RECORDATION FORM COVER SHEET PATENTS ONLY

Atty Ref/Docket No.: 2046.071US2	Patent and Trademark Office
To the Honorable Commissioner of Patents and Trademarks:	Please record the attached original documents or copy thereof.
Name of conveying party(ies):	Name and address of receiving party(ies):
Aspect Telecommunications Corporation	Name: Aspect Communications Corporation
Additional name(s) of conveying party(ies) attached? []Yes [X]No 3. Nature of conveyance: [] Assignment [] Merger	Street Address: 1310 Ridder Park Drive City: San Jose State: CA Zip: 95131-2313 Additional name(s) & address(es) attached? []Yes [X]No
[] Security Agreement [X] Change of Name [] Other	
Execution Date: September 24, 1999	
 Application number(s) or patent number(s): If this document is being filed together with a new applic A. Patent Application No.(s) Serial No. 10/660,881, filed September 11, 2003 	eation, the execution date of the application is: B. Patent No.(s)
Additional numbers attached? []Yes [X]No	
5. Name and address of party to whom correspondence concerning document should be mailed:	6. Total number of applications and patents involved: 1
Name: Andre L. Marais	7. Total fee (37 CFR 3.41):\$ 40.00
Address: Schwegman, Lundberg, Woessner & Kluth, P.A. P.O. Box 2938 Minneapolis, MN 55402	 []Enclosed [X]Authorized to be charged to deposit account 8. Please charge any additional fees or credit any over payments to our Deposit account number:19-0743
DO NOT US	SE THIS SPACE
9. Statement and signature.	
To the best of my knowledge and belief, the foregoing is copy of the original document. Andre L. Marais/Reg. No. 48,095	information is true and correct and any attached copy is a true
Name of Person Signing Si	otal number of pages including cover sheet: 3

Mail documents to be recorded with required cover sheet information to:

Mail Stop Assignment Recordation Services Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

> PATENT REEL: 015803 FRAME: 0888

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SEP 2 9 1999.

BNL 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.

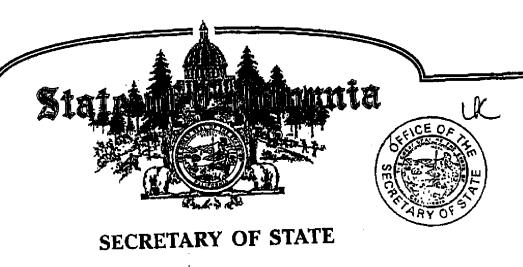
James R. Carreker, Ch

r, Chairman and CE

Craig W. Johnson, Secretar

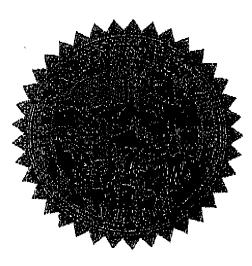
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PATENT REEL: 015803 FRAME: 0889



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

That the attached transcript of ____ 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 0 1 1999

Secretary of State

Sec/6(alo Form CE-107 (rov. 9/95)

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RECORDED: 02/28/2005