

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
 Stylesheet Version v1.2

EPAS ID: PAT6744254

SUBMISSION TYPE:	NEW ASSIGNMENT	
NATURE OF CONVEYANCE:	MERGER AND CHANGE OF NAME	
EFFECTIVE DATE:	12/28/2006	
CONVEYING PARTY DATA		
Name		Execution Date
ASPECT COMMUNICATIONS CORPORATION		12/28/2006
NEWLY MERGED ENTITY DATA		
Name		Execution Date
ASPECT SOFTWARE, INC.		12/28/2006
MERGED ENTITY'S NEW NAME (RECEIVING PARTY)		
Name:	ASPECT SOFTWARE, INC.	
Street Address:	6 TECHNOLOGY PARK DRIVE	
City:	WESTFORD	
State/Country:	MASSACHUSETTS	
Postal Code:	01886	
PROPERTY NUMBERS Total: 18		
Property Type	Number	
Patent Number:	7406515	
Patent Number:	8400948	
Patent Number:	7519689	
Patent Number:	8312146	
Patent Number:	7535479	
Patent Number:	7552166	
Patent Number:	7761323	
Patent Number:	7606909	
Patent Number:	7634722	
Patent Number:	7669182	
Patent Number:	7681127	
Patent Number:	8457297	
Patent Number:	7778861	
Patent Number:	8199900	
Patent Number:	6925633	

Property Type	Number
Patent Number:	6889222
Patent Number:	6883170
Patent Number:	7190774

CORRESPONDENCE DATA

Fax Number: (650)838-5109

Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.

Phone: 650-838-3743

Email: jlik@shearman.com

Correspondent Name: AUSTIN GROSSFELD

Address Line 1: 599 LEXINGTON AVENUE

Address Line 2: SHEARMAN & STERLING LLP

Address Line 4: NEW YORK, NEW YORK 10022

ATTORNEY DOCKET NUMBER:	40203-22
NAME OF SUBMITTER:	AUSTIN GROSSFELD
SIGNATURE:	/AUSTIN GROSSFELD/
DATE SIGNED:	06/03/2021

Total Attachments: 4

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CERTIFICATE OF OWNERSHIP AND MERGER

MERGING

ASPECT COMMUNICATIONS CORPORATION,
a California corporation,

WITH AND INTO

ASPECT SOFTWARE, INC.,
a Delaware corporation

*(Pursuant to Section 253 of the General Corporation Law of
the State of Delaware)*

Aspect Software, Inc., a corporation organized and existing under the laws of the State of Delaware ("Parent"), DOES HEREBY CERTIFY:

FIRST: Parent was organized pursuant to the provisions of the General Corporation Law of the State of Delaware, on the 15th day of June, 1982, under the name Concerto Software, Inc.

SECOND: That Parent owns 100% of the outstanding shares of the capital stock of Aspect Communications Corporation, a corporation organized pursuant to the provisions of the Business Corporation Act of the State of California, on the 16th of August, 1985 ("Subsidiary").

THIRD: That Parent's Board of Directors, pursuant to a Written Consent, dated as of December 28, 2006, determined to merge Subsidiary with and into Parent with Parent surviving the merger and becoming the surviving corporation after the merger, and did adopt the following resolutions:

WHEREAS, Aspect Software, Inc. ("Parent") owns 100% of the outstanding shares of the capital stock of Aspect Communications Corporation ("Subsidiary").

WHEREAS, the Board of Directors of Parent (the "Board") deems it advisable and in the best interests of Parent to merge (the "Merger") Subsidiary with and into Parent, with Parent becoming the surviving corporation after the Merger.

NOW, THEREFORE, BE IT RESOLVED, that the Merger be, and hereby is, approved;

FURTHER RESOLVED, that, upon the effectiveness of the Merger, all estate, property, rights, privileges and franchises of Subsidiary shall, and hereby is, transferred to Parent and Parent shall assume all of the liabilities and obligations of Subsidiary;

FURTHER RESOLVED, that any of the President, the Chief Executive Officer, any Vice President, the Treasurer, the Secretary, any Assistant Secretary or other officer as may be designated by the Board (collectively referred to herein as the "Authorized Officers") be, and each of them hereby is, authorized and empowered to make and execute a Certificate of Ownership and Merger setting forth a copy of the resolutions to merge Subsidiary with and into Parent and assume Subsidiary's liabilities and obligations, and the date of adoption thereof, and to file the Certificate of Ownership and Merger in the office of the Secretary of State of Delaware, and a certified copy thereof in the office of the Recorder of Deeds of New Castle County;

FURTHER RESOLVED, that any of the Authorized Officers be, and each of them hereby is, authorized and empowered to execute and deliver any and all agreements, instruments, certificates or documents relating to the Merger, in the name and on behalf of Parent, under its corporate seal or otherwise, substantially in the form approved, with such changes therein and modifications or amendments thereto as any of the Authorized Officers may in their sole discretion approve, which approval shall be conclusively evidenced by their execution thereof; and

FURTHER RESOLVED, that any of the Authorized officers be, and each of them hereby is, authorized and empowered to take all such further actions including, without limitation, to arrange for and enter into supplemental agreements, instruments, certificates or documents relating to the Merger and to execute and deliver all such supplemental agreements, instruments, certificates or documents in the name and on behalf of Parent which shall in such Authorized Officer's sole discretion be deemed necessary, proper or advisable in order to perform Parent's obligations under or in connection with the Merger and the transactions contemplated therein and to carry out fully the intent of the foregoing resolution.

FOURTH: The Certificate of Incorporation of Parent immediately prior to the merger shall, by virtue of the merger, remain the same and is not affected by the merger.

FIFTH: The effective date of the merger shall be December 31, 2006.

* * * * *

IN WITNESS WHEREOF, Parent has caused this Certificate of Ownership and Merger to be signed by an authorized officer this 28th day of December, 2006.

ASPECT SOFTWARE, INC.,
a Delaware corporation

By: /s/ Jonathan M. Moulton
Jonathan M. Moulton
Senior Vice President,
General Counsel and Secretary

Schedule I

U.S. PATENTS AND PATENT APPLICATIONS

Patent No.	Application No.	Title	Current Owner of Record
7406515	09604199	SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT	ASPECT COMMUNICATIONS CORPORATION
8400948	11038566	METHOD AND SYSTEM FOR UPDATING REAL-TIME DATA BETWEEN INTERVALS	ASPECT COMMUNICATIONS CORPORATION
7519689	10660418	METHOD AND SYSTEM TO PROVIDE MESSAGE COMMUNICATION BETWEEN DIFFERENT BROWSER BASED APPLICATIONS RUNNING ON A DESKTOP	ASPECT COMMUNICATIONS CORPORATION
8312146	11280603	METHODS AND APPARATUS FOR ENABLING DYNAMIC RESOURCE COLLABORATION	ASPECT COMMUNICATIONS CORPORATION
7535479	11012391	APPARATUS AND METHOD FOR COLLECTING AND DISPLAYING INFORMATION IN A WORKFLOW SYSTEM	ASPECT COMMUNICATIONS CORPORATION
7552166	10660881	METHOD OF QUEUING REQUESTS TO ACCESS A COMMUNICATIONS NETWORK	ASPECT COMMUNICATIONS CORPORATION
7761323	10546460	METHOD AND SYSTEM FOR SCHEDULING A CUSTOMER SERVICE CALLBACK	ASPECT COMMUNICATIONS CORPORATION
7606909	10081560	METHOD AND APPARATUS FOR A BUSINESS CONTACT CENTER	ASPECT COMMUNICATIONS CORPORATION
7634722	11075793	REVERSIBLE LOGIC FOR WIDGET AND MARKUP LANGUAGE GENERATION	ASPECT COMMUNICATIONS CORPORATION
7669182	11093923	METHOD AND SYSTEM TO MAINTAIN A HIERARCHY OF INSTANTIATED APPLICATION OBJECTS AND PROCESS A FAILED PROCESS	ASPECT COMMUNICATIONS CORPORATION
7681127	11008829	DYNAMIC LOCALIZATION FOR DOCUMENTS USING LANGUAGE SETTING	ASPECT COMMUNICATIONS CORPORATION
8457297	11322355	DISTRIBUTING TRANSACTIONS AMONG TRANSACTION PROCESSING SYSTEMS	ASPECT COMMUNICATIONS CORPORATION
7778861	11209568	METHODS AND SYSTEMS TO COMPLETE TRANSACTION DATE	ASPECT COMMUNICATIONS CORPORATION
8199900	11/274226	AUTOMATED PERFORMANCE MONITORING FOR CONTACT MANAGEMENT SYSTEM	ASPECT COMMUNICATIONS CORPORATION
6925633	09/583311	METHOD AND APPARATUS FOR AUTOMATING TESTING OF JAVA BEANS	ASPECT COMMUNICATIONS CORPORATION
6889222	09/752896	METHOD AND AN APPARATUS FOR PROVIDING PERSONALIZED SERVICE	ASPECT COMMUNICATIONS CORPORATION
6883170	09/651438	METHOD AND SYSTEM TO MAINTAIN A HIERARCHY OF INSTANTIATED APPLICATION OBJECTS AND TO ENABLE RECOVERY FROM AN APPLICATIONS FAILURE	ASPECT COMMUNICATIONS CORPORATION
7190774	10/196775	USER INVOKED DIRECTED OUTDIAL METHOD AND APPARATUS	ASPECT COMMUNICATIONS CORPORATION