

**TRADEMARK ASSIGNMENT**

Electronic Version v1.1  
 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	CHANGE OF NAME

**CONVEYING PARTY DATA**

Name	Formerly	Execution Date	Entity Type
Rockwell FirstPoint Contact Corporation		09/07/2004	CORPORATION: DELAWARE

**RECEIVING PARTY DATA**

Name:	FirstPoint Contact Corporation
Street Address:	c/o Concerto Software
Internal Address:	6 Technology Park Drive
City:	Westford
State/Country:	MASSACHUSETTS
Postal Code:	01886
Entity Type:	CORPORATION: DELAWARE

**PROPERTY NUMBERS Total: 7**

Property Type	Number	Word Mark
Serial Number:	76010569	CALL CENTER STUDIO
Serial Number:	75107205	CONVERGENCE
Serial Number:	76368817	FIRSTPOINT
Serial Number:	76368718	FIRSTPOINT
Serial Number:	73457054	GALAXY
Serial Number:	75658758	SPECTRAVIEW
Serial Number:	74254734	SPECTRUM

**CORRESPONDENCE DATA**

Fax Number: (603)624-1432  
*Correspondence will be sent via US Mail when the fax attempt is unsuccessful.*  
 Phone: 1-603-623-5111  
 Email: dbourque@nhpatlaw.com  
 Correspondent Name: Daniel J. Bourque

CH \$190.00 76010569

Address Line 1: 835 Hanover Street  
Address Line 2: Suite 301  
Address Line 4: Manchester, NEW HAMPSHIRE 03104

NAME OF SUBMITTER:	Daniel J. Bourque
Signature:	/djb/
Date:	02/25/2005

**Total Attachments: 3**

source=Firstpoint Contact Corporation - Certificate of Amendment filed DE Name Change#page1.tif  
source=Firstpoint Contact Corporation - Certificate of Amendment filed DE Name Change#page2.tif  
source=Firstpoint Contact Corporation - Certificate of Amendment filed DE Name Change#page3.tif

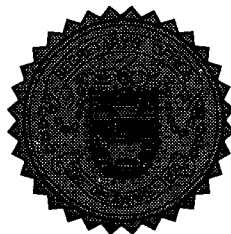
# Delaware

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 "ROCKWELL FIRSTPOINT CONTACT CORPORATION", CHANGING ITS NAME FROM "ROCKWELL FIRSTPOINT CONTACT CORPORATION" TO "FIRSTPOINT CONTACT CORPORATION", FILED IN THIS OFFICE ON THE SEVENTH DAY OF SEPTEMBER, A.D. 2004, AT 1:29 O'CLOCK P.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

2961806 8100

040647199

AUTHENTICATION: 3335450

DATE: 09-07-04

TRADEMARK

REEL: 003035 FRAME: 0030

**CERTIFICATE OF AMENDMENT  
TO THE  
AMENDED CERTIFICATE OF INCORPORATION  
OF  
ROCKWELL FIRSTPOINT CONTACT CORPORATION**

\*\*\*\*\*

*Adopted in accordance with the provisions of §242  
of the General Corporation Law  
of the State of Delaware*

\*\*\*\*\*

Michael J. Provenzano III, being the Treasurer and Secretary of Rockwell FirstPoint Contact Corporation., a corporation duly organized and existing under and by virtue of the General Corporation Law of the State of Delaware (the "Corporation"), DOES HEREBY CERTIFY as follows:

1. That the Amended Certificate of Incorporation of the Corporation be, and hereby is, amended by deleting Article FIRST in its entirety and substituting in lieu thereof a new Article FIRST to read as follows:

FIRST: The name of the Corporation is FirstPoint Contact Corporation.

2. That the Board of Directors of the Corporation approved the foregoing amendment by unanimous written consent pursuant to the provisions of Section 141(f) and 242 of the General Corporation Law of the State of Delaware and directed that such amendment be submitted to the stockholders of the Corporation entitled to vote thereon for their consideration, approval and adoption thereof.
3. That the stockholders entitled to vote thereon approved the foregoing amendment by unanimous written consent in accordance with Section 228 and 242 of the General Corporation Law of the State of Delaware.

\*\*\*\*\*

IN WITNESS WHEREOF, the undersigned does hereby certify under penalties of perjury that this Certificate of Amendment to the Amended Certificate of Incorporation of the Corporation is the act and deed of the undersigned and the facts stated herein are true and accordingly has hereunto set his hand this 7th day of September, 2004.

Rockwell FirstPoint Contact Corporation,  
a Delaware corporation

/s/ Michael J. Provenzano III  
Michael J. Provenzano III,  
Treasurer and Secretary