

Infoline, Aspect announce new channel relationship

MUSCAT: Aspect Software, a leading provider of fully-integrated customer interaction management, workforce optimisation, back-office solutions, and award-winning cloud solutions, jointly announced a channel relationship with Infoline for the Sultanate of Oman, says a press release.

Infoline is a leading ISO 9001:2008 certified BPO and IT service provider in the Sultanate. This association is a part of Aspect's continuing strategy to bolster its global presence through partners, and is aimed at creating an enhanced and superior level of localised service for customers through a wide portfolio of interaction management and workforce optimisation products.

For over a decade, Infoline has been a pioneer in delivering flexible, reliable and efficient suite of business process outsourcing, IT & IT enabled solutions and services and caters to over 50 clients in the Sultanate. The company, located at Knowledge Oasis Muscat, has deployed Aspect Unified IP Communication based multi-tenant contact centre technology platform that ensures value added solutions to clients at low cost of operations.

"This collaboration will help make our journey in addressing the evolved market demands, seamless. We're excited to work



with a company that truly embodies the spirit of understanding customer engagement and has defined a strategic portfolio to solidify their stance in this regard.

Apart from supporting Infoline's existing clients like Omantel, ITA, Khimji Ramdas, HSBC and Oman Trading Establishment, we have already seen large wins with Aspect in the region like Oman Air and Royal and Sun Alliance Insurance Group. We're certain that clients will be happy to have access to a wide solution portfolio comprising interaction management, back office operations and work force management," said Manoj Mahan-

ta, vice president, Infoline.

Aspect has been prolific in its stance on innovating for the next generation customer, with a keen regard to ensuring business drive productivity and stay nimble in this fast changing ecosystem. Globally Aspect helps enterprise contact centres deliver remarkable customer experiences across every conversation and every channel through a single, seamlessly integrated software platform.

As the global leader in customer engagement solutions, Aspect's unified portfolio seamlessly orchestrates people, processes and touch points for today's top brands.