

INTERNAL REMINDER:

This deck is designed to provide a comprehensive overview of our solutions.

Please do not present this entire deck as-is.

- 1. Pick and choose** the slides that are most relevant to your specific customer or prospect.
- 2. Focus on their unique needs and challenges** to ensure the conversation is impactful and targeted.

Customizing your presentation will help drive more meaningful discussions and outcomes.



Empower your people with **Aspect**

The result of decades of innovation and experience solving workforce challenges for large global businesses

WHAT WE HEARD

- Thing 1
- Thing 2
- Thing 3

WHAT WE'LL COVER TODAY

- Agenda item 1
- Agenda item 2
- Agenda item 3
- Agenda item 4

Current State of the Industry

Engaged employees boost your bottom line

“Our research shows a **direct link** between employee engagement and earnings per share (EPS). Companies with engaged employees see EPS grow at a faster rate.”

Deloitte Insights, “The Value of Experience”

“Companies with high employee engagement are **21% more profitable** than those with low engagement.”

Gallup State of the American Workplace Report

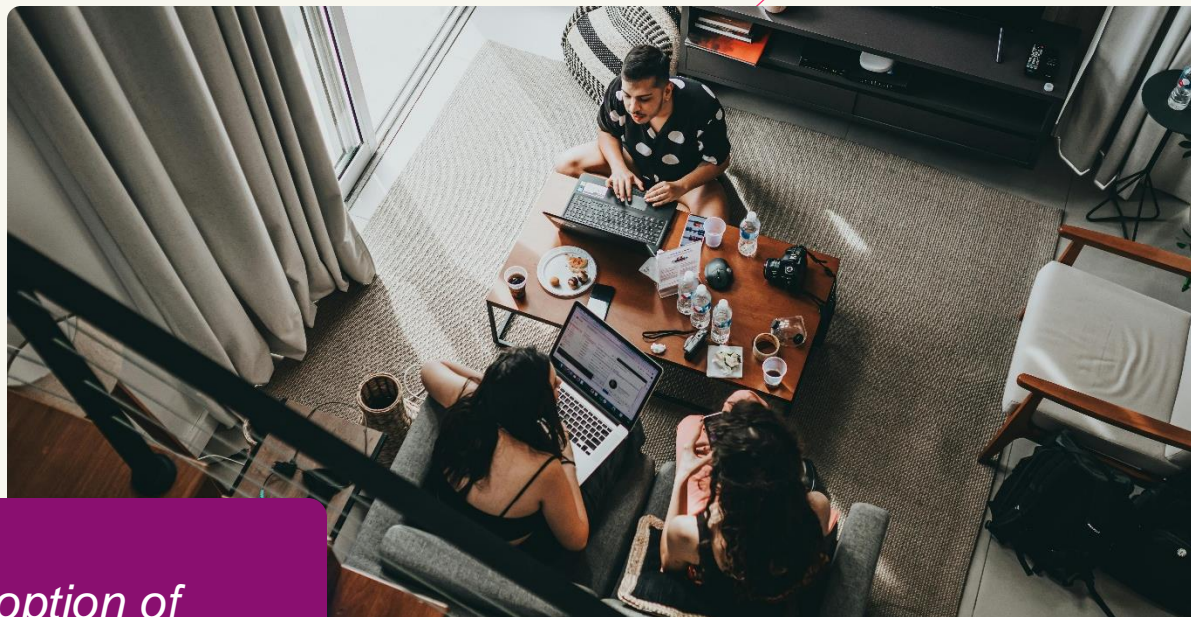
“Organizations investing in employee experience outperform the S&P 500 by **122%**.”

Harvard Business Review

“There’s a **41% reduction in absenteeism** among companies with highly engaged workforces.”

Quantum Workforce, “State of Employee Engagement”

Remote work is here to stay. Embracing it is mandatory.



Remote work has accelerated the adoption of Workforce Engagement Management (WEM) platforms, with 80% of enterprises planning to increase their investment.

— McKinsey & Company, 2022

Consistent feedback drives growth and retention.

28%

Reduction in employee turnover when customer service teams use real-time feedback

— McKinsey & Company

12%

Boost in CSAT when organizations provide agents with real-time feedback

— Gartner

67%

Of agents report increased job satisfaction when feedback is immediate

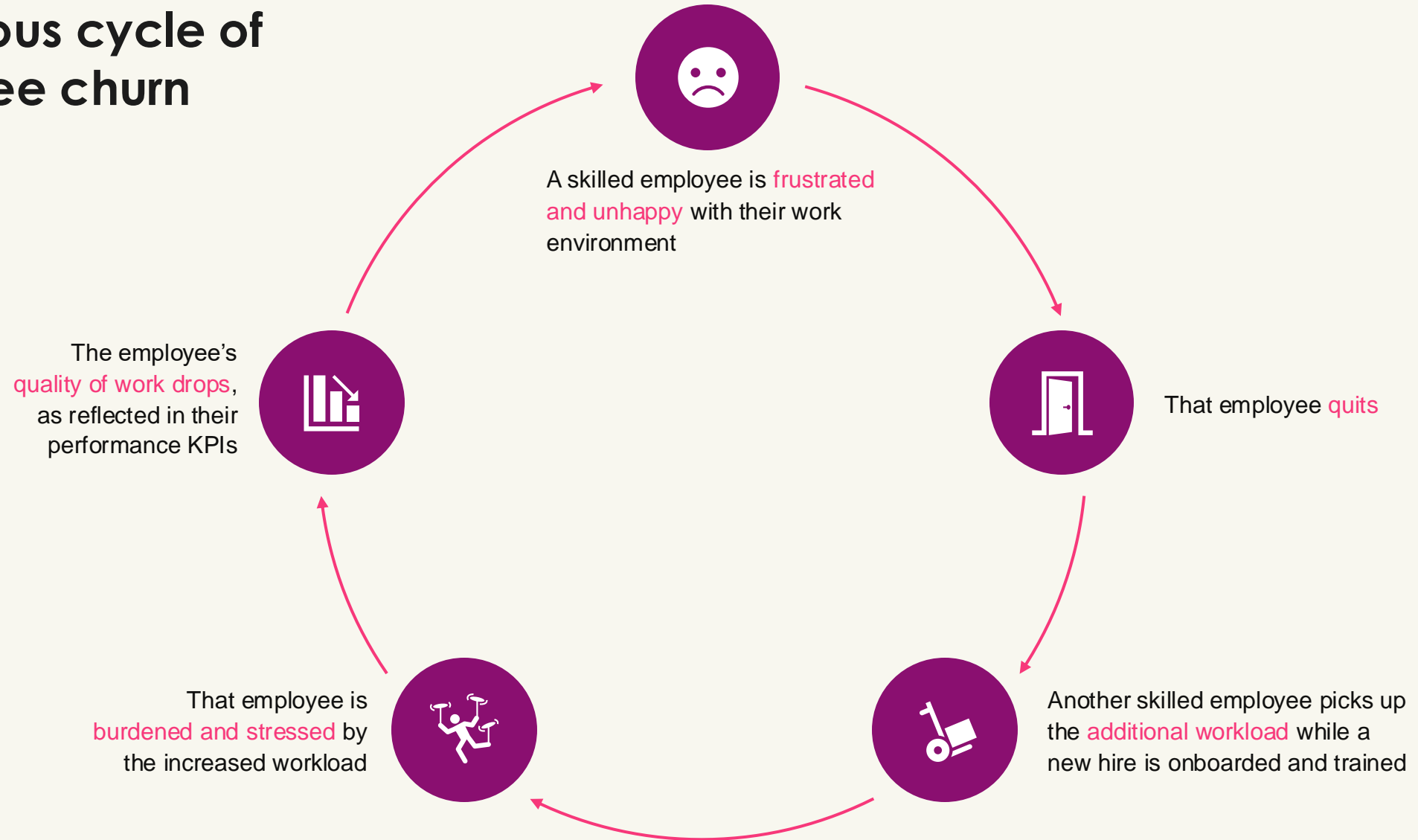
— Forbes Insights

**Employees are a
precious resource.**

**Good ones quit
every day.**



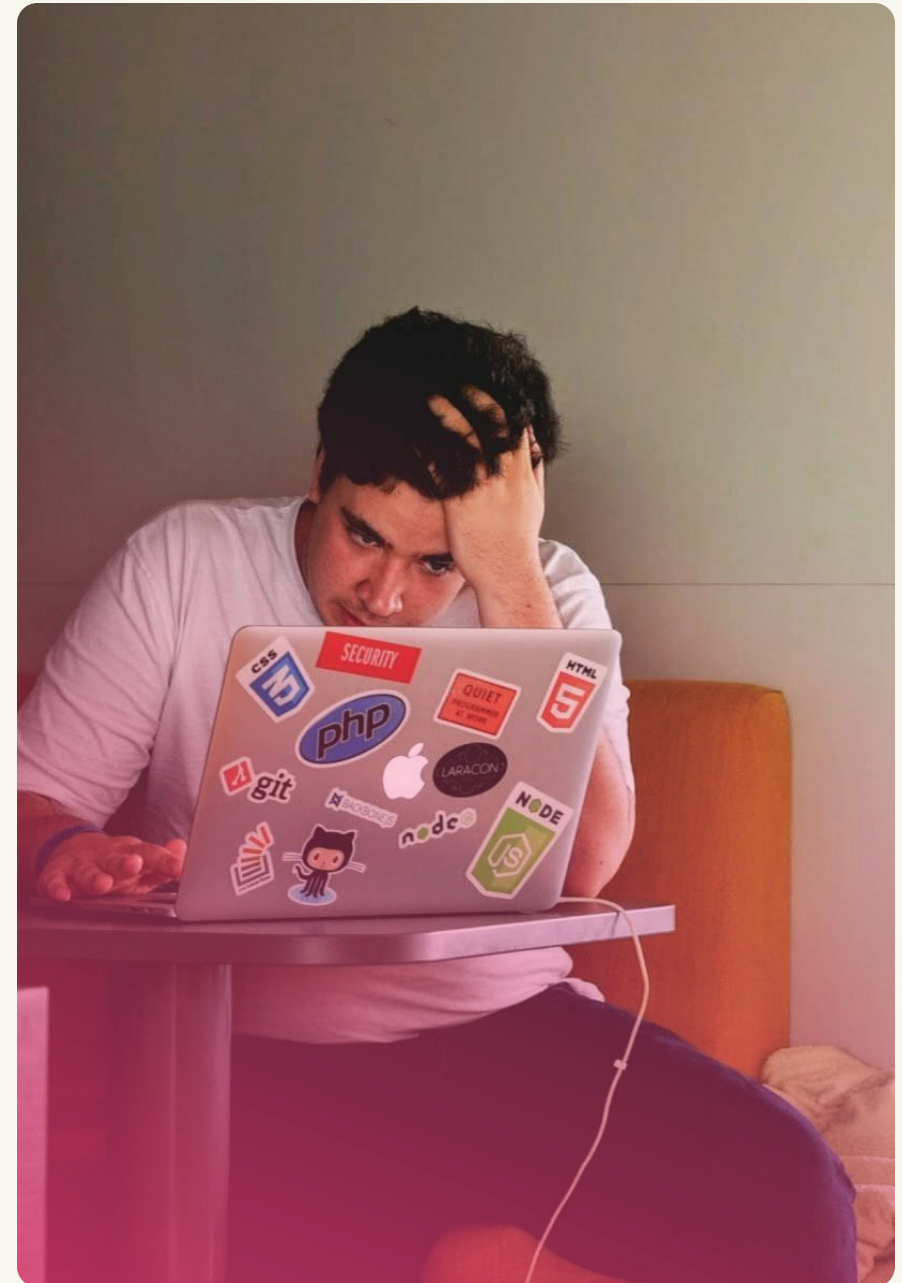
The vicious cycle of employee churn



Being a supervisor is harder than ever due to the hybrid work environment.



Poor user adoption tanks your ROI.



Building a better workforce with intention

Decades of expertise distilled into innovative workforce tools

50

Years of
Excellence

2K

Global Enterprise
Clients

350+

Patents and Patents Pending
Worldwide

2M+

Daily Active
Users

55

Ecosystem
Partners

Who we are

Our Mission:

Help enterprise brands
create productive, effective
and engaged experiences

Our Values:

People come first
Technology for good
Building a better world



Aspect WorkforceOS

Proven solutions working together to produce tangible outcomes for brands around the globe

Aspect Workforce™

Streamlines scheduling, forecasting, and performance tracking to boost team efficiency.

Aspect Performance™

Turns data into insights that drive the success and continuous growth of each employee.

Aspect Quality™

Streamlines processes, enhances customer satisfaction, and keeps your organization compliant.

Aspect League™

Turns every day into an engaging activity full of challenges, recognition, and rewards.

Aspect Workforce Experience (NEW)

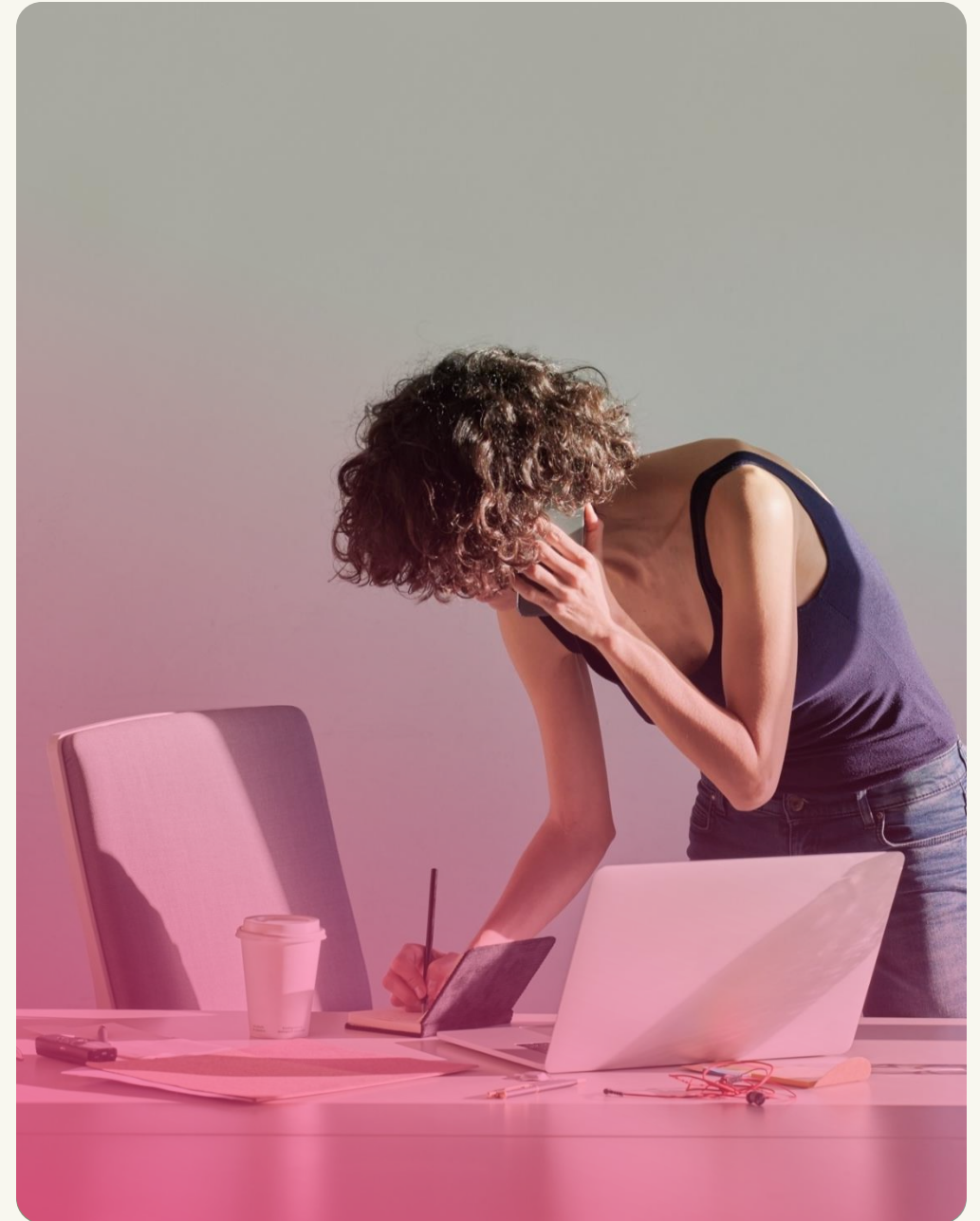
A next-generation cloud application that unifies scheduling, predictive insights, and workforce collaboration tools all in one seamless interface.

Aspect Workforce™

Streamlines scheduling, forecasting, and performance tracking to boost team efficiency.

The world of work has changed.

It's harder than ever for frontline employees and administrators to stay engaged and productive.



The hidden costs of inefficiency



Missed opportunities

Without intuitive dashboards and real-time data, decision-making becomes reactive instead of proactive.



Operational waste

Ineffective staffing leads to higher labor costs and lost productivity, impacting the bottom line.



Scheduling struggles

Unexpected gaps in coverage creates stress for administrators and disrupts operational flow.

Operational Chaos

Lost Potential

Engineered for everyone

**Thriving in
simplicity**



Agents

----- Aspect Workforce ----->

**Masters in
complexity**

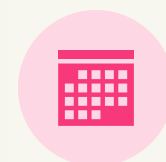
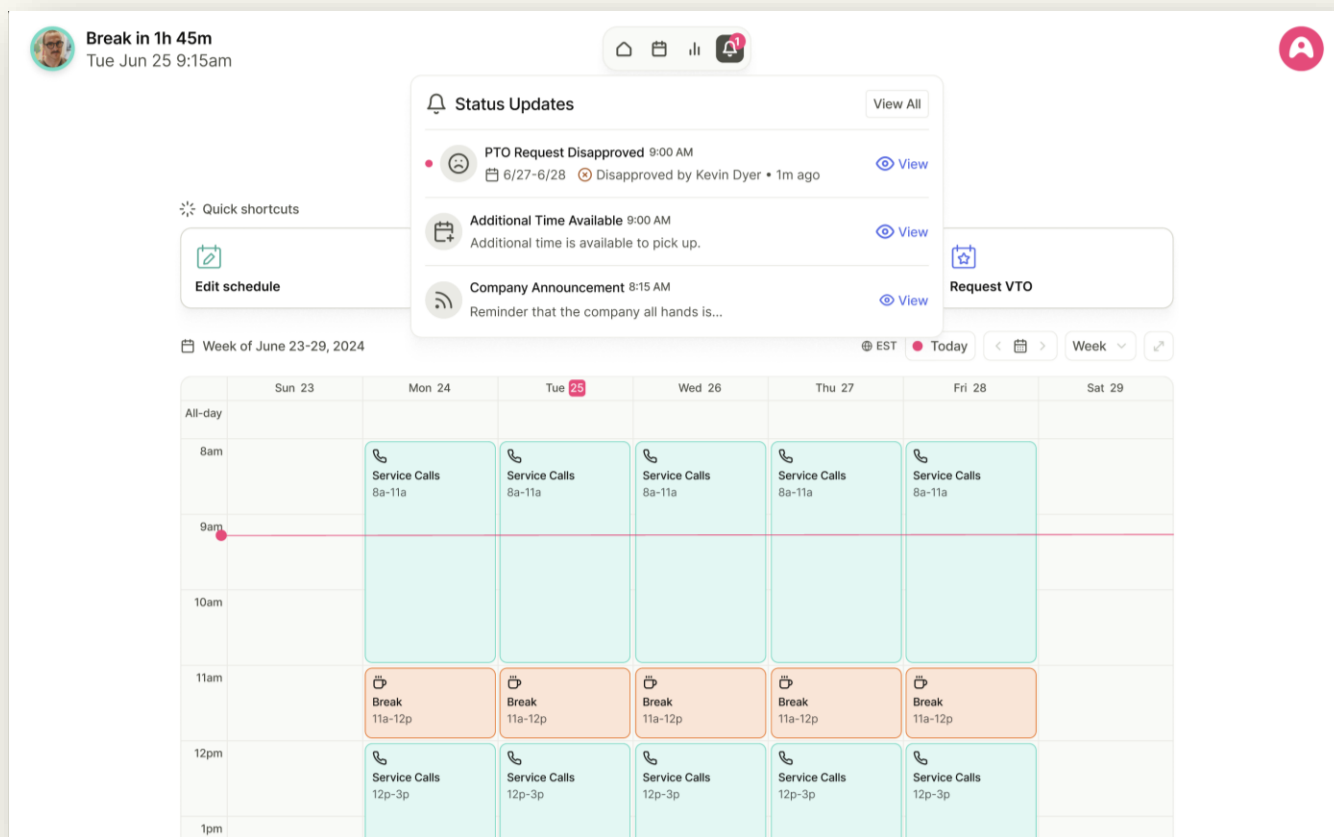


Administrators

Outcomes

- Scale user adoption
- Boost efficiency and productivity
- Improve employee engagement and satisfaction

Introducing *simplicity* for frontline teams.



Intuitive features

Easy scheduling and time-off management.



Proactive tools

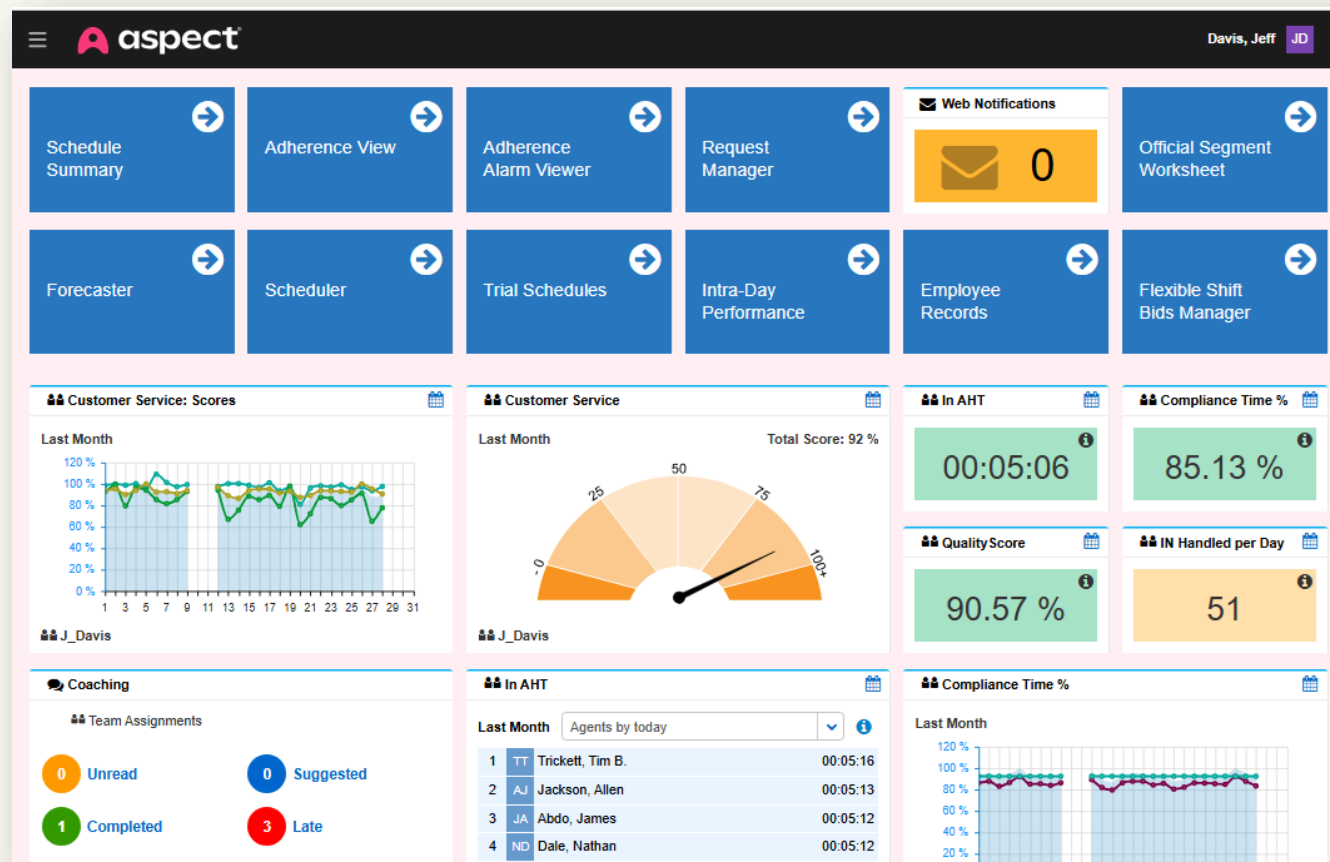
Real-time notifications to keep employees informed



Engagement drivers

A user-friendly interface promoting adoption and satisfaction.

Master *complexity* with advanced tools and insights.



Precision tools

Advanced forecasting to predict and prepare.



Control

Centralized shift, overtime and leave management.



Insights

Customizable dashboards to drive data-based decisions.



Seamless connectivity

Integrate with other HR systems, contact centers, and other workforce management tools.

Workforce management **for everyone**



Informed decision-making

Real-time insights to drive data-driven decisions on setting workforce goals.



Precise forecasting

Intelligent forecasting algorithms reduce staffing issues using historical data.



Cost efficiency

Monitor employee performance against key metrics to identify areas for improvement.



Employee satisfaction

Give employees self-service tools for scheduling that knows their preferences.

Masters in Complexity

Thriving in Simplicity



Aspect Performance™

Turns data into insights that drive the success and continuous growth of each employee.

Addressing Key Pain Points

FEEDBACK AND GUIDANCE

- Infrequent feedback
- Inadequate acknowledgement

ALIGNMENT AND COMMUNICATION CHALLENGES

- Misaligned objectives
- Communication breakdown

SYSTEMAIC AND OPERATIONAL INEFFICIENCIES

- Cumbersome administrative processes
- Lack of consistency

Key Benefits



**Improved team
productivity**



**Increase
employee
retention**



**Cohesive
company-wide
alignment**



**Clear, meaningful
feedback**

ASPECT PERFORMANCE



Aspect Quality™

Streamlines processes, enhances customer satisfaction, and keeps your organization compliant.

Addressing Key Pain Points

SERVICE QUALITY ISSUES

- Service level inconsistencies
- Lack of robust performance monitoring
- Challenges in secure Communication

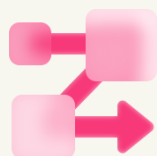
COMPLIANCE AND DATA MANAGEMENT DIFFICULTIES

- Compliance and standardization struggles
- Data fragmentation
- Inadequate historical analytics

AGENT PERFORMANCE AND DEVELOPMENT BARRIERS

- Ineffectual agent evaluation and coaching
- Inefficient real-time decision making

Key Benefits



**Continuous
workflow
improvement**



**Employee
evaluation and
growth**



**Comprehensive
recording
management**



**Enhanced
customer
satisfaction**



Aspect League™

Turns every day into an engaging activity full of challenges, recognition, and rewards.

Addressing Key Pain Points

AGENT PERFORMANCE + ENGAGEMENT & RECOGNITION

- Inconsistency in Agent Performance
- Lack of clear goal tracking
- Insufficient recognition and rewards

OPERATIONAL EFFICIENCY AND COST

- Time-intensive manual incentive processes
- High agent turnover

ADAPTABILITY AND INTEGRATION

- Struggles with remote work engagement
- Difficulty integrating with existing systems
- Scaling performance management

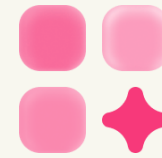
Key Benefits



**Encourage
employee growth**



**Minimize
employee
turnover**



**Foster positive
team dynamics**



**Consistent
workforce
productivity**



AI in Workforce Management

SEPARATING FACT FROM FICTION

The AI hype

Overblown, AI-hyped headlines from others in the WFM space

**ALL-IN-ONE,
EASY-TO-USE,
POWERED BY AI**

**GENERATIVE AI ALREADY
GENERATING ROI**

AI adoption is essential to stay ahead of the curve and support every aspect of your business

**AI-infused
automation and
mobility**

AI leverages multiple data points to create a highly accurate long-term forecast

AI is a force multiplier

customer achieved top 1% operational performance through introduction of AI and reduced TCO by 47% over 3 months

Generative AI produces tailored responses that connect to your brand

SEPARATING FACT FROM FICTION

The AI hype

Real quotes:

aspect

ALL IN ONE
EA
PO

Experts warn AI bubble may soon burst

– Goldman Sachs

Generative AI is getting kicked off its pedestal

– Fortune

Wall Street is becoming more sceptical of artificial intelligence

– MarketWatch

Goldman Sachs calls BS on the AI bubble

– TFW

AI business need to prove their worth beyond burst

– Goldman Sachs

AI is overhyped, wildly expensive, and unreliable

– beSpecific

Gen AI: too much spend, too little benefit? burst

– Goldman Sachs

Will the \$1 trillion of generative AI investment payoff?

– Goldman Sachs


and redu

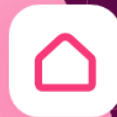
Generative AI produces tailored responses that connect to your brand


THE REALITY OF AI


Empowering, not replacing




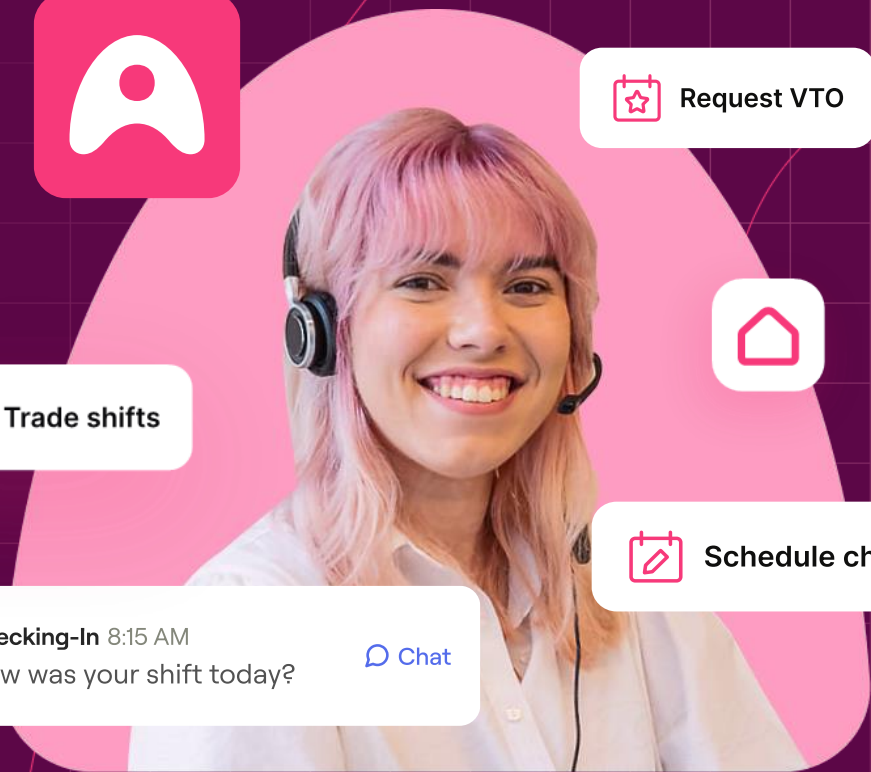
 Request VTO



 Trade shifts

 Schedule change

 **Checking-In** 8:15 AM [Chat](#)
How was your shift today?

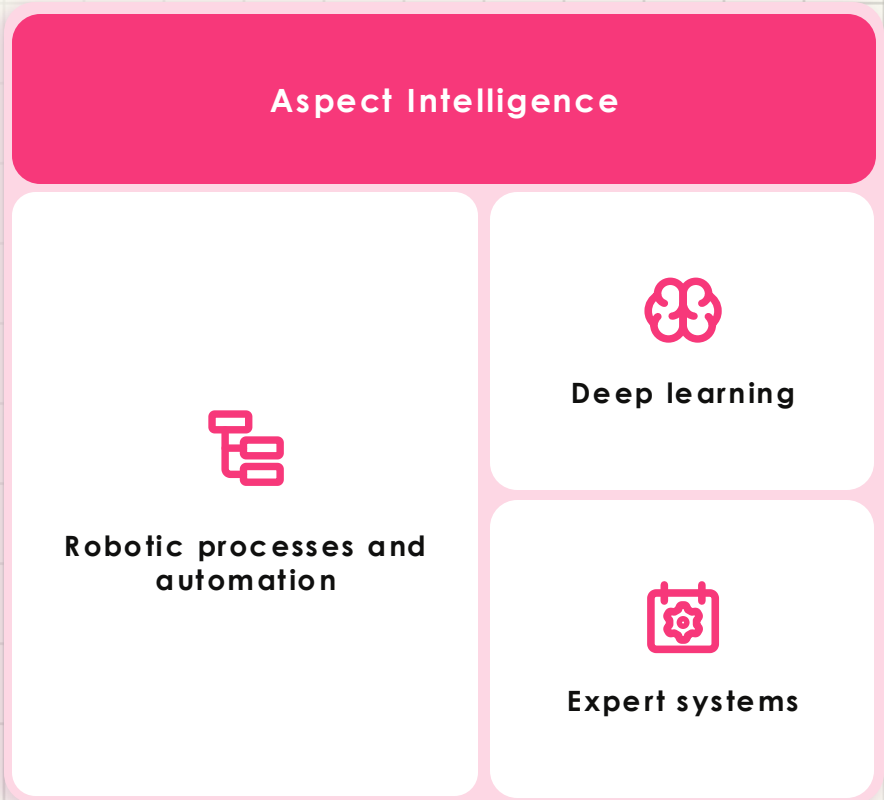


THE POWER BEHIND IT ALL

Building blocks of AI

Machine learning

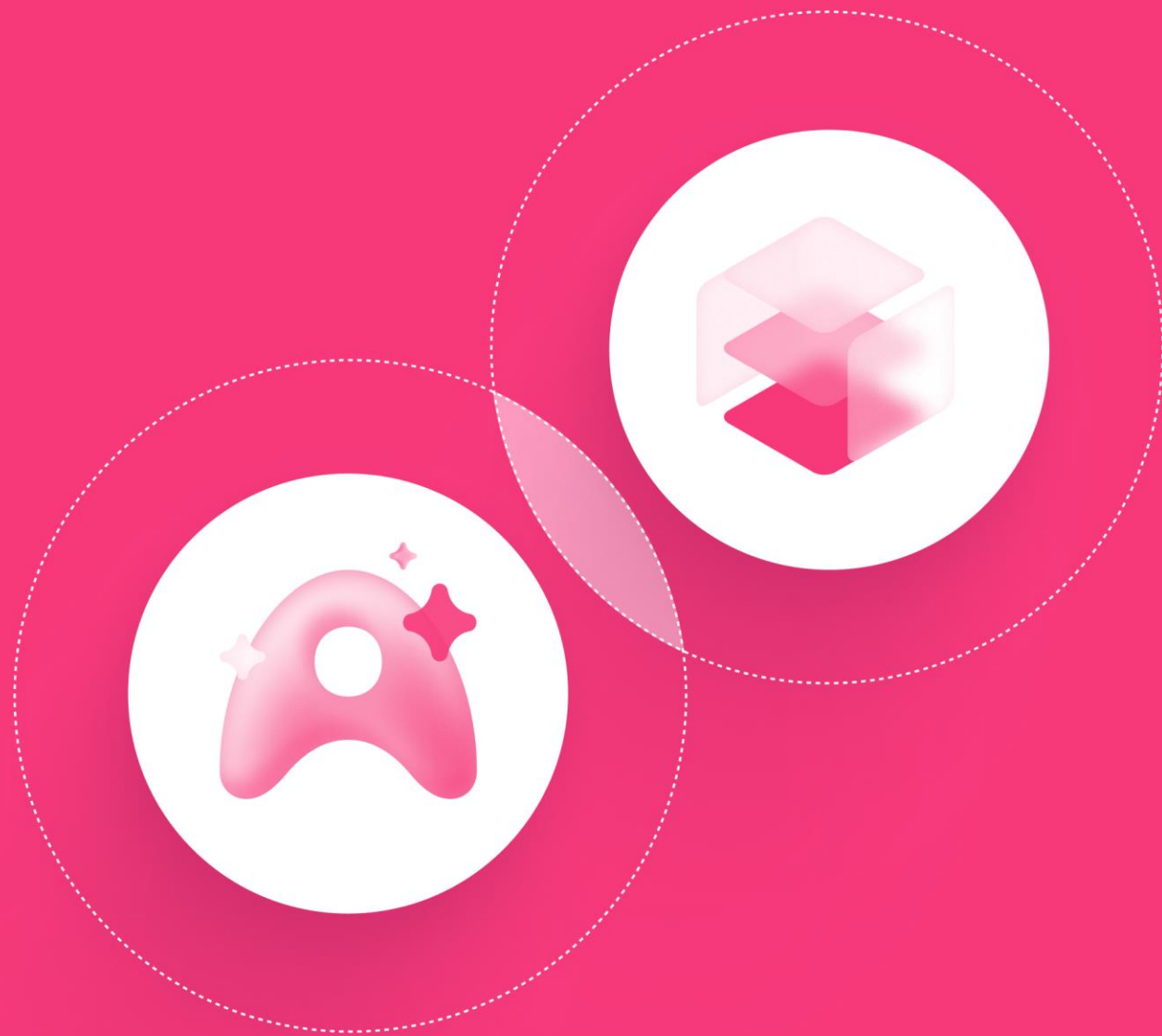
Fuzzy logic



Natural language processing

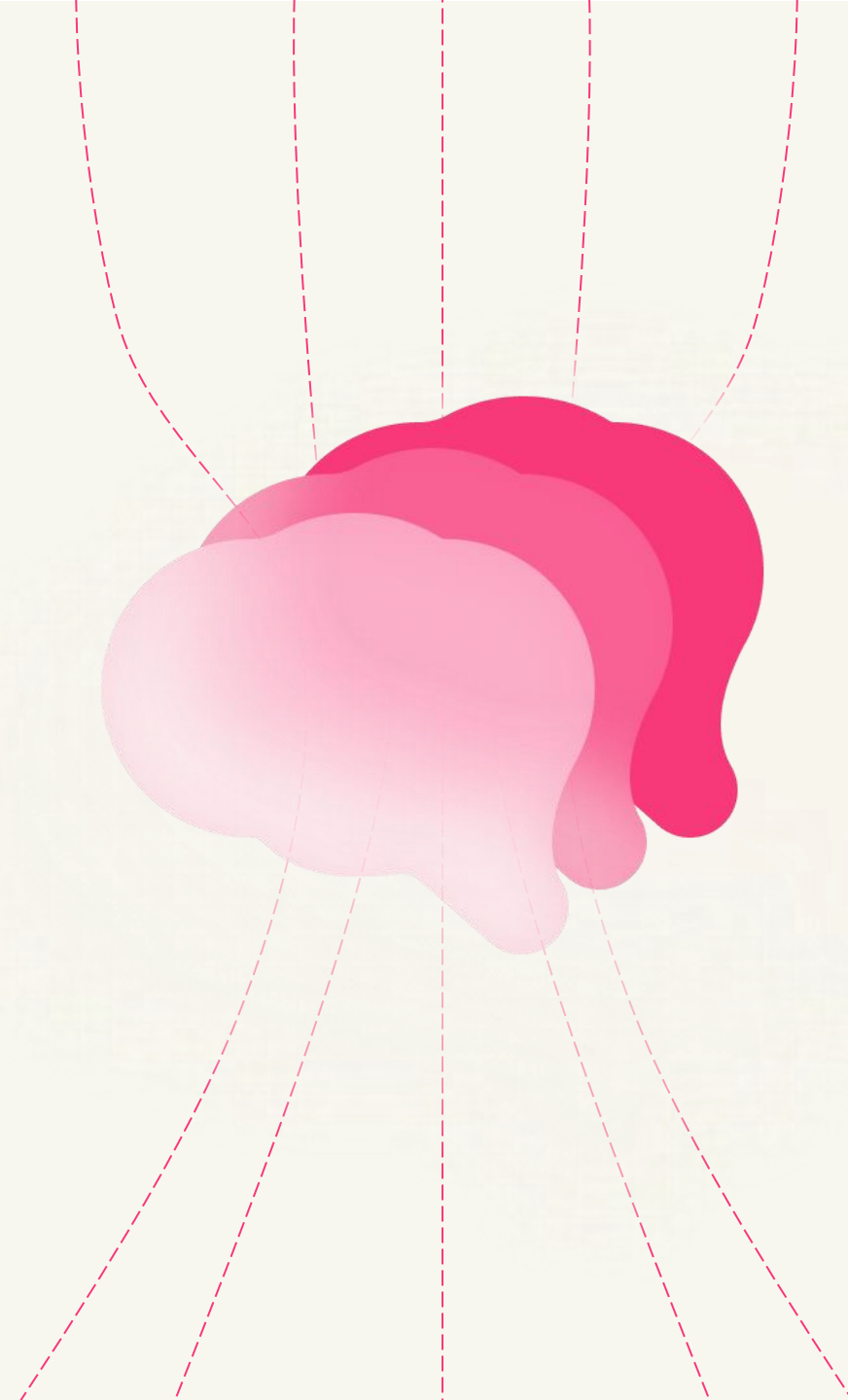
AI INNOVATION

Thoughtful and purposeful integration



SUPPORTED AI COMPONENTS

Powerful insights with deep learning



SUPPORTED AI COMPONENTS

Empowering teams with robotic processes and automation



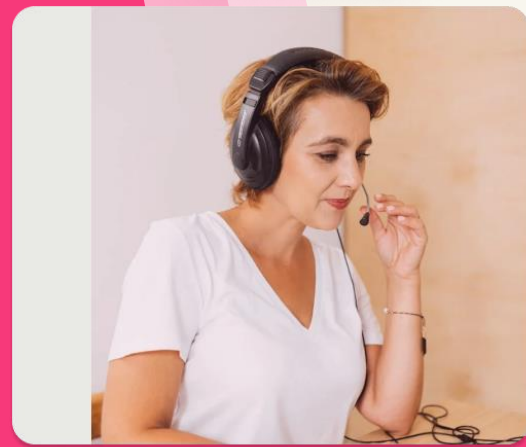
SUPPORTED AI COMPONENTS

Decades of experience in expert systems



THE ASPECT STRATEGIC APPROACH

Enhancing WFM with Advanced Technology



New Trade

How do you want to trade your shift?

With an Agent

Post to the Board



June 2024

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 1 | 2 | 3 | 4 | 5 | 6 |

Ranked Shifts

| Rank | ▼ % | Name | Days | Schedule | Breaks |
|------|------|--------------|---------------|-------------|-------------|
| 2 | 100% | August Shift | S M T W T F S | 8:00a-5:00p | 12:00p (1h) |

Appendix

Backed by expertise solving the world's toughest workforce challenges

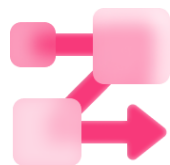


Aspect Security Highlights

ARCHITECTURE / DESIGN



**Centralized
Authentication/
Authorization**



Data in Transit



Anti-Virus



**Certificate
Management**

DATA AT REST / ISOLATION



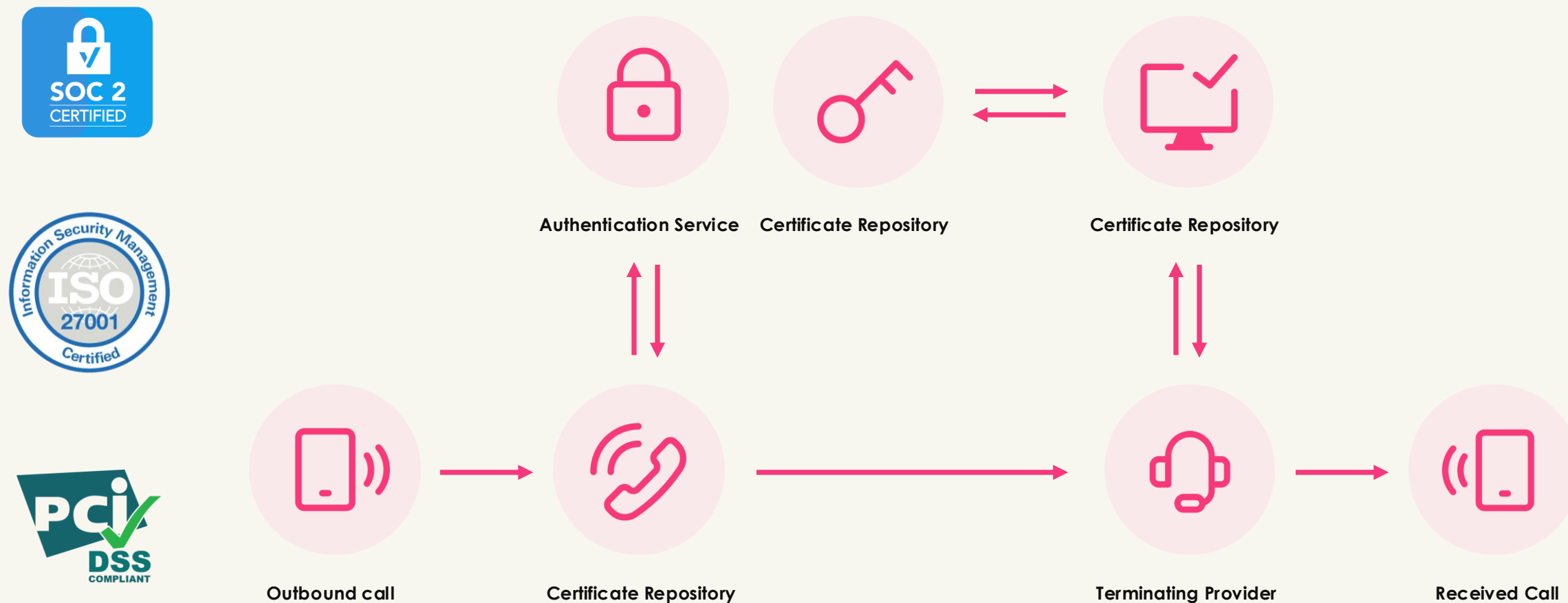
Data at Rest



**Application
Isolation**

Baked-in security and compliance

Stir/Shaken



A tailored and transformative customer journey. One size does not fit all.



We're committed to **your success**

50+ years
of industry-leading
experience

20+ years
Strategic Client tenure



Proven ROI in
less than
12 months

Thematic Roadmap: 2025-2026



Aspect Workforce™

Collaborative AI, ease-of-use, more customer-requested enhancements, expanded back-office features



Aspect Performance™

AI data insights, more customer-requested enhancements



Aspect Quality™

Collaborative AI, more customer-requested enhancements



Aspect League™

AI-product impact tracking, ease-of-use, more customer-requested enhancements, deeper integration with Workforce

CUSTOMER SUCCESS STORIES

PLEASE SEE [HERE](#) FOR COMPLETE LIBRARY.



Let's see a **demo**

Demo Agenda:

- Thing 1
- Thing 2
- Thing 3
- Thing 4
- Thing 5