

## V Connect Implements Aspect Unified IP in New Delhi Contact Centre to Manage Inbound and Outbound Campaigns for Global Clientele

*KPO and BPO Solutions Provider Soon to Expand Aspect Unified IP Seats to 1,400*

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Aspect Software, Inc., the world's largest company solely focused on the contact centre, today announced that V Connect, a division of Visesh Infotecnics Ltd. and a provider of knowledge and business process outsourcing (KPO and BPO) solutions, has successfully implemented 200 Aspect® Unified IP™ seats in its New Delhi contact centre and plans to add 1,200 more in the next three months. V Connect will use the unified contact centre platform from Aspect Software to manage inbound and outbound campaigns for its global clientele across India, Singapore, Thailand, the United Kingdom, Australia and the United States.

V Connect also purchased blended licenses for using text, chat, fax and voice support capabilities from Aspect and, according to Sanjiv Bhavnani, chief executive officer and managing director for Visesh Infotecnics Ltd., plans to provide value-added services based on these to its clients very soon.

'Because of its scalability, flexibility and comprehensive functionality on a single platform, Aspect Unified IP really was an ideal choice for us,' said Bhavnani. 'In today's highly competitive environment, companies need to support their customer interactions with proven technology, a strong infrastructure and agents with robust skill sets. This unified solution from Aspect will help our clients provide their customers with superior service.'

Aspect Unified IP (formerly known as Aspect EnsemblePro) is a complete contact centre solution that unites inbound, outbound and blended multichannel contact (voice, email, the web and fax) via multiple applications such as an automatic call distributor, predictive dialler, voice portal, quality management and recording, Internet contact, and unified reporting and administration on a single platform. The technology allows for open-source IP, closed-source IP or traditional voice transport and enables application service providers to host multiple clients segmented as individual tenants.

For its inbound campaigns, V Connect will use the automatic call distribution capability of Aspect Unified IP to answer calls as they enter its contact centre and intelligently route them to available agents based on the dialled number (DNIS), calling party identification (ANI), available agents, customer profile, service levels and defined business rules. V Connect will also use the interactive voice response (IVR) capability to provide voice messages and self-help menus to customers calling its contact centre.

For its outbound campaigns, V Connect can easily feed its clients' customer data to Aspect Unified IP and use its automatic outbound dialling capability to call their customers. Sophisticated algorithms determine the optimal pacing for outbound calls and V Connect can manage its clients' 'Do Not Call' lists and the placement of calls to different time zones effectively. The Aspect solution can also provide V Connect's agents with previews of outbound call records before automatically placing the calls.

'Visesh and its V Connect division are dedicated to keeping pace with emerging technology to

deliver cost-effective and customer-centric solutions to their clients,' said Lui Simhua, vice president of the Asia Pacific and Middle East region for Aspect Software. 'As an emerging leader in the Indian information technology industry, this company has all of the ingredients - now including the Aspect Unified IP solution - to support its evolving KPO and BPO initiatives. We are excited about contributing to its growth and the realization of its strategic vision.'

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### **About Visesh Infotecnics Ltd.**

Founded as India's first ERP software company in 1989, Visesh Infotecnics Ltd. is today recognized as a technology innovator and a creator of intellectual property in the Indian IT industry. The company has diversified into an end-to-end IT solution provider with offerings that extend from consulting services to software development and implementation, IT infrastructure deployment and managed (outsourced) services. A publicly held company that is traded on the NSE and BSE in India, Visesh is ranked among Asia Pacific's fastest growing technology companies and has a global clientele of more than 1,000 large and mid-size customers and offices across India, Thailand, Singapore and the United States.

Following its recognition in the Deloitte Technology Fast 50 India Awards, Visesh Infotecnics Ltd. was declared a winner in the Deloitte Technology Fast 500 Asia Pacific 2006 program with a ranking of 187 based on a three-year revenue growth of 229.25 percent.

Cyberworks Visesh LLC, a joint venture company of India-based Visesh Infotecnics Ltd. and U.S.-based Cyberworks Software Inc., handles the KPO and BPO campaigns for V Connect. This new entity combines the ISO-certified infrastructure and management of Visesh Infotecnics with the resources of Cyberworks Software. For more information, visit [www.viseshinfo.com](http://www.viseshinfo.com).

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