

Aspect® EnsemblePro™

Overview

The Aspect EnsemblePro is a complete contact centre solution that unites inbound, outbound and blended multichannel contact (voice, email, the web and fax), while also delivering Interactive Voice Response (IVR), recording and quality management, and unified reporting and administration capabilities. In addition, Aspect EnsemblePro provides application service provider (ASP) capabilities enabling service providers to host multiple clients segmented as individual tenants. Architected and built from the ground up to scale for 10 seat to 3,000 seat contact centres, it incorporates a robust set of core features that support sophisticated contact strategies for both traditional voice and voice over Internet protocol (VoIP).

Automatic Call Distribution (ACD) – answer calls as they enter the contact centre and intelligently route them to available agents based on the dialled number (DNIS), calling party identification (ANI), available agents, customer profile, service levels or user defined business rules. The ACD also helps manage overflow routing, call re-routing based on queue statistics, abandoned call recuperation and multisite routing. Skills-based routing matches the most appropriate agent to each call; rules-based routing applies a single set of business rules across all contact channels; and Specific Agent Recall delivers customers who are calling back to the same agent that handled the original contact. Intelligent Network Routing links multiple locations to leverage centralized real-time statistics to enable automatic rerouting of calls from one site to another.

Interactive Voice Response (IVR) – automate some or all of your customer interactions by utilizing integrated text-to-speech and voice recognition to gather customer information and match it with data from back-office systems to automatically fulfil customer inquiries or requests. IVR and ACD functionality can be used in tandem to pre-determine customer information and route a call to the appropriately skilled agent. Outbound IVR delivers a message to the called party as they answer the phone, automatically responds to a number of follow up questions, and routes that customer to a live agent, if necessary.

Universal Queue – utilize dynamic prioritization to organize incoming contacts across all communication channels in a single queue and route them to the most appropriate agent. This capability addresses factors such as wait times, incoming traffic volumes and service levels and enables you to make changes to the provisioning rules without stopping and starting systems, campaigns or services. Key capabilities include:

- **Web Callback** – enable web site visitors to request a callback from an agent who can participate simultaneously in a chat interaction
- **Web Chat** – provide agents with access to a knowledge base to facilitate secure (Secure Socket Layer supported) real-time interactions with customers via text chat/messaging
- **Web Collaboration** – synchronize agent and customer browsers in a collaborative environment, enabling browser-independent shared navigation
- **Email Management** – address email inquiries with a personalized response that can automatically be sent directly to the customer or delivered as a “suggested response” to the agent for review prior to sending
- **Fax Management** – support the integration of fax management capabilities
- **Voice Mail** – offer customers the ability to leave a recorded message during long queue times and after hours
- **Automatic Workflow Distribution** – streamline processes by routing generic objects and tasks – such as trouble tickets, order processing, documents and self-paced training – to your agents from external applications

Automatic Outbound Dialling – utilize multiple predictive and manual dialling options to manage pacing and compliance with regulations, operate a variety of campaign and list management strategies, and ensure accurate voice, fax, modem, pager and answering machine detection. Using sophisticated pacing options, Aspect EnsemblePro addresses the demands of managing proactive customer contact initiatives and high volume campaigns. Predictive dialling uses sophisticated algorithms to determine the optimal pacing for outbound calls. Key features include Do Not Call list management, time zone management, external table dialling and dynamic filtering. Timed preview dialling lets an agent preview an outbound call record before the systems automatically places the dial. Key capabilities include:

- **Outbound Interactive Voice Response (IVR)** – deliver a message upon the answer of a phone, automatically respond to a number of follow up questions, and route that customer to a live agent if necessary
- **Outbound Email** – fully integrate email management for sending, receiving, routing and auto-responding to emails
- **Automatic Feed** – feed records into the system and automatically deliver call outcomes to your customer relationship management (CRM) application using exclusion management, scheduled recalls, recycling strategies and specific campaign strategies

Email Management – enable agents to address customer email inquiries with a personalized response. Provide responses that can be sent directly to the customer via auto-response or delivered as “suggested responses” to agents for review prior to sending. Agents can expedite the email creation process and proactively target customers by using additional features, including:

- Auto acknowledgement
- Greetings
- Signatures
- Email templates and attachment capabilities
- Distribution lists and email campaigns

Multichannel Blending – allocate agents to other duties during lulls in incoming traffic through true multimedia blending. You can have some or all of your agents handle a range of customer interactions – including inbound calls, outbound calls, emails and web chats – all from the same workstation. Blending is seamless according to your defined business rules without agents having to log in or out of campaigns or ACD services.

Multichannel Recording and Quality Monitoring – review interactions between agents and customers. Recordings can be automated or initiated on demand by agents or supervisors, allowing them to: Record voice, chat and collaboration sessions

- Record by call, by agent or by entire campaign
- Record every interaction, random samples, based on schedule or specific groups of agents
- Assign classifications and comments to recording for easy retrieval
- Review, archive and export recordings to other devices for long-term storage
- Monitor and record the agent voice and screen interactions for quality monitoring and performance assessment
- Review and score agent recorded sessions for performance evaluations
- Manage recordings centrally, regardless of where they were made in the enterprise
- Reduce costs and complexity with a unified platform

Business Benefits

- Dynamically adjust to business conditions without the need for highly technical resources
- Increase customer satisfaction by providing a consistent experience across multiple channels
- Improve agent productivity by enabling them to toggle between campaigns without having to log in and out of multiple systems
- Leverage your existing infrastructure

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