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PATENTS ONLY

U.S. DEPARTMENT OF COMMERCE
Patent and Trademark Office

FORM PT 31595
(Rev. 3/01)
OMD NO. 065-2001-2 (Rev. 5/31/2002)

To the Honorable Commissioner of Patents and Trademarks. Please record the attached original documents or copy thereof.

1. Name of conveying party(ies): <u>1-17-02</u> Aspect Telecommunications Corporation Additional name(s) of conveying party(ies) attached? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	2. Name and address of receiving party(ies): Name: <u>Aspect Communications Corporation</u> Internal Address: _____ Street Address: <u>1310 Ridder Park Dr.</u> City: <u>San Jose</u> State/Province: <u>CA</u> Zip: <u>95131</u> Country: _____ Additional name(s) & address(es) attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
3. Nature of Conveyance <input type="checkbox"/> Assignment <input type="checkbox"/> Merger <input type="checkbox"/> Security Agreement <input checked="" type="checkbox"/> Change of Name <input type="checkbox"/> Other: Execution Date(s): _____	

4. Application Number(s) or patent number(s):
 If this document is being filed together with a new application, the execution date of the application is: _____

A. Patent Application No.(s) <u>08/920,669</u>	B. Patent No.(s) Additional numbers attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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5. Name and address of party to whom correspondence concerning document should be mailed: Name: <u>Blakely, Sokoloff, Taylor & Zafman LLP</u> Internal Address: _____ Street Address: <u>12400 Wilshire Boulevard, 7th Floor</u> City: <u>Los Angeles</u> State: <u>California</u> Zip: <u>90025</u>	6. Total number of applications and patents involved: <u>1</u> 7. Total Fee (37 CFR 3.41).....\$40.00 <input checked="" type="checkbox"/> Enclosed <input type="checkbox"/> Authorized to be charged to deposit account 8. Deposit Account Number: <u>02-2666</u> (Attach duplicate copy of this page if paying by deposit account)
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9. Statement and signature.
To the best of my knowledge and believe, the foregoing is true and correct and any attached copy is a true copy of the original document

<u>André L. Marais</u> Name of Person Signing	<u>48,095</u> Signature	<u>11/26/01</u> Date
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Total number of pages including cover sheet, attachments, and document: 3

Mail documents to be recorded with required cover sheet information to:
Assistant Commissioner of Patents, Box Assignments
Washington, D.C. 20231

Atty Docket No. 002950.P012





SECRETARY OF STATE

I, *BILL JONES*, Secretary of State of the State of California, hereby certify:

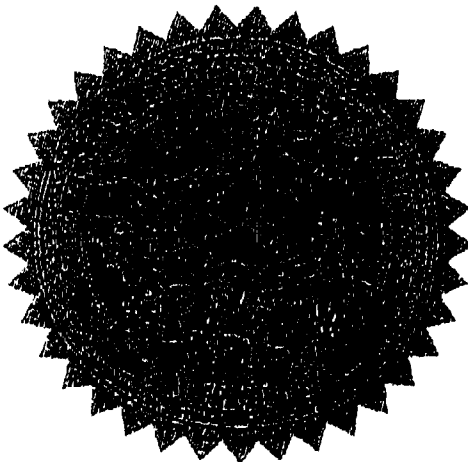
That the attached transcript of 1 page(s) has been compared with the record on file in this office, of which it purports to be a copy, and that it is full, true and correct.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of

OCT 01 1999

Bill Jones

Secretary of State



ENDORSED - FILED
In the Office of the Secretary of State
of the State of California

SEP 29 1999

BILL JONES, Secretary of State

**CERTIFICATE OF AMENDMENT OF
ARTICLES OF INCORPORATION**

OF

ASPECT TELECOMMUNICATIONS CORPORATION

The undersigned, James R. Carreker and Craig W. Johnson, hereby certify that:

1. They are the President and Secretary, respectively, of Aspect Telecommunications Corporation, a California corporation.

2. Article I of the Articles of Incorporation of this corporation shall be amended to read in its entirety as follows:

"ARTICLE I

The name of this corporation is **ASPECT COMMUNICATIONS CORPORATION"**

3. The foregoing amendment of Articles of Incorporation has been duly approved by the Board of Directors.

4. The foregoing amendment has been approved by the holders of the requisite number of shares of this corporation in accordance with Sections 902 and 903 of the California General Corporation Law. The total number of outstanding shares entitled to vote with respect to the foregoing amendment was 47,478,425 shares of Common Stock. The number of shares voting in favor of the foregoing amendment equaled or exceeded the vote required. The vote required was more than 50% of the Common Stock.

We further declare under penalty of perjury under the laws of the State of California that the matters set forth in this certificate are true and correct of our own knowledge.

Executed at Menlo Park, California, on September 24, 1999.



James R. Carreker
James R. Carreker, Chairman and CEO
Craig W. Johnson
Craig W. Johnson, Secretary