

**TRADEMARK ASSIGNMENT**

Electronic Version v1.1  
 Stylesheet Version v1.1

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
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<b>NATURE OF CONVEYANCE:</b>	Release of Security Interest In Intellectual Property
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**CONVEYING PARTY DATA**

Name	Formerly	Execution Date	Entity Type
Wells Fargo Foothill, Inc.		09/22/2005	CORPORATION: CALIFORNIA

**RECEIVING PARTY DATA**

<b>Name:</b>	Concerto Software, Inc.
<b>Street Address:</b>	6 Technology Park Drive
<b>City:</b>	Westford
<b>State/Country:</b>	MASSACHUSETTS
<b>Postal Code:</b>	01886
<b>Entity Type:</b>	COMPANY: DELAWARE

**PROPERTY NUMBERS Total: 8**

Property Type	Number	Word Mark
Registration Number:	2285240	INTUITION
Registration Number:	1752316	DAVOX
Registration Number:	1942025	UNISON
Registration Number:	2440761	LYRICALL
Registration Number:	2473189	COMPOSE IT
Registration Number:	2473190	SCALE
Serial Number:	76356976	CONCERTO SOFTWARE
Serial Number:	76366166	CONCERTO SOFTWARE

**CORRESPONDENCE DATA**

Fax Number: (415)439-1500  
*Correspondence will be sent via US Mail when the fax attempt is unsuccessful.*  
 Phone: 4154391422  
 Email: szablocki@kirkland.com  
 Correspondent Name: Kirkland & Ellis, Attn: Susan Zablocki  
 Address Line 1: 555 California Street

**CH \$215.00 2285240**

Address Line 4: San Francisco, CALIFORNIA 94104

NAME OF SUBMITTER:

Susan Zablocki

Signature:

/susan zablocki/

Date:

09/27/2005

**Total Attachments: 20**

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**RELEASE OF SECURITY INTEREST IN INTELLECTUAL PROPERTY**

**THIS RELEASE OF SECURITY INTEREST IN INTELLECTUAL PROPERTY** (this "Release") is made as of Sept. 22, 2005 ("Effective Date") by and between **Wells Fargo Foothill, Inc.**, a California corporation at 2450 Colorado Avenue, Suite 3000W, Santa Monica, California 90404 in its capacity as Agent ("Grantee"), and **Concerto Software, Inc.**, a Delaware corporation at 6 Technology Park Drive, Westford, Massachusetts 01886 ("Grantor").

**WHEREAS**, pursuant to the terms and conditions of the Loan Agreement (as defined below) and that certain Intellectual Property Security Agreement by and between Grantor and Grantee dated February 9, 2004 (the "Security Agreement"), Grantor granted to Grantee a continuing security interest in and to all of Grantor's right, title and interest in and to the Collateral (as defined in the Security Agreement), including, without limitation, the United States and foreign trademark registrations, set forth on Schedule A attached hereto, the United States and foreign patents and patent applications, set forth on Schedule B attached hereto, the registered copyrights, set forth on Schedule C hereto, and the patent, trademark and copyright licenses, set forth on Schedule D attached hereto, together with the goodwill associated therewith, and all products and proceeds thereof (collectively, "Scheduled Intellectual Property");

**WHEREAS**, Grantor and Grantee entered into the Security Agreement pursuant to the terms and conditions of that certain Loan and Security Agreement by and among Grantor, CIM Intermediate Holdco Ltd., CIM Holdco Inc. and Melita International, Inc., on the one hand, and certain lenders and Grantee, as the arranger and administrative agent for the lenders, on the other hand, dated February 9, 2004 (as amended, modified, renewed, extended, or replaced from time to time) (the "Loan Agreement"); and

**WHEREAS**, a Memorandum of Security Interest in Intellectual Property was recorded with the United States Patent and Trademark Office ("PTO") on April 19, 2004 at Reel 015246, Frame 0879.

**NOW, THEREFORE**, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Grantee hereby terminates the Security Agreement and the Loan Agreement, and hereby terminates, cancels and releases any and all security interests it has against the Collateral as defined in the Security Agreement, including in the Scheduled Intellectual Property.

Grantee represents and warrants that: (i) it has the full power and authority to execute this Release and (ii) it has not assigned, transferred, restricted or otherwise encumbered any security interest it has against the Collateral as defined in the Security Agreement, including in the Scheduled Intellectual Property.

\* \* \* \* \*

IN WITNESS WHEREOF, Grantee has caused this Release to be executed by its duly authorized representative as of the Effective Date.

WELLS FARGO FOOTHILL, INC.

CONCERTO SOFTWARE, INC.

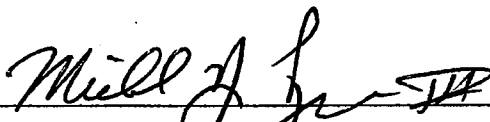
By: Larissa Megerdichian By: \_\_\_\_\_  
Name: Larissa Megerdichian Name: \_\_\_\_\_  
Title: Vice President Title: \_\_\_\_\_

IN WITNESS WHEREOF, Grantee has caused this Release to be executed by its duly authorized representative as of the Effective Date.

WELLS FARGO FOOTHILL, INC.

CONCERTO SOFTWARE, INC.

By: \_\_\_\_\_

By:  \_\_\_\_\_

Name: \_\_\_\_\_

Name: Michael J. Provenzano, III

Title: \_\_\_\_\_

Title: CHIEF FINANCIAL OFFICER

**SCHEDULE A****United States Trademark Registrations**

Trademark	Owner	Reg. No.	Reg. Date	Comments
INTUITION	Concerto Software	2,285,240	10/12/99	Currently active but no longer in use; will be abandoned
SOFTPHONE	Concerto Software	1,978,694	6/4/96	Abandoned
MEMPLUS	Concerto Software	1,964,185	3/26/96	Abandoned
A and Design	Concerto Software	2,263,395	7/20/99	Abandoned
SMARTROUTE	Concerto Software	2,290,458	11/2/99	Abandoned
SIXTH SENSE	Concerto Software	2,010,969	10/22/96	Abandoned
DAVOX	Concerto Software	1,752,316	2/16/93	Currently active but no longer in use; will be allowed to lapse
SMART BUTTON	Concerto Software	1,782,456	7/20/93	Abandoned
SMART FORMS	Concerto Software	1,753,440	2/16/93	Abandoned
SMART STATS	Concerto Software	1,753,439	2/16/93	Abandoned
SMART MATH	Concerto Software	1,747,945	1/19/93	Abandoned
SMART CONNECT	Concerto Software	1,762,202	3/30/93	Abandoned
SMART TRACE	Concerto Software	1,749,640	1/26/93	Abandoned
SMC	Concerto Software	1,769,798	5/11/93	Currently active but no longer in use; will be allowed to lapse
SMART MGMT CENTER	Concerto Software	1,774,093	6/1/93	Currently active but no longer in use; will be allowed to lapse
CRS	Concerto Software	1,741,018	12/22/92	Abandoned
COMMUNICATIONS RESOURCE SERVER	Concerto Software	1,779,898	6/29/93	Abandoned
CAS	Concerto Software	1,808,870	12/7/93	Abandoned
SMART FLOW	Concerto Software	1,868,030	12/20/94	Abandoned
UNISON	Concerto Software	1,945,025	12/19/95	Active
DAVOX CORPORATION & Design	Concerto Software	1,955,771	2/13/96	Abandoned
INCOMPLETE RECTANGLE & Design	Concerto Software	1,958,415	2/17/96	Abandoned
CONTINUUM	Concerto Software	1,911,716	8/15/95	Abandoned
UNISON SCALE	Concerto Software	2,178,874	8/4/98	Abandoned
SCALE	Concerto Software	2,743,190	7/31/01	Currently active but no longer in use; will be allowed to lapse
LYRICALL	Concerto Software	2,440,761	4/3/01	Active
COMPOSE IT	Concerto Software	2,473,189	7/31/01	Active

## United States Trademark Applications

Trademark	Applicant	Ser. No.	Filing Date	Comments
CONCERTO	Concerto Software	75/323,229	7/9/97	Abandoned
SHADOW	Concerto Software	75/323,278	7/9/97	Abandoned
ANSWERSOFT	Concerto Software	74/552,530	7/19/94	Abandoned
SMART QUEUE	Concerto Software	74/239,553	1/23/92	Abandoned
INTELLIGENT WORKSTATION SYSTEM	Concerto Software	74/239,716	1/23/92	Abandoned
ONE STATION	Concerto Software	74/386,131	4/29/93	Abandoned
UNITY	Concerto Software	74/386,130	4/29/93	Abandoned
PC SMART BUTTON	Concerto Software	74/449,665		Abandoned
FREEVIEW	Concerto Software	74/490,385	2/14/94	Abandoned
UNISON ICM	Concerto Software	75/004,280	10/11/95	Abandoned
UNISON STRATEGIST	Concerto Software	75/004,281	10/11/95	Abandoned
UNISON TACTICIAN	Concerto Software	75/004,282	10/11/95	Abandoned
UNISON PRELUDE	Concerto Software	75/004,283	10/11/95	Abandoned
RPM - RESOURCE & PERFORMANCE M	Concerto Software	75/530,071	8/3/98	Abandoned
RPM	Concerto Software	75/546,938	9/1/98	Abandoned
RESOURCE & PERFORMANCE MANAGER	Concerto Software	75/546,929	9/1/98	Abandoned
DAVOX & Design	Concerto Software	75/921,474	2/17/00	Abandoned
ENSEMBLE	Concerto Software	75/635,443	2/4/99	Pending
ALLBOUND	Concerto Software	75/637,055	2/4/99	Abandoned
E & Design	Concerto Software	75/907,899	2/2/00	Abandoned
THE ENGINE FOR INTELLIGENT CUSTOMER CONTACT	Concerto Software	75/907,897	2/2/00	Abandoned
STRATA	Concerto Software	75/919,309	2/15/00	Abandoned
CONCERTO SOFTWARE	Concerto Software	76/356,976	1/8/02	Pending
CONCERTO SOFTWARE & Design	Concerto Software	76/366,166	1/31/02	Pending

## Registered Foreign Trademarks

Trademark	Registrant	Reg. No.	Reg. Date	Country/Comments
CONCERTO	Concerto Software	000575878	2/22/99	CTM (Abandoned)
SMARTRROUTE	Concerto Software	000575860	11/16/98	CTM (Abandoned)
ANSWERSOFT	Concerto Software	576009	7/21/97	CTM (Abandoned)
SIXTH SENSE	Concerto Software	575951	7/21/97	CTM (Abandoned)
SIXTH SENSE	Concerto Software	2000/02663	12/19/03	South Africa (Abandoned)
DAVOX	Concerto Software	TMA424,989	3/11/94	Canada
DAVOX	Concerto Software	1,577,464	9/29/95	Argentina
DAVOX	Concerto Software	1507696	7/22/92	United Kingdom
DAVOX	Concerto Software	564628	10/25/94	Benelux
DAVOX	Concerto Software	455.531	1/10/96	Chile
DAVOX	Concerto Software	1630384	9/7/01	China
DAVOX	Concerto Software	177487	4/27/95	Colombia
DAVOX	Concerto Software	001515550	7/17/01	CTM
DAVOX	Concerto Software	3285596	4/18/97	Japan
DAVOX	Concerto Software	94550243	12/21/94	France
DAVOX	Concerto Software	A 582,909	7/22/92	Australia
DAVOX	Concerto Software	394 03 109	11/23/94	Germany (Abandoned)
DAVOX	Concerto Software	712742	2/13/95	Italy
DAVOX (Class 9)	Concerto Software	494720	6/15/95	Mexico
DAVOX (Class 35)	Concerto Software	519495	3/26/96	Mexico
DAVOX	Concerto Software	47324	3/5/01	Nicaragua
DAVOX	Concerto Software	112298	1/5/01	Panama
DAVOX	Concerto Software	220020	2/8/96	New Zealand
DAVOX	Concerto Software	2000/02382	7/11/03	South Africa
DAVOX	Concerto Software	1941792	9/5/95	Spain
DAVOX	Concerto Software	317,516	9/27/96	Sweden
DAVOX	Concerto Software	952675	8/1/01	Taiwan
SMART MANAGEMENT CTR	Concerto Software	VR 03.765 1995	6/16/95	Denmark (Abandoned)
SMART MANAGEMENT CTR	Concerto Software	94550242	12/21/94	France (Abandoned)
SMART MANAGEMENT CTR	Concerto Software	712743	2/13/95	Italy (Abandoned)
SMART MANAGEMENT CTR	Concerto Software	4,086,851	11/28/97	Japan (Abandoned)
SMART MANAGEMENT CTR	Concerto Software	494719	6/15/95	Mexico (Abandoned)
SMART MANAGEMENT CTR	Concerto Software	530482	9/10/96	Mexico (Abandoned)
SMART MANAGEMENT CTR	Concerto Software	1941793	9/5/95	Spain (Abandoned)
SMART MGMT CTR	Concerto Software	TMA450285	11/17/95	Canada (Abandoned)
UNISON	Concerto Software	1.577.467	9/29/95	Argentina
UNISON (Class 9)	Concerto Software	455.532	1/10/96	Chile
UNISON (Class 35)	Concerto Software	455.533	1/10/96	Chile
UNISON (Class 9)	Concerto Software	1622401	8/21/01	China
UNISON (Class 42)	Concerto Software	1639837	9/21/01	China
UNISON (Class 9)	Concerto Software	178956	4/27/95	Colombia
UNISON (Class 35)	Concerto Software	177486	4/27/95	Colombia
UNISON (Class 9)	Concerto Software	05.805-1996	10/18/96	Denmark
UNISON (Class 42)	Concerto Software	VR 00.059 1997	1/17/94	Denmark
UNISON	Concerto Software	94548862	12/13/94	France
UNISON	Concerto Software	1586222	9/27/94	United Kingdom
UNISON	Concerto Software	394 10 010	12/28/94	Germany



## Schedule A

Trademark	Registrant	Reg. No.	Reg. Date	Country/Comments
UNISON	Concerto Software	574179	10/25/94	Benelux (Abandoned)
UNISON	Concerto Software	712744	2/13/95	Italy
UNISON	Concerto Software	4112129	2/6/98	Japan
UNISON (Class 35)	Concerto Software	519494	3/26/96	Mexico
UNISON (Class 9)	Concerto Software	522885	5/28/96	Mexico
UNISON (Class 9)	Concerto Software	47325	3/5/01	Nicaragua
UNISON (Class 42)	Concerto Software	47339	3/6/01	Nicaragua
UNISON (Class 35)	Concerto Software	242280	10/26/94	New Zealand
UNISON (Class 42)	Concerto Software	112296	1/5/01	Panama
UNISON (Class 9)	Concerto Software	2000/02383	7/11/03	South Africa
UNISON (Class 42)	Concerto Software	2000/02664	7/11/03	South Africa
UNISON (Class 9)	Concerto Software	T00/02611Z	2/21/00	Singapore
UNISON (Class 42)	Concerto Software	T01-04633E	3/30/01	Singapore
UNISON	Concerto Software	1,941,804	1/17/95	Spain
UNISON	Concerto Software	311 010	4/4/97	Sweden
UNISON (Class 9)	Concerto Software	144555	7/16/01	Taiwan
UNISON	Concerto Software	648925	12/19/94	Australia
DAVOX UNISON	Concerto Software	TMA529124	6/13/00	Canada
CONTINUUM	Concerto Software	699553	5/29/01	Mexico (Abandoned)
UNISON SCALE	Concerto Software	583417	9/18/95	Benelux (Abandoned)
UNISON SCALE	Concerto Software	182687	12/29/95	Colombia (Abandoned)
UNISON SCALE	Concerto Software	01.414.1996	3/18/96	Denmark (Abandoned)
UNISON SCALE	Concerto Software	9,5590150	9/28/95	France (Abandoned)
UNISON SCALE	Concerto Software	2,033,501	9/14/95	United Kingdom (Abandoned)
UNISON SCALE	Concerto Software	395 36 735	9/30/95	Germany (Abandoned)
UNISON SCALE	Concerto Software	720,230		Italy (Abandoned)
UNISON SCALE	Concerto Software	602319	9/18/95	Mexico (Abandoned)
UNISON SCALE	Concerto Software	315 388	8/2/96	Sweden (Abandoned)
UNISON SCALE	Concerto Software	4129929	9/20/95	Japan (Abandoned) (appl. no. 7-97385)
UNISON ICM	Concerto Software	583415	9/18/95	Benelux (Abandoned)
UNISON ICM	Concerto Software	182943	1/22/96	Colombia (Abandoned)
UNISON ICM	Concerto Software	95590151	9/28/95	France (Abandoned)
UNISON ICM	Concerto Software	395 36 856	9/7/95	Germany (Abandoned)
UNISON ICM	Concerto Software	720,231		Italy (Abandoned)
UNISON ICM	Concerto Software	315388	9/7/95	Sweden (Abandoned)
UNISON ICM	Concerto Software	508282	9/18/95	Mexico (Abandoned)
UNISON STRATEGIST	Concerto Software	583416	9/18/95	Benelux (Abandoned)
UNISON STRATEGIST	Concerto Software	182942	1/22/96	Colombia (Abandoned)
UNISON STRATEGIST	Concerto Software	01.415.1996	3/18/96	Denmark (Abandoned)
UNISON STRATEGIST	Concerto Software	95590152	9/28/95	France (Abandoned)
UNISON STRATEGIST	Concerto Software	2033539	9/14/95	United Kingdom (Abandoned)
UNISON STRATEGIST	Concerto Software	395 36 736.0	9/7/95	Germany (Abandoned)
UNISON STRATEGIST	Concerto Software	720,232		Italy (Abandoned)
UNISON STRATEGIST	Concerto Software	508284	9/18/95	Mexico (Abandoned)
UNISON STRATEGIST	Concerto Software	311498	4/12/96	Sweden (Abandoned)
UNISON STRATEGIST	Concerto Software	4129930		Japan (Abandoned) (Appl. no. 7-97387)

**Schedule A**

Trademark	Registrant	Reg. No.	Reg. Date	Country/Comments
UNISON TACTICIAN	Concerto Software	583419	9/18/95	Benelux (Abandoned)
UNISON TACTICIAN	Concerto Software	183101	1/22/96	Colombia (Abandoned)
UNISON TACTICIAN	Concerto Software	01.416 1996	3/18/96	Denmark (Abandoned)
UNISON TACTICIAN	Concerto Software	95590153	9/28/95	France (Abandoned)
UNISON TACTICIAN	Concerto Software	395 36 737	9/7/95	Germany (Abandoned)
UNISON TACTICIAN	Concerto Software	720,233		Italy (Abandoned)
UNISON TACTICIAN	Concerto Software	508285	9/18/95	Mexico (Abandoned)
UNISON TACTICIAN	Concerto Software	311499	4/12/96	Sweden (Abandoned)
UNISON TACTICIAN	Concerto Software	4129931		Japan (Abandoned) (Appl. no. 7-97388)
UNISON TACTICIAN	Concerto Software	2033545	9/14/95	United Kingdom (Abandoned)
UNISON PRELUDE	Concerto Software	583418	9/18/95	Benelux (Abandoned)
UNISON PRELUDE	Concerto Software	182686	12/29/95	Colombia (Abandoned)
UNISON PRELUDE	Concerto Software	95590154	9/28/95	France (Abandoned)
UNISON PRELUDE	Concerto Software	395 36 738	9/7/96	Germany (Abandoned)
UNISON PRELUDE	Concerto Software	720,234		Italy (Abandoned)
UNISON PRELUDE	Concerto Software	508283	9/18/95	Mexico (Abandoned)
UNISON PRELUDE	Concerto Software	316 063	8/16/96	Sweden (Abandoned)
UNISON PRELUDE	Concerto Software	4129932		Japan (Abandoned) (Appl. no. 7-97389)
ENSEMBLE	Concerto Software	620832	2/1/02	Chile
ENSEMBLE	Concerto Software	258.196	1/22/03	Colombia
ENSEMBLE	Concerto Software	637102	5/2/01	New Zealand
ENSEMBLE	Concerto Software	115357-01	6/20/01	Panama
ENSEMBLE	Concerto Software	1029621	1/16/03	Taiwan
CONCERTO SOFTWARE	Concerto Software	002528420	4/4/03	CTM
CONCERTO SOFTWARE & Design	Concerto Software	641.602	9/9/02	Chile
CONCERTO SOFTWARE	Concerto Software	650921	1/9/02	New Zealand
CONCERTO SOFTWARE & Design	Concerto Software	651980	2/1/02	New Zealand
CONCERTO SOFTWARE & Design	Concerto Software	651981	2/1/02	New Zealand
CONCERTO SOFTWARE & Design	Concerto Software	T02/01711H	2/14/02	Singapore
CONCERTO SOFTWARE & Design	Concerto Software	T02/01712F	2/14/02	Singapore
CELLIT	Concerto Software	T00/14776F	8/22/00	Singapore
CONCERTO SOFTWARE & Design	Concerto Software	187992	11/16/03	Taiwan

## Pending Foreign Trademarks

Trademark	Registrant	Appln. No.	Filing Date	Country/Comments
SOFTPHONE	Concerto Software	575,910	7/21/97	CTM (Abandoned)
A and Design	Concerto Software	576,017	7/21/97	CTM (Abandoned)
SIXTH SENSE	Concerto Software	905404	2/23/00	India (Abandoned)
SIXTH SENSE	Concerto Software	608657	2/17/00	New Zealand (pending)
SIXTH SENSE	Concerto Software	T00/02693D	2/22/00	Singapore (Box 56)
SIXTH SENSE	Concerto Software	89010421	3/1/00	Taiwan (Abandoned)
SIXTH SENSE	Concerto Software	824526	2/21/00	Australia (Box 56)
DAVOX	Concerto Software	822.598.124	9/6/00	Brazil (pending)
DAVOX	Concerto Software	836065	10/25/94	Benelux (Abandoned)
DAVOX	Concerto Software	903052	2/11/00	India (Abandoned)
DAVOX	Concerto Software	2000/09327	7/14/00	Malaysia (pending)
DAVOX	Concerto Software	4-2000-0002539	3/31/00	Philippines (Abandoned)
DAVOX	Concerto Software	T00/02613F	2/21/00	Singapore (pending)
DAVOX	Concerto Software	17844/2000	9/28/00	Venezuela (pending)
SMART MANAGEMENT CENTER	Concerto Software	1085182	2/23/99	CTM (Abandoned)
SMART MANAGEMENT CTR	Concerto Software	394 09 926.5	12/28/94	Germany (Abandoned)
SMART MANAGEMENT CTR	Concerto Software	9500557	1/18/95	Sweden (Abandoned)
SMART MGMT CTR	Concerto Software	650655	1/16/95	Australia (Abandoned)
UNISON	Concerto Software	1586222	10/25/94	Belgium (Abandoned)
UNISON (Class 9)	Concerto Software	822.598.140	9/6/00	Brazil
UNISON (Class 42)	Concerto Software	822.598.159	9/6/00	Brazil
UNISON	Concerto Software	001515220	2/18/00	CTM
UNISON	Concerto Software	903053	2/11/00	India
UNISON (Class 42)	Concerto Software		Year end	India
UNISON (Class 9)	Concerto Software	2000/08978	7/8/00	Malaysia
UNISON (Class 42)	Concerto Software	2000/08979	7/8/00	Malaysia
UNISON (Class 9)	Concerto Software	112297	1/5/01	Panama
UNISON	Concerto Software	4-2000-0002540	3/31/00	Philippines (Abandoned)
UNISON (Class 9)	Concerto Software	17845/2000	9/28/00	Venezuela
UNISON (Class 42)	Concerto Software	17846/2000	9/28/00	Venezuela
CONTINUUM	Concerto Software	2220957	2/2/00	United Kingdom (Abandoned)
CONTINUUM	Concerto Software	2244012	8/30/00	United Kingdom (Abandoned)
CONTINUUM	Concerto Software	1046526	2/14/00	Canada (Abandoned)
UNISON SCALE	Concerto Software	794,795	10/6/95	Canada (Abandoned)
UNISON ICM	Concerto Software	VA06.703 1995	9/7/95	Denmark (Abandoned)
UNISON ICM	Concerto Software		9/14/95	United Kingdom (Abandoned)
UNISON ICM	Concerto Software	794796	10/6/95	Canada (Abandoned)
UNISON ICM	Concerto Software	7-97386	9/20/95	Japan (Abandoned)
UNISON STRATEGIST	Concerto Software	794,797	10/6/95	Canada (Abandoned)
UNISON TACTICIAN	Concerto Software	2,033,545	9/14/95	United Kingdom (Abandoned)
UNISON TACTICIAN	Concerto Software	794,798	10/6/95	Canada (Abandoned)
UNISON PRELUDE	Concerto Software	06.706/95	9/7/95	Denmark (Abandoned)
UNISON PRELUDE	Concerto Software	2033543	9/14/95	United Kingdom (Abandoned)

## Schedule A

Trademark	Registrant	Appln. No.	Filing Date	Country/Comments
UNISON PRELUDE	Concerto Software	794,799	10/6/95	Canada (Abandoned)
ENSEMBLE	Concerto Software	2.338.339	5/14/01	Argentina
ENSEMBLE	Concerto Software	822.598.132	9/6/00	Brazil
ENSEMBLE	Concerto Software	2001097180	6/8/p01	China (Abandoned)
ENSEMBLE	Concerto Software	002203438		CTM
ENSEMBLE	Concerto Software	1007249	5/3/01	India
ENSEMBLE	Concerto Software	2001-40509	5/2/01	Japan
ENSEMBLE	Concerto Software	485513	5/16/01	Mexico
ENSEMBLE	Concerto Software	2001/06061	5/15/01	Malaysia
ENSEMBLE	Concerto Software	4-2001-0003146	5/7/01	Philippines
ENSEMBLE	Concerto Software	2001/07394	5/2/01	South Africa
ENSEMBLE	Concerto Software	T01/13678D	8/24/01	Singapore
ENSEMBLE	Concerto Software	8.103/01	5/16/01	Venezuela
ENSEMBLE	Concerto Software	874893	5/3/01	Australia
ENSEMBLE	Concerto Software	1102454	5/3/01	Canada
ENSEMBLEPRO	Concerto Software	003333441	8/29/03	CTM
LYRICALL	Concerto Software	822.598.116	9/6/00	Brazil
CONCERTO SOFTWARE	Concerto Software	824209303	1/9/02	Brazil
CONCERTO SOFTWARE (Class 9)	Concerto Software	554,948	1/9/02	Chile
CONCERTO SOFTWARE (Class 35)	Concerto Software	557.847	2/5/02	Chile
CONCERTO SOFTWARE	Concerto Software	3087241	2/1/02	China
CONCERTO SOFTWARE (Class 9)	Concerto Software	02.001.154	1/9/02	Colombia
CONCERTO SOFTWARE (Class 35)	Concerto Software	02.010.188	1/9/02	Colombia
CONCERTO SOFTWARE	Concerto Software	300039429	6/27/03	Hong Kong
CONCERTO SOFTWARE	Concerto Software	1072743	1/9/02	India
CONCERTO SOFTWARE	Concerto Software	2002-691	1/9/02	Japan
CONCERTO SOFTWARE	Concerto Software	N/11733	7/10/03	Macau
CONCERTO SOFTWARE	Concerto Software	526,609	1/9/02	Mexico
CONCERTO SOFTWARE	Concerto Software	2002/00233	1/9/02	Malaysia
CONCERTO SOFTWARE	Concerto Software	4-2002-0000221	1/9/02	Philippines
CONCERTO SOFTWARE	Concerto Software	2002/00284	1/9/02	South Africa
CONCERTO SOFTWARE	Concerto Software	T02/00409A	1/9/02	Singapore
CONCERTO SOFTWARE	Concerto Software	91000893		Taiwan
CONCERTO SOFTWARE	Concerto Software	00226/02	1/9/02	Venezuela
CONCERTO SOFTWARE	Concerto Software	899917	1/9/02	Australia
CONCERTO SOFTWARE	Concerto Software	1127515	2/15/02	Canada
CONCERTO SOFTWARE & Design	Concerto Software	824.285.697	2/4/02	Brazil
CONCERTO SOFTWARE & Design	Concerto Software	824.285.700	2/4/02	Brazil
CONCERTO SOFTWARE & Design	Concerto Software	557.846	2/5/02	Chile
CONCERTO SOFTWARE & Design	Concerto Software	3096270	2/10/02	China
CONCERTO SOFTWARE & Design	Concerto Software	3096293	2/10/02	China
CONCERTO SOFTWARE & Design	Concerto Software	02.010.187	2/8/02	Colombia
CONCERTO SOFTWARE & Design	Concerto Software	02.010.188	2/8/02	Colombia
CONCERTO SOFTWARE & Design	Concerto Software	2575728	2/13/02	CTM
CONCERTO SOFTWARE & Design	Concerto Software	300039429	6/27/03	Hong Kong
CONCERTO SOFTWARE & Design	Concerto Software	1078718	2/6/02	India
CONCERTO SOFTWARE & Design	Concerto Software	2002-7196	2/1/02	Japan
CONCERTO SOFTWARE & Design	Concerto Software	N/11734	7/10/03	Macau
CONCERTO SOFTWARE & Design	Concerto Software	532,275	2/13/02	Mexico

**Schedule A**

Trademark	Registrant	Appln. No.	Filing. Date	Country/Comments
CONCERTO SOFTWARE & Design	Concerto Software	532,274	2/13/02	Mexico
CONCERTO SOFTWARE & Design	Concerto Software	2002/01790	2/19/02	Malaysia
CONCERTO SOFTWARE & Design	Concerto Software	2002/01789	2/19/02	Malaysia
CONCERTO SOFTWARE & Design	Concerto Software	02.010.188	2/8/02	Colombia
CONCERTO SOFTWARE & Design	Concerto Software	4-2002-0001450	2/19/02	Philippines
CONCERTO SOFTWARE & Design	Concerto Software	2002/01447	2/1/02	South Africa
CONCERTO SOFTWARE & Design	Concerto Software	2002/1446	2/1/02	South Africa
CONCERTO SOFTWARE & Design	Concerto Software	91005209	2/1/02	Taiwan
CONCERTO SOFTWARE & Design	Concerto Software	1.671/01	2/6/02	Venezuela
CONCERTO SOFTWARE & Design	Concerto Software	1.671.02	2/7/02	Venezuela
CONCERTO SOFTWARE & Design	Concerto Software	902076	2/1/02	Australia
CONCERTO SOFTWARE & Design	Concerto Software	1129989	2/4/02	Canada
Chinese Characters	Concerto Software	3628939	7/11/03	China
CONCERTO SOFTWARE (Chinese characters)	Concerto Software	300039428	6/27/03	Hong Kong
CONCERTO SOFTWARE (Chinese characters)	Concerto Software	N/11731	7/10/03	Macau
CONCERTO SOFTWARE (Chinese characters)	Concerto Software	N/11732	7/10/03	Macau

**SCHEDULE B****United States Issued Patents**

OWNER	TITLE	FILED	PATENT NO./ISSUED	COMMENTS
Concerto Software	Intelligent information routing system and method	8/24/98	6,539,538 3/25/03	
Concerto Software	Intelligent information routing system and method	11/13/96	5,870,464 2/9/99	
Concerto Software	Computer telephone system	4/7/98	5,991,382 11/23/99	
Concerto Software	Computer telephone system	4/7/98	5,925,101 7/20/99	
Concerto Software	Computer telephone system and method for associating data types with a color making the data type easily recognizable	4/7/98	6,100,873 8/8/00	
Concerto Software	Computer telephone system and method having a graphical user interface	4/7/98	6,192,118 B1 2/20/01	
Concerto Software	Computer telephone system	4/7/98	6,047,054 4/4/00	
Concerto Software	Computer telephone system	4/7/98	6,026,158 2/15/00	
Concerto Software	Computer telephone system	1/20/99	6,424,711 7/23/02	
Concerto Software	Computer telephone system	2/21/97	5,754,636 5/19/98	
Concerto Software	Automatic gain control circuit with non-negative exponential release	4/7/80	4,333,056 6/1/82	Expired
Concerto Software	Tri-level digital recording	1/15/81	4,340,913 7/20/82	Expired
Concerto Software	Telephone call progress tone and answer	6/17/81	4,405,833 9/20/83	Expired 9/20/03
Concerto Software	Automatic disconnect circuit	8/16/78	4,156,799 5/29/79	Expired
Concerto Software	Multi-line telephone control system	8/28/84	4,599,493 7/8/86	Expired
Concerto Software	Voice response system with automated data transfer	6/4/90	5,164,981 11/17/92	
Concerto Software	Dynamically adjustable call pacing system	5/30/91	5,295,184 3/15/94	
Concerto Software	System for managing a hold queue	5/30/91	5,278,898 1/11/94	
Concerto Software	Data processing with user definable mathematical functions and a method for using same	11/26/91	5,285,400 2/8/94	
Concerto Software	Automated statistical data collection system	11/26/91	5,355,327 10/11/94	
Concerto Software	Supervisory management center with parameter testing and alerts	5/28/91	5,381,470 1/10/95	
Concerto Software	System and method for adding and integrating outbound calling and overall system control to an existing inbound telephone system	10/30/95	5,586,179 12/17/96	
Concerto Software	Data processing system with automated at least partial forms completion	8/22/95	5,640,577 6/17/97	

**Schedule B**

OWNER	TITLE	FILED	PATENT NO./ISSUED	COMMENTS
Concerto Software	System and method for controlling the dialing order of call record lists in an automated dialing system	1/14/93	5,343,518 8/30/94	
Concerto Software	Method for selecting and controlling the automatic dialing of a call record campaign	6/1/94	5,594,790 1/14/97	
Concerto Software	Method and system for allocating agent resources to a telephone call campaign	3/21/96	5,592,543 1/7/97	
Concerto Software	Method for low priority telephony system assisted dialing	6/1/94	5,495,523 2/27/96	
Concerto Software	Universal telephony application client that is configurable from a profile for a telephone call campaign	6/1/94	5,761,285 6/2/98	
Concerto Software	Method for allocating agent resources to multiple telephones call campaigns	6/1/94	5,517,566 5/14/96	
Concerto Software	Multi-path bus digital signal processor	11/8/94	5,604,740 2/18/97	
Concerto Software	Multi-path bus digital processor	7/18/96	5,812,553 9/22/98	
Concerto Software	Electronic assembly interconnection system	6/1/94	5,949,656 9/7/99	
Concerto Software	Call record scheduling system and method	8/19/96	5,822,400 10/13/98	
Concerto Software	Telephone call center management system which supports multi-user and separate private applications	4/18/96	5,790,650 8/4/98	
Concerto Software	Telephony call center with agent work group	4/18/96	5,784,452 7/21/98	
Concerto Software	Unscheduled event processing system	4/19/96	6,141,412 10/31/00	
Concerto Software	A system and method for determining and verifying a file record format based upon file characteristics	4/18/96	5,778,359 7/7/98	
Concerto Software	Data processing system with real time priority updating of data records and dynamic call record exclusion	8/14/96	5,832,068 11/3/98	
Concerto Software	System and method for providing an electronic chat session between a data terminal and an information provider at the request of an inquiring party input into the data terminal	3/31/98	6,330,243 12/11/01	
Concerto Software	A system and method for optimizing a program containing a number of the flow through flow branches	3/27/98	6,102,970 8/15/00	
Concerto Software	Inbound/outbound call record processing system and method	6/8/98	6,345,094 2/5/02	
Concerto Software	A multi-lingual data processing system and system and method for translating text used in computer software utilizing an embedded translator	6/2/98	6,092,036 7/18/00	
Concerto Software	System and method for purging a call list	6/2/98	6,411,708 6/25/02	

**Schedule B**

OWNER	TITLE	FILED	PATENT NO./ISSUED	COMMENTS
Concerto Software	Telephony system command scheduler and precedent processor	12/23/98	6,266,407 7/24/01	
Concerto Software	System and method for non-intrusively displaying information to a user in a telecommunications system	2/9/99	6,618,477 9/9/03	
Concerto Software	Audio communications device adapter	2/5/99	6,084,950 7/4/00	
Concerto Software	System and method for providing automated take back and transfer functionality to a computer telephony system	4/13/99	6,345,093 2/5/02	
Concerto Software	System and method of distributing outbound telephony services over a computer network	9/7/99	6,587,557 7/1/03	
Concerto Software	Voice and data transfer from outbound dialing to inbound ACD queue	11/12/99	6,480,601 11/12/02	
Concerto Software	System and method of mapping database fields to a knowledge base using a graphical user interface	6/28/99	6,408,302 6/18/02	
Concerto Software	Intelligent area code update system and method	6/29/99	6,330,327 12/11/01	
Concerto Software	System and method for integrating text messaging to an outbound call system	10/29/99	6,549,769 4/15/03	
Concerto Software	Automated system for establishing telephone voice connections	10/5/83	4,600,814 7/15/86	Expired
Concerto Software	Remote workstation use with database retrieval system	8/22/91	5,276,732 1/4/94	
Concerto Software	Telephony system with supervisory management center with parameter testing and alerts	1/10/95	5,577,112 11/19/96	



## United States Patent Applications

OWNER	TITLE	FILING DATE	APPLICATION NO.	COMMENTS
Concerto Software	Intelligent information routing system and method	11/13/95	60/006,663	
Concerto Software	Blended agent contact center	10/25/99	09/426,677	
Concerto Software	Skills based contact routing	11/5/99	09/435,223	
Concerto Software	Non-blocking expandable call center architecture	12/7/99	09/456,166	
Concerto Software	Outbound calling system in a contact center	3/13/00	09/524,656	
Concerto Software	Method and apparatus for controlling a contact center	6/16/00	09/595,697	
Concerto Software	Method and apparatus for controlling a contact center	6/11/03	09/459,043	
Concerto Software	Method and apparatus for controlling a contact center	6/11/03	09/459,087	
Concerto Software	Method and apparatus for controlling a contact center	6/11/03	09/459,042	
Concerto Software	Automatic monitoring of agent-customer contact sessions in a contact center	7/7/00	09/611,592	
Concerto Software	Information retrieval method with natural language interface	8/9/00	09/634,350	
Concerto Software	Load sharing	1/17/01	09/764,030	
Concerto Software	Customer interaction system	4/6/01	09/827,848	
Concerto Software	Unscheduled event task processing system	5/4/99	09/304,765	
Concerto Software	System and method for providing an automatic telephone call back from information provided at a data terminal	9/28/98	09/161,816	
Concerto Software	A system and method for utilizing a computer network in conjunction with traditional telemarketing	9/15/98	09/153,684	
Concerto Software	System and method for providing an automatic telephone call back to a telephone line being used to access a computer network	4/9/98	09/057,749	
Concerto Software	System and method for dynamically exchanging and manipulating information between a call center agent terminal and an internet-based	2/5/99	09/246,034	
Concerto Software	System and method for providing audio communication over a computer network using differing communication formats	2/4/99	09/244,446	
Concerto Software	Browser user interface for client workstation	3/26/98	09/048,630	
Concerto Software	System and method for purging a call list	3/19/02	10/100,969	
Concerto Software	Object oriented system and method for directing incoming telephone calls	11/2/98	09/184,922	
Concerto Software	System and method for managing a hold queue based on customer information retrieved from a customer database	12/2/98	09/203,965	

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OWNER	TITLE	FILING DATE	APPLICATION NO.	COMMENTS
Concerto Software	System and method of scraping textual data from a graphical user interface for using said data for additional applications	3/17/99	09/270,626	
Concerto Software	Relationship based task and resource call center management system and method	11/1/99	09/431,017	
Concerto Software	System and method for dialing in a telephony system using a common channel signaling protocol in which the use of bearer channels is maximized	10/3/00	09/677,990	
Concerto Software	System and method for allocating agent resources to a telephone call campaign based on agent productivity	10/20/99	09/421,699	
Concerto Software	System and method for prioritizing telephone call campaigns based on campaign productivity	4/5/00	09/543,698	
Concerto Software	System and method of propagating exclusion records in a networked computer telephony integration system	9/17/99	09/398,222	
Concerto Software	System and method for integrating text messaging to an outbound call system	3/4/02	10/090,533	
Concerto Software	System and method for associating interactive voice response unit data to a telephone call using automatic number identifiers	8/30/01	09/943,587	
Concerto Software	System and method for providing customized caller ID information	7/3/01	09/898,787	Abandoned
Concerto Software	Telephony system paging system and method	11/30/01	09/998,249	
Concerto Software	Pipelined multi-channel companding	9/26/03	60/506,337	
Concerto Software	An efficient multiplexed conferencing engine	9/26/03	60/506,308	

International Patent Applications

OWNER	TITLE	APPLICATION NO.	FILING DATE	COUNTRY	COMMENTS
Concerto Software	Telephony system with supervisory management	PCT/US92/05759	7/9/92	PCT	Abandoned
Concerto Software	Browser user interface for client workstation	PCT/US98/05990	3/26/98	PCT	Abandoned

Foreign Issued Patents

OWNER	TITLE	FILED	PATENT NO./ISSUED	COUNTRY	COMMENTS
Concerto Software	Call progress tone detection circuit	6/9/82	1,178,730 11/27/84	Canada	Expired 11/27/01
Concerto Software	Call progress tone detection circuit	6/17/82	2,102,246 8/21/85	Great Britain	Expired 6/15/02
Concerto Software	Telephone call progress tone and answer identification circuit	6/17/81	543,990 10/10/85	Australia	Expired
Concerto Software	Multi-line telephone control system	8/27/85	1,234,940 4/5/88	Canada	
Concerto Software	Remote workstation use with database retrieval system	8/20/92	671,081 8/22/91		Abandoned
Concerto Software	Remote workstation use with database retrieval system	8/20/92	671,081 8/20/92	Australia	Abandoned
Concerto Software	Remote workstation use with database retrieval system	8/20/92	1,404,024 11/15/94	Canada	
Concerto Software	Remote workstation use with database retrieval system	8/20/92	2,773,979 4/24/98	Japan	
Concerto Software	Telephony system with supervisory management	7/9/92	673,654 7/9/92	Australia	
Concerto Software	Telephony system with supervisory management center and parameter testing with alerts	7/9/92	2,193,844 9/29/98	Canada	
Concerto Software	Telephony system with supervisory management	8/20/92	2843149 10/23/98	Japan	

Foreign Patent Applications

RECORD OWNER	TITLE	APPLICATION NO.	FILING DATE	COUNTRY	COMMENTS
Concerto Software	Remote workstation use with database retrieval system	92918837.3	12/14/94	EPO	Abandoned

SCHEDULE C

Schedule C

None