

Aspect Software Announces General Availability of Aspect Unified IP 6.5

Evolution of Unified Product Brings New Functionality to Provide Contact Centers with Greater Choice and Control

New Delhi, New Delhi, IND, 2007-06-11 11:35:42 (IndiaPRwire.com)

Aspect Software, Inc., the world's largest company solely focused on the contact center, today announced that on 28 June 2007, Aspect® Unified IP™ 6.5 will be generally available. Aspect Unified IP is a session initiation protocol (SIP)-based Voice over Internet Protocol (VoIP) unified contact center solution that provides automatic call distribution (ACD), predictive dialing, voice portal capabilities, Internet contact, workflow management, multichannel recording and quality management to help organizations achieve their customer service, collections and sales and telemarketing business process goals. In addition to offering all of the features and functionality contact centers have come to expect from Aspect Software products, it also includes these enhanced capabilities:

- Embedded voice portal for advanced speech recognition and text-to-speech
- Advanced outbound list management
- Multi-tenancy and partitioning that supports a Software as a Service (SaaS) model

'Aspect Software is unique in its understanding of what consumers want from contact center interactions and is adept at empowering organizations to satisfy those consumer wants while managing their own business realities,' said Ian Jacobs, senior analyst at Frost & Sullivan. 'Using SIP-based VoIP, this Aspect Unified IP release offers a complete set of rich features and functionality in a unified manner that enables businesses to have the choice and control they need to be effective.'

Designed to reduce complexity and provide the control that businesses require and the choice that IT demands, Aspect Unified IP enables organizations to better respond to today's changing consumer. For the small- and medium-sized contact center, Aspect Unified IP reduces costs and simplifies administration by offering full functionality on a single server for as many as 100 agents. For the enterprise contact center, Aspect Unified IP supports tens of thousands of agents via centrally managed, linked systems. Aspect Unified IP also offers enhanced hosted capabilities to enable Application Service Providers (ASPs) with multi tenancy, security, and partitioning delivered in a Software as a Service (SaaS) model. For all types of organizations, the product empowers IT to select their transport of choice using either open source VoIP, such as the Asterisk IP-PBX, closed source VoIP or traditional voice.

'Aspect Unified IP evolves the unified functionality nearly 800 contact centers have come to rely on with the addition of best-of-breed features from our Signature ACDs, predictive dialers and voice portal,' said Gary Barnett, chief technology officer and executive vice president at Aspect Software. 'Our focus has always been on providing our customers with solutions that best fit their needs. Aspect Unified IP can satisfy the varying requirements of the smallest contact center all the way up to the largest enterprise contact center and enables organizations to unlock and utilize functionality as their business demands.'

Aspect Unified IP 6.5 represents the next release for those customers currently using Aspect®

EnsemblePro®;. This version includes localization in Simplified Chinese and English. Over the next several months, subsequent releases of the product will include localization for Spanish, French, German, Brazilian Portuguese, Thai, Japanese, Traditional Chinese and Korean.

- END -

About Aspect Software

Aspect Software, Inc. founded the contact center industry and is now the world's largest company solely focused on providing session initiation protocol (SIP)-based Voice over Internet Protocol (VoIP) and traditional voice-based products and services for customer service, collections, and sales and telemarketing business processes. Each day, Aspect Software powers more than 125 million customer-company interactions at thousands of in-house and outsourced contact centers around the globe. Its trusted Signature product line offers automatic call distributors (ACDs), dialers, voice portals and computer telephony integration (CTI). The company's leading Contact Center Performance Optimization product line provides workforce management, quality management, performance management and campaign management applications. And, its pioneering Aspect Unified IP product delivers a comprehensive, multichannel solution. Headquartered in Chelmsford, Mass., Aspect Software has operations across the Americas, Europe, Africa, the Middle East and Asia Pacific. For more information, visit www.aspect.com.

Aspect, Unified IP, EnsemblePro and Aspect Software are either trademarks or registered trademarks of Aspect Software, Inc., in the United States and/or other countries. The names of other companies and products mentioned herein may be the trademarks of their respective owners.

For more information, Please contact:

Palin Ningthoujam

Sr. Account Manager - Lexicon Public Relations & Corporate Consultants Ltd.

91-11-26234726

+91-989933494191-1126234725

You can also visit www.aspect.com for more information.