

Peak5 Improves Overall Customer Satisfaction and Contact Center Productivity with PerformanceEdge

Contact Center Reduced Call Abandonment from 10 to Three Percent with PerformanceEdge™ - Aspect® eWorkforce Management™

CHELMSFORD, Mass., 10 September 2008 – The PerformanceEdge Group of Aspect Software, Inc., the world's largest company solely focused on unified communications for the contact center, today announced that Peak5, a privately held loan servicing provider, has reduced call abandonment from 10 to three percent and improved overall customer satisfaction by implementing [PerformanceEdge](#) workforce management in its contact center.

“Loan servicing is a competitive industry where customer care and collections initiatives are critical to success. Aspect understands this and has helped us manage our contact center for improved productivity and job satisfaction. Aspect eWorkforce Management has made a huge impact throughout our contact center,” said Bill Heep, Assistant Vice President of Loan Servicing at Peak5. “Everything has been working smoothly, down to the agent training on the new applications, which only takes a short half-day, as well as the follow-on service.”

Peak5 is utilizing the capabilities of Aspect eWorkforce Management and the Empower and Perform enhancement packages to help their multiskill and multichannel contact centers accurately plan, manage and optimize performance. The company also is leveraging the Real-Time Adherence capability of the solution to help contact center managers and supervisors monitor agents' schedule adherence in real time. In addition, with PerformanceEdge, Peak5 is automating the schedule change and notification process, enabling agents to view their work schedules and easily request shift changes, vacations, and other schedule adjustments.

“Workforce management applications can make a big difference in an organization's customer service and its overall business processes. The results that Peak5 has seen are a great example of the value that workforce management can provide,” said Bob Kelly, Vice President of the PerformanceEdge Group at Aspect Software. “We look forward to continuing to support Peak5's efforts and business objectives by providing enhanced capabilities and services that will make a positive impact on the bottom line and provide its customers with a truly unique experience.”

Read the [case study](#) for more information about Peak5's implementation of PerformanceEdge – Aspect eWorkforce Management.

About Peak5

Headquartered in Centennial, CO and currently employing approximately 250 talented associates, Peak5™ provides flexible and dynamic third-party receivable management solutions for the financial, health care, student loan, and credit card industries including loan servicing, collections, payment processing, and remarketing. Industry experience, coupled with state-of-the-art technology, credit and behavioral scoring models, portfolio

reporting methods, and other client tools deliver the leadership and support clients desire for the management of their portfolios. For more information about Peak5™, visit www.peak5.com.

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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