



FOR IMMEDIATE RELEASE

**ASPECT SOFTWARE PARTNERS WITH KNOWLAGENT TO OFFER
ON-DEMAND E-LEARNING AND ATTRITION SOLUTIONS
TO ITS CUSTOMERS**

--Contact Centers to Benefit from Improved Agent Retention and Performance with Knowlagent's Continuing Training & Communications™ and Job Match™ Capabilities--

ATLANTA – (July 29, 2008) – Knowlagent, a leading provider of on-demand call center agent performance tools, announced today that its on-demand hiring and attrition solution, Job Match™, and advanced e-Learning solution, Continuing Training & Communications™, is being offered by the PerformanceEdge Group of Aspect Software Inc. the world's largest company solely focused on Unified Communications for the Contact Center™, as on-demand solutions – PerformanceEdge™ eLearning and PerformanceEdge Job Match.

Knowlagent Continuing Training & Communications leverages small pockets of downtime in call volume to consistently push targeted training and communications directly to agents. As a result, frontline productivity and effectiveness is improved without taking agents off the floor.

Knowlagent Job Match helps recruiters assess candidates' skills, voice and job fit before the actual interview, quickly determining who should move on to the interview phase of the process. Candidates are provided with a Job Overview and Realistic Job Preview that enables them to decide for themselves if they would be a good fit. This results in fewer "false starts," therefore reducing attrition and improving overall performance.

"Poor agent performance is one of the most prevalent problems that contact centers face today," said Robert Kelly, vice president of the PerformanceEdge Group of Aspect Software. "Through our partnership with Knowlagent and the inclusion of these proven e-Learning and attrition solutions in our own product offering, contact center managers now have sophisticated hiring and training options to better address these challenges."

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Both Continuing Training & Communications and Job Match are available to Aspect customers completely on-demand, which simplifies distribution, reduces implementation time, and eliminates ongoing maintenance and hardware costs. Upfront costs are lower, overall risk is reduced, and results can be achieved in a fraction of the time it takes with other programs.

"We are excited to have the opportunity to work with Aspect to target the one thing for which most call centers are known by their customers – poor agent performance," said Matt McConnell, Knowlagent president and CEO. "Aspect customers now have access to two of the most advanced technologies in the world to improve their agents' performance."

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.

About Knowlagent

Over 200,000 agents and managers around the world use Knowlagent's on-demand call center solutions every day. For more than a decade, Knowlagent's software, which combines patented technology with a proven methodology, has been a driving force behind the success of many Fortune 500 sales, service and collections organizations, enabling these companies to optimize their frontline performance faster and more affordably than ever before. Knowlagent's on-demand solutions for managing call centers help customers increase sales, improve agent retention, decrease handle time, drive collections, improve first call resolution, roll out new products and services, and increase regulatory compliance. For more information, call 888-566-9457 or visit us online at www.knowlagent.com.

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Media Contact:

Lee Anne Wimberly
Knowlagent
678.447.8120
lwimberly@knowlagent.com