

How Best Buy Reduced Risk and Unlocked More Value from Aspect



At a glance

The Challenge

Best Buy's contact center operations rely on a complex stack of tools to support agents, customers, and internal teams. As the team introduced a new ACD and continued to expand its technology footprint, Best Buy needed a partner that could keep pace with change, help them squeeze more value out of their investments, and protect strict security standards.

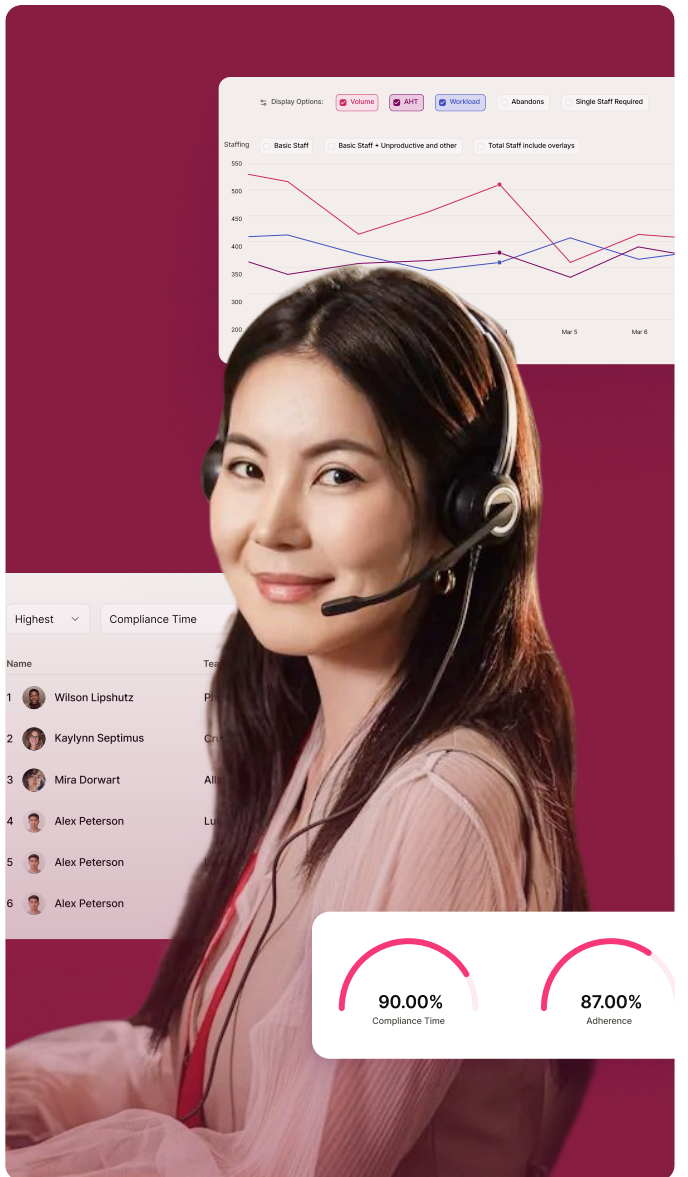
The Solution

Best Buy turned to Aspect as a flexible, configurable platform and a hands-on partner to help them optimize day-to-day operations, reduce risk, and give agents more control over their work.

The Impact

- ✓ **Reducing risk and complexity**
Aspect helped Best Buy build security solutions aligned to their custom authentication protocols and new ACD integration
- ✓ **Getting more value from existing tools** Bill's team is making sure they're financially using their tools to the extent that they can be used
- ✓ **Improving agent experience**
Agents given more control over their schedules, contributing to higher satisfaction

Customer	Number of agents
Best Buy	TBD
Spokesperson	Aspect Solutions
Bill Harz, Product Manager	Aspect Workforce Optimization



The organization

Best Buy is a leading consumer electronics retailer with a large, distributed contact center and support organization. Bill Harz, Product Manager, is responsible for the setup and maintenance of multiple products used across the operation, including Aspect. His team prioritizes updates and upgrades, sets guidelines for how tools are used, and ensures that the organization gets maximum value from its technology investments.

Motivation for change

Bill's team is focused on "getting the most out of our products," both financially and operationally.

That meant:

- ✓ Ensuring existing tools were being fully utilized, rather than leaving value on the table
- ✓ Finding better ways of doing things and removing roadblocks for end users, customers, and agents
- ✓ Integrating a new ACD while meeting stringent security requirements and custom authentication protocols

The team knew there were powerful capabilities in Aspect they were not yet using, and they needed guidance on best practices, as well as a partner who could help them move faster with less risk.





Why Aspect

Best Buy didn't just need software. They needed a partner.

Bill describes working with Aspect as "a partnership," with "general contacts" who collaborate closely with his team to find solutions to complex problems. Aspect stood out for its flexibility and ability to be tailored to Best Buy's specific environment.

The team's focus areas were:

- ✓ Secure integration with a new ACD, including custom authentication methods and compliance with internal security standards
- ✓ Guidance and best practices to unlock more value — teaching the team where there are gaps or misconfigurations, sharing how other customers solve similar problems, and connecting Best Buy with peers pursuing the same outcomes
- ✓ Empowering agents with more ownership over their schedules, reducing dependence on supervisors and scheduling teams

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"If I had to say one word or one phrase to describe Aspect, I would probably say a powerful utility... The flexibility, customize-ability is great."

— Bill Harz, Product Manager, Best Buy

The Results



Reducing risk and complexity

Aspect partnered with Best Buy to integrate the new ACD into their environment, working together on "a lot of little technical backend tweaks" to implement the security protocols required by Best Buy's security team. This included building in custom authentication methods and ensuring compliance with internal security standards.



Reduced technical risk during a major platform change



Required security controls correctly implemented



Getting more value from existing tools

Bill notes that there are "lots of features in Aspect that we aren't using fully that we could be using." By focusing on underused features and better ways of working, Bill's team is "making sure we're financially using our tools to the extent that they can be used."



Gaps and misconfigurations identified



New opportunities surfaced through peer connections and shared best practices



Improving agent experience

Best Buy uses Aspect to give agents more ownership over their schedules, reducing dependence on supervisors and scheduling teams. Agents can manage their own time in a way that is aligned with business rules, while enjoying a better day-to-day experience.



Fewer scheduling roadblocks



Higher agent satisfaction

What stood out

- ✓ A partnership, not just a vendor relationship — "really working hand in hand to try and find solutions for our problems"
- ✓ Ideas drawn from other customers' experiences and customer connections so Best Buy can learn from peers
- ✓ Proactive advice on how to configure and use the platform



Looking ahead

Bill's team will continue to focus on extracting maximum value from their technology stack, and Aspect will remain a key partner in that journey. With a flexible, customizable platform and a collaborative relationship, Best Buy is well-positioned to keep improving both operational efficiency and agent experience.

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— Bill Harz, Product Manager, Best Buy

About Aspect

Total amount saved
annual by some
enterprise-level clients

\$9.5M

Fewer schedule
change requests

40%

Hours saved
annually in manual
admin work

4,500

About Aspect

At Aspect, people come first. That's why we created powerful, intuitive workforce management solutions with humans at the forefront. Built upon more than 50 years of industry-leading experience, we're shifting sights to redefine workforce management.

Our Technology

With Aspect, you will transform your contact center with our enterprise workforce management. Plan smarter and act faster with enterprise workforce management powered by real-time intelligence — unifying AI forecasting, dynamic scheduling, and performance analytics.

About Aspect Intelligence™

At Aspect, we believe AI should empower people, not replace them. Our vision for AI reflects a simple but powerful idea: technology should strengthen workforce capabilities, reduce friction, and deliver measurable improvements to every aspect of workforce engagement management (WEM) — all while maintaining the human connection that is at the heart of exceptional experiences.