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To the Director of the U.S. Patent and Trademark Office, if you have the documents or the new address(es) below.

1. Name of conveying party(ies)

ERIC JAMES

2. Name and address of receiving party(ies)

Name: Aspect Software, Inc.

Internal Address: _____

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

3. Nature of conveyance/Execution Date(s):

Execution Date(s) March 3, 2008

- ☒ Assignment ☐ Merger
☐ Security Agreement ☐ Change of Name
☐ Joint Research Agreement
☐ Government Interest Assignment
☐ Executive Order 9424, Confirmatory License
☐ Other _____

Street Address: 6 Technology Drive

City: Westford

State: MA

Country: U.S.A. Zip: 01886

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

4. Application or patent number(s):

☒ This document is being filed together with a new application.

A. Patent Application No.(s)

B. Patent No.(s)

Additional numbers attached? ☐ Yes ☒ NO

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

Name: L. Friedman

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Fax Number: 312-655-1501

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6. Total number of applications and patents involved: 1

7. Total fee (37 CFR 1.21(h) & 3.41) \$ 40.00

- ☐ Authorized to be charged by credit card
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L. Friedman
Signature

L. Friedman

Name of Person Signing

March 7, 2008

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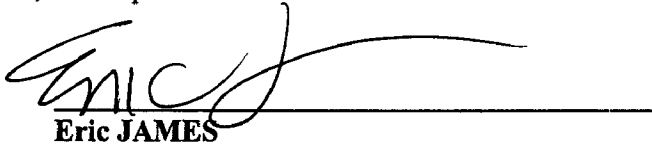
ASSIGNMENT

I, **Eric JAMES**, a citizen of the United States, residing at 2384 Coral Cove, Elgin, Illinois 60123, for valuable consideration, receipt of which is hereby acknowledged, have assigned and do hereby assign to **Aspect Software, Inc.**, a Delaware corporation, having an office at 6 Technology Drive, Westford, Massachusetts 01886, its successors and assigns, the entire right, title and interest in and to all subject matter invented by me and disclosed in the United States patent application attached hereto and entitled:

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and in and to all present and future applications for patents and Letters Patent therefor, including Convention and Treaty rights of all kinds, in all countries throughout the world, for all such subject matter, including all divisions, reissues, continuations in whole or in part, renewals, substitutes, and extensions of said applications for patent and Letters Patent, and all rights of priority resulting from the filing of said United States patent application. I agree to sign all documents and perform such affirmative acts as necessary to secure and enforce all said applications and Letters Patent and rights, including any reissue thereof, and in any interferences in which said applications or patents issued therefrom may become involved, and request issuance of all said Letters Patent to the above assignee in accordance with this assignment.

3/3 2008


Eric JAMES