

08-30-2002



T

Box Assignments-Fee  
Commissioner of Trademarks  
2900 Crystal Avenue  
Arlington, VA 20231

102206926

4

[x] First Class U.S. Mail  
[ ] Certified Mail

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

1. Name of conveying party(ies):  
Davox Corporation  
6 Technology Park Drive  
Westford, MA 01886

8/14/02

2. Name and address of receiving party(ies):  
Name: Concerto Software, Inc.

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

Street Address: 6 Technology Park Drive  
Westford, MA 01886

Additional name(s) & address(es) attached? [ ] Yes [x] No

Additional name(s) of conveying party(ies) attached? [ ] Yes [x] No

3. Nature of Conveyance:  
[ ] Assignment [ ] Merger  
[ ] Security Agreement [x] Change of Name  
[ ] Other \_\_\_\_\_

Execution Date: May 2, 2002

4. Application number(s) or trademark(s):  
If this document is being filed together with a new application, the execution date of the application is:

\*A. Trademark Application No.(s)

75/635,443  
76/356,976  
76/366,166

B. Trademark No.(s)

1,752,316                      1,942,025  
2,473,190                      2,440,761  
2,473,189

Additional numbers attached? [ ] Yes [x] No

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

Bourque & Associates P.A.  
835 Hanover Street, Suite 301  
Manchester, NH 03104

6. Total number of applications and trademarks involved: [ 8 ]

7. Total fee (37 CFR 3.41): \$ 215.00  
[x] Enclosed

[ ] Authorized to be charged to deposit account

DAVOX-T033XX                      DAVOX-T001XX, DAVOX-T019XX,  
DAVOX-T041XX                      DAVOX-T035XX, DAVOX-T036XX  
DAVOX-T042XX                      DAVOX-T037XX

8. Deposit account number:

02-3285  
(Attach duplicate copy of this page if paying by deposit account)

9. Statement and signature.  
I, Daniel J. Bourque, Esquire, of Manchester, New Hampshire, the foregoing is true and correct and any attached copy is a true copy of the original document.

01 FD:481                      40.00 DP  
02 FD:481                      175.00 DP  
Name of Attorney of Record  
Attorney Registration No. 35,457

Signature

8-12-02  
Date

Total number of pages including cover sheet, attachments and document: [ 4 ]

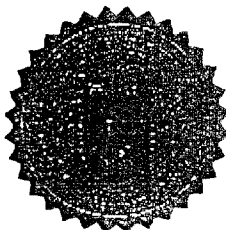
# Delaware

PAGE 1

*The First State*

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "DAVOX CORPORATION", CHANGING ITS NAME FROM "DAVOX CORPORATION" TO "CONCERTO SOFTWARE, INC", FILED IN THIS OFFICE ON THE SECOND DAY OF MAY, A.D. 2002, AT 11:30 O'CLOCK A.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.



*Harriet Smith Windsor*  
Harriet Smith Windsor, Secretary of State

0939326 8100

AUTHENTICATION: 1755836

TRADEMARK  
REEL: 002573 FRAME: 0193

**CERTIFICATE OF AMENDMENT  
OF THE  
RESTATED CERTIFICATE OF INCORPORATION, AS AMENDED  
OF  
DAVOX CORPORATION**

\* \* \* \* \*

Davox Corporation, a corporation organized and existing under and by virtue of the General Corporation Law of the State of Delaware (the "Corporation"), DOES HEREBY CERTIFY:

**FIRST:** That, at a meeting of the Board of Directors of the Corporation (the "Board"), the Board duly adopted a resolution setting forth a proposed amendment to the Restated Certificate of Incorporation, as amended, of the Corporation (the "Restated Certificate of Incorporation"), declaring said amendment to be advisable and directed that the matter be submitted to the stockholders of the Corporation for the approval of said amendment.

**SECOND:** That said amendment would amend the Restated Certificate of Incorporation by amending and restating in its entirety Article FIRST and substituting in lieu thereof the following new paragraph of Article FIRST:

'FIRST: The name of the corporation is Concerto Software, Inc. (the "Corporation").'

**THIRD:** That the foregoing amendment to the Restated Certificate of Incorporation was duly adopted by the stockholders of the Corporation at the Annual Meeting of Stockholders in accordance with the applicable provisions of Sections 222 and 242 of the General Corporation Law of the State of Delaware.

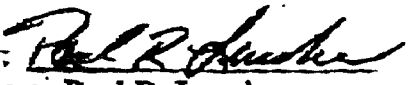
**FOURTH:** That the above referenced name change shall be effective as of May 2, 2002.

IN WITNESS WHEREOF, the Corporation has caused this certificate to be signed by Mr. James D. Foy, its President and Chief Executive Officer, and attested by Mr. Paul R. Lucchese, its Secretary, this 2nd day of May, 2002.

DAVOX CORPORATION

By:   
Name: James D. Foy  
Title: President and Chief Executive Officer

ATTEST:

By:   
Name: Paul R. Lucchese  
Title: Vice President, General Counsel and Secretary