

ASPECT IPHINITY WORKFORCE MANAGEMENT WINS "TMC LABS EDITORS' CHOICE" AWARD

Submitted by: Gray Associates

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Aspect Communications Corporation (Nasdaq: ASPT), a leading provider of enterprise customer contact solutions, has announced that Aspect® Iphinity Workforce Management (WFM) has earned a TMC Labs Editors' Choice award from Technology Marketing Corporation's Customer Inter@ction Solutions magazine for high marks received during extensive product testing and evaluation.

Aspect Iphinity WFM received perfect scores in three out of the four evaluation categories, resulting in an overall grade of an "A" and the distinction of TMC Labs Editors' Choice for 2004. This is the fourth award this year for the Aspect Iphinity product line.

Customer Inter@ction Solutions and TMC Labs praised Aspect for delivering the value of its higher-end workforce management solutions in an affordable package tailored to small and mid-sized contact centres. This market segment suffers from many of the same workforce challenges as larger centres but without similar financial resources to address them as efficiently. Aspect Iphinity WFM's ease of use and powerful feature set were cited as determining factors leading to the all-around high scores and, ultimately, the award itself.

"TMC Labs was extremely impressed with the power and flexibility of Aspect Iphinity WFM as well as its clean and easy-to-use user interface, which includes nice features like the customisable toolbar," said Tom Keating, chief technology officer and executive technical editor at TMC Labs. "It is well known that workforce management solutions generate ROI, so smaller contact centres shouldn't be left out any longer. With Aspect Iphinity WFM, Aspect does a fabulous job of marrying scheduling, forecasting, reporting and financial analysis all in a single, more affordable package."

Aspect designed Aspect Iphinity WFM to fit the requirements of small to medium-sized contact centres, many of which still rely on spreadsheet programs to manually predict call volumes and to schedule staff. A complete packaged solution with a preconfigured database, Aspect Iphinity WFM is easy to install, configure and run. It enables contact centre managers to forecast with more accuracy, schedule for optimal performance, track actual performance and take quick corrective actions. In addition to these built-in advantages for smaller operations, Aspect Iphinity WFM offers functionality developed in response to the needs of the world's largest contact centres. Based on industry-acclaimed TCS technology, Aspect Iphinity WFM improves response times, cuts expenses and increases agent and operational efficiency.

"Businesses with fewer than 150 contact centre agents deserve feature-rich, easy-to-use solutions that enable them to manage personnel for a cost that fades in the face of ROI," said Brian Gentile, senior vice president and chief marketing officer at Aspect. "This independent assessment by TMC Labs was not only spot-on in its technical evaluation, but supports Aspect's approach from a market perspective. Aspect Iphinity WFM responds to a pressing market need with a solution that makes the most sense based on the challenges and resources of smaller centres."

About Aspect Communications

Aspect Communications Corporation is a leading provider of contact centre solutions 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 18 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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For further information please contact:

Andrew Sleath
Aspect Communications
+44 (0)20 8589 1168
andrew.sleath@aspect.com

Michael Gray
Gray Associates
Tel: +44 (0)208 744 9168
michael@grayassociates.co.uk