

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
 Stylesheet Version v1.2

EPAS ID: PAT6912819

SUBMISSION TYPE:	CORRECTIVE ASSIGNMENT
NATURE OF CONVEYANCE:	Corrective Assignment to correct the ADDRESS OF ALVARIA, INC. previously recorded on Reel 057254 Frame 0377. Assignor(s) hereby confirms the CHANGE OF NAME.

CONVEYING PARTY DATA

Name	Execution Date
ASPECT SOFTWARE, INC.	05/28/2021

RECEIVING PARTY DATA

Name:	ALVARIA, INC.
Street Address:	5 TECHNOLOGY PARK DRIVE
City:	WESTFORD
State/Country:	MASSACHUSETTS
Postal Code:	01886

PROPERTY NUMBERS Total: 79

Property Type	Number
Application Number:	09604199
Application Number:	11012391
Application Number:	10660418
Application Number:	11280603
Application Number:	10660881
Application Number:	10546460
Application Number:	10081560
Application Number:	11075793
Application Number:	11093923
Application Number:	11008829
Application Number:	11322355
Application Number:	11209568
Application Number:	11274226
Application Number:	09583311
Application Number:	09752896
Application Number:	09651438
Application Number:	10196775
Application Number:	11038566
Application Number:	11556749

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Property Type	Number
Application Number:	12195298
Application Number:	12114357
Application Number:	12196094
Application Number:	12170180
Application Number:	11169821
Application Number:	11211113
Application Number:	10449872
Application Number:	11497891
Application Number:	12044735
Application Number:	11888986
Application Number:	13031593
Application Number:	11429774
Application Number:	11681241
Application Number:	11890016
Application Number:	11455440
Application Number:	11851931
Application Number:	12114396
Application Number:	11954527
Application Number:	12423088
Application Number:	12141687
Application Number:	12287172
Application Number:	12780536
Application Number:	12860719
Application Number:	11888987
Application Number:	12016065
Application Number:	11890010
Application Number:	15617616
Application Number:	12391184
Application Number:	11888985
Application Number:	10948951
Application Number:	12114422
Application Number:	11977589
Application Number:	12125392
Application Number:	12075022
Application Number:	13550066
Application Number:	12054209
Application Number:	11769186
Application Number:	11890009

Property Type	Number
Application Number:	11025166
Application Number:	13739983
Application Number:	12214754
Application Number:	12258618
Application Number:	12860736
Application Number:	12150624
Application Number:	11674500
Application Number:	12861351
Application Number:	11865923
Application Number:	11890029
Application Number:	13571198
Application Number:	10151489
Application Number:	09634350
Application Number:	09827848
Application Number:	09675497
Application Number:	09595697
Application Number:	09885717
Application Number:	09677990
Application Number:	09998249
Application Number:	09943587
Application Number:	11669349
Application Number:	16883143

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:	09/13/2021

Total Attachments: 13
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Delaware

The First State

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I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE RESTATED CERTIFICATE OF "ASPECT SOFTWARE, INC.", CHANGING ITS NAME FROM "ASPECT SOFTWARE, INC." TO "ALVARIA, INC.", FILED IN THIS OFFICE ON THE TWENTY-EIGHTH DAY OF MAY, A.D. 2021, AT 9:57 O`CLOCK A.M.




Jeffrey W. Bullock, Secretary of State

939326 8100
SR# 20212197005

You may verify this certificate online at corp.delaware.gov/authver.shtml

Authentication: 203335216
Date: 06-01-21

PATENT
REEL: 057652 FRAME: 0269

**AMENDED AND RESTATED CERTIFICATE OF INCORPORATION
OF
ASPECT SOFTWARE, INC.**

Aspect Software, Inc., a corporation organized and existing under the laws of the State of Delaware (the "Corporation"), does hereby certify as follows:

A. The Corporation was originally incorporated under the name of Datavox Communications Corp., and the original Certificate of Incorporation of the Corporation was filed with the Secretary of State of the State of Delaware on June 15, 1982.

B. A Certificate of Amendment to the Certificate of Incorporation was filed with the Secretary of State of Delaware on July 25, 1983, to change the name of the Corporation to Davox Communications Corp.

C. A Certificate of Amendment to the Certificate of Incorporation was filed with the Secretary of State of Delaware on October 22, 1984, to change the name of the Corporation to Davox Corporation.

D. A Certificate of Amendment to the Certificate of Incorporation was filed with the Secretary of State of Delaware on May 2, 2002, to change the name of the Corporation to Concerto Software, Inc.

E. An Amended and Restated Certificate of Incorporation of the Corporation was filed with the Secretary of State of the State of Delaware on September 22, 2005, to change the name of the Corporation to Aspect Software, Inc.

F. A Certificate of Amendment to the Amended and Restated Certificate of Incorporation was filed with the Secretary of State of Delaware on May 25, 2016.

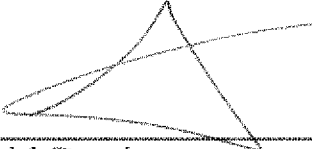
G. This Amended and Restated Certificate of Incorporation was duly adopted in accordance with Sections 242 and 245 of the General Corporation Law of the State of Delaware (the "DGCL") by the Board of Directors of the Corporation (the "Board of Directors") and has been duly approved by the written consent of the stockholders of the Corporation in accordance with Section 228 of the DGCL.

H. The text of the Certificate of Incorporation of the Corporation, as amended, is hereby amended and restated in its entirety to read as set forth on Exhibit A attached hereto.

Signature Page to Follow

IN WITNESS WHEREOF, the Corporation has caused this Amended and Restated Certificate of Incorporation to be executed by its duly authorized officer on this 28th day of May, 2021.

ASPECT SOFTWARE, INC.

By: 
Name: Patrick Dennis
Title: Chief Executive Officer and President

**AMENDED AND RESTATED CERTIFICATE OF INCORPORATION
OF
ALVARIA, INC.
(a Delaware corporation)**

ARTICLE I

The name of the corporation is Alvaria, Inc. (hereinafter called the "Corporation").

ARTICLE II

The address of the Corporation's registered office in the State of Delaware is 251 Little Falls Drive, Wilmington, New Castle County, Delaware 19808. The name of the Corporation's registered agent at such address is Corporation Service Company.

ARTICLE III

The purpose of the Corporation is to engage in any lawful act or activity for which corporations may be organized under the General Corporation Law of the State of Delaware as it now exists or may hereafter be amended and/or supplemented from time to time (the "DGCL").

ARTICLE IV

The total number of shares of all classes of stock that the Corporation is authorized to issue is one thousand (1,000) shares of capital stock, all of which shall be common stock with a par value of one cent (\$0.01) per share (the "Common Stock"). Each holder of record of Common Stock shall be entitled to vote at all meetings of the stockholders and shall have one vote for each share held by such holder of record. The Common Stock authorized by this Article IV shall be issued for such consideration as shall be fixed, from time to time, by the board of directors of the Corporation (the "Board"). No stockholder of the Corporation shall have any preemptive rights by virtue of this Certificate of Incorporation. The capital stock of the Corporation, after the amount of the subscription price has been fully paid in, shall not be assessable for any purpose, and no stock issued as fully paid shall ever be assessable or assessed. No stockholder of the Corporation, to the fullest extent permitted by applicable law, shall be individually liable for the debts or liabilities of the Corporation.

ARTICLE V

From time to time, any of the provisions of this Certificate of Incorporation may be amended, altered or repealed, and other provisions authorized by the DGCL or other statutes or laws of the State of Delaware at the time in force may be added or inserted in the manner and at the time prescribed by said laws, and all rights at any time conferred upon the stockholders of the Corporation by this Certificate of Incorporation are granted subject to this reservation.

ARTICLE VI

In furtherance and not in limitation of the rights, powers, privileges and discretionary authority granted or conferred by the DGCL or other statutes or laws of the State of Delaware, the Board, by a vote of a majority of the Board, is expressly authorized to make, alter, amend or repeal the bylaws of the Corporation (the "Bylaws"), without any action on the part of the stockholders, but the stockholders by a vote of a majority of the stockholders may make, alter, amend or repeal the Bylaws whether adopted by them or otherwise. The Corporation may in its Bylaws confer powers upon its Board in addition to the foregoing and in addition to the powers and authorities expressly conferred upon the Board by applicable law.

ARTICLE VII

Election of directors need not be by written ballot unless the Bylaws shall so require.

ARTICLE VIII

The Corporation eliminates the personal liability of each member of its Board to the Corporation or its stockholders to the fullest extent permitted by Section 102(b)(7) of the DGCL; provided, however, that, to the extent required by applicable law, the foregoing clause shall not eliminate the liability of a director (i) for any breach of such director's duty of loyalty to the Corporation or its stockholders, (ii) for acts or omissions not in good faith or which involve intentional misconduct or a knowing violation of law, (iii) under Section 174 of the DGCL or (iv) for any transaction from which such director derived an improper personal benefit. No amendment to or repeal of this Article VIII shall apply to or have any effect on the liability or alleged liability of any director for or with respect to any acts or omissions of such director occurring prior to such amendment or repeal.

ARTICLE IX

Meetings of stockholders may be held within or without the State of Delaware, as the Bylaws may provide. Any action to be taken at any annual or special meeting of the stockholders may be taken without a meeting, without prior notice and without a vote, if a consent or consents in writing, setting forth the action so taken, shall be signed by the holders of outstanding Common Stock having not less than the minimum number of votes that would be necessary to authorize or take such action at a meeting at which all shares of Common Stock entitled to vote thereon were present and voted, and shall be delivered to the Corporation.

The books of the Corporation may be kept (subject to any provision contained in the DGCL) outside of the State of Delaware at such place or places as may be designated from time to time by the Board or in the Bylaws.

ARTICLE X

(a) The Corporation shall indemnify and hold harmless to the fullest extent permitted under and in accordance with the laws of the State of Delaware, as the same exists or may hereafter be amended, any person who was or is a party or is threatened to be made a party to any threatened, pending or completed action, suit or proceeding, whether civil, criminal, administrative or investigative (other than an action by or in the right of the Corporation) (hereinafter a "Proceeding") by reason of the fact that the person is or was a director, officer or employee of the

Corporation, or is or was serving at the request of the Corporation as a director, officer or employee of another corporation, partnership, joint venture, trust or other enterprise, including service with respect to employee benefit plans, whether the basis of such Proceeding is alleged action in an official capacity as a director, officer or employee while serving as a director, officer or employee, against all expenses and loss (including attorneys' fees, judgments, fines, amounts paid or to be paid in settlement, and excise taxes or penalties arising under the Employee Retirement Income Security Act of 1974) reasonably incurred or suffered by such person in connection therewith and such indemnification shall continue as to a person who has ceased to be a director, officer or employee and shall inure to the benefit of his or her heirs, executors and administrators; provided, however, that, except as provided in paragraph (b) of this Article X, the Corporation shall indemnify any such person seeking indemnification in connection with a Proceeding (or part thereof) initiated by such person only if such Proceeding (or part thereof) was authorized by the Board; provided, further, that no indemnification shall be made in respect of any claim, issue or matter as to which such person shall have been adjudged to be liable to the Corporation unless and only to the extent that the Chancery Court of the State of Delaware (the "Court of Chancery") or the court in which such Proceeding was brought shall determine upon application that, despite the adjudication of liability but in view of all the circumstances of the case, such person is fairly and reasonably entitled to indemnity for such expenses which the Court of Chancery or such other court shall deem proper.

(b) If a claim under paragraph (a) of this Article X is not paid in full by the Corporation within thirty (30) days after a written claim has been received by the Corporation, the claimant may at any time thereafter bring suit against the Corporation to recover the unpaid amount of the claim and, if successful in whole or in part, the claimant shall be entitled to be paid also the expense of prosecuting such claim. It shall be a defense to any such Proceeding (other than an action brought to enforce a claim for expenses incurred in defending any Proceeding in advance of its final disposition where the required undertaking, if any is required, has been tendered to the Corporation) that the claimant has not met the standards of conduct which make it permissible under the DGCL for the Corporation to indemnify the claimant for the amount claimed, but the burden of proving such defense shall be on the Corporation. Neither the failure of the Corporation (including its Board, independent legal counsel, or its stockholders) to have made a determination prior to the commencement of such Proceeding that indemnification of the claimant is proper in the circumstances because he or she has met the applicable standard of conduct set forth in the DGCL, nor an actual determination by the Corporation (including its Board, independent legal counsel, or its stockholders) that the claimant has not met such applicable standard of conduct, shall be a defense to the Proceeding or create a presumption that the claimant has not met the applicable standard of conduct.

(c) Expenses incurred in defending a civil or criminal action, suit or Proceeding shall (in the case of any action, suit or Proceeding against a director of the Corporation) or may, as authorized by the Board, to the fullest extent not prohibited by law (in the case of any action, suit or Proceeding against an officer, trustee, employee or agent), be paid by the Corporation in advance of the final disposition of such action, suit or Proceeding upon receipt of an undertaking by or on behalf of the indemnified person to repay such amount, if it shall ultimately be determined that he or she is not entitled to be indemnified by the Corporation as authorized in this Article X.

(d) The indemnification and other rights set forth in this Article X shall not be exclusive of any provisions with respect thereto in any statute, provision of this Certificate of Incorporation, the Bylaws or any other contract or agreement between the Corporation and any officer, director or employee. The Corporation may, to the extent authorized from time to time by the Board, grant rights to indemnification and to the advancement of expenses to any agent of the Corporation or any person (other than a person who is entitled to indemnification under clause (a) of this Article X) who was serving at the request of the Corporation as a director, officer, manager, employee, agent or trustee of another corporation, partnership, joint venture, trust or other enterprise, including service with respect to employee benefit plans, to the fullest extent of the provisions of this Article X with respect to the indemnification and advancement of expenses of directors, officers and employees of the Corporation.

(e) The Corporation may maintain insurance, at its expense, to protect itself and any director, officer, employee or agent of the Corporation or another corporation, partnership, joint venture, trust or other enterprise, against any such expense, liability or loss, whether or not the Corporation would have the power to indemnify such person against such expense, liability or loss under the DGCL.

(f) Neither the amendment nor repeal of this Article X (by merger, consolidation or otherwise), nor the adoption of any provision of this Certificate of Incorporation inconsistent with Article X, shall eliminate or reduce the effect of this Article X in respect of any matter occurring before such amendment, repeal or adoption of an inconsistent provision or in respect of any cause of action, suit or claim relating to any such matter which would have given rise to a right of indemnification or right to receive expenses pursuant to this Article X if such provision had not been so amended or repealed or if a provision inconsistent therewith had not been so adopted.

(g) No director shall be personally liable to the Corporation or any stockholder for monetary damages for breach of fiduciary duty as a director; provided, however, that the foregoing shall not eliminate or limit the liability of a director: (i) for any breach of the director's duty of loyalty to the Corporation or its stockholders; (ii) for acts or omissions not in good faith or which involve intentional misconduct or knowing violation of law; (iii) under Section 174 of the DGCL; or (iv) for any transaction from which the director derived an improper personal benefit.

If the DGCL is amended after the date hereof to authorize corporate action further eliminating or limiting the personal liability of directors, then the liability of a director of the Corporation shall be eliminated or limited to the fullest extent permitted by the DGCL, as so amended.

The rights to indemnification and advancement of expenses conferred upon directors and officers of the Corporation in this Article X shall be contract rights, shall vest when such person becomes a director or officer of the Corporation and shall continue as vested contract rights. Any repeal or modification of the foregoing paragraph shall not adversely affect any right or protection of a director or officer of the Corporation existing hereunder with respect to any act or omission occurring prior to such repeal or modification.

ARTICLE XI

Neither any contract or other transaction between the Corporation and any other corporation, partnership, limited liability company, joint venture, firm, association, or other entity (an “Entity”), nor any other acts of the Corporation with relation to any other Entity will, in the absence of fraud, to the fullest extent permitted by applicable law, in any way be invalidated or otherwise affected by the fact that any one or more of the directors or officers of the Corporation are pecuniarily or otherwise interested in, or are directors, officers, partners, or members of, such other Entity (such directors, officers, and Entities, each a “Related Person”). Any Related Person may be a party to, or may be pecuniarily or otherwise interested in, any contract or transaction of the Corporation; provided, however, that the fact that person is a Related Person is disclosed or is known to the Board or a majority of directors present at any meeting of the Board at which action upon any such contract or transaction is taken. Any director of the Corporation who is also a Related Person may be counted in determining the existence of a quorum at any meeting of the Board during which any such contract or transaction is authorized and may vote thereat to authorize any such contract or transaction, with like force and effect as if such person were not a Related Person. Any director of the Corporation may vote upon any contract or any other transaction between the Corporation and any subsidiary or affiliated corporation without regard to the fact that such person is also a director or officer of such subsidiary or affiliated corporation.

Any contract, transaction or act of the Corporation or of the directors that is ratified at any annual meeting of the stockholders of the Corporation, at any special meeting of the stockholders of the Corporation called for such purpose, or by written consent or consents of the stockholders pursuant to Article IX, will, insofar as permitted by applicable law, be as valid and as binding as though ratified by every stockholder of the Corporation; provided, however, that any failure of the stockholders to approve or ratify any such contract, transaction or act, when and if submitted, will not be deemed in any way to invalidate the same or deprive the Corporation, its directors, officers or employees, of its or their right to proceed with such contract, transaction or act.

Subject to any express agreement that may from time to time be in effect, (x) any director or officer of the Corporation who is also an officer, director, partner, employee, managing director or other affiliate of either ABRYS Partners IX, L.P., on behalf of its investment funds (“ABRYS”), or any of its respective affiliates (collectively, the “Managers”) and (y) the Managers and their affiliates, may, and shall have no duty not to, in each case on behalf of the Managers or their affiliates (the persons and entities in clauses (x) and (y), each a “Covered Manager Person”), to the fullest extent permitted by applicable law, (i) carry on and conduct, whether directly, or as a partner in any partnership, or as a joint venturer in any joint venture, or as an officer, director or stockholder of any corporation, or as a participant in any syndicate, pool, trust or association, any business of any kind, nature or description, whether or not such business is competitive with or in the same or similar lines of business as the Corporation, (ii) do business with any client, customer, vendor or lessor of any of the Corporation or its affiliates, and (iii) make investments in any kind of property in which the Corporation may make investments. To the fullest extent permitted by Section 122(17) of the DGCL, the Corporation hereby renounces any interest or expectancy of the Corporation to participate in any business of the Managers or their affiliates, and waives any claim against a Covered Manager Person and shall indemnify a Covered Manager Person against any claim that such Covered Manager Person is liable to the Corporation or its stockholders for breach of any fiduciary duty solely by reason of such person’s or entity’s participation in any such business.

In the event that a Covered Manager Person acquires knowledge of a potential transaction or matter which may constitute a corporate opportunity for both (x) the Covered Manager Person, in his or her ABRY-related capacity, as the case may be, or ABRY, to the fullest extent permitted by applicable law, as the case may be, or its affiliates and (y) the Corporation, the Covered Manager Person shall not have any duty to offer or communicate information regarding such corporate opportunity to the Corporation. To the fullest extent permitted by Section 122(17) of the DGCL, the Corporation hereby renounces any interest or expectancy of the Corporation in such corporate opportunity and waives any claim against each Covered Manager Person and shall indemnify a Covered Manager Person against any claim, that such Covered Manager Person is liable to the Corporation or its stockholders for breach of any fiduciary duty solely by reason of the fact that such Covered Manager Person (i) pursues or acquires any corporate opportunity for its own account or the account of any affiliate, (ii) directs, recommends, sells, assigns or otherwise transfers such corporate opportunity to another person or (iii) does not communicate information regarding such corporate opportunity to the Corporation, provided, however, in each case, that any corporate opportunity which is expressly offered to a Covered Manager Person in writing, solely in his or her capacity as an officer or director of the Corporation, shall belong to the Corporation.

Any person or entity purchasing or otherwise acquiring any interest in any shares of capital stock of the Corporation shall be deemed to have notice of and to have consented to the provisions of this Article XI.

This Article XI may not be amended, modified or repealed without the prior written consent of each of the Managers.

In the event of a conflict between this Article XI and any other Article or provision of this Certificate of Incorporation, this Article XI shall prevail under all circumstances.

ARTICLE XII

Unless the Corporation consents in writing to the selection of an alternative forum, the Court of Chancery shall be the sole and exclusive forum for (i) any derivative action or proceeding brought on behalf of the Corporation, (ii) any action asserting a claim of breach of a fiduciary duty owed by any director, officer, employee or agent of the Corporation to the Corporation or the Corporation's stockholders, (iii) any action asserting a claim arising pursuant to any provision of the DGCL or (iv) any action asserting a claim governed by the internal affairs doctrine, in each such case subject to such Court of Chancery having personal jurisdiction over the indispensable parties named as defendants therein. Any person or entity purchasing or otherwise acquiring any interest in shares of capital stock of the Corporation shall be deemed to have notice of and consented to the provisions of this Article XII.

ARTICLE XIII

The Corporation elects not to be governed by Section 203 of the DGCL.

* * * * *

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
8400948	11038566	METHOD AND SYSTEM FOR UPDATING REAL-TIME DATA BETWEEN INTERVALS	ASPECT COMMUNICATIONS CORPORATION ¹
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
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
8351593	11556749	EMERGENCY RECORDING DURING VOIP SESSION	ASPECT SOFTWARE, INC.
8355394	12195298	SYSTEM AND METHOD FOR DYNAMIC TELEPHONY RESOURCE ALLOCATION BETWEEN PREMISE AND HOSTED FACILITIES	ASPECT SOFTWARE, INC.

¹ Aspect Communications Corporation merged with and into Aspect Software, Inc.

Patent No.	Application No.	Title	Current Owner of Record
8229098	12114357	NETWORK ROUTER FOR HETEROGENEOUS ACD SYSTEM	ASPECT SOFTWARE, INC.
-	16883143	METHOD AND APPARATUS FOR DESCRIBING AND PROFILING EMPLOYEE SCHEDULES	ASPECT SOFTWARE, INC.
8243889	12196094	SYSTEM AND METHOD FOR DYNAMIC CALL-PROGRESS ANALYSIS AND CALL PROCESSING	ASPECT SOFTWARE, INC.
8245222	12170180	IMAGE INSTALLER	ASPECT SOFTWARE, INC.
7496054	11169821	NETWORKED COMPUTER TELEPHONY SYSTEM DRIVEN BY WEB-BASED APPLICATIONS	ASPECT SOFTWARE, INC.
8270591	11211113	MULTI-MEDIA CONTACT CHANNEL IN AGENT STATE CONTROL SYSTEM AND METHOD FOR USE IN A CONTACT CENTER	ASPECT SOFTWARE, INC.
8402070	10449872	TRAINING, CERTIFYING, ASSIGNING AND COLLABORATING AGENTS AMONG MULTIPLE USERS	ASPECT SOFTWARE, INC.
8401170	11497891	METHOD OF USING VOIP FOR CALLBACK FROM AN ACD	ASPECT SOFTWARE, INC.
8418232	12044735	EXTENSIBLE PERMISSIONS FOR ADMINISTRATIVE AND TARGET PERMISSIONS	ASPECT SOFTWARE, INC.
8416764	11888986	SYSTEM AND METHOD FOR OBJECT REGISTRATION IN A VOIP ENVIRONMENT	ASPECT SOFTWARE, INC.
8416792	13031593	NETWORKED COMPUTER TELEPHONY SYSTEM DRIVEN BY WEB-BASED APPLICATIONS	ASPECT SOFTWARE, INC.
7523082	11429774	ESCALATING ONLINE EXPERT HELP	ASPECT SOFTWARE, INC.
8483383	11681241	METHOD OF SCHEDULING CALLS	ASPECT SOFTWARE, INC.
8488592	11890016	UNIFIED SESSION DETAIL RECORDS	ASPECT SOFTWARE, INC.
8498402	11455440	CUSTOMER SUPPORT USING MANAGED REAL-TIME COMMUNITIES	ASPECT SOFTWARE, INC.
8503660	11851931	UNIFIED COMMAND AND CONTROL OF A MULTIPLICITY OF HETEROGENEOUS SYSTEMS SUPPORTING CALL CENTER FUNCTIONALITY	ASPECT SOFTWARE, INC.
8503661	12114396	SINGLE WORKFLOW FOR COLLABORATIVE NETWORK ROUTING OVER HETEROGENEOUS SYSTEM	ASPECT SOFTWARE, INC.
8522332	11954527	SECURE AUTOMATICALLY CONFIGURING, SELF-AUTHENTICATING ADMINISTRATIVE USER WITHOUT A PASSWORD	ASPECT SOFTWARE, INC.
8520834	12423088	METHOD OF DISPLAYING COMPLEX RELATIONSHIPS	ASPECT SOFTWARE, INC.
8520831	12141687	METHOD OF UNIFYING CONTROL OF CONTACT CENTER SYSTEM	ASPECT SOFTWARE, INC.
8533234	12287172	CUSTOM DATA DISPLAY	ASPECT SOFTWARE, INC.
8542805	12780536	SYSTEM AND METHOD FOR ENCRYPTED MEDIA SERVICE IN AN INTERACTIVE VOICE RESPONSE SERVICE	ASPECT SOFTWARE, INC.
8554567	12860719	MULTI-CHANNEL INTERACTIVE SELF-HELP APPLICATION PLATFORM AND METHOD	ASPECT SOFTWARE, INC.
8582559	11888987	SYSTEM AND METHOD FOR HANDLING MEDIA STREAMS	ASPECT SOFTWARE, INC.
8588396	12016065	METHOD FOR REPORTING ACTIVITY OF MULTI-APPEARANCE CALL-CENTER AGENT	ASPECT SOFTWARE, INC.
8635275	11890010	SESSION APPLICATION RECORDS	ASPECT SOFTWARE, INC.

Patent No.	Application No.	Title	Current Owner of Record
9883037	15617616	SYSTEMS AND METHODS IN AN ELECTRONIC CONTACT MANAGEMENT SYSTEM TO ESTIMATE REQUIRED STAFF LEVELS FOR MULTI-SKILLED AGENTS	ASPECT SOFTWARE, INC.
7894373	12391184	NETWORKED COMPUTER TELEPHONY SYSTEM DRIVEN BY WEB-BASED APPLICATIONS	ASPECT SOFTWARE, INC.
8660016	11888985	TESTING AND MONITORING VOICE OVER INTERNET PROTOCOL (VOIP) SERVICE USING INSTRUMENTED TEST STREAMS TO DETERMINE THE QUALITY, CAPACITY AND UTILIZATION OF THE VOIP NETWORK	ASPECT SOFTWARE, INC.
7688961	10948951	EFFICIENT MULTIPLEX CONFERENCING ENGINE	ASPECT SOFTWARE, INC.
8693670	12114422	SYNCHRONIZATION OF DATA WITHIN AN ACD SYSTEM	ASPECT SOFTWARE, INC.
7925002	11977589	ADMINISTERING MULTIPLE TARGET ACD SYSTEMS	ASPECT SOFTWARE, INC.
8718264	12125392	AUTOMATED AGENT AVAILABILITY DETECTION	ASPECT SOFTWARE, INC.
8745142	12075022	METHOD AND SYSTEM FOR PUBLISHING ACD SPECIFIC DATA	ASPECT SOFTWARE, INC.
9055140	13550066	CONTACT CENTER QUEUE PRIORITY MANNAGEMENT METHOD AND SYSTEM	ASPECT SOFTWARE, INC.
8199895	12054209	LEVERAGING A SIP FORKING MODEL FOR DISTRIBUTED CONTACT CENTER ROUTING	ASPECT SOFTWARE, INC.
7748987	11769186	METHOD AND APPARATUS FOR PERFORMING TURNAROUND TESTING ON A DIGITAL SIGNAL 1 BOARD	ASPECT SOFTWARE, INC.
8797888	11890009	VOIP QUALITY BAR AND "TOAST" NOTIFICATIONS	ASPECT SOFTWARE, INC.
7831033	11025166	METHOD OF PREFERENCE DRIVEN SEGMENTATION ROUTING	ASPECT SOFTWARE, INC.
8891511	13739983	SYSTEM AND METHOD FOR DYNAMIC TELEPHONY RESOURCE ALLOCATION BETWEEN PREMISE AND HOSTED FACILITIES	ASPECT SOFTWARE, INC.
8064589	12214754	ESTIMATING NUMBER OF AGENTS FOR MULTIPLE CHAT CHANNELS	ASPECT SOFTWARE, INC.
9088659	12258618	METHOD AND APPARATUS FOR PROVISIONING CONTACT HANDLING RESOURCES IN A CONTACT CENTER	ASPECT SOFTWARE, INC.
9172803	12860736	SYSTEM AND METHOD FOR INTEGRATING RUNTIME USAGE STATISTICS WITH DEVELOPING ENVIRONMENT	ASPECT SOFTWARE, INC.
9213699	12150624	SUPER-OBJECT IN ADMINISTERING SYSTEM	ASPECT SOFTWARE, INC.
9214001	11674500	AUTOMATIC CONTACT CENTER AGENT ASSISTANT	ASPECT SOFTWARE, INC.
9304826	12/861351	SYSTEM AND METHOD FOR IMPROVED DYNAMIC ALLOCATION OF APPLICATION RESOURCES	ASPECT SOFTWARE, INC.
9330050	11/865923	DEPLOYMENT WIZARD	ASPECT SOFTWARE, INC.
8179791	11/890029	SEQUENTIALLY CALLING GROUPS OF MULTIPLE COMMUNICATION DEVICES BASED ON USER-SPECIFIED LISTS OF COMMUNICATION DEVICE HAVING ASSIGNED PRIORITIES	ASPECT SOFTWARE, INC.
9374393	13/571198	SYSTEM AND METHOD FOR DYNAMIC CALL-PROGRESS ANALYSIS AND CALL PROCESSING	ASPECT SOFTWARE, INC.
6941320	10/151489	CONTACT CENTER DYNAMIC RECORD DELIVERY	ASPECT SOFTWARE, INC.
6778951	09/634350	INFORMATION RETRIEVAL METHOD WITH NATURAL LANGUAGE INTERFACE	ASPECT SOFTWARE, INC.
6778660	09/827848	CUSTOMER INTERACTION SYSTEM	ASPECT SOFTWARE, INC.

Patent No.	Application No.	Title	Current Owner of Record
6922411	09/675497	NETWORKED COMPUTER TELEPHONY SYSTEM DRIVEN BY WEB-BASED APPLICATIONS	ASPECT SOFTWARE, INC.
6766011	09/595697	METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	ASPECT SOFTWARE, INC.
7080321	09/885717	DYNAMIC HELP OPTION FOR INTERNET CUSTOMERS	ASPECT SOFTWARE, INC.
6754236	09/677990	SYSTEM AND METHOD FOR DIALING IN A TELEPHONY SYSTEM USING A COMMON CHANNEL SIGNALING PROTOCOL IN WHICH THE USE OF BEARER CHANNELS IS MAXIMIZED	ASPECT SOFTWARE, INC.
7050820	09/998249	TELEPHONY SYSTEM PAGING SYSTEM AND METHOD	ASPECT SOFTWARE, INC.
7027572	09/943587	SYSTEM AND METHOD FOR ASSOCIATING INTERACTIVE VOICE RESPONSE UNIT DATA TO A TELEPHONE CALL USING AUTOMATIC NUMBER IDENTIFIERS	ASPECT SOFTWARE, INC.
-	11/669349	METHOD AND SYSTEM FOR MATCHING RESOURCES AND CO-RESOURCES	ASPECT SOFTWARE, INC.
-	16/883143	METHOD AND APPARATUS FOR DESCRIBING AND PROFILING EMPLOYEE SCHEDULES	ASPECT SOFTWARE, INC.