

Aspect Communications' Enterprise Contact Server receives IBM ClusterProven validation

Aspect Communications Corporation (Nasdaq: ASPT), the contact centre specialists, has announced that its Enterprise Contact Server has received IBM ClusterProven validation on Microsoft Windows 2000 Advanced Server.

Aspect Enterprise Contact Server provides large and medium enterprises with multisite, multichannel contact centre technology for service, sales and marketing, as well as customer contact functions.

The IBM ClusterProven validation program is designed to encourage the development of solutions that meet carefully defined technical and functional requirements for delivering the utmost in availability and scalability. The IBM program delivers a system availability and scalability beyond those achieved on a single server, and helps maintain application availability in event of failure. IBM provides assistance to developers who wish to validate their solutions as ClusterProven.

"IBM and Aspect customers will benefit from the scalability and reliability of this validated solution," said Nancy Williams, director, PartnerWorld for developers, IBM eServer xSeries. "We are delighted that Aspect Communications is now part of IBM's ClusterProven program."

According to Peter McNamee, managing director for Australasia, businesses are today placing greater emphasis on CRM practices, as they realise the value of high levels of customer service in achieving a profitable business with loyal customers.

"A customer contact server allows businesses to manage all customer contacts dynamically - it is the core of any successful CRM solution and strategy. Aspect aims to constantly refine our solutions, and completing the IBM program is further validation of the reliability of our solutions. Our customers can be assured the combined efforts of Aspect and IBM provides them with the strongest failure-resistant software application".

About Aspect Communications

Aspect Communications Corporation is the leading provider of customer relationship portals, contact servers for managing dynamic customer contact transactions across all wired and wireless communication channels. The

Aspect Portal contact server allows businesses to manage all customer contacts dynamically and turn them into relationships, opportunities and loyalty. Aspect is the only company today that delivers a complete multichannel contact centre - the core of any company's CRM strategy. Aspect's contact server synchronises all contact points, including live and self-service, with demonstrated customer return on investment. Aspect's recently launched VoIP product, the IP Contact Suite has won Best of Show at the Communication Solutions Expo in Washington, D.C. Aspect's leadership in CRM is based on more than 15 years of experience and over 7,600 implementations deployed worldwide. Aspect powers 78 percent of the Fortune 50. Aspect is headquartered in San Jose, Calif., with offices in major cities worldwide. For more information about Aspect, visit the company's Web site at <http://www.aspect.com> or call the Sydney Head office on (02) 8923 1300.

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