

Aspect Software Receives 2007 IP Contact Center Technology Pioneer Award for Aspect Unified IP

Customer Interaction Solutions Magazine Acknowledges Value of Unified Solution: Flexibility Gives Greater Choice and Control

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Aspect Software, Inc., the world's largest company solely focused on the contact center, announced today that Aspect® Unified IP™ has been recognized with the 2007 IP Contact Center Technology Pioneer Award from Technology Marketing Corporation's (TMC) [Customer Interaction Solutions](#) magazine. The 2007 IP Contact Center Technology Pioneer Award honors companies that have created a groundbreaking, successful IP contact center product or service.

Aspect Unified IP 6.5, a session initiation protocol (SIP)-based Voice over Internet Protocol (VoIP) contact center solution that provides automatic call distribution (ACD), predictive dialing, voice portal capabilities, Internet contact, workflow management, multichannel recording and quality management, is generally available on 28 June 2007.

'TMC is proud to recognize Aspect Software with an IP Contact Center Technology Pioneer Award. Aspect Software has proven to the editors of *Customer Interaction Solutions* that its solution, Aspect Unified IP, has been designed with the needs of the contact center market in mind and the value of IP behind it,' said Nadji Tehrani, executive group publisher and editor-in-chief of *Customer Interaction Solutions*. 'Technology is the key to the success of any call center. This award was created as a way to acknowledge those who bring groundbreaking technologies to market while providing high quality and superior applications.'

Aspect Unified IP 6.5, which represents the next release for those customers currently using Aspect® EnsemblePro™, delivers voice portal, recording and quality management, and unified reporting and administration features. The solution unites multiple capabilities in a single platform and enables customers to unlock specific functionality as needed. Aspect Unified IP offers companies greater choice by enabling them to select their preferred transport technology - either open source, such as Asterisk, or closed source, session initiation protocol (SIP)-based Voice over Internet Protocol (VoIP) or traditional voice - and increased control through consolidated administration, routing and reporting so they can dynamically and easily make changes to their contact center workflow.

'The solution is designed to give organizations greater flexibility and control over customer interactions, ultimately helping them improve the customer experience they deliver and make a positive impact on the bottom line,' said Gary Barnett, chief technology officer and executive vice president at Aspect Software. 'We are pleased to have our innovation and Aspect Unified IP acknowledged by *Customer Interactions Solutions* magazine.'

In addition to offering all of the features and functionality contact centers have come to expect from Aspect Software products, Aspect Unified IP 6.5 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

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.

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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

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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.