint expert search.

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GCC Computers Ltd - Silver Sponsor of InfoCom.Cy 2011

For once again, InfoCom.Cy gathered an important crowd that was constituted by people who play a vital role in the Technology Market of Cyprus, as well as, in several institutions and the government.

GCC Computers Ltd was distinguished among the IT market due to its significant and continues business growth, as well as, commitment to the quality of products and services, and was therefore honored with the Technology Award 2011. The award was received by the CEO of the company, Mr. George Constantinou.



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GCC Computers Ltd introduces the CIENA OneControl Unified Management System