

TRADEMARK ASSIGNMENT

Electronic Version v1.1
 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	SECURITY INTEREST

CONVEYING PARTY DATA

Name	Formerly	Execution Date	Entity Type
Aspect Software, Inc.		05/07/2010	CORPORATION: DELAWARE

RECEIVING PARTY DATA

Name:	U.S. Bank National Association
Street Address:	50 S. 16th Street, Suite 2000
City:	Philadelphia
State/Country:	PENNSYLVANIA
Postal Code:	19102
Entity Type:	UNINC. ASSOCIATION: PENNSYLVANIA

PROPERTY NUMBERS Total: 20

Property Type	Number	Word Mark
Registration Number:	2440761	LYRICALL
Registration Number:	2884716	CONCERTO SOFTWARE
Registration Number:	2976846	CONCERTO SOFTWARE
Registration Number:	2709938	RIGHTFORCE
Registration Number:	2129193	SPECTRUM
Registration Number:	3178375	TRANSFORMING THE WAY COMPANIES INTERACT WITH THEIR CUSTOMERS
Registration Number:	3309024	ASPECT
Registration Number:	3309025	ASPECT SOFTWARE
Registration Number:	3588128	PERFORMANCEEDGE
Registration Number:	3616620	UNIFIED COMMAND AND CONTROL
Registration Number:	3750899	UNIFIED IP
Registration Number:	3715950	COMETOGETHER
Registration Number:	2583690	QUILOGY
Registration Number:	2583691	THE ART AND SCIENCE OF BUSINESS

OP \$515.00 2440761

900164575

**TRADEMARK
 REEL: 004224 FRAME: 0404**

Serial Number:	77789214	UNIFIED IP
Registration Number:	1502883	ASPECT CALLCENTER
Registration Number:	1856644	ASPECT
Registration Number:	1444998	ASPECT
Registration Number:	1855601	ASPECT
Registration Number:	2814944	ASPECT

CORRESPONDENCE DATA

Fax Number: (800)516-6304
Correspondence will be sent via US Mail when the fax attempt is unsuccessful.
Phone: 614-280-3562
Email: ted.mulligan@wolterskluwer.com
Correspondent Name: Ted Mulligan
Address Line 1: 4400 Easton Commons Way
Address Line 2: Suite 125
Address Line 4: Columbus, OHIO 43219

NAME OF SUBMITTER:	Ted Mulligan
Signature:	/Ted Mulligan/
Date:	06/14/2010

Total Attachments: 6
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TRADEMARK SECURITY AGREEMENT dated as of May 7, 2010 (this "Agreement"), among ASPECT SOFTWARE PARENT, INC., a Delaware corporation ("Parent"), ASPECT SOFTWARE, INC., a Delaware corporation (the "Issuer"), and U.S. BANK NATIONAL ASSOCIATION, as Collateral Agent (the "Collateral Agent").

Reference is made to the Security Agreement dated as of May 7, 2010 (as amended, supplemented or otherwise modified from time to time, the "Security Agreement"), among Parent, the Issuer, the Subsidiaries of Parent (as identified therein) and the Collateral Agent. The Issuer, the Guarantors and the Collateral Agent have entered into an Indenture dated as of May 7, 2010 (as amended, supplemented or otherwise modified from time to time, the "Indenture"). In consideration of the premises and to induce the Collateral Agent for the benefit of the Secured Parties to enter into the Indenture, the Grantors hereby agree with the Collateral Agent as follows:

SECTION 1. Terms. Capitalized terms used in this Agreement and not otherwise defined herein have the meanings specified in the Security Agreement. The rules of construction specified in Section 1.01(b) of the Security Agreement also apply to this Agreement.

SECTION 2. Grant of Security Interest. As security for the payment or performance, as the case may be, in full of the Secured Obligations, each Grantor, pursuant to the Security Agreement, did and hereby does grant to the Collateral Agent, its successors and assigns, for the benefit of the Secured Parties, a security interest in each Grantor's right, title and interest in and to any and all of the following assets and properties that are included in the Article 9 Collateral as defined in the Security Agreement now owned or at any time hereafter acquired by such Grantor or in which such Grantor now has or at any time in the future may acquire any right, title or interest (collectively, the "Trademark Collateral"):

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 I (the "Trademarks");

all goodwill associated with or symbolized by the Trademarks; and

all assets, rights and interests that uniquely reflect or embody the Trademarks.

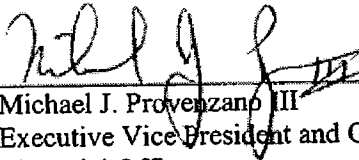
SECTION 3. Security Agreement. The security interests granted to the Collateral Agent herein are granted in furtherance, and not in limitation, of the security interests granted to the Collateral Agent pursuant to the Security Agreement. Each Grantor hereby acknowledges and affirms that the rights and remedies of the Collateral Agent with respect to the

Trademark Collateral are more fully set forth in the Security Agreement, the terms and provisions of which are hereby incorporated herein by reference as if fully set forth herein. In the event of any conflict between the terms of this Agreement and the Security Agreement, the terms of the Security Agreement shall govern.

[Signature Pages Follow]

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement as of the day and year first above written.

ASPECT SOFTWARE, INC.

By: 
Name: Michael J. Provenzano III
Title: Executive Vice President and Chief
Financial Officer

ASPECT SOFTWARE PARENT, INC.

By: 
Name: Michael J. Provenzano III
Title: President

U.S. BANK NATIONAL ASSOCIATION, as
Collateral Agent,

by


Name: George J. Rayzis
Title: Vice President

(Trademark Security Agreement)

TRADEMARK
REEL: 004224 FRAME: 0409

Schedule I

A. ASPECT SOFTWARE, INC.

U.S. REGISTERED TRADEMARKS


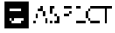
TRADEMARK	REG. NO.	REG. DATE
LYRICALL	2,440,761	4/3/01
CONCERTO SOFTWARE	2,884,716	9/14/04
CONCERTO SOFTWARE & DESIGN	2,976,846	7/26/05
RIGHTFORCE	2,709,938	4/22/03
SPECTRUM	2,129,193	1/13/98
TRANSFORMING THE WAY COMPANIES INTERACT WITH THEIR CUSTOMERS	3,178,375	11/28/06
ASPECT AND DESIGN TM	3,309,024	10/9/07
ASPECT SOFTWARE	3,309,025	10/9/07
PERFORMANCEEDGE	3,588,128	3/10/09
UNIFIED COMMAND CONTROL	3,616,620	5/5/09
UNIFIED IP	3,750,899	2/16/10
COMETOGETHER	3,715,950	11/24/09
QUILOGY	2583690	6/18/02
THE ART AND SCIENCE OF BUSINESS	2583691	6/18/02

U.S. TRADEMARK APPLICATIONS

TRADEMARK	SER. NO.	FILING DATE
UNIFIED IP	77/789,214	7/24/09

B. ASPECT SOFTWARE, INC. (AS SUCCESSOR TO ASPECT COMMUNICATIONS CORPORATION)

U.S. REGISTERED TRADEMARKS

TRADEMARK	REG. NO.	REG. DATE
ASPECT CALLCENTER	1502883	9/6/88
ASPECT 	1856644	10/4/94
ASPECT 	1444998	6/30/87
ASPECT	1855601	9/27/94
ASPECT	2814944	2/17/04