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Form T-10-1594

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RECORDATION FORM COVER SHEET  
TRADEMARKS ONLY

U.S. DEPARTMENT OF COMMERCE  
U.S. Patent and Trademark Office

To the Honorable Commissioner of Patents and Trademarks: Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):  
Aspect Telecommunications Corporation

- Individual(s)
- General Partnership
- Corporation-State
- Other
- Association
- Limited Partnership

Additional name(s) of conveying party(ies) attached?  Yes  No  
**6.25-01**

2. Name and address of receiving party(ies)  
Name: Aspect Communications Corporation

Internal Address: \_\_\_\_\_  
Address: \_\_\_\_\_

Street Address: 1310 Ridder Park Drive  
City: San Jose State: CA Zip: 95131

- Individual(s) citizenship
- Association
- General Partnership
- Limited Partnership
- Corporation-State California
- Other

If assignee is not domiciled in the United States, a domestic representative designation is attached:  Yes  No  
(Designations must be a separate document from assignment)  
Additional name(s) & address(es) attached?  Yes  No

3. Nature of conveyance:

- Assignment
- Security Agreement
- Other
- Merger
- Change of Name

Execution Date: \_\_\_\_\_

4. Application number(s) or registration number(s):

A. Trademark Application No.(s)

B. Trademark Registration No.(s)

1855601

Additional number(s) attached  Yes  No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: Harold J. Milstein

Internal Address: \_\_\_\_\_

Heller Ehrman White & McAuliffe LLP

Street Address: \_\_\_\_\_

275 Middlefield Rd

City: Menlo Park State: CA Zip: 94025

6. Total number of applications and registrations involved:  1

7. Total fee (37 CFR 3.41).....\$ 40.00

- Enclosed
- Authorized to be charged to deposit account

8. Deposit account number:

08-1645 (Ref. 23547-1000)

(Attach duplicate copy of this page if paying by deposit account)

DO NOT USE THIS SPACE

9. Statement and signature.

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Harold J. Milstein

Name of Person Signing

Signature

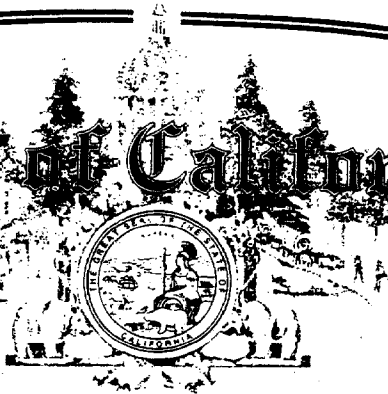
6/21/01

Date

Total number of pages including cover sheet, attachments, and document:

Mail documents to be recorded with required cover sheet information to:  
Commissioner of Patent & Trademarks, Box Assignments  
Washington, D.C. 20231

# State of California



## SECRETARY OF STATE

I, *BILL JONES*, Secretary of State of the State of California, hereby certify:

That the attached transcript of 1 page(s) was prepared by and in this office from the record on file, of which it purports to be a copy, and that it is full, true and correct.

**IN WITNESS WHEREOF**, I execute this certificate and affix the Great Seal of the State of California this day of

MAR 01 2000



*Bill Jones*

Secretary of State

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**CERTIFICATE OF AMENDMENT OF  
ARTICLES OF INCORPORATION**

**FILED**  
In the office of the Secretary of State  
of the State of California

**SEP 29 1999**

**OF**

**ASPECT TELECOMMUNICATIONS CORPORATION**

*Bill Jones*  
**BILL JONES, Secretary of State**

The undersigned, James R. Carreker and Craig W. Johnson, hereby certify that:

1. They are the President and Secretary, respectively, of Aspect Telecommunications Corporation, a California corporation.

2. Article I of the Articles of Incorporation of this corporation shall be amended to read in its entirety as follows:

**"ARTICLE I**

The name of this corporation is **ASPECT COMMUNICATIONS CORPORATION"**

3. The foregoing amendment of Articles of Incorporation has been duly approved by the Board of Directors.

4. The foregoing amendment has been approved by the holders of the requisite number of shares of this corporation in accordance with Sections 902 and 903 of the California General Corporation Law. The total number of outstanding shares entitled to vote with respect to the foregoing amendment was 47,478,425 shares of Common Stock. The number of shares voting in favor of the foregoing amendment equaled or exceeded the vote required. The vote required was more than 50% of the Common Stock.

We further declare under penalty of perjury under the laws of the State of California that the matters set forth in this certificate are true and correct of our own knowledge.

Executed at Menlo Park, California, on September 24, 1999.

*James R. Carreker*  
James R. Carreker, Chairman and CEO

*Craig W. Johnson*  
Craig W. Johnson, Secretary



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**RECORDED: 06/25/2001**

**TRADEMARK  
REEL: 002323 FRAME: 0082**