

PerformanceEdge from Aspect Software Leads Contact Center Performance Management Market in Customer Satisfaction

2008 Contact Center Performance Management Report from DMG Consulting Shows High Customer Satisfaction Score and 16 Percent Market Share for PerformanceEdge

The PerformanceEdge Group of Aspect Software, the world's largest company solely focused on Unified Communications for the Contact Center™, announced it has the highest customer satisfaction rating for contact center performance management solutions in the 2008 Contact Center Performance Management Report from DMG Consulting LLC, a market research firm specializing in contact centers and real-time analytics. Customers surveyed in the report gave Aspect Software an overall vendor satisfaction rating of 4.67 on a five-point scale. In addition, based on contact center seats, Aspect holds a significant share of the performance management market at 16 percent.

Performance management is the process of systematically using data for business improvement by integrating data from disparate sources, distributing highly personalized information to every employee in the operation, empowering individuals to make better fact-based decisions and then taking the best action to drive results. According to DMG1, these solutions are "intended to deliver actionable recommendations that help enterprises improve the customer experience, increase sales, improve productivity, reduce costs and agent attrition, as well as enhance the perception of the contact center within the enterprise."

"Aspect received a high score of 4.67 out of 5.0 in the 'Overall Vendor Satisfaction' category, tying with another company for best overall performance in the developing contact center performance management market. The 'overall' category evaluates all aspects of the relationship between customers and the vendor," said Donna Fluss, president of DMG Consulting LLC. "The contact center performance management market grew at a rate of 79 percent from 2006 to 2007. We expect the demand for these applications to be even higher in 2008 as contact centers continue to experience concrete results, including improved agent productivity, lower costs and an enhanced customer experience."

The report reviewed the three core performance management solutions from Aspect:

- The performance management capability of PerformanceEdge™ - Aspect® Performance Management™ - provides out-of-the-box flexible analysis and reporting capabilities that enable contact centers to uncover reasons for performance shortfalls, increase agent performance with coaching for continuous process improvement and reduce complexity and costs through integration.
- The workforce management capability of PerformanceEdge - Aspect® eWorkforce Management™- Analyze II enhancement package - includes a coaching form, dashboards and out-of-the-box key performance indicators (KPIs).

- Unified Command and Control™-Reporting gathers and consolidates information from one or more contact centers, providing a consistent enterprise-level view of agent and operational performance, utilizing standard real-time canvases or by creating a customized real-time view.

“Performance management is still an emerging market in contact centers, and more of our customers are starting to adopt these solutions and see dramatic results, such as improved productivity and enhanced customer interactions,” said Robert Kelly, vice president, PerformanceEdge Group. “As more companies see the value in systematically using data for business process improvement, we will continue leading the market by developing performance management solutions that consolidate and synchronize contact center data and deliver improved business results. With this report, DMG Consulting validates that our performance management offerings are providing the capabilities our customers need to make better fact-based decisions and drive results in the contact center.

“In addition, companies using performance management coupled with a synchronized suite of performance optimization applications are finding even greater results,” Kelly added. “Performance management can dynamically interoperate with coaching and eLearning, workforce management, campaign management and quality management solutions to transform metrics and data into improved forecasts, schedules, analyzed calls, alerts and trend analysis information.”

¹DMG Consulting LLC. “2008 Contact Center Performance Management Report”, April 2008. Donna Fluss.

About PerformanceEdge

PerformanceEdge combines workforce management, recording and quality management, performance management, campaign management, and coaching and eLearning to enable organizations to holistically respond to changing business conditions. The PerformanceEdge applications dynamically interoperate to help contact center managers consider everything and act immediately, ultimately making it easier for inbound, outbound and blended contact centers to control costs, enhance service levels and align performance with strategic goals. For more information, visit www.performanceedgesuite.com.

About Aspect Software

Aspect Software Inc. founded the contact center industry and is now the world’s largest company solely focused on unified communications for the contact center. Our all-in-one, IT-ready solutions communications-enable customer service, collections and sales & telemarketing business processes for small and medium enterprises as well as for two-thirds of the FORTUNE Global 100. For more information, visit www.aspect.com.

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