



**Rigorous QA**

Aspect® Unified IP® 7.1 completed 100% benchmarking and regression test coverage.

Benchmark testing consisted of thousands of test cases and over 12,000 hours of system run-time.



# Aspect® Unified IP® 7.1

Aspect Unified IP 7.1 helps contact center agents deliver seamless, informed, and empowered interactions in every channel and every touch point, to effectively resolve customer issues and proactively address anticipated service needs, increase debt collections and boost sales revenues.

Building on the robust capabilities of the Aspect Unified IP 7 customer contact solution, the 7.1 release further simplifies and flexibly manages interactions, producing operational efficiencies and cost savings. At the same time, this solution helps you minimize customer effort to deliver a highly differentiated multichannel, multichoice customer experience, turning routine interactions into strong customer connections.

The release of 7.1 programs is the next step in the evolution for existing Aspect Unified IP customers, delivering the latest functionality, rolled up code mods and quality improvements. Aspect Unified IP 7.1, Advanced List Management 7.1, Unified Command and Control® – Administration 7.1, Unified Command and Control – Real Time Reporting 7.1 and Aspect® Quality Management 3.6 benefit from extensive regression (100%) and benchmark testing. They also include enhancements that have provided significant support for Unified IP 7 early adopters, informed by substantial user feedback.

The many feature and quality benefits of this release continue to set the bar high for delivery of reliability and user satisfaction.



### Service Differentiation for Better Customer Experience

Today more than ever, businesses are looking to differentiate and deliver a better customer experience by providing high-touch service. Aspect® Unified IP® is the optimal solution to meet and exceed your customers' expectations, making their experience consistently positive – from interaction to interaction – regardless of contact method.

The 7.1 release brings additional flexibility and efficiencies for inbound contact handling to minimize customer time and effort and also make it easier to engage.

- Increased routing controls enable more flexible pooling of telephony resources to support enterprise routing and SIP redirects
- Enhanced circuit intelligence provides better visibility into resource use
- Improved efficiency for voice mail workflow and playback automates faster contact handling

**“With the Aspect Unified IP 7.1 release, we took into account a great deal of input from current customers to ensure we’re offering a solution that meets their business needs and the industry’s expectations, and strengthens the ability to provide next-generation customer contact.”**

**-Mike Regan,  
SVP, Engineering and Technology, Aspect**

### Compliance for Proactive Outreach

Businesses executing any outbound processes know the struggle of meeting today's regulatory requirements, especially when developing proactive outreach strategies for mobile contacts. The 7.1 release improves on Aspect Unified IP's full set of compliance capabilities with new functionality that allows you to adhere to the latest mobile phone dialing requirements. No other solution in the market gives you this compliance capability today.

- New mobile number mapping to time zone and zip code improves location accuracy
- Enhanced dialing mode controls ensure mobile dialing compliance

### Reduced Costs and Total Cost of Ownership

The Aspect Unified IP 7.1 release takes cost reduction and consolidation potential to the next level with expanded system scalability and virtualization capabilities for both the server and the desktop.

- Expanded 2,000-agent profile and 2,000-port speech enabled self-service supports greater scalability and a reduced systems footprint
- Increased scale and distributed recording storage improve quality management administration
- Extended desktop virtualization with Citrix XenApp 6.5 reduces costs
- Updated third party software support keeps systems current with industry-leading servers and applications

### Superior Quality, Performance and Availability

The features and capabilities of the 7.1 release demonstrate a continued commitment to investing in the high-priority needs of business users. Equally important, they signal renewed focus on the essentials that IT values – including reliability, scalability, ease-of-administration and integration with enterprise platforms and applications.

- Increased system benchmarking and validation ensures overall product quality
- Enforcement of system configuration limits per profile ensures system quality and resource availability
- Enhanced administrative control and maintenance of telephony resources saves time by simplifying the user experience
- Increased security hardening minimizes risk of intellectual property loss and ensures compliance

### Building on Best Practices

Aspect Unified IP is a vital component of next-generation customer contact that integrates nearly 40 years of industry technology experience and business insights. The design and capabilities of Aspect Unified IP 7.0 provide a flexible and versatile foundation for the 7.1 release and future enhancements.

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#### About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit [www.aspect.com](http://www.aspect.com).

