

**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

**CONVEYING PARTY DATA**

Name	Formerly	Execution Date	Entity Type
JPMORGAN CHASE BANK, N.A., AS ADMINISTRATIVE AGENT		05/07/2010	Association: UNITED STATES

**RECEIVING PARTY DATA**

<b>Name:</b>	ASPECT COMMUNICATIONS CORPORATION
<b>Street Address:</b>	300 Apollo Drive
<b>City:</b>	Chelmsford
<b>State/Country:</b>	MASSACHUSETTS
<b>Postal Code:</b>	01824
<b>Entity Type:</b>	CORPORATION: CALIFORNIA

<b>Name:</b>	Aspect Software, Inc.
<b>Street Address:</b>	300 Apollo Drive
<b>City:</b>	Chelmsford
<b>State/Country:</b>	MASSACHUSETTS
<b>Postal Code:</b>	01824
<b>Entity Type:</b>	CORPORATION: DELAWARE

<b>Name:</b>	Firstpoint Contact Corporation
<b>Street Address:</b>	300 Apollo Drive
<b>City:</b>	Chelmsford
<b>State/Country:</b>	MASSACHUSETTS
<b>Postal Code:</b>	01824
<b>Entity Type:</b>	CORPORATION: DELAWARE

**PROPERTY NUMBERS Total: 27**

Property Type	Number	Word Mark
Registration Number:	1427236	GALAXY

OP \$690.00 1427236

Registration Number:	1428182	VOICETEK
Registration Number:	1444998	ASPECT
Registration Number:	1472937	ASPECT TELESET
Registration Number:	1490039	ASPECT TELECASTER
Registration Number:	1502883	ASPECT CALLCENTER
Registration Number:	1752316	DAVOX
Registration Number:	1855601	ASPECT
Registration Number:	1856644	ASPECT
Registration Number:	1942025	UNISON
Registration Number:	2129193	SPECTRUM
Registration Number:	2257387	MAGELLAN
Registration Number:	2366568	ASPECT WINSET
Registration Number:	2440761	LYRICALL
Registration Number:	2473189	COMPOSE IT
Registration Number:	2583690	QUILOGY
Registration Number:	2583691	THE ART AND SCIENCE OF BUSINESS
Registration Number:	2709938	RIGHTFORCE
Registration Number:	2810470	ASPECT
Registration Number:	2814944	ASPECT
Registration Number:	2865471	FIRSTPOINT
Registration Number:	2884716	CONCERTO SOFTWARE
Registration Number:	2976846	CONCERTO SOFTWARE
Serial Number:	75824715	ETV
Serial Number:	76368817	FIRSTPOINT
Serial Number:	77187496	UNIFIED COMMAND AND CONTROL
Serial Number:	78603846	TRANSFORMING THE WAY COMPANIES INTERACT WITH THEIR CUSTOMERS

**CORRESPONDENCE DATA**

Fax Number: (866)826-5420  
*Correspondence will be sent via US Mail when the fax attempt is unsuccessful.*  
Phone: 301-638-0511  
Email: ipresearchplus@comcast.net  
Correspondent Name: IP Research Plus, Inc.  
Address Line 1: 21 Tadcaster Circle  
Address Line 2: attn: Penelope J.A. Agodoa  
Address Line 4: Waldorf, MARYLAND 20602

ATTORNEY DOCKET NUMBER:	35705
NAME OF SUBMITTER:	Penelope J.A. Agodoa
Signature:	/pja/
Date:	06/07/2010
Total Attachments: 10 source=35705#page1.tif source=35705#page2.tif source=35705#page3.tif source=35705#page4.tif source=35705#page5.tif source=35705#page6.tif source=35705#page7.tif source=35705#page8.tif source=35705#page9.tif source=35705#page10.tif	

RELEASE OF TRADEMARK SECURITY INTEREST, dated as of May 7, 2010 (this “Release”), by JPMORGAN CHASE BANK, N.A., as Administrative Agent (as defined below). Capitalized terms used herein and not otherwise defined shall have the meanings assigned to such terms in the Credit Agreement or the Security Agreement, as applicable, referred to below.

Reference is made to (i) the Amended and Restated Credit Agreement dated as of July 11, 2006 (as amended, amended and restated, supplemented or otherwise modified from time to time, the “Credit Agreement”), among Aspect Software, Inc. (the “Borrower”), Aspect Software Intermediate Holdings LLC (formerly known as Concerto Software Intermediate Holdings, Inc., “Parent”), Aspect International LLC, the Lenders from time to time party thereto and JPMorgan Chase Bank, N.A., as administrative agent (in such capacity, the “Administrative Agent”), (ii) the Guarantee and Collateral Agreement dated as of September 22, 2005 (as reaffirmed on July 11, 2006 and amended, amended and restated, supplemented or otherwise modified from time to time, the “Security Agreement”), among the Borrower, Parent, the subsidiaries of Parent identified therein and the Administrative Agent, (iii) the Trademark Security Agreement dated as of September 22, 2005 (as supplemented or otherwise modified from time to time, the “First Trademark Security Agreement”) among the Borrower, Parent, Aspect Communications Corporation (subsequently merged with and into the Borrower), FirstPoint Contact Corporation (subsequently merged with and into the Borrower), FirstPoint Contact Technologies, LLC (together with the Borrower and Parent, the “Grantors”) and the Administrative Agent, (iv) the Trademark Security Agreement dated as of September 12, 2007 (the “Second Trademark Security Agreement”) among the Borrower, Parent and the Administrative Agent and (v) the Trademark Security Agreement dated as of January 8, 2010 (the “Third Trademark Security Agreement” and, together with the First Trademark Security Agreement and the Second Trademark Security Agreement, the “Trademark Security Agreements”), among the Borrower, Parent and Quilogy, Inc. (subsequently merged with and into the Borrower) and the Administrative Agent.

WHEREAS, pursuant to the Credit Agreement, the Security Agreement and the Trademark Security Agreements, the Grantors (as listed on Schedule I hereto) granted a security interest to the Administrative Agent, for the benefit of the Secured Parties, in, among other things, the trademarks of the Grantors set forth on Schedule II hereto (the “Trademarks”), which security interest was recorded with the United States Patent & Trademark Office on (i) October 28, 2005 at Reel/Frame 003192/0264, (ii) November 2, 2005 at Reel/Frame 003185/0948, (iii) November 2, 2005 at Reel/Frame 003185/0726, (iv) February 4, 2008 at Reel/Frame 003711/0421 and (v) January 12, 2010 at Reel/Frame 004130/0118.

WHEREAS, in connection with the repayment of all Indebtedness and the termination of all Commitments under the Credit Agreement, and the release of security interests under the Loan Documents, the Grantors have informed the Administrative Agent of their desire to obtain the release of all right, title and interest of the Administrative Agent, the Secured Parties and each other grantee or beneficiary in and to the Trademarks granted under the Trademark Security Agreement.

NOW, THEREFORE, in exchange for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Administrative Agent does hereby release, cancel, relinquish and discharge any and all security interests it has against the Trademarks and reassigns all right, title and interest it has in the Trademarks to the Grantors. The Administrative Agent agrees to make filings with the United States Patent and Trademark Office and other necessary filings, in each case as reasonably requested by the Grantors and at the expense of the Grantors, to evidence the release and termination of the Administrative Agent's security interests in the Trademarks. The Administrative Agent shall take all further actions and provide to the Grantors, assigns or other legal representatives all such cooperation and assistance, as reasonably requested by the Grantors and at the expense of the Grantors, to more fully and effectively effectuate the purposes of this Release.

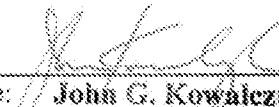
THIS RELEASE SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF NEW YORK AND SHALL BE BINDING UPON THE ADMINISTRATIVE AGENT'S REPRESENTATIVES, SUCCESSORS, ASSIGNS AND TRANSFEREES.

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IN WITNESS WHEREOF, the Administrative Agent has duly executed this Release as of the day and year first above written.

JPMORGAN CHASE BANK, N.A.,  
as Administrative Agent,

By

  
Name: **John G. Kowalczyk**  
Title: **Executive Director**

By

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

[Signature Page to the First Lien Trademark Release]

**Schedule I**

**ASPECT SOFTWARE, INC.**

**U.S. REGISTERED TRADEMARKS**

TRADEMARK	REG. NO.	REG. DATE
UNISON	1,942,025	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**

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

**FIRSTPOINT CONTACT CORPORATION**

**U.S. REGISTERED TRADEMARKS**

TRADEMARK	REG. NO.	REG. DATE
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**

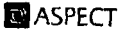

TRADEMARK	SER. NO.	FILING DATE
FIRSTPOINT	76/368,817	2/8/02

**ASPECT COMMUNICATIONS CORPORATION**


**U.S. REGISTERED TRADEMARKS**

TRADEMARK	REG. NO.	REG. DATE
ASPECT TELECASTER	1490039	5/31/88
ASPECT CALLCENTER	1502883	9/6/88
ASPECT ■ ASPECT	1856644	10/4/94



TRADEMARK	REG. NO.	REG. DATE
ASPECT 	1444998	6/30/87
ASPECT	1855601	9/27/94
ASPECT TELESET	1472937	1/19/88
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**

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

**ASPECT SOFTWARE, INC.**

**U.S. TRADEMARK APPLICATIONS**

TRADEMARK	ORIGINATING TRANSACTION	SER. NO.	FILING DATE
UNIFIED COMMAND AND CONTROL (US)	ASPECT SOFTWARE	77/187,496	5/22/07

**U.S. REGISTERED TRADEMARKS**

<b>OWNER</b>	<b>TRADEMARK</b>	<b>REGISTRATION NO.</b>	<b>REGISTRATION DATE</b>
Quilogy, Inc.	Quilogy	2583690	6/18/2002
Quilogy, Inc.	The Art and Science of Business	2583691	6/18/2002