

**TRADEMARK ASSIGNMENT**

Electronic Version v1.1  
 Stylesheet Version v1.1

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	Release of Security Interest in Trademarks

**CONVEYING PARTY DATA**

Name	Formerly	Execution Date	Entity Type
D.B. Zwirn Finance, LLC		07/11/2006	LIMITED LIABILITY COMPANY:

**RECEIVING PARTY DATA**

<b>Name:</b>	Concerto Software Intermediate Holdings, Inc.
<b>Street Address:</b>	6 Technology Park Dr.
<b>City:</b>	Westford
<b>State/Country:</b>	MASSACHUSETTS
<b>Postal Code:</b>	01886
<b>Entity Type:</b>	CORPORATION: DELAWARE

<b>Name:</b>	Aspect Software, Inc.
<b>Street Address:</b>	6 Technology Park Dr.
<b>City:</b>	Westford
<b>State/Country:</b>	MASSACHUSETTS
<b>Postal Code:</b>	01886
<b>Entity Type:</b>	CORPORATION:

<b>Name:</b>	Aspect Communications Corporation
<b>Street Address:</b>	6 Technology Park Dr.
<b>City:</b>	Westford
<b>State/Country:</b>	MASSACHUSETTS
<b>Postal Code:</b>	01886
<b>Entity Type:</b>	CORPORATION: CALIFORNIA

<b>Name:</b>	FirstPoint Contact Corporation (n/k/a Aspect Software, Inc.)
<b>Street Address:</b>	6 Technology Park Dr.
<b>City:</b>	Westford
<b>State/Country:</b>	MASSACHUSETTS

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Postal Code:	01886
Entity Type:	CORPORATION:

Name:	FirstPoint Contact Technologies, LLC
Street Address:	6 Technology Park Dr.
City:	Westford
State/Country:	MASSACHUSETTS
Postal Code:	01886
Entity Type:	LIMITED LIABILITY COMPANY: DELAWARE

PROPERTY NUMBERS Total: 24

Property Type	Number	Word Mark
Registration Number:	1942025	UNISON
Registration Number:	2440761	LYRICALL
Registration Number:	2473189	COMPOSE IT
Registration Number:	2884716	CONCERTO SOFTWARE
Registration Number:	2976846	CONCERTO SOFTWARE
Registration Number:	1752316	DAVOX
Registration Number:	2257387	MAGELLAN
Registration Number:	2709938	RIGHTFORCE
Serial Number:	78603846	TRANSFORMING THE WAY COMPANIES INTERACT WITH THEIR CUSTOMERS
Registration Number:	1427236	GALAXY
Registration Number:	2129193	SPECTRUM
Registration Number:	2865471	FIRSTPOINT
Serial Number:	76368817	FIRSTPOINT
Registration Number:	1490039	ASPECT TELECASTER
Registration Number:	1502883	ASPECT CALLCENTER
Registration Number:	1856644	ASPECT
Registration Number:	1444998	ASPECT
Registration Number:	1855601	ASPECT
Registration Number:	1472937	ASPECT TELESET
Registration Number:	2810470	ASPECT
Registration Number:	2814944	ASPECT
Registration Number:	2366568	ASPECT WINSET
Registration Number:	1428182	VOICETEK

Serial Number:

75824715

ETV

**CORRESPONDENCE DATA**

Fax Number: (212)446-4900

*Correspondence will be sent via US Mail when the fax attempt is unsuccessful.*

Phone: 212-446-4800

Email: hsmith@kirkland.com

Correspondent Name: Hayley Smith, Kirkland & Ellis LLP

Address Line 1: 153 East 53rd Street

Address Line 4: New York, NEW YORK 10022

ATTORNEY DOCKET NUMBER:

ASPECT TM RELEASE

NAME OF SUBMITTER:

Hayley Smith

Signature:

//Hayley Smith//

Date:

07/13/2006

**Total Attachments: 7**

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**RELEASE OF SECURITY INTEREST IN TRADEMARKS**

THIS RELEASE OF SECURITY INTERESTS IN TRADEMARKS (this "Release") is made as of July 11, 2006 ("Effective Date") by and between CONCERTO SOFTWARE INTERMEDIATE HOLDINGS, INC. ("Parent"), ASPECT SOFTWARE, INC. (the "Borrower"), the subsidiaries of Parent listed on Schedule A hereto (collectively "Grantor") and D.B. ZWIRN FINANCE, LLC and ("Grantee").

**WHEREAS**, pursuant to the terms and conditions of that certain Second-Lien Trademark Security Agreement by and between Grantor and Grantee dated September 22, 2005 (the "Second-Lien Trademark Security Agreement"), Grantor granted to Grantee a continuing security interest in and to all of Grantor's right, title and interest in and to all trademarks, service marks, trade names, corporate names, company names, business names, fictitious business names, trade styles, trade dress, logos, other source or business identifiers, designs and general intangibles of like nature, now existing or hereafter adopted or acquired, all registrations and recordings thereof, and all registration and recording applications filed in connection therewith, including registrations and registration applications in the United States Patent and Trademark Office or any similar offices in any State of the United States or any other country or any political subdivision thereof, and all extensions or renewals thereof, including those listed on Schedule B (the "Trademarks"); all goodwill associated with or symbolized by the Trademarks; and all assets, rights and interests that uniquely reflect or embody the Trademarks;

**WHEREAS**, Grantor and Grantee entered into the Second-Lien Trademark Security Agreement pursuant to the terms and conditions of that certain Guarantee and Collateral Agreement by and between Grantor and Grantee dated September 22, 2005 (the "Security Agreement");

**WHEREAS**, the Second-Lien Trademark Security Agreement was recorded with the United States Patent and Trademark Office ("USPTO") on November 14, 2005, at Reel/Frame 003193/0898, 003193/0743 and 003193/0913; and

**WHEREAS**, Grantor has paid all of its outstanding indebtedness to Grantee.

**NOW, THEREFORE**, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Grantee hereby terminates the Second-Lien Trademark Security Agreement, and hereby terminates, cancels and releases any and all security interests it has against the Trademarks.

Grantee represents and warrants that: (i) it has the full power and authority to execute this Release; and (ii) it has not assigned, transferred, restricted or otherwise encumbered any security interest it has against the Trademarks.

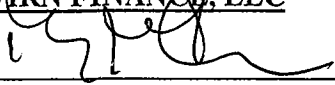
Grantee shall, at Grantor's expense, take all further actions, and provide to Grantor, its successors, assigns or other legal representatives, all such cooperation and assistance (including, without limitation, the execution and delivery of any and all documents or other

instruments), reasonably requested by Grantor to more fully and effectively effectuate the purposes of this Release.

\* \* \* \* \*

IN WITNESS WHEREOF, Grantee has caused this Release to be executed by its duly authorized representative as of the Effective Date.

D.B. ZWIRN FINANCE, LLC



Name: Perry A. Gruss  
Authorized Signatory

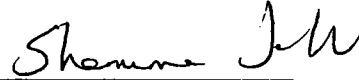
Title: \_\_\_\_\_

STATE OF

) NY  
) SS. NY

COUNTY OF )

On this 28<sup>th</sup> day of June, there appeared before me Perry Gruss, personally known to me, who acknowledged that he signed the foregoing Release as his voluntary act and deed on behalf and with full authority of Authorized Signatory



Notary Public

**SHAMIMA JAFFER**  
NOTARY PUBLIC, STATE OF NEW YORK  
No. 01JA6133866  
QUALIFIED IN NEW YORK COUNTY  
MY COMMISSION EXPIRES SEPT. 19, 2009

**SCHEDULE A**

Subsidiary Parties

Aspect Communications Corporation  
FirstPoint Contact Corporation  
FirstPoint Contact Technologies, LLC

**SCHEDULE B**

Trademarks

**ASPECT SOFTWARE, INC.**

U.S. REGISTERED TRADEMARKS

<b>TRADEMARK</b>	<b>REG. NO.</b>	<b>REG. DATE</b>
UNISON	1,945,025	12/19/95
LYRICALL	2,440,761	4/3/01
COMPOSE IT	2,473,189	7/31/01
CONCERTO SOFTWARE	2,884,716	9/14/04
CONCERTO SOFTWARE & DESIGN	2,976,846	7/26/05
DAVOX	1,752,316	2/16/93
MAGELLAN	2,257,387	6/29/99
RIGHTFORCE	2,709,938	4/23/03

U.S. TRADEMARK APPLICATIONS

<b>TRADEMARK</b>	<b>SER. NO.</b>	<b>FILING DATE</b>
TRANSFORMING THE WAY COMPANIES INTERACT WITH THEIR CUSTOMERS	78/603,846	4/7/05



**FIRSTPOINT CONTACT CORPORATION**

**U.S. REGISTERED TRADEMARKS**




<b>TRADEMARK</b>	<b>REG. NO.</b>	<b>REG. DATE</b>
GALAXY	1,427,236	2/3/87
SPECTRUM	2,129,193	1/13/98
FIRSTPOINT	2,865,471	2/8/02

**U.S. TRADEMARK APPLICATIONS**

<b>TRADEMARK</b>	<b>SER. NO.</b>	<b>FILING DATE</b>
FIRSTPOINT	76/368,817	2/8/02

**ASPECT COMMUNICATIONS CORPORATION**

**U.S. REGISTERED TRADEMARKS**

<b>TRADEMARK</b>	<b>REG. NO.</b>	<b>REG. DATE</b>
ASPECT TELECASTER	1490039	5/31/88
ASPECT CALLCENTER	1502883	9/6/88
ASPECT  ASPECT	1856644	10/4/94
ASPECT  ASPECT	1444998	6/30/87
ASPECT	1855601	9/27/94
ASPECT TELESET	1472937	1/19/88
ASPECT  ASPECT	2810470	2/3/04
ASPECT	2814944	2/17/04
ASPECT WINSET	2366568	7/11/00
VOICETEK	1428182	2/10/87

**U.S. TRADEMARK APPLICATIONS**

<b>TRADEMARK</b>	<b>SER. NO.</b>	<b>FILING DATE</b>
ETV  ETV	75/824715	10/15/99