

# ASPECT COMMUNICATIONS RATED 'STRONG POSITIVE' IN LEADING RESEARCH FIRM'S GLOBAL WORKFORCE MANAGEMENT (WFM)

**MARKETSCOPE**  
Submitted by: Gray Associates

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Aspect Communications Corporation (Nasdaq: ASPT), the leading provider of enterprise customer contact solutions, today announced that Gartner Inc. rated Aspect 'strong positive' in its October strategic analysis report, 'MarketScope: Workforce Management Software for the Contact Center.'

Gartner defines 'strong positive' vendors as solid providers of strategic products, services or solutions, advising current customers to 'continue investments'" and potential customers to 'consider this vendor a strong strategic choice.' The range of ratings includes strong positive, positive, promising, caution and strong negative.

To evaluate vendors, Gartner examines their financial viability and market commitment, including the ability of a vendor to generate sustainable revenue and profit. In addition, Gartner examines whether a vendor has demonstrated a commitment and investment (such as research and development, marketing and sales) to be successful in this market. Other criteria include the following:

- Product features and technology and market innovation (that is, the delivery of new and innovative functionality)
- Marketing momentum (for example, partnerships, distribution channels and sales effectiveness.
- Overall project costs and benefits
- References (that is, the number of high-quality references Gartner speaks to that substantiate the technical, support and marketing claims of the vendor for this product)

Gartner's CRM research director, Wendy Close, prepared the report, which is available for purchase at <http://www.gartner.com>.

Aspect eWorkforce Management improves contact centre efficiency by automating the complexities associated with staff scheduling. Built on TCS's industry-acclaimed technology, Aspect's solution handles forecasting, scheduling and intra-day tracking and is designed specifically for today's single-site, multisite, multiskill or multichannel contact centre. Aspect is renowned for its leadership in workforce management and is now bringing that proficiency to small and mid-sized businesses with the recent launch of Iphinity Workforce Management (WFM).

Aspect Iphinity WFM is a complete, bundled offering—a feature-rich, affordable, turnkey solution built

to meet both the business requirements and financial resources of this unique set of customers. In addition, Aspect recently announced Aspect Performance Optimisation for eWorkforce Management, the first in a series of analytical and reporting applications for delivering actionable, timely information and optimising operational performance for contact centre managers, supervisors and agents alike.

#### NOTE TO EDITORS:

#### 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 a trusted mission-critical partner with more than two-thirds 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 17 years of experience and more than 8,000 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 can be reached on 0800 ASPECT (i.e. 0800 277328).

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