

Unified Command and Control™ Real-Time Reporting

Unified Command and Control Real-Time Reporting capability provides your contact center business with intelligence derived from complete, consistent information about customer contacts and transactions from a real-time perspective. Unified Command and Control Real-Time Reporting gathers and consolidates information from one or more contact centers, providing you a consistent enterprise-level view of your operation. And, Unified Command and Control Real-Time Reporting helps you to improve operational efficiencies, personalize customer interactions and increase business profitability.

Unified Command and Control Real-Time Reporting gathers the data you need for optimal business results. It provides a decision-support system that enables multi-dimensional analysis of all your contact center operations, which helps you make better decisions that increase performance and profitability, reduce costs and improve your company's customer relationships.

Real-Time Reporting: Consolidating and Analyzing Real-Time Data from Multiple Sites, Channels and Platforms

Today's modern contact centers require you to consider everything and act now. Unified Command and Control real-time reporting enables contact centers to immediately view the performance of your entire contact center whether it's locally based or across multiple global sites.

The Aspect® Unified IP™ Platform along with Unified Command and Control Real-Time Reporting - allows contact centers to create customizable, browser-based real-time displays to obtain a consolidated view of operations across multiple sites, platforms, and vendors - all from a single desktop.

Utilizing standard real-time canvases or by creating a real-time view uniquely your own, Unified Command and Control Reporting provide you with a current picture of your operation, enabling you to make fast and accurate decisions as they are needed. In addition, Unified Command and Control real-time reporting provides you both visual, as well as auditory alert notifications when your contact center performance moves beyond your desired thresholds. And, because Unified Command and Control real-time reporting is a browser-based application, it is very easy to provide real-time performance updates to people throughout your organization.



Highlights

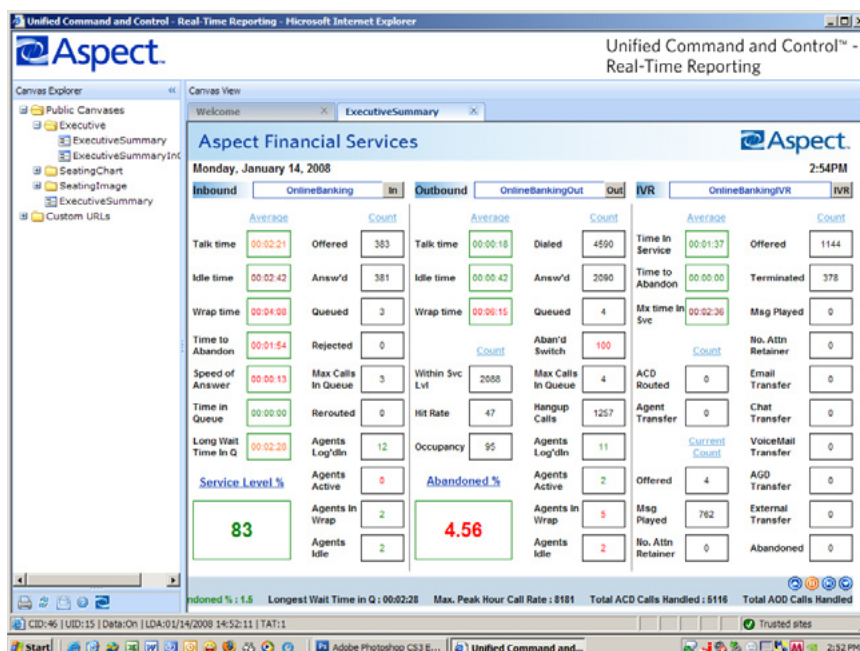
- Consolidation and easy analysis of data from multiple sites, channels and platforms.
- Enterprise-level real-time view of contact center operations.
- Comprehensive views to help deliver personalized customer service.
- Integration of data from existing corporate data warehouses for a complete picture of your business.
- Gain visibility into self service and live agent contacts via customizable real-time canvases.

Flexible Tools to Report and Analyze Contact Center Performance

Unified Command and Control™ Real-Time Reporting gives you flexible tools for viewing the performance of all your contact center operations. It allows you to organize information by agent, trunk, DNIS groups, applications and communication channels across your enterprise, and then gathers data from multiple contact center sites by selected groups. This enables you to tailor the way you view and analyze your customer data based on your operation's unique requirements.

Deliver Personalized Service to Customers

Unified Command and Control Real-Time Reporting helps you lay the foundation for custom business intelligence solutions that make your contact center efficient, personal and profitable. Because Unified Command and Control Real-Time Reporting provides a collection point for both call center data and data from other sources, such as sales, workforce management and quality monitoring, it serves as the perfect enabling platform for both production reporting and performance management applications. You can run highly-efficient production reports from the same set of data you use for analytics, ensuring that you receive the consistent answers regardless of how the source information is processed.



Unified Command and Control Real-Time Reporting provides contact centers with customizable, real time dashboards.

Benefits

- Increases revenue opportunities.
- Improves contact center performance.
- Reduces operational costs by improving operational efficiency.
- Enhances customer satisfaction.
- Expands decision-making capabilities across global operations.

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About Aspect

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.

