

Aspect Communications rated 'strong positive' in leading research firm's global workforce management (wfm) marketscope

Aspect Communications Corporation (Nasdaq: ASPT), the leading provider of enterprise customer contact solutions, today announced that Gartner Inc. rated Aspect "strong positive" in its October strategic analysis report, "MarketScope: Workforce Management Software for the Contact Centre." Gartner defines "strong positive" vendors as solid providers of strategic products, services or solutions, advising current customers to "continue investments" and potential customers to "consider this vendor a strong strategic choice." The range of ratings includes strong positive, positive, promising, caution and strong negative.

"Today, more and more business organisations in Asia Pacific are beginning to see the value proposition of investing in a robust customer contact solution," said Kazuo Imai, Aspect's vice president of International Sales for Japan and Asia Pacific. "The Gartner report reinforces Aspect's strong market and technological leadership as a provider of mission-critical business communications solutions. Aspect is the only vendor that unifies workforce, information, and communications to enable enterprises worldwide to deliver the highest quality customer experience."

To evaluate vendors, Gartner examines their financial viability and market commitment, including the ability of a vendor to generate sustainable revenue and profit. In addition, Gartner examines whether a vendor has demonstrated a commitment and investment (such as research and development, marketing and sales) to be successful in this market. Other criteria include the following:

- * Product features and technology and market innovation (that is, the delivery of new and innovative functionality)
- * Marketing momentum (for example, partnerships, distribution channels and sales effectiveness.
- * Overall project costs and benefits
- * References (that is, the number of high-quality references Gartner speaks to that substantiate the technical, support and marketing claims of the vendor for this product)

Gartner's CRM research director, Wendy Close, prepared the report, which is available for purchase at <http://www.gartner.com>.

Aspect eWorkforce Management improves contact centre efficiency by automating the complexities associated with staff scheduling. Built on TCS's industry-acclaimed technology, Aspect's solution handles forecasting, scheduling and intra-day tracking and is designed specifically for today's single-site, multisite, multiskill or multichannel contact centre.

Aspect is renowned for its leadership in workforce management and is now bringing that proficiency to small and mid-sized businesses with the recent launch of Iphinity Workforce Management (WFM). Aspect Iphinity WFM is a complete, bundled offering—a feature-rich, affordable, turnkey solution built to meet both the business requirements and financial resources of this unique set of customers. In addition, Aspect recently announced Aspect Performance Optimisation for eWorkforce Management, the first in a series of analytical and reporting applications for delivering actionable, timely information and optimising operational performance for contact centre managers, supervisors and agents alike.

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, Calif., with 24 offices in 11 countries around the world. For more information, visit Aspect's Web site at www.aspect.com or call the Sydney Head office on +61 2 8923 1300..

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