

Post Production Optimization Service

You've made a significant investment in new contact center technology, the installation is complete, your team has attended training, and operations have begun. Now you are wondering if you can realize even greater efficiencies.

Aspect Professional Services offers a post production consulting service that helps you get the most out of your investment - optimizing the solution to best meet your specific business needs. Our experienced Business Application Consultants work hand-in-hand with your operations team to achieve:

- Productivity improvements - resulting from fine-tuning your contact center solutions' capabilities to best meet your business objectives.
- Maximum return on investment - as you engage the full scope of system capabilities in your contact center activities.
- Cost savings - due to the post-engagement ability of your staff to make performance adjustments without the involvement of outside consulting resources.

Services Overview

To ensure that you are realizing the greatest possible return on your Aspect investment, Aspect Professional Services offers a Post Production Optimization Service. This service brings our experts to your location, where they assess your current implementation based on your business objectives and make recommendations on adjustments that will help you to meet or exceed your goals.

Aspect Professional Services offers Optimization services for all Aspect Unified Communications (UC) Applications for the contact center and platform products (e.g., Aspect® Unified IP®, Aspect® eWorkforce Management™). During an Optimization engagement, we conduct an analysis of your contact center operational objectives relative to the capabilities of your Aspect solution.



Highlights

- Productivity improvement.
- Maximum return on investment.
- Cost savings.

The Post Production Optimization Service is usually packaged as a pre-defined, fixed price engagement. However, custom-defined scopes and engagements are also available.

A typical Optimization engagement takes one week and consists of on-site data gathering, operations review, analysis and assessment. The areas of evaluation include:

- System features and functions utilization and application
- Agent desktop solution(s) effectiveness
- Administrative functions utilization
- Procedures and strategies application

During the assessment, your Aspect Business Application Consultant will monitor and evaluate the focus areas and make recommendations based on current industry standards, as observed throughout our broad customer base. At the conclusion of the engagement, your consultant will provide a summary containing recommendations or action items that address areas of efficiency and/or productivity.

For More Information

If you are interested in learning more about how the Post Production Optimization Service can help increase the return on your contact center investment, please contact your Aspect Account Executive.

About Aspect and Aspect® Global Services

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, visit www.aspect.com.

Aspect Global Services provides comprehensive consulting, technical and educational services to help customers realize the full potential of their unified communications solutions across the enterprise and in the contact center. The Aspect Global Services team is comprised of business professionals and Microsoft certified experts whose sole focus is to drive the greatest returns for customers by enhancing knowledge worker productivity, streamlining business processes and transforming enterprise communications. Aspect Global Services include Aspect® Professional Services, Aspect® Technical Services, and Aspect® Education Services

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