

PATENT ASSIGNMENT

Electronic Version v1.1
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SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	ASSIGNMENT
CONVEYING PARTY DATA	
Name	Execution Date
Robert Owens	05/01/2008
Andy Arbuckle	05/01/2008
Terry Craft	05/01/2008
RECEIVING PARTY DATA	
Name:	Aspect Software, Inc.
Street Address:	6 Technology Park Drive
City:	Westford
State/Country:	MASSACHUSETTS
Postal Code:	01886
PROPERTY NUMBERS Total: 1	
Property Type	Number
Application Number:	12114422
CORRESPONDENCE DATA	
Fax Number:	(312)655-1501
<i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i>	
Phone:	312-655-1500
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Correspondent Name:	WELSH & KATZ, LTD
Address Line 1:	120 S RIVERSIDE PLAZA
Address Line 2:	22ND FLOOR
Address Line 4:	CHICAGO, ILLINOIS 60606
ATTORNEY DOCKET NUMBER:	6065-101636
NAME OF SUBMITTER:	Jon P. Christensen (Reg. No. 34,137)

CH \$40.00 12114422

Total Attachments: 3
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PATENT
REEL: 020894 FRAME: 0773

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RECORDATION FORM COVER SHEET PATENTS ONLY

To the Director of the U.S. Patent and Trademark Office: Please record the attached documents or the new address(es) below.

1. Name of conveying party(ies)

Robert Owens
Andy Arbuckle
Terry Craft

2. Name and address of receiving party(ies)

Name: Aspect Software Inc.

6 Technology Park Drive

Westford, MA 01886

Address: Same as above

Name:

Address:

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

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

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

Execution Date(s) 5/1/2008

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

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: Jon P. Christensen

Address: Welsh & Katz, Ltd.
120 S. Riverside Plaza
22nd Floor

City: Chicago

State: IL Zip: 60606

Phone Number: 312 655-1500

Fax Number: 312 655-1501

Email Address: jpcdoCKET@welshkatz.com

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
 Authorized to be charged to deposit account
 Enclosed
 None required (government interest not affecting title)

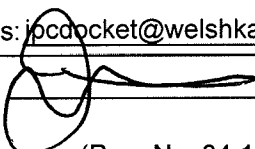
8. Payment Information

a. Credit Card Last 4 Numbers _____

Expiration Date _____

b. Deposit Account Number 230920

Authorized User Name Jon P. Christensen

9. Signature:

Signature

May 2, 2008

Date

Jon P. Christensen (Reg. No. 34,137) 6065-101636

Name of Person Signing

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

Documents to be recorded (including cover sheet) should be faxed to (571) 273-0140, or mailed to:
Mail Stop Assignment Recordation Services, Director of the USPTO, P.O. Box 1450, Alexandria, V.A. 22313-1450

Assignment

Applicant or Patentee: Robert Owens, Andy Arbuckle, Terry Craft
Serial or Patent No.: _____
Filed or Issued: _____
For: SYNCHRONIZATION OF DATA WITHIN AN ACD SYSTEM
Attorney Docket No. 6065-101636

In Consideration of Ten Dollars and other good and valuable considerations, the receipt of which is hereby acknowledged, the entire right, title and interest in the invention and improvements of the undersigned in a

SYNCHRONIZATION OF DATA WITHIN AN ACD SYSTEM

and in the U.S. Patent and U.S. Patent Application therefor, executed by the undersigned herewith and in any reissue, continuation, or divisional U.S. Patent that may be granted upon said U.S. Patent Application are hereby assigned by the undersigned to

Aspect Software, Inc.
and the heirs, successors, legal representative and assigns thereof (hereinafter collectively referred to as the Assignee).

For said considerations it is hereby agreed that I have sold and assigned, and hereby do sell and assign, to said Assignee, its successors and assigns, the entire right, title and interest (a) in the above-identified invention or inventions and all improvements and modifications thereof, (b) in the above-identified application and all other applications for Letters Patent of the United States and countries foreign thereto for the above-identified invention or inventions and all improvements and modifications thereof, in all Letters Patent which may issue from said applications in the United States and countries foreign thereto, and (d) to all divisions, reissues, continuations and extensions of said applications and Letters Patents; and covenant I have the full right so to do; and I hereby authorize and request the Commissioner of Patents and Trademarks to issue all United States Letters Patent on the invention or inventions included herein to said Assignee of the entire interest.

I further agree that I shall communicate to said Assignee, its successor and assigns, or their representative or agents all facts and information known or available to me respecting said invention or inventions, improvements and modifications including evidence for interference, reexamination, reissue, opposition, revocation, extension or infringement purposes or other legal, judicial or administrative proceedings, whenever requested; testify in person or by affidavit as required by said Assignee, its successors and assigns, in any such proceeding in the United States or a country foreign thereto; execute and deliver, on request, all lawful papers including, but not limited to, original, divisional, continuation (including any continuations-in-part) and reissue applications, renewals, assignments, powers of attorney, oaths, affidavits, declarations, depositions; and provide all reasonable assistance to Assignee, its successors and assigns, in obtaining and enforcing proper protection for said invention or inventions, improvements and modifications under the intellectual property laws of the United States and countries foreign thereto.

In testimony whereof, I have hereunto set my hand and seal, on the line set after my signature.

Name of First Joint assignor/inventor Robert Owens
Signature of assignor and inventor Robert Owens (Seal)
Date 5/1/08

Name of Second Joint assignor/inventor Andy Arbuckle
Signature of assignor and inventor Andy Arbuckle (Seal)
Date 5/1/08

Name of Second Joint assignor/inventor Terry Craft

Signature of assignor and inventor

Date

Troy W. G. (Seal)
5/1/08