

TRADEMARK ASSIGNMENT

Electronic Version v1.1
 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	Release of Security Interest

CONVEYING PARTY DATA

Name	Formerly	Execution Date	Entity Type
DEUTSCHE BANK TRUST COMPANY AMERICAS, AS SECOND LIEN ADMINISTRATIVE AGENT		05/07/2010	Association: GERMANY

RECEIVING PARTY DATA

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

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

PROPERTY NUMBERS Total: 25

Property Type	Number	Word Mark
Registration Number:	1427236	GALAXY
Registration Number:	1428182	VOICETEK
Registration Number:	1444998	ASPECT
Registration Number:	1472937	ASPECT TELESET
Registration Number:	1490039	ASPECT TELECASTER
Registration Number:	1502883	ASPECT CALLCENTER

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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:	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:	35706
NAME OF SUBMITTER:	Penelope J.A. Agodoa
Signature:	/pja/
Date:	06/08/2010

Total Attachments: 10
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TRADEMARK
REEL: 004220 FRAME: 0278

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RELEASE OF TRADEMARK SECURITY INTEREST, dated as of May 7, 2010 (this "Release"), by DEUTSCHE BANK TRUST COMPANY AMERICAS, 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 Second-Lien 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 ("Parent"), Aspect International LLC, the Lenders from time to time party thereto and Deutsche Bank Trust Company Americas, as administrative agent (in such capacity, the "Administrative Agent"), (ii) the Second-Lien Guarantee and Collateral Agreement dated as of July 11, 2006 (as 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 July 11, 2006 (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 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 Agreement, 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) August 14, 2006 at Reel/Frame 003368/0054, (ii) February 5, 2008 at Reel/Frame 003713/0169 and (iii) January 12, 2010 at Reel/Frame 004130/0104.

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.

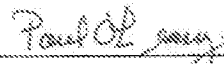
THIS RELEASE SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF NEW YORK AND SHALL BE BINDING UPON THE ADMINISTRATIVE AGENT'S REPRESENTATIVES, SUCCESSORS, ASSIGNS AND TRANSFEREES.

[Remainder of this page intentionally left blank]

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

DEUTSCHE BANK TRUST
COMPANY AMERICAS,
as Administrative Agent,

By



Name: **Paul O'Leary**
Title: **Director**

By



Name: **Evelyn Thierry**
Title: **Director**

[Signature Page to the Second Lien Trademark Release]

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TRADEMARK
REEL: 004220 FRAME: 0282

Schedule I

ASPECT SOFTWARE, INC.

U.S. REGISTERED TRADEMARKS




TRADEMARK	ORIGINATING TRANSACTION	REG. NO.	REG. DATE
UNISON	CONCERTO SOFTWARE	1,942,025	12/19/95
LYRICALL	CONCERTO SOFTWARE	2,440,761	4/3/01
COMPOSE IT	CONCERTO SOFTWARE	2,473,189	7/31/01
CONCERTO SOFTWARE	CONCERTO SOFTWARE	2,884,716	9/14/04
CONCERTO SOFTWARE & DESIGN	CONCERTO SOFTWARE	2,976,846	7/26/05
DAVOX	CONCERTO SOFTWARE	1,752,316	2/16/93
MAGELLAN	MELITA	2,257,387	6/29/99
RIGHTFORCE	CENTERFORCE TECHNOLOGIES	2,709,938	4/23/03
GALAXY	ROCKWELL FIRSTPOINT CONTACT	1,427,236	2/3/87
SPECTRUM	ROCKWELL FIRSTPOINT CONTACT	2,129,193	1/13/98
FIRSTPOINT	ROCKWELL FIRSTPOINT CONTACT	2,865,471	2/8/02

U.S. TRADEMARK APPLICATIONS

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

ASPECT COMMUNICATIONS CORPORATION

U.S. REGISTERED TRADEMARKS

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

¹ Currently in the name of Voicetek Corporation.

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

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