

**TRADEMARK ASSIGNMENT**

Electronic Version v1.1  
 Stylesheet Version v1.1

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	CHANGE OF NAME		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
Concerto Software, Inc.		09/22/2005	CORPORATION: DELAWARE
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	Aspect Software, Inc.		
<b>Street Address:</b>	6 Technology Park Drive		
<b>City:</b>	Westford		
<b>State/Country:</b>	MASSACHUSETTS		
<b>Postal Code:</b>	01886		
<b>Entity Type:</b>	CORPORATION: DELAWARE		
<b>PROPERTY NUMBERS Total: 5</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
Registration Number:	1942025	UNISON	
Registration Number:	2440761	LYRICALL	
Registration Number:	2473189	COMPOSE IT	
Registration Number:	2884716	CONCERTO SOFTWARE	
Registration Number:	2976846	CONCERTO SOFTWARE	
<b>CORRESPONDENCE DATA</b>			
<b>Fax Number:</b>	(212)446-4900		
	<i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i>		
<b>Phone:</b>	2129091820		
<b>Email:</b>	szablocki@kirkland.com		
<b>Correspondent Name:</b>	Kirkland & Ellis LLP, Att: Susan Zablocki		
<b>Address Line 1:</b>	153 East 53rd Street		
<b>Address Line 4:</b>	New York, NEW YORK 10022		
<b>ATTORNEY DOCKET NUMBER:</b>	40743-7 SZ		

CH \$140.00 1942025

NAME OF SUBMITTER:	Susan Zablocki
Signature:	//susan zablocki//
Date:	06/19/2006
<b>Total Attachments: 6</b> source=Name Change Concerto Software to Aspect Softwre 9 22 05#page1.tif source=Name Change Concerto Software to Aspect Softwre 9 22 05#page2.tif source=Name Change Concerto Software to Aspect Softwre 9 22 05#page3.tif source=Name Change Concerto Software to Aspect Softwre 9 22 05#page4.tif source=Name Change Concerto Software to Aspect Softwre 9 22 05#page5.tif source=Name Change Concerto Software to Aspect Softwre 9 22 05#page6.tif	

# Delaware

PAGE 1

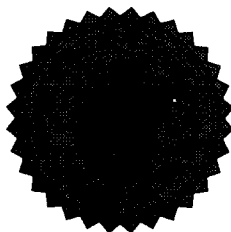
*The First State*

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 RESTATED CERTIFICATE OF "CONCERTO SOFTWARE, INC.", CHANGING ITS NAME FROM "CONCERTO SOFTWARE, INC." TO "ASPECT SOFTWARE, INC.", FILED IN THIS OFFICE ON THE TWENTY-SECOND DAY OF SEPTEMBER, A.D. 2005, AT 11:22 O'CLOCK A.M.

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

0939326 8100

050776272



*Harriet Smith Windsor*

Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 4174600

DATE: 09-22-05

TRADEMARK  
REEL: 003333 FRAME: 0708

AMENDED AND RESTATED  
CERTIFICATE OF INCORPORATION  
OF  
CONCERTO SOFTWARE, INC.

James D. Foy, being the duly elected President of Concerto Software, Inc., a corporation 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 original Certificate of Incorporation of the Corporation was filed with the Secretary of State of the State of Delaware on June 15, 1982 and that the name under which the Corporation was originally incorporated was "Datavox Communications Corp." (as amended, the "Certificate").

2. That the Board of Directors of the Corporation, pursuant to unanimous written consent, adopted resolutions authorizing the Corporation to amend, integrate and restate the Corporation's Certificate in its entirety to read as set forth in Exhibit A attached hereto and made a part hereof (the "Restated Certificate").

3. That the sole stockholder of the Corporation, pursuant to written consent, approved and adopted the Restated Certificate in accordance with Sections 228, 242 and 245 of the General Corporation Law of the State of Delaware.

\* \* \* \* \*

IN WITNESS WHEREOF, the undersigned, being the President herein above named, for the purpose of amending and restating the Certificate of Incorporation of the Corporation, pursuant to the General Corporation Law of the State of Delaware, under penalties of perjury, does hereby declare and certify that this is the act and deed of the Corporation and the facts stated herein are true, and accordingly has herunto signed this Amended and Restated Certificate of Incorporation this 22<sup>nd</sup> day of September, 2005.

/s/ James D. Foy

James D. Foy  
President

Exhibit A

AMENDED AND RESTATED  
CERTIFICATE OF INCORPORATION  
OF  
ASPECT SOFTWARE, INC.

ARTICLE I

The name of the corporation is Aspect Software, Inc.

ARTICLE II

The address of the corporation's registered office in the State of Delaware is 2711 Centerville Road, Suite 400, in the City of Wilmington, County of New Castle, Delaware 19808. The name of its registered agent at such address is Corporation Service Company.

ARTICLE III

The nature of the business or purposes to be conducted or promoted is to engage in any lawful act or activity for which corporations may be organized under the General Corporation Law of the State of Delaware.

ARTICLE IV

The total number of shares of stock which the corporation has authority to issue is one thousand (1,000) shares of Common Stock, with a par value of \$0.01 per share.

ARTICLE V

The corporation is to have perpetual existence.

ARTICLE VI

In furtherance and not in limitation of the powers conferred by statute, the board of directors of the corporation is expressly authorized to make, alter or repeal the by-laws of the corporation.

#### ARTICLE VII

Meetings of stockholders may be held within or without the State of Delaware, as the by-laws of the corporation may provide. The books of the corporation may be kept outside the State of Delaware at such place or places as may be designated from time to time by the board of directors or in the by-laws of the corporation. Election of directors need not be by written ballot unless the by-laws of the corporation so provide.

#### ARTICLE VIII

To the fullest extent permitted by the General Corporation Law of the State of Delaware as the same exists or may hereafter be amended, a director of this corporation shall not be liable to the corporation or its stockholders for monetary damages for a breach of fiduciary duty as a director. Any repeal or modification of this ARTICLE VIII shall not adversely affect any right or protection of a director of the corporation existing at the time of such repeal or modification.

#### ARTICLE IX

The corporation expressly elects not to be governed by Section 203 of the General Corporation Law of the State of Delaware.

#### ARTICLE X

The corporation reserves the right to amend, alter, change or repeal any provision contained in this certificate of incorporation in the manner now or hereafter prescribed herein and by the laws of the State of Delaware, and all rights conferred upon stockholders herein are granted subject to this reservation.

# Delaware

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*The First State*

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THAT "ASPECT SOFTWARE, INC." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE NOT HAVING BEEN CANCELLED OR DISSOLVED SO FAR AS THE RECORDS OF THIS OFFICE SHOW AND IS DULY AUTHORIZED TO TRANSACT BUSINESS.

THE FOLLOWING DOCUMENTS HAVE BEEN FILED:

CERTIFICATE OF INCORPORATION, FILED THE FIFTEENTH DAY OF JUNE, A.D. 1982, AT 4 O'CLOCK P.M.

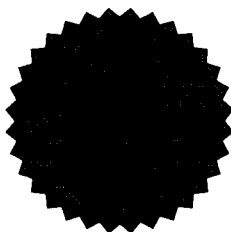
CERTIFICATE OF AMENDMENT, FILED THE TWENTY-FIFTH DAY OF JUNE, A.D. 1982, AT 4 O'CLOCK P.M.

CERTIFICATE OF AMENDMENT, FILED THE SIXTH DAY OF JULY, A.D. 1982, AT 2 O'CLOCK P.M.

CERTIFICATE OF AMENDMENT, FILED THE EIGHTEENTH DAY OF JANUARY, A.D. 1983, AT 11 O'CLOCK A.M.

CERTIFICATE OF AMENDMENT, CHANGING ITS NAME FROM "DATAVOX COMMUNICATIONS CORP." TO "DAVOX COMMUNICATIONS CORP.", FILED THE TWENTY-FIFTH DAY OF JULY, A.D. 1983, AT 10 O'CLOCK A.M.

RESTATED CERTIFICATE, FILED THE FIFTEENTH DAY OF DECEMBER, A.D. 1983, AT 1 O'CLOCK P.M.



*Harriet Smith Windsor*

Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 4174624

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050776696

DATE: 09-22-05

RECORDED: 06/19/2006

TRADEMARK  
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