

04-10-2002

FORM PTO-1595  
(Rev. 3/01)  
OMD NO. 0651-0011 exp. 5/31/2002

R



U.S. DEPARTMENT OF COMMERCE  
Patent and Trademark Office

102049156

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

1. Name of conveying party(ies): 3-28-02  
**Aspect Telecommunications Corporation**

2. Name and address of receiving party(ies):  
Name: Aspect Communications Corporation

Additional name(s) of conveying party(ies) attached?  
 No  Yes

Internal Address: 1310 Ridder Park Dr.

3. Nature of Conveyance  
 Assignment  Merger  
 Security Agreement  Change of Name  
 Other:

Street Address: \_\_\_\_\_

Execution Date(s): September 24, 1999

City: San Jose State/Provence: CA Zip: 95131

Country: \_\_\_\_\_

Additional name(s) & address(es) attached?  Yes  No

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)  
09/303,098

B. Patent No.(s)

Additional numbers attached?  Yes  No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: Blakely, Sokoloff, Taylor & Zafman LLP

Internal Address: \_\_\_\_\_

Street Address: 12400 Wilshire Boulevard, 7<sup>th</sup> Floor

City: Los Angeles State: California Zip: 90025

6. Total number of applications and patents involved: 1

7. Total Fee (37 CFR 3.41).....\$40.00

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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

André L. Marais, Reg. No. 48,095

Name of Person Signing

Signature

03/18/02

Date

Total number of pages including cover sheet, attachments, and document: 7

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Washington, D.C. 20231

Atty Docket No. 2950P045

PATENT  
REEL: 012759 FRAME: 0189



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André L. Marais

48,095

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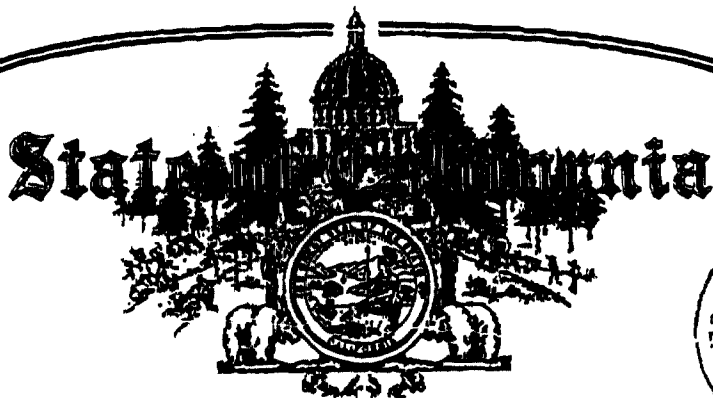
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Atty Docket No. 002950.P045

01/09/2002 TDIAZI 00000213 09303098

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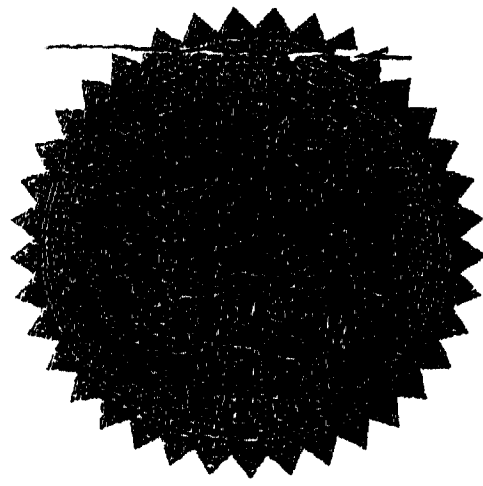
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**SECRETARY OF STATE**

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



A0532017

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



01-10-2002



DA

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André L. Marais  
Name of Person Signing

48,095

Signature

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Atty Docket No. 002950.P045

01/09/2002 TDIAZ1 00000213 09303098  
01 FC:581 40.00 DP

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