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Aspect Software Welcomes Laura Clayton McDonnell as Senior Vice President of North American Sales

- Clayton McDonnell brings over 25 years of technology and communications industry leadership and experience from IBM, Sun Microsystems, and Cisco
- *Charged with driving growth for Aspect's North American sales operations and accelerating the company's cloud initiatives*

Aspect Software, a leading provider of fully-integrated [customer interaction management](#), [workforce optimization](#), [back office](#) and award-winning [cloud solutions](#), today announced the appointment of Laura Clayton McDonnell to senior vice president of North American sales. Clayton McDonnell, a technology industry veteran, is tasked with driving growth in Aspect's fundamental sales agenda for the company's SaaS, cloud, hybrid, and on-premise customer experience solutions.

Coming to Aspect from IBM where she served as vice president of strategic services, Clayton McDonnell was responsible for large-scale sales programs in US enterprise accounts and selected LATAM markets over her 11 year tenure. She was responsible for the healthcare, life sciences, education and public sector vertical industries. Prior to IBM, Clayton McDonnell was vice president of business development for Rational Software (acquired by IBM), senior director of market development & strategic planning for Sun Microsystems, managing attorney for North American sales operations at Cisco Systems and Senior Counsel for Apple Computer.

"Laura's transformational leadership experience further strengthens Aspect's North America sales team and will be a critical asset to our success in this region," said Chris Koziol, Aspect President and General Manager, Interaction Management. "Laura will play a vital role for the company as we deepen our customer relationships and build on the market momentum brought on by the availability of Aspect's fully-integrated solution suite and industry-leading deployment flexibility. As we create cloud migration paths for our customers that deliver better business returns, her leadership and focus will be essential for the success of this initiative."

"Aspect's evolution from a traditional contact center software provider to leading the industry in cloud deployment solutions and flexibility has been an impressive transformation," says Clayton McDonnell. "I'm excited to join an innovative organization that understands the shifts in our industry and I'm eager to start enabling our organization to create deeper customer relationships and build on the momentum we've created in order to continue delivering remarkable experiences for our customers' customers."

Clayton McDonnell holds an MBA from Haas School of Business Administration and a JD from Boalt Hall School of Law at the University of California, Berkeley.

About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern contact center management: customer interaction management, workforce optimization, and back office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

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