

Bringing Your Voice to Aspect Software

"Customer Input Forums are extremely informative. It's nice to meet with the product experts and to have influence on the product roadmap, new technologies and the business applications Aspect Software is developing."

Andrew Pearson,
Aspect® eWorkforce
Management™ Product
Manager, Dell

As a company dedicated to delivering exceptional value to our customers, Aspect Software knows that it is extremely important to understand your wants and needs on an ongoing basis. By having clarity on your business challenges and requirements, we are better able to astutely innovate, continuously refine our feature roadmap and product strategy to best suit you, and enhance the service and support we deliver. To achieve this, we have developed and implemented a number of programs that help bring your voice to Aspect Software.

Executive Advisory Board

The Aspect Executive Advisory Board (EAB) consists of a select group of executives at strategic customers who work alongside Aspect executives and noted industry analysts to understand and define the future of customer interaction processes and the resulting business impact. The collaborative output of this session helps executives plan within their own organizations and helps Aspect ensure we are positioned to meet your current and future business requirements.

Business Input Forum

Participants in the Aspect Business Input Forms (BIFs) are director-level and above decision-makers who work directly with Aspect executives and the Aspect product marketing and product management teams. This forum provides Aspect with the opportunity to gain insight into your their current and future business so that we can properly deliver the Aspect product and services you rely on.

Customer Input Forum

Customer Input Forums (CIFs) are for the actual users of Aspect products and services to help shape the future of specific product features and ensure the Aspect product roadmap for a specific offering is aligned with customer needs. Through webcast sessions or one-day forums, our Aspect product strategy groups preview the capabilities and features planned for the next 12 to 18 months. Following the preview, the product strategy teams lead focused interactive sessions to obtain your feedback on the plans and gather any additional suggestions you may have. Based on resource availability, this feedback is then incorporated into future product releases.



Aspect Software User Group Association (ASUGA)

The Aspect Software User Group Association is an independent, nonprofit organization dedicated to enhancing the user experience with, and knowledge of, the products offered by Aspect Software through the exchange of information between members, and partnerships with Aspect Software and their business partners. The user group was established in 1988 with the purpose of providing an open forum to share ideas on how to maximize the return on investment in Aspect Software technology and achieve the highest level of productivity. Membership is available to all Aspect Software customers at no charge. For more information, visit www.asuga.org.

Regional User Groups

Regional User Groups are formed in metropolitan areas where there is a customer or group of customers who take responsibility for leading the group. They offer you regular, face-to-face meetings as a forum to exchange information and network with peers. Regional User Groups are supported by ASUGA and Aspect Software for activities including sending communications to customers in the area, taking registrations, providing speakers and creating a forum for the regional leaders to share ideas. Membership is open to all Aspect Software customers. For more information on a Regional User Group near you, contact usergroups@aspect.com.

For more information regarding any of the above programs, please feel free to contact Corrie Callenbach at corrie.callenbach@aspect.com or 408-325-4358.

About Aspect Software

Aspect Software, Inc., founder of the contact center industry, is the world's largest company solely focused on providing proven, innovative solutions to enable customer service, collections, and sales and telemarketing processes for in-house and outsourced contact centers. For more information, visit www.aspect.com.

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