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## **Aspect Software and Touchpoint Associates Provide Frontline Leadership Skills Training Through New Management Impact Program**

*Training Program for Frontline Contact Center Managers Helps PerformanceEdge™ Customers Improve Agent Performance, Reduce Turnover and Increase Customer Satisfaction*

**CHELMSFORD, Mass., 5 June 2008** — Aspect Software, Inc., the world's largest company solely focused on Unified Communications for the Contact Center™, the company's PerformanceEdge Group, and Touchpoint Associates, Inc., contact center consultants and industry thought leaders, today announced the availability of a new service focused on improving the skills of the contact center frontline manager – the Management Impact Program from Aspect® Professional Services. The Management Impact Program combines consulting, classroom training, one-on-one coaching and PerformanceEdge workforce management and quality management tool utilization to give frontline contact center managers the skills they need to become more effective leaders and positively impact agent performance, contact center efficiency and customer satisfaction.

“Frontline managers play a crucial role in the success of agent/customer interactions, yet they are faced with a number of difficult business challenges, including keeping agent morale high, minimizing turnover and keeping costs down,” said Bob Furniss, president of Touchpoint Associates. “Through the Management Impact Program, managers and supervisors will learn how to address these challenges and will gain a deeper understanding of their contact center operations with a focus on leadership, coaching, time management and how to use their PerformanceEdge solutions to support these efforts. With the right management techniques and technology, frontline leaders can significantly impact the bottom-line success of the entire organization and create a key differentiator for their business in the marketplace.”

The Management Impact Program is based on highly successful courses developed by Furniss that have strengthened hundreds of frontline contact center managers' skill set over the last five years. Training is conducted by Touchpoint Associates consultants with extensive contact center, coaching and people management expertise, as well as Aspect® eWorkforce Management™ and Aspect® Quality Management™ technology training. The initial program offering has been tailored specifically for Aspect eWorkforce Management and Aspect Quality Management customers while future versions of the offering will incorporate training for Aspect® Unified IP™ and other Aspect Software solutions.

“Every company has unique challenges and objectives with their customer-facing initiatives and this new program is designed to help our PerformanceEdge customers optimize their performance in all facets of the

contact center, in an environment tailored to their specific needs and requirements,” said Clare Anderson, vice president, Aspect Professional Services. “By offering the Management Impact Program with Touchpoint Associates, we deliver our combined expertise and deep understanding of the contact center and its processes to PerformanceEdge customers, providing opportunities for frontline managers to learn important leadership skills and better utilize the extensive capabilities and functionality that these solutions provide. As a result, PerformanceEdge customers will see even greater benefits and value from their performance optimization investments.”

One of the three branches of Aspect® Global Services, Aspect Professional Services offers a team of industry experts that work closely with contact center customers to understand their unique needs and provide expert analysis and recommendations, customized application development services, and implementation services that help companies maximize their contact center investments. The Aspect Professional Services team includes a dedicated group of contact center professionals with performance optimization technical, process and application subject matter expertise that help customers leverage their infrastructure investments to maximize their optimization potential.

### **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. Inbound, outbound and blended contact centers can now more easily control costs, enhance service levels, align performance with strategic goals, and extend those benefits into the enterprise. For more information, visit [www.performanceedgesuite.com](http://www.performanceedgesuite.com).

### **About Touchpoint Associates**

Touchpoint Associates, Inc. offers a wide array of consulting services to help companies improve the Customer Experience. The company was founded in 2003 by industry thought-leader Bob Furniss with a specific focus on improving the greatest resource in the company – the people. Touchpoint consultants have worked with some of the top companies in the world and offer real-life experience in the areas of leadership and people management. For more information, visit [www.touchpointassociates.com](http://www.touchpointassociates.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](http://www.aspect.com).

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