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Florida Department of State
Division of Corporations
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To:
Division of Corporations
Fax Number : (850) 205-0383

From:
Account Name : C T CORPORATION SYSTEM
Account Number : FCA000000023
Phone : (850) 222-1092
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SECRETARY OF STATE
TALLAHASSEE, FLORIDA

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DIVISION OF CORPORATION

FOREIGN PROFIT QUALIFICATION

Melita International, Inc.

Certificate of Status	0
Certified Copy	0
Page Count	05
Estimated Charge	\$70.00

JB
6-10-03

APPLICATION BY FOREIGN CORPORATION FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA

IN COMPLIANCE WITH SECTION 607.1503, FLORIDA STATUTES, THE FOLLOWING IS SUBMITTED TO REGISTER A FOREIGN CORPORATION TO TRANSACT BUSINESS IN THE STATE OF FLORIDA.

1. Melita International, Inc.
(Name of corporation; must include the word "INCORPORATED", "COMPANY", "CORPORATION" or words or abbreviations of like import in language as will clearly indicate that it is a corporation instead of a natural person or partnership if not so contained in the name at present.)
2. Delaware
(State or country under the law of which it is incorporated)
3. 20-0020473
(FEI number, if applicable)
4. 05/05/2003
(Date of incorporation)
5. Perpetual
(Duration: Year corp. will cease to exist or "perpetual")
6. upon qualification
(Date first transacted business in Florida. If corporation has not transacted business in Florida, insert "upon qualification.")
(SEE SECTIONS 607.1501, 607.1502 and 817.155, F.S.)
7. 5051 Peachtree Corners Circle, Norcross, GA 30092
(Principal office address)
- same
(Current mailing address)

8. Provide service and software for Customer Interaction Management
(Purpose(s) of corporation authorized in home state or country to be carried out in state of Florida)

9. Name and street address of Florida registered agent: (P.O. Box or Mail Drop Box **NOT** acceptable)

Name: c/o C T Corporation System

Office Address: 1200 South Pine Island Road

Plantation _____, Florida 33324
(City) (Zip code)

10. Registered agent's acceptance:

Having been named as registered agent and to accept service of process for the above stated corporation at the place designated in this application, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relative to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent.

C T Corporation System

By: _____

(Registered agent's signature)

RACHEL T. HAYES
ASSISTANT SECRETARY

11. Attached is a certificate of existence duly authenticated, not more than 90 days prior to delivery of this application to the Department of State, by the Secretary of State or other official having custody of corporate records in the jurisdiction under the law of which it is incorporated.

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12. Names and business addresses of officers and/or directors:

A. DIRECTORS

Chairman: see attachment

Address: _____

Vice Chairman: _____

Address: _____

Director: _____

Address: _____

Director: _____

Address: _____

B. OFFICERS

President: see attachment

Address: _____

Vice President: _____

Address: _____

Secretary: _____

Address: _____

Treasurer: _____

Address: _____

NOTE: If necessary, you may attach an addendum to the application listing additional officers and/or directors.

13. _____

(Signature of Chairman, Vice Chairman, or any officer listed in number 12 of the application)

14. _____

(Typed or printed name and capacity of person signing application)

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TALLAHASSEE, FLORIDAAPPROVED
AND
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MELITA**MELITA INTERNATIONAL, INC.
OFFICERS AND DIRECTORS**

NAME AND TITLE	BUSINESS ADDRESS AND PHONE NUMBER	RESIDENTIAL ADDRESS
George Landgrebe Chief Executive Officer (CEO)	5051 Peachtree Corners Circle Norcross, Georgia 30092 (770) 239-4000	26418 Brick Lane Bonita Springs, FL 34134-5626
Glen Shipley Officer and Chief Financial Officer (CFO)	5051 Peachtree Corners Circle Norcross, Georgia 30092 (770) 239-4000	10045 Groomsbridge Road Alpharetta, GA 30022
Tim Morgan Chief Technology Officer (CTO)	5051 Peachtree Corners Circle Norcross, Georgia 30092 (770) 239-4000	1828 Harbour Oaks Drive Snellville, GA 30078
William K. Dumont Executive Sales	5051 Peachtree Corners Circle Norcross, Georgia 30092 (770) 239-4000	380 Waterfront Park Lane Dawsonville, GA 30534
Steve Herlocher Vice President, Marketing and Products	5051 Peachtree Corners Circle Norcross, Georgia 30092 (770) 239-4000	2973 Whitby Drive Doraville, GA 30340
Michael Cyr Vice President, Services	5051 Peachtree Corners Circle Norcross, Georgia 30092 (770) 239-4000	11340 Quailbrook Duluth, GA 30097

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TALLAHASSEE, FLORIDA

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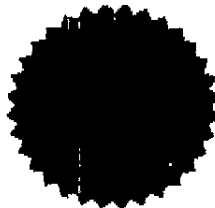
Delaware

PAGE 1

The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "MELITA INTERNATIONAL, INC." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE TWENTY-EIGHTH DAY OF MAY, A.D. 2003.

AND I DO HEREBY FURTHER CERTIFY THAT THE FRANCHISE TAXES HAVE NOT BEEN ASSESSED TO DATE.



Harriet Smith Windsor

Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 2439977

3654800 8300

030347695

DATE: 05-28-03