

## Aspect eWorkforce Management 7.0 Wins 2007 American Business Awards for Best New Product— Computer Software

*'Business World's Own Oscars' Honors Aspect Software Solution for Innovation and Value Provided to Contact Centers*

New Delhi, New Delhi, IND, 2007-06-18 14:59:38 (IndiaPRwire.com)

Aspect Software, Inc., the world's largest company solely focused on the contact center, today announced it has won the prestigious 2007 American Business Award for Aspect® eWorkforce Management™; 7.0 as the Best New Product or Service in the Computer Software category.

Aspect Software and its workforce management product were recognized with this award based on the positive contribution it has made to companies and contact centers worldwide. The American Business Awards, which are nicknamed the Stevies for the Greek word 'crowned,' are the only national, all-encompassing business awards honoring great performances in the workplace.

Exemplifying the value that Aspect eWorkforce Management brings to contact centers, companies that use the product have reported examples of a number of business benefits, including:

- o Reducing customer hold-time by 55,000 hours annually,
- o Lowering staffing and management costs by 80 percent, and
- o Increasing employee morale and retention rates by more than 20 percent.

'It is truly a great honor to be recognized with the very prestigious American Business Award,' said Jim Foy, president and CEO of Aspect Software. 'The Stevies are a tribute to outstanding performances in business and that is exactly what Aspect eWorkforce Management is designed to do - help companies successfully and easily manage their agent and contact center performance in order to provide the very best experience to their customers. This award is the culmination of years of product development and is representative of what Aspect Software has accomplished to become a leader, not just in the contact center space, but in the broader technology industry.'

The 5th annual American Business Awards were announced June 11, 2007 during a gala at New York City's Marriott Marquis Hotel. Gary Barnett, chief technology officer and executive vice president at Aspect Software, accepted the award on behalf of the company. The ceremonies were videocast live on the Internet and broadcast on the radio.

Released in July 2006, Aspect eWorkforce Management 7.0 is the first workforce management solution to offer truly viable enterprise-class outbound scheduling, which augments its existing and well-respected inbound scheduling capabilities. The solution helps managers maximize service and minimize the costs of a contact center's operations with strategic planning tools that automate tasks and enhance productivity. It also gives call center agents the ability to change their own schedules by streamlining the process of requesting, reviewing, approving and communicating schedule changes via easy-to-use automated scheduling tools. Additional enhancements to Aspect eWorkforce Management 7.0 include new and improved user interfaces and significant language support for increased use of the software worldwide - including Simplified and Traditional Chinese, Korean and Japanese. With the addition of these languages, the software is now available in eight different languages, including English, French, German and Spanish.

The American Business Awards are presented in more than 40 categories including Best Overall Company, Best Executive, and Best Corporate Social Responsibility Program. More than 2,000 entries from companies of all sizes and in virtually every industry are submitted for consideration. Final judging occurred in mid-May by a board of distinguished judges and advisors that feature many of the leading figures in American business, including Donald Trump, chairman, president and CEO of The Trump Organization; Drew Schutte, publisher of Wired Magazine; and Tom Peters, best-selling author and business guru. Judges had the option to award multiple Stevies in a category, or to not award Stevies in categories in which they felt that no finalist deserved a trophy.

Details about The American Business Awards and the list of finalists and winners in all categories are available at [www.stevieawards.com/aba](http://www.stevieawards.com/aba).

**- END -**

Aspect Software, Inc., the founder of the contact center industry, is the world's largest company solely focused on providing proven, innovative contact center products and services that enable the key business processes of customer service, collections, and sales and telemarketing. Each day, thousands of in-house and outsourced contact centers around the globe conduct more than 125 million customer interactions using Aspect Software products. We believe in using the power of technology to positively transform the customer-company experience. That belief has led us to accept the challenge of developing the world's most reliable automatic call distributors (ACDs), most trusted dialers, most widely-used and respected workforce management (WFM) solutions, most flexible voice self-service systems and the industry's first and most comprehensive unified, multi-channel contact center solution. Headquartered in Westford, Mass., Aspect Software has operations across the Americas, Europe, Africa, the Middle East and Asia Pacific. For more information, visit [www.aspect.com](http://www.aspect.com).

Note: Aspect, eWorkforce Management and Aspect Software are registered trademarks of Aspect Software, Inc., in the United States and other countries. All other trademarks or trade names are the property 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](http://www.aspect.com) for more information.