

# ASPECT ANNOUNCES NEW WORKFORCE MANAGEMENT SOLUTION

Submitted by: Gray Associates

Wednesday, 10 October 2001

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Balances needs of contact centre staff with business requirements  
for better bottom line results

Stockley Park, London, 10 October 2001 – 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, announces today UK availability of Aspect eWorkforce Management version 6.0 for multiskill, multisite and multichannel contact centres. Aspect eWorkforce Management (formerly known as TCS) software forecasts contact volumes and handling times for voice, Web and email contacts and helps schedule staff and other resources according to user-defined business criteria.

Aspect believes that no other workforce management software provides eWorkforce Management's Self-Service scheduling functionality that allows companies to balance employee schedule preferences with business requirements. This flexible workforce scheduling can improve employee job satisfaction, help achieve revenue goals and, ultimately, improve customer service.

Aspect's software forecasts the volume of incoming contacts (phone, Web, email) and generates work schedules based on employees' preferred hours, on business requirements for meeting the revenue and service goals or on a combination of both. Then it assigns the optimal schedules to employees based on the criteria, such as seniority, that the manager chooses.

According to Aspect, the first step to building a reputation for delivering quality service is to properly staff the contact centre with well trained and motivated employees.

"Customer Service Representatives absorb the majority of a contact centre's budgets and are the face of the company," said Shon Wedde, Aspect's vice president of workforce management development. "Flexible work schedules reduce costs associated with churn and motivate employees; this results in higher customer satisfaction. Using Aspect, companies can satisfy employees and customers and thereby improve their financial performance."

To cut administration costs and improve responsiveness to changing customer demand, the Aspect solution automates how employees are notified of real-time changes to their work schedules. Customer Service Representatives can receive automated email messages, for instance, when they need to take breaks or lunches at newly scheduled times due to changes in the volumes of incoming contacts. The automation eliminates the manual performance of a normally time-consuming and reactive workforce management task.

Aspect's eWorkforce Management offers self-service scheduling functions around the clock. Employees can use the Web or telephone to access the system, which then responds to requests for holiday, overtime, unpaid time off and more. Managers can define the work rules and business policies that result in the software automatically issuing 'accepted', 'declined' or 'wait-listed' responses to requested schedule changes and can override the results when necessary.

Additionally, an Aspect Contact Server eWorkforce Management Toolkit delivers fast, out-of-the-box integration of workforce management data with contact management software. The Aspect Contact Server, for example, could learn from integrated Aspect eWorkforce Management software that a Customer Service Representative set to receive the next contact is scheduled for a break in 30 seconds. The Aspect Contact Server could then direct the contact instead to an agent who is scheduled to be logged in for the next 25 minutes. The toolkit includes a palette of pre-written software objects that can be developed within Aspect eBusiness Architect, a graphical interface for building such process flows.

Aspect eWorkforce Management is available for both non-Aspect and Aspect-based environments.

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#### About 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, email, 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, California, with offices around the world as well as an extensive global network of systems integrators, independent software vendors and distribution partners. Aspect's UK offices are in Stockley Park, Uxbridge, Middlesex and be reached on 0800 ASPECT (i.e. 0800 277328).

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