

ASPECT VOTED BEST ACD AND WORKFORCE MANAGEMENT SOLUTION IN CONTACTCENTREWORLD.COM GLOBAL AWARDS

Submitted by: Gray Associates

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Aspect Communications Corporation (Nasdaq: ASPT), a leading provider of enterprise customer contact solutions, has won the contact centre industry's top global awards for best ACD/switch and best workforce management solution in the 2004 ContactCenterWorld.com Members' Choice Awards.

"Unlike other awards in the industry, no judging panel was involved," said Raj Wadhvani, editor-in-chief of ContactCenterWorld.com, an online global resource for the contact centre industry. "The winners were those who scored exceptionally high marks across a number of areas that are important to customers. These winners all deserve their awards - they stood out from a very crowded market and were open to feedback from their customers in a truly fair and unbiased way."

The Aspect Call Center "comes packed with lots of functionality" and is "easy to manage-unparalleled with anything else I have used," said voting customers. "Running a centre without this solution is like running a marathon in combat boots."

Aspect eWorkforce Management is "easy to operate" with "great real-time adherence," said other category voters. The technology is "experienced and proven," "the service is good," and "the product is reliable."

"Positive industry recognition from resources like ContactCenterWorld.com is very important to us, but even more so when it's prompted by our own customers," said Charlie Rabie, Aspect's senior vice president of research and development. "They're praising our technology and our service standards-the whole package. You can't beat that."

About ContactCenterWorld.com

ContactCenterWorld.com is the world's no.1 on-line resource site for the contact centre industry around the world. Through a unique blend of high value editorials and carefully placed advertising, clients around the world benefit from substantial exposure and quality leads. We currently have over 72,000 corporate members of which 40% are at a senior executive level within Contact Centres globally. The quality content on our site is what draws 7,500 unique users to us every day. Active clients of ContactCenterWorld.com include: IEX, Edify Corporation, Nortel Networks, Lucent, Concerto, NICE Systems, Pipkins, GMT, ServiceWare Technologies, eOn Communications, Aspect, and many more. For more details visit www.ContactCenterWorld.com

About The Members' Choice Awards

Launched in the summer of 2002, the Members' Choice Awards are the industry's first and only independent awards program where users vote for their favorite solution providers on a national, regional and global basis. There are no judges and no panels. Each award is based on the quality of all votes received not the quantity.

More about Aspect Call Center

This automatic call-distribution system offers one of the most extensive feature sets available, enabling contact centres to get calls to the right resource quickly and efficiently; handle an average of up to 200,000 inbound and outbound calls per hour; develop call-routing applications quickly and modify them on the fly as business needs change; scale up as the business grows; use real-time and historical reports to operate efficiently; and manage IP-based agents and PSTN-based agents from a single platform. Routing can be based on agent skill sets, real-time conditions in the contact centre, priorities that business managers define, information entered by callers and data in enterprise customer databases.

More about Aspect eWorkforce Management

This staffing software for contact centres determines how many agents with which skills a sales or service department will need to respond to e-mail, Web and voice contacts from customers during specific time frames. It then creates work schedules, assigns them to the agents and tracks performance according to set goals. The schedules are based on the software's predictions of the volume and patterns of incoming communications, the company's desired customer service delivery levels and the agents' schedule preferences. By using Aspect's staffing software to manage workforces more effectively and to project contact volumes more accurately, contact centres can move towards realizing lower staff turnover, reduced costs and higher customer satisfaction overall.

About Aspect Communications

Aspect Communications Corporation is a leading provider of contact centre software and services that enable businesses to manage and optimise customer communications. Aspect's global customer base includes more than two-thirds of the Fortune 50 and leading corporations in a range of industries including transportation, financial services, insurance, telecommunications, retail and outsourcing, as well as large government agencies. The company's leadership is based on 19 years of expertise. 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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