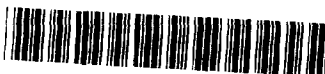


10-13-2000

FORM PTO-1619A  
Expires 06/30/99  
OMB 0651-0027



U.S. Department of Commerce  
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**PATENT**

101487129

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Mark if additional names of conveying parties attached

Name (line 1)	Anisimov, Nikolay	Execution Date Month Day Year	08 28 00
Name (line 2)			
<b>Second Party</b>		Execution Date Month Day Year	08 28 00
Name (line 1)	Kishinsky, Konstantin		
Name (line 2)			

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Name (line 1)	Genesys Telecommunications Laboratories, Inc.		<input type="checkbox"/> If document to be recorded is an assignment and the receiving party is not domiciled in the United States, an appointment of a domestic representative is attached. (Designation must be a separate document from Assignment.)
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Enter for the first Receiving Party only.

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**Pages** Enter the total number of pages of the attached conveyance document including any attachments. #

**Application Number(s) or Patent Number(s)**

Mark if additional numbers attached

Enter either the Patent Application Number or the Patent Number (DO NOT ENTER BOTH numbers for the same property).

**Patent Application Number(s)**

**Patent Number(s)**

<input type="text" value="09550006"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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If this document is being filed together with a new Patent Application, enter the date the patent application was signed by the first named executing inventor. Month Day Year

**Patent Cooperation Treaty (PCT)**

Enter PCT application number only if a U.S. Application Number has not been assigned.

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PCT <input type="text"/>	PCT <input type="text"/>	PCT <input type="text"/>

**Number of Properties** Enter the total number of properties involved. #

**Fee Amount** Fee Amount for Properties Listed (37 CFR 3.41): \$

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(Enter for payment by deposit account or if additional fees can be charged to the account.)

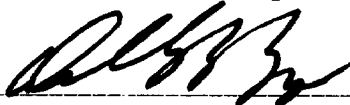
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**Statement and Signature**

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document. Charges to deposit account are authorized, as indicated herein.

Donald R. Boys



09/22/2000

Name of Person Signing

Signature

Date

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Conveying Party(ies)

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Name (line 1) Korolev, Nikolay

Execution Date  
Month Day Year  
08 28 00

Name (line 2)

Execution Date  
Month Day Year  
08 28 00

Name (line 1) Pogossiants, Gregory

Name (line 2)

Execution Date  
Month Day Year  
08 30 00

Name (line 1) Shtivelman, Yuri

Name (line 2)

Receiving Party(ies)

Mark if additional names of receiving parties attached

Enter additional Receiving Party(ies)

Name (line 1)

Name (line 2)

Address (line 1)

Address (line 2)

Address (line 3) City State/Country Zip Code

Name (line 1)

Name (line 2)

Address (line 1)

Address (line 2)

Address (line 3) City State/Country Zip Code

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Application Number(s) or Patent Number(s)

Mark if additional numbers attached

Enter either the Patent Application Number or the Patent Number (DO NOT ENTER BOTH numbers for the same property).

Patent Application Number(s)

Patent Number(s)




4221

**ASSIGNMENT**

For good and valuable consideration, receipt of which is hereby acknowledged, I, **Nikolay Anisimov, Konstantin Kishinsky, Nikolay Korolev, Gregory Pogossiants, Yuri Shtivelman, and Vadim Zyarko**, do hereby sell, assign and transfer unto **Genesys Telecommunications Laboratories, Inc.**, (a California Corporation having its principal place of business **1155 Market Street, 11<sup>th</sup> Floor, in San Francisco, California, 94013**, hereinafter called the "Assignee"), its successors and assigns, the entire world-wide title, interest and right, including the right of priority controlled by I, in, to and under Letters Patent of the United States, the application(s) which bear the serial number(s) **09/550,006** and the invention(s) and any of them therein set forth and described, and any and all Letters Patent of the United States and of countries foreign thereto which may be granted thereon or therefore based on the original application for said U.S. Letters Patent; **and**

For the above consideration I agree promptly upon request of the Assignee, its successors or assigns, to execute and deliver without further compensation any power of attorney, assignment, application, whether original, continuation, divisional or reissue, or other papers which may be necessary or desirable fully to secure to the Assignee, its successors and assigns, the inventions and any of them, described in said application and all patent rights therein, in the United States and in any country foreign thereto, and to cooperate and assist in the prosecution of appeal and interference proceedings involving said inventions and in the adjudication or re-examination of said Letters Patent provided the expenses which may be incurred by me in lending such cooperation and assistance be paid by the Assignee.

**IN WITNESS WHEREOF**, I hereunto set my hand and seal:

  
\_\_\_\_\_  
NIKOLAY ANISIMOV

8/28/2000  
Date

State of (CALIFORNIA)

  
\_\_\_\_\_  
KONSTANTIN KISHINSKY

8/28/2000  
Date

County of (SAN FRANCISCO)

  
\_\_\_\_\_  
NIKOLAY KOROLEV

8/28/2000  
Date

  
\_\_\_\_\_  
GREGORY POGOSSIANTS

8/28/2000  
Date

\_\_\_\_\_  
YURI SHTIVELMAN

\_\_\_\_\_  
Date

\_\_\_\_\_  
VADIM ZYARKO

\_\_\_\_\_  
Date

# ASSIGNMENT

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**IN WITNESS WHEREOF**, I hereunto set my hand and seal:

\_\_\_\_\_  
NIKOLAY ANISIMOV

\_\_\_\_\_  
Date

State of (CALIFORNIA)

\_\_\_\_\_  
KONSTANTIN KISHINSKY

\_\_\_\_\_  
Date

County of (ALAMEDA)

\_\_\_\_\_  
NIKOLAY KOROLEV

\_\_\_\_\_  
Date

\_\_\_\_\_  
GREGORY POGOSSIANTS

\_\_\_\_\_  
Date

  
YURI SHTIVELMAN

8.30.00  
Date

\_\_\_\_\_  
VADIM ZYARKO

\_\_\_\_\_  
Date

**ASSIGNMENT**

4221

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KONSTANTIN KISHINSKY

\_\_\_\_\_  
Date

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\_\_\_\_\_  
NIKOLAY KOROLEV

\_\_\_\_\_  
Date

\_\_\_\_\_  
GREGORY POGOSSIANTS

\_\_\_\_\_  
Date

\_\_\_\_\_  
YURI SHTIVELMAN

\_\_\_\_\_  
Date

\_\_\_\_\_  
VADIM ZYARKO

09/12/2000  
Date

## Certificate of Express Mailing

"Express Mail" Mailing Label Number: EJ745194169US

Date of Deposit: 09/22/2000

Ref: Case Docket No.: P4221

First Named Inventor: Nikolay Anisimov et al.

Serial Number: 09/550,006

Filing Date: 04/14/2000

Title of Case: Method for Predicting and Managing Call Load by Determining the Optimum Frequency of Outbound Call Generation During an Out-Bound Calling Campaign From a Call Center

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Assignment document - 3 sheets.
2. Recordation form PTO 1619 A, B & C - 4 sheets.
3. Check for fees in the amount of 40.00
4. Certificate of express mailing.
5. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)

  
\_\_\_\_\_  
(Signature of person mailing paper or fee)