

ASPECT ENTERPRISE CONTACT SERVER RECEIVES IBM CLUSTERPROVEN VALIDATION

Submitted by: Gray Associates

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Aspect Communications Corporation (Nasdaq: ASPT), the leading provider of business communications solutions that help companies improve customer satisfaction, reduce operating costs, gather market intelligence and increase revenue, today announced that the Enterprise Contact Server has received IBM® ClusterProven® validation on Microsoft® Windows® 2000 Advanced Server.

Aspect® Enterprise Contact Server provides large and medium enterprises with multisite, multichannel contact centre technology for service, sales and marketing, and customer contact functions.

The IBM ClusterProven program is designed to encourage the development of solutions that meet carefully defined technical and functional requirements for delivering the utmost in availability and scalability. The validation delivers a solution with availability and scalability characteristics beyond those achieved on a single server node and helps maintain application availability in event of failure. IBM provides assistance to developers who wish to validate their solutions as ClusterProven.

"IBM and Aspect customers will benefit from the scalability and reliability of this validated solution," said Nancy Williams, director, PartnerWorld® for developers, IBM eServer xSeries. "We are delighted that Aspect Communications is now part of IBM's ClusterProven program."

"Businesses are centring their practices around customer relationship management. They realise in order to have a profitable business with loyal customers they must make every effort to provide the highest level of customer service," said Paul Tollan, managing director, Aspect UK. "In order to have a successful CRM strategy you need a mission-critical contact server; it provides the very foundation of any CRM solution. For over 16 years we've delivered the best systems available anywhere, and we are constantly working on refining our solutions. Completing the IBM validation program is yet another proof of the reliability in our solutions. Our customers know that when they purchase from us they are getting the most fault-resilient software solution from the combined efforts of Aspect and IBM."

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Aspect Communications

Aspect Communications Corporation is the leading provider of business communications solutions that help companies improve customer satisfaction, reduce operating costs, gather market intelligence and increase revenue. Aspect is the trusted mission-critical partner of 76 percent of the Fortune 50, daily managing more than 3 million customer sales and service professionals worldwide. Aspect is the only company that provides the mission-critical software platform, development environment and applications that seamlessly integrate voice-over-IP, traditional telephony, e-mail, voicemail, Web, fax and wireless business communications, while guaranteeing investment protection in a company's front-office, back-office,

Internet and telephony infrastructures. Aspect's leadership in business communications solutions is based on more than 16 years of experience and over 7,600 implementations deployed worldwide. The company is headquartered in San Jose, Calif., with offices around the world, as well as an extensive global network of systems integrators, independent software vendors and distribution partners.

Aspect's UK office is based in Stockley Park, Uxbridge, Middlesex and can be reached on 0800 ASPECT (ie, 0800 277328) or visit the company's Web site at <http://www.aspect.com>.

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The IBM eServer brand consists of the established IBM eBusiness logo, with the following descriptive term "server" following it. IBM, the eBusiness logo, xSeries, PartnerWorld and ClusterProven are trademarks of IBM Corporation. Microsoft and Windows are trademarks of the Microsoft Corporation.

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