

Aspect Names Gary Barnett President and CEO

Submitted by: Gray Associates

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Aspect Communications Corporation (Nasdaq: ASPT), a leading provider of enterprise customer contact solutions, has announced that Gary Barnett has been named president and chief executive officer (CEO) after serving in an interim capacity since August 2003.

Barry Rand, interim chairman of Aspect's board of directors and CEO of Equitant, the leading provider of order-to-cash outsourcing solutions for the Global 1000, said, "I am pleased that the search is complete and am confident that we selected the candidate best prepared to build on the momentum Gary helped create last year. Gary demonstrated his abilities by leading Aspect to a strong finish in 2003. His experience with the company provides a smooth transition in leadership. He has the market vision, industry knowledge and relationships with customers, partners, shareholders and employees to lead the company to future success."

"My ties with Aspect are strong and reach back to the founding of the company," said Barnett. "I intend to strengthen Aspect's leadership position through a steady, focused multi-pronged approach. We'll continue to concentrate on our stellar customer base and help move it into the new era of unified customer-care solutions. We'll strengthen alliances to increase our reach and ensure that our technology is standards-based for optimal flexibility. Finally, we'll continue to refine our operations and become more efficient in ways that also enhance customer satisfaction. I'm looking forward to leading the team to another great year and am honored to have been selected to serve in this role."

Barnett has a distinguished history as a driving force in communications technology and is recognised globally as a contact centre technologies expert. Prior to serving in the interim CEO role, Barnett was Aspect's executive vice president of products and chief technology officer. Barnett developed the vision for the technological foundation of Aspect's products and was Aspect's key technology spokesperson in that role.

Prior to Aspect, Barnett was a founding engineer at Octel Communications where he was instrumental in developing Octel's first voice-messaging system and was a pioneer in the field of unified messaging. He left Octel to become a founding engineer at Aspect and was key to Aspect's success in developing the first automatic call distribution (ACD) software to run on standard hardware systems. In 1987, Barnett left Aspect to found and lead Prospect Software, a company that pioneered computer-telephony integration in the early 1990s. He returned to Aspect in 1996 when Aspect acquired Prospect.

About Aspect Communications

Aspect Communications Corporation (Nasdaq: ASPT) is the world's largest company focused exclusively on

contact centre solutions, and the only one that unifies workforce, information and communications to deliver exceptional customer service. The Aspect brand is trusted by more than 75 percent of the Fortune 50, and more than 3 million customer sales and service professionals worldwide rely on Aspect's mission-critical business communications solutions. The company's leadership is based on 18 years of expertise gained from more than 8,000 successful implementations worldwide. Aspect is headquartered in San Jose, California, with 24 offices in 11 countries 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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