

# Aspect<sup>®</sup> Interactive Tiles

Aspect Interactive Tiles provides critical real-time data, actionable historical data and interoperability with Aspect products directly from your desktop, without the need to open multiple applications or navigate to multiple screens. With Aspect Interactive Tiles, organizations can easily customize a desktop environment that suits the unique needs of every user. Built leveraging the power of Aspect Applications Foundation, these tiles can be deployed to thousands of users, securely, with each environment tuned to the user's role in the business process. This technology is built to ensure that users have access to the insight they need, the day to day functions they use – all without affecting system performance of their mission-critical Aspect environment.

## ASPECT SERVICE HIGHLIGHTS AND VALUE PROPOSITION

- Combines both historical and real-time data from Aspect<sup>®</sup> Unified IP<sup>®</sup>, Aspect<sup>®</sup> Workforce Management and Aspect<sup>®</sup> Quality Management in a single display
- Customized views allow for the unique needs of all levels of the contact center ecosystem
- Bidirectional functionality enables users such as agents and supervisors to not only view information, but to interact with key features and functions of Aspect technologies easily and effectively
- The flexible interface allows for advanced desktop layouts including customized branding and placement

## MODULES

- Aspect Interactive Tiles Core
- (includes Tiles for Aspect Unified IP and Aspect Workforce Management)
- Additional data server
- Technology primers

## MEETING YOUR NEEDS

- Are agents and supervisors overwhelmed with the number of screens and application components they are accessing as part of their daily routine?
- Are you able to provide real-time data directly to any contact center desktop today?
- Are you able to simplify processes or access commonly used Aspect product functions from one location?

## PREREQUISITES & ASSUMPTIONS

- Windows Desktops (7 \ 8)
- SQL Server 2008

## SERVICE INCLUDES

- Installation and configuration
- Pre-configured set of Aspect Interactive Tiles that includes data from and access to the most frequently used components of Aspect Unified IP and Aspect Workforce Management
- Knowledge transfer
- (optional) Developer licenses for IT and system integrators for creating additional custom tiles

