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FOR IMMEDIATE RELEASE

24-7 INtouch Partners with Aspect Software to Provide Clients With Market Leading Aspect® eWorkforce Management™ Solution

TORONTO, Ontario. February 12th, 2007 – 24-7 INtouch, an award winning contact center outsourcer, announced today the partnership with Aspect Software, the world's largest company solely focused on the contact center, in selecting their Aspect® eWorkforce Management™ tool. The addition of the industry leading workforce management (WFM) software to 24-7 INtouch's suite of contact center technologies, promises 24-7 INtouch increased efficiencies in staffing, forecasting, scheduling, and greater productivity of their agents, ultimately providing improved and consistent service to clients.

"One of our main advantages over other outsourcers is our focus not only on providing industry standard service levels each month, but consistently on a day-to-day basis," says Greg Fettes, President and CEO of 24-7 INtouch. "By adding Aspect Software as a technology partner, we are able to improve our current WFM methodologies and ensure all our clients are receiving quality service levels for each of their calls. This added focus on consistency will translate into increased competitiveness, revenue growth, and a strong reputation among our clients."

Workforce management is the heartbeat of any call center. It is a constant balancing act between work required and resources available, especially within an outsourced environment. Expected workload is forecasted accurately first, then resources are allocated accordingly on a day-to-day and even minute-by-minute basis. A contact center that is unable to anticipate call volume precisely will experience overstaffing or understaffing. The results are additional cost to the company due to excess manpower, or inferior service due to a shortage in staff thus translating into customer and client dissatisfaction.

Aspect eWorkforce Management is a market-leading solution that helps fine-tune agent performance to increase productivity, empower agents to reduce turnover and simplify operations to reduce costs. Contact centers can gain insight into overall performance to realize greater business goal alignment.

"Many companies do not understand the importance and sensitive nature of contact center scheduling. At 24-7 INtouch, we feel it is our duty as an outsourcing partner to provide expert tools to our clients and ensure industry best practices are implemented. With WFM, we constantly strive to hold ideal agent occupancy rates and consistent service levels, all while simultaneously controlling costs," states Fettes.

"As an award-winning contact center services provider, 24-7 INtouch clearly understands the impact that optimized staffing resources can have on the customer experience and the bottom line," says Ralph Breslauer, executive vice president of sales and marketing, Aspect Software.

"By implementing Aspect eWorkforce Management, 24-7 INtouch is embracing innovative workforce optimization technology to maximize resources and increase productivity, which ultimately helps create positive company-customer interactions. Aspect Software is proud to support their business strategy and we're confident that the implementation will ensure a distinct competitive advantage."

About 24-7 INtouch

24-7 INtouch (www.24-7intouch.com) is a multi-channel call center outsourcing company that provides practical and affordable customer relationship management solutions across various industries. Using the most advanced technology in the industry and Certified Sales and Customer Service Representatives, 24-7 INtouch is dedicated to helping clients increase their sales and strengthen their customer service. Currently, the company's primary products are the outsourcing of inbound call center services and live online customer support solutions such as Live Web Chat.

About Aspect Software

Aspect Software, Inc. founded the contact center industry and is now the world's largest company solely focused on Internet Protocol (IP) and traditional voice-based products and services for customer service, collections, and sales and telemarketing business processes. Each day, Aspect Software powers more than 125 million customer-company interactions at thousands of in-house and outsourced contact centers around the globe. Its trusted Signature product line offers automatic call distributors (ACDs), dialers, voice portals and computer telephony integration (CTI). The company's leading Contact Center Performance Optimization product line provides workforce management, quality management, performance management and interaction optimization applications. And, its pioneering Unified IP Contact Center product line delivers a comprehensive, multichannel solution. Headquartered in Westford, Mass., Aspect Software has operations across the Americas, Europe, Africa, the Middle East and Asia Pacific. For more information, visit www.aspect.com.