

# Aspect Communications' IP Contact Suite Wins Best of Show at International Call Centre Management Expo

Aspect Communications Corporation (Nasdaq: ASPT), the contact centre expert, announced that a judging panel for the International Call Centre Management (ICCM) Conference and Exposition in Chicago, presented top honours to the Aspect IP Contact Suite as Best of Show in the "contact centre product" category.

On the show floor Aspect demonstrated how the Aspect IP Contact Suite enables businesses to conduct all customer voice and data contacts over one merged network to reduce infrastructure costs and toll charges, more cost-effectively deploy remote customer service representatives and improve customer service.

The Best of Show Awards recognise exhibitors who have created products, technologies and services that are driving productivity for their customers. "This is a highly coveted award," said Darlena Gudea, publisher of Customer Interface Magazine, which sponsored the awards program with Advanstar Communications, the show's producer. "It is a head to head competition revealing which products stand out in the industry."

"This is the second time the Aspect IP Contact Suite has received Best of Show honours at an exhibition of this stature. In July this year it also won the Best of Show at the Communication Solutions Expo in Washington D.C. and we're extremely pleased." said David Puglia, Aspect's senior vice president of global marketing. "For the value of this newly launched software to be recognised so quickly and repetitively by people with in-depth industry experience further strengthens our reputation as experts who can meet the needs of contact centres today and into the future."

Best of Show Awards judges toured the exhibit hall and asked questions of each nominated company, watched demonstrations and compared each product against others in its category. Judges included Paul Stockford of Saddletree Research; Maggie Klenke of Getronics; Paul Anderson, author and consultant; Sheila McGee-Smith of McGee-Smith Analytics; Monique Bozeman of MB & Associates; Penny Reynolds of The Call Centre School; Rose Dupreez of Monitor Management Consultants; and Gerry Barber of Annexio.

## 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 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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