Aspect® Unison® Predictive Dialer

Effective proactive customer contact strategies require a combination of features that minimize abandon rates and make live agent-to-customer connections at every opportunity while ensuring compliance and managing security risks. Your company requires solutions that improve agent productivity, maximize revenue opportunities, allow flexibility in managing operating costs and leverage investments in your existing technology, applications and infrastructure.

Aspect Unison Predictive Dialer is an industry-leading solution that helps organizations around the world do all of this and more—with less. The more campaigns you are running, the more revenue you can potentially generate. Creating, launching and operating outbound customer contact campaigns has never been easier for your contact center administrators. With the advanced capabilities of Aspect Unison Predictive Dialer, your agents spend more time talking to your customers and prospects and less time focusing on non-revenue generating activities.

Aspect Software understands that compliance and information security are of paramount importance to businesses and consumers. Companies must conduct outbound campaigns with maximum customer care in mind—ensuring they do not subject customers and prospects to unwanted phone calls or put personal information in jeopardy, as these actions can result in poor customer satisfaction, lost revenue and steep fines.

Aspect Unison Predictive Dialer provides the means to meet regulatory, security and customer satisfaction goals, enabling you to customize security configurations to meet your unique requirements and delivering the tools you need to comply with current and emerging industry regulations.
Aspect® Unison® Predictive Dialer is a comprehensive outbound customer contact solution that improves your contact centers’ effectiveness while seamlessly integrating with your existing voice and data systems. Agents spend more time talking to customers and prospects; supervisors are able to focus on agent performance using various tools for monitoring and coaching; and managers can concentrate on making dynamic campaign adjustments based on performance parameters that improve overall campaign effectiveness. The outcome is higher-quality interactions with customers and prospects and increased profits from your contact center investment.

Increasing Profitability

When minutes or even seconds count towards profitability, Aspect® Unison® Predictive Dialer dramatically improves operations by employing predictive dialing technology to pace outbound calls based on anticipated agent availability and provides agents with high-quality contacts. Aspect Unison Predictive Dialer offers Power Dialing, Preview Dialing and Predictive Dialing pacing options that can be defined on a campaign by campaign basis. The pacing type can be updated at any time to meet changing requirements and organizational capabilities.

People are the largest expense and investment in any contact center. Every minute that agents are under-utilized can equate to potential lost revenue. Aspect Unison Predictive Dialer call blending optimizes the assignment of agents between inbound and outbound call handling. It enables true call blending by monitoring service levels on inbound queues within your contact center and subsequently making agents available for customers as the need arises. The movement of agents between outbound and inbound tasks is seamless, ensuring that your customers receive prompt service and your agents are efficiently utilized.

Increase Revenue Opportunities

Aspect Unison Predictive Dialer enables you to define, implement and modify specific outbound campaign strategies quickly and efficiently. You can prioritize call records based on criteria such as time zone, account balance, due date, who to call, how to call and when to call. It is all under your control. You can automatically implement your strategies and measure calling effectiveness in a manner that lets you make adjustments to campaigns in real-time without disrupting contact center operations.

Key Aspect Unison Predictive Dialer campaign management capabilities include:

• **Campaign Flow** - automatically and seamlessly transition agents from the existing campaign to the next pre-defined campaign as each call table nears completion.
• **Exclusion list management** - exclude select call records from being dialed using three methods: Auto Record Exclude, Dynamic Record Exclude and Manual Record Exclude.
• **Alert Manager** - set performance criteria and thresholds for monitoring and receive notification immediately if these are in danger of being compromised using the patented alert capability included in Aspect Unison Predictive Dialer.
• **Filters** - increase campaign effectiveness by prioritizing contacts. Filters are user-created selection criteria statements that allow you to prioritize contacts by defining specific criteria to target records within a call table for inclusion in a campaign, or to create new call lists based on filter output.

The more time your agents spend on live contacts, the greater your revenue opportunities. The industry-leading call analysis capabilities in Aspect Unison Predictive Dialer detect non-contact outcomes such as busy signals, no answers and fax tones, with a high degree of accuracy. The telephony platform—the Digital Communication Processor (DCP)—is capable of maintaining an answering machine detection accuracy rate of 90 percent, +/- five percent within two seconds and is able to accurately detect and handle call blocking devices such as the Telezapper.
Improve Customer Satisfaction

Customers are happiest when the agents they speak with have the appropriate skills and information needed to handle their transactions. Customers also appreciate being able to speak with the same agent if more than one discussion is needed. To accomplish this, Aspect® Unison® Predictive Dialer offers:

- **Skills-based routing** - match appropriately-skilled agents with specific customer call records based on a variety of attributes. As call records are processed and customers are engaged, skills requirements are evaluated and matched to an appropriately skilled agents. An easy-to-use interface allows administrators to define call handling options when matched-agents are unavailable.

- **Specific agent recall** - enable agents to “own” specific callbacks. Agents scheduling recalls enter appropriate recall termination codes, along with specified dates and/or times. Enhanced Recall Queuing allows recalls to be maintained and dialed regardless of whether the campaign is active or has ended.

Enhance Agent Efficiency

Given that agents are the most costly contact center resource, ensuring their time is well-spent is critical to success. Aspect Unison Predictive Dialer provides two primary agent desktop options and monitoring and assistance tools to maximize agent call handling abilities.

- **LYRICall™** - provides agents with real-time access to multiple data sources, including host systems, legacy applications, the Internet, corporate intranets and extranets. LYRICall was the industry’s first browser-based application and scripting design tool. Single view, integrated desktop applications enable agents to quickly and seamlessly access the information they need to conduct successful customer interactions.

- **Client Application Programming Interface (API)** - integrates Aspect Unison Predictive Dialer with internal desktop applications. Client API provides a programming interface to a customer-provided Graphical User Interface. Client API is a fully-published interface, supporting rapid application development, data sharing, real-time monitoring and integration with best-of-breed solutions.

- **Agent monitoring and assistance** - monitors agents’ activities in real-time and provides assistance when required. Monitoring and assistance capabilities include:
  - On-line help.
  - Supervisor to agent messaging.
  - Call transfer.
  - Agent monitor and coach.
  - Supervisor consult.
  - Conference.

Reduce Costs

Cost management is key to achieving profitability. Aspect Unison Predictive Dialer provides extensive reporting capabilities and Internet Protocol (IP) Connectivity options to help you minimize your contact center operating costs.

- **Comprehensive reporting** - adjust or eliminate campaign tactics that are not effective and make informed decisions about how to allocate resources to maximize results. Aspect Unison Predictive Dialer standard monitoring and reporting capabilities include real-time statistics monitoring, wide-ranging historical reports and Compose It™ custom reporting capabilities.

- **IP connectivity** - reduce telephony costs by providing Voice over Internet Protocol (VoIP) connectivity over an existing data network to industry-standard Session Initiation Protocol (SIP) phones at local or remote agent stations.

Leverage Existing Investments

An open, robust interface between business applications, customer contact systems and third party Computer Telephony Integration (CTI) and other devices and applications is core to Aspect Unison Predictive Dialer. A scalable architecture enables you to easily evolve and extend the system to suit your needs in a way that embraces both complementary partner technologies and solutions that already exist in your environment.
About Aspect Software

Aspect Software, Inc., the founder of the contact center industry, is the world’s largest company solely focused on providing proven, innovative contact center products and services that enable the key business processes of customer service, collections, and sales and telemarketing. Each day, thousands of in-house and outsourced contact centers around the globe conduct more than 125 million customer interactions using Aspect Software products. We believe in using the power of technology to positively transform the customer-company experience. That belief has led us to accept the challenge of developing the world’s most reliable Automatic Call Distributors (ACDs), most trusted dialers, most widely-used and respected workforce management (WFM) solutions, most flexible Voice Self Service systems and the industry’s first and most comprehensive unified, multi-channel contact center solution. Headquartered in Westford, Mass., Aspect Software has operations across the Americas, Europe, Africa, the Middle East and Asia Pacific. For more information, visit www.aspect.com.

System Components

- Resource Performance Monitor (RPM) – Supervisor station.
- Application tools.
- Agent Interfaces - LYRICall™ Agent, CLAPI OCX.
- LYRICall Designer.
- Compose It™ – Reporting.
- Digital Communications Processor (DCP) – Telephony platform.
- Server (Sun).

Aspect Software solutions that help Aspect® Unison® Predictive Dialer contact center customers accomplish their missions of maximizing revenues, minimizing costs and ensuring customer satisfaction include:

- Aspect® Enterprise Campaign Manager™ for outbound campaign strategy management and call optimization capabilities.
- Aspect® RightForce® Workforce Management for tracking and reporting, and managing change.
- Aspect® Analyzer™ for measuring team and contact center performance against defined goals.
- Aspect® Campaign Optimizer® for increasing right party and high value contacts.
- Aspect® CallCenter® ACD for a mission-critical contact center platform.
- Aspect® Spectrum® ACD for a mission-critical contact center platform.