



**Jim Mitchell**  
**Senior Vice President, Technology Office**  
**Aspect Software**

In 1981, Jim Mitchell co-founded Davox Corporation, which became Aspect Software in 2005. Under his direction, the company developed and introduced the Unison<sup>®</sup> call management system, which helped to revolutionize the outbound dialing process and the contact center industry.

As senior vice president of the Technology Office, Jim plays an instrumental role in setting the technology direction of the company. He also acts as a customer advocate, responsible for ensuring the company's product futures are aligned with customer needs, communicating corporate and technology strategy and helping customers best utilize Aspect Software products and services.

Acknowledged as a pioneer of contact center technology and an authority on Federal Trade Commission and Federal Communications Commission telemarketing regulations, Jim has authored numerous articles and white papers. He is also frequent speaker at industry events on contact center topics. In September 2004, CRM Magazine named Jim a 2004 CRM Leader.

Prior to founding Concerto Software, Jim held engineering management positions at Applicon, Inforex and Raytheon.