

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.

1. Name of conveying party(ies):

Aspect Telecommunications Corporation

Additional name(s) of conveying party(ies) attached?

☐ Yes ☒ No

3. Nature of conveyance:

☐ Assignment

☐ Merger

☐ Security Agreement ☒ Change of Name

☐ Other

Execution Date: September 24, 1999

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

Name: Aspect Communications Corporation

Street Address: 1310 Ridder Park Drive

City: San Jose State: CA Zip: 95131-2313

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)

B. Patent No.(s)

Serial No. 10/660,881, filed September 11, 2003

Additional numbers attached? ☐ Yes ☒ No

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

Name: Andre L. Marais

Address:

Schwegman, Lundberg, Woessner & Kluth, P.A.
P.O. Box 2938
Minneapolis, MN 55402

6. Total number of applications and patents involved: 1

7. Total fee (37 CFR 3.41): \$ 40.00

☐ Enclosed

☒ 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 USE THIS SPACE

9. Statement and signature.

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Andre L. Marais/Reg. No. 48,095

Name of Person Signing

Signature

Date

Total 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

CH \$40.00 190743 10660881

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

SEP 29 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
James R. Carreker, Chairman and CEO

Craig W. Johnson
Craig W. Johnson, Secretary



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