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Form PTO-1595

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OMB No. 0651-0027 (exp. 6/30/2005)

U.S. DEPARTMENT OF COMMERCE
U.S. Patent and Trademark Office

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To the Honorable Commissioner of Patents and Trademarks: Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):
Aspect Software, Inc.

2. Name and address of receiving party(ies)

Name: JPMorgan Chase Bank, N.A.

Internal Address: as Administrative Agent

Additional name(s) of conveying party(ies) attached? ☐ Yes ☒ No

3. Nature of conveyance:

☐ Assignment☐ Merger☒ Security Agreement☐ Change of Name☐ Other

Street Address: 270 Park Avenue

City: New York State: NY Zip: 10017

Execution Date: 09/22/2005

Additional name(s) & address(es) attached? ☐ Yes ☒ No

4. Application number(s) or patent number(s):

If this document is being filed together with a new application, the execution date of the application is: _____

A. Patent Application No.(s) SEE ATTACHED

B. Patent No.(s) SEE ATTACHED

Additional numbers attached? ☒ Yes ☐ No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: Penelope Agodoa

Internal Address: Federal Research Corporation

Street Address: 1030 15th Street, NW

Suite 920

City: Washington State: DC Zip: 20005

6. Total number of applications and patents involved: 20

7. Total fee (37 CFR 3.41).....\$ 5200

☐ Enclosed

+120

☐ Authorized to be charged to deposit account

8. Deposit account number:

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9. Signature.

Jared Policicchio

Name of Person Signing

Signature

10/04/2005

Date

Total number of pages including cover sheet, attachments, and documents: 1

Mail documents to be recorded with required cover sheet information to:

Commissioner of Patents & Trademarks, Box Assignments
Washington, D.C. 20231

11/03/2005 DBYRNE 00000038 6539538

01 FC:8021
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ASPECT SOFTWARE, INC.**U.S. ISSUED PATENTS**

TITLE	FILED	PATENT NO./ISSUED
INTELLIGENT INFORMATION ROUTING SYSTEM AND METHOD	8/24/98	6,539,538 3/25/03
INTELLIGENT INFORMATION ROUTING SYSTEM AND METHOD	11/13/96	5,870,464 2/9/99
COMPUTER TELEPHONE SYSTEM	4/7/98	5,991,382 11/23/99
COMPUTER TELEPHONE SYSTEM	4/7/98	5,925,101 7/20/99
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
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VOICE RESPONSE SYSTEM WITH AUTOMATED DATA TRANSFER	6/4/90	5,164,981 11/17/92
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SYSTEM FOR MANAGING A HOLD QUEUE	5/30/91	5,278,898 1/11/94
DATA PROCESSING WITH USER DEFINABLE MATHEMATICAL FUNCTIONS AND A METHOD FOR USING SAME	11/26/91	5,285,400 2/8/94
AUTOMATED STATISTICAL DATA COLLECTION SYSTEM	11/26/91	5,355,327 10/11/94
SUPERVISORY MANAGEMENT CENTER WITH PARAMETER TESTING AND ALERTS	5/28/91	5,381,470 1/10/95
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METHOD FOR ALLOCATING AGENT RESOURCES TO MULTIPLE TELEPHONES CALL CAMPAIGNS	6/1/94	5,517,566 5/14/96
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ELECTRONIC ASSEMBLY INTERCONNECTION SYSTEM	6/1/94	5,949,656 9/7/99
CALL RECORD SCHEDULING SYSTEM AND METHOD	8/19/96	5,822,400 10/13/98
TELEPHONE CALL CENTER MANAGEMENT SYSTEM WHICH SUPPORTS MULTI-USER AND SEPARATE PRIVATE APPLICATIONS	4/18/96	5,790,650 8/4/98
TELEPHONY CALL CENTER WITH AGENT WORK GROUP	4/18/96	5,784,452 7/21/98
UNSCHEDULED EVENT PROCESSING SYSTEM	4/19/96	6,141,412 10/31/00
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
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
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
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
INBOUND/OUTBOUND CALL RECORD PROCESSING SYSTEM AND METHOD	6/8/98	6,345,094 2/5/02
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
SYSTEM AND METHOD FOR PURGING A CALL LIST	6/2/98	6,411,708 6/25/02
TELEPHONY SYSTEM COMMAND SCHEDULER AND PRECEDENT PROCESSOR	12/23/98	6,266,407 7/24/01
SYSTEM AND METHOD FOR NON-INTRUSIVELY DISPLAYING INFORMATION TO A USER IN A TELECOMMUNICATIONS SYSTEM	2/9/99	6,618,477 9/9/03
AUDIO COMMUNICATIONS DEVICE ADAPTER	2/5/99	6,084,950 7/4/00
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
SYSTEM AND METHOD OF DISTRIBUTING OUTBOUND TELEPHONY SERVICES OVER A COMPUTER NETWORK	9/7/99	6,587,557 7/1/03
VOICE AND DATA TRANSFER FROM OUTBOUND DIALING TO INBOUND ACD QUEUE	11/12/99	6,480,601 11/12/02
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
INTELLIGENT AREA CODE UPDATE SYSTEM AND METHOD	6/29/99	6,330,327 12/11/01
SYSTEM AND METHOD FOR INTEGRATING TEXT MESSAGING TO AN OUTBOUND CALL SYSTEM	10/29/99	6,549,769 4/15/03
REMOTE WORKSTATION USE WITH DATABASE RETRIEVAL SYSTEM	8/22/91	5,276,732 1/4/94
TELEPHONY SYSTEM WITH SUPERVISORY MANAGEMENT CENTER WITH PARAMETER TESTING AND ALERTS	1/10/95	5,577,112 11/19/96
SYSTEM AND METHOD FOR DIALING IN A TELEPHONY SYSTEM USING A COMMON CHANNEL SIGNALING PROTOCOL IN WHICH THE USE OF BEARER CHANNELS IS MAXIMIZED	6/22/04	6,754,236
SYSTEM AND METHOD FOR ALLOCATING AGENT RESOURCES TO A TELEPHONE CALL CAMPAIGN BASED ON AGENT PRODUCTIVITY	7/20/04	6,766,012

TITLE	FILED	PATENT NO./ISSUED
SYSTEM AND METHOD FOR PRIORITIZING TELEPHONE CALL CAMPAIGNS BASED ON CAMPAIGN PRODUCTIVITY	6/15/04	6,751,310
SYSTEM AND METHOD FOR INTEGRATING TEXT MESSAGING TO AN OUTBOUND CALL SYSTEM	3/16/04	6,708,039
BLENDED AGENT CONTACT CENTER	8/10/04	6,775,378
SKILLS BASED CONTACT ROUTING	12/14/04	6,832,203
NON-BLOCKING EXPANDABLE CALL CENTER ARCHITECTURE	3/16/04	6,707,906
INFORMATION RETRIEVAL METHOD WITH NATURAL LANGUAGE INTERFACE	8/17/04	6,778,951
LOAD SHARING	8/17/04	6,778,660
UNSCHEDULED EVENT TASK PROCESSING SYSTEM	4/13/04	6,721,778
A SYSTEM AND METHOD FOR UTILIZING A COMPUTER NETWORK IN CONJUNCTION WITH TRADITIONAL TELEMARKETING	5/3/05	6,889,195
SYSTEM AND METHOD FOR PROVIDING AN AUTOMATIC TELEPHONE CALL BACK TO A TELEPHONE LINE BEING USED TO ACCESS A COMPUTER NETWORK	4/12/05	6,879,674
SYSTEM AND METHOD FOR PROVIDING AUDIO COMMUNICATION OVER A COMPUTER NETWORK USING DIFFERING COMMUNICATION FORMATS	7/6/04	6,760,323
BROWSER USER INTERFACE FOR CLIENT WORKSTATION	11/9/04	6,816,880
SYSTEM AND METHOD FOR PURGING A CALL LIST	6/8/04	6,748,074
OBJECT ORIENTED SYSTEM AND METHOD FOR DIRECTING INCOMING TELEPHONE CALLS	6/22/04	6,754,332
REMOTE ACCESS, EMULATION, AND CONTROL OF OFFICE EQUIPMENT, DEVICES AND SERVICES	3/19/02	6,359,892
RING SIGNAL DISCRIMINATOR	1/19/88	4,720,853
TELEPHONE ANSWERING MACHINE WITH DIGITAL STORAGE OF ANNOUNCEMENTS AND MESSAGES	11/01/88	4,782,510
CUSTOMER ACCOUNT ONLINE SERVICING SYSTEM	1/10/89	4,797,911
METHOD AND APPARATUS FOR CUSTOMER ACCOUNT SERVICING	1/16/90	4,894,857
METHOD AND APPARATUS FOR DYNAMIC AND INTERDEPENDENT PROCESSING OF INBOUND CALLS AND OUTBOUND CALLS	5/25/93	5,214,688
METHOD AND APPARATUS FOR DYNAMIC AND INTERDEPENDENT PROCESSING OF INBOUND CALLS AND OUTBOUND CALLS	11/30/99	RE36,416
AUTOMATED VOICE SYSTEM FOR IMPROVING AGENT EFFICIENCY AND IMPROVING SERVICE TO PARTIES ON HOLD	4/23/96	5,511,112
NON OFFENSIVE TERMINATION OF CALL DETECTION OF AN ANSWERING MACHINE	12/3/96	5,581,602
METHOD AND APPARATUS FOR NON-OFFENSIVE TERMINATION OF AN OUTBOUND CALL AND FOR DETECTION OF AN ANSWER OF AN OUTBOUND CALL BY AN ANSWERING MACHINE	10/27/98	5,828,731
METHOD FOR AUTOMATICALLY OBTAINING AND PRESENTING DATA FROM MULTIPLE DATA SOURCES	10/7/97	5,675,637
METHOD FOR CONSOLIDATION OF MULTIPLE DATA SOURCES	3/26/02	6,362,838

TITLE	FILED	PATENT NO./ISSUED
CREATING AND USING AN ADAPTABLE MULTIPLE CONTACT TRANSACTION OBJECT	11/6/01	6,314,089
AUTOMATED VOICE SYSTEM FOR IMPROVING AGENT EFFICIENCY AND IMPROVING SERVICE TO PARTIES ON HOLD	5/3/94	5,309,505
METHOD AND APPARATUS FOR PROVIDING RESULT-ORIENTED CUSTOMER SERVICE	1/14/97	5,594,791
METHOD AND APPARATUS FOR PROVIDING RESULT-ORIENTED CUSTOMER SERVICE	10/5/99	5,963,635
METHOD AND SYSTEM FOR OPTIMIZATION OF TELEPHONE CONTRACT CAMPAIGNS	05/15/97	5,621,790
METHOD AND SYSTEM FOR OPTIMIZATION OF TELEPHONE CONTRACT CAMPAIGNS	07/25/95	5,436,965
METHOD AND SYSTEM FOR OPTIMIZATION OF TELEPHONE CONTRACT CAMPAIGNS	03/30/99	5,889,799
BUSINESS TRANSACTIONS ON THE INTERNET	3/15/05	6,868,395
METHOD FOR AVOIDING CALL BLOCKING	12/3/91	5,070,525
TRANSMISSION OF VOICE OVER AN ASYNCHRONOUS NETWORK	9/12/00	6,118,763
METHOD FOR CONSOLIDATION OF MULTIPLE DATA SOURCES	8/2/05	6,925,607
TELEPHONE LOOP CURRENT MODULATOR	5/3/88	4,742,539
CURRENT SOURCE AND OFF-HOOK DETECTOR	5/3/88	4,742,538
CONTACT CENTER DYNAMIC RECORD DELIVERY	5/18/03	6,941,320

U.S. PATENT APPLICATIONS

TITLE	FILING DATE	APPLICATION NO.
INTELLIGENT INFORMATION ROUTING SYSTEM AND METHOD	11/13/95	60/006,663
OUTBOUND CALLING SYSTEM IN A CONTACT CENTER	3/13/00	09/524,656
METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	6/16/00	09/595,697
METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	6/11/03	10/459,043
METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	6/11/03	10/459,087
METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	6/11/03	10/459,042
AUTOMATIC MONITORING OF AGENT-CUSTOMER CONTACT SESSIONS IN A CONTACT CENTER	7/7/00	09/611,592
CUSTOMER INTERACTION SYSTEM	4/6/01	09/827,848
SYSTEM AND METHOD FOR PROVIDING AN AUTOMATIC TELEPHONE CALL BACK FROM INFORMATION PROVIDED AT A DATA TERMINAL	9/28/98	09/161,816
SYSTEM AND METHOD FOR DYNAMICALLY EXCHANGING AND MANIPULATING INFORMATION BETWEEN A CALL CENTER GENT TERMINAL AND AN INTERNET-BASED	2/5/99	09/246,034
SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE	12/2/98	09/203,965
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

TITLE	FILING DATE	APPLICATION NO.
RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM AND METHOD	11/1/99	09/431,017
SYSTEM AND METHOD OF PROPAGATING EXCLUSION RECORDS IN A NETWORKED COMPUTER TELEPHONY INTEGRATION SYSTEM	9/17/99	09/398,222
SYSTEM AND METHOD FOR ASSOCIATING INTERACTIVE VOICE RESPONSE UNIT DATA TO A TELEPHONE CALL USING AUTOMATIC NUMBER IDENTIFIERS	8/30/01	09/943,587
TELEPHONY SYSTEM PAGING SYSTEM AND METHOD	11/30/01	09/998,249
PIPELINED MULTI-CHANNEL COMPANDING	9/26/03	60/506,337
EFFICIENT MULTIPLEXED CONFERENCING ENGINE	9/26/03	60/506,308
NON-BLOCKING EXPANDABLE CALL CENTER ARCHITECTURE	12/7/99	09/456,166
MULTI-MEDIA CONTACT CHANNEL IN AGENT STATE CONTROL SYSTEM AND METHOD FOR USE IN A CONTACT CENTER	8/23/05	11/211,113
INTER CAMPAIGN AND QUEUE COOPERATION	8/16/05	11/204,619
SYSTEM AND METHOD OF HTML TRANSACTION LOGGING IN A WEB BASED (HTTP) CUSTOMER CONTACT CENTER	8/16/05	11/204,618
CONTACT CENTER DYNAMIC RECORD DELIVERY	6/30/05	11/172,552
ADAPTIVE SKILLS-BASED ROUTING	6/1/05	11/141,747
PERSONAL COMMUNICATION INTERACTION MANAGER	5/5/05	11/122,732
CONTACT CENTER DYNAMIC RECORD DELIVERY	5/5/05	11/122,734
NETWORK COMMUNICATION USING PUSH TECHNOLOGY	4/11/05	11/103,087
METHOD AND SYSTEM FOR BLENDING OF REACTIVE AND ACTIVE CONTACTS	4/4/05	11/098,911
SIMULTANEOUS USAGE OF AGENT AND SERVICE PARAMETERS	4/4/05	11/098,910
AN EFFICIENT MULTIPLEXED CONFERENCING ENGINE	9/24/04	10/948,951
SYSTEM AND METHOD FOR PROVIDING AUDIO COMMUNICATION OVER A COMPUTER NETWORK USING DIFFERING COMMUNICATION FORMATS	4/6/04	10/818,764
DYNAMIC & INTERDEPENDENT PROCESSING OF INBOUND CALLS AND OUTBOUND CALLS	11/10/99	09/437,414
REMOTE ACCESS, EMULATION, AND CONTROL OF OFFICE EQUIPMENT	1/29/02	10/059,872
DYNAMIC HELP OPTION FOR INTERNET CUSTOMERS	06/20/01	09/885,717
TI CIRCUIT ADAPTER	12/19/01	10/025,952
COLLABORATION BETWEEN TWO COMPUTING DEVICES	3/27/02	10/107,632
INSTANT ACCESS TO REMOVE RESOURCES AND SERVICES	1/14/03	10/342,158
METHOD AND APPARATUS FOR PROVIDING RESULT ORIENTED CUSTOMER SERVICE	6/3/03	10/453,852
TRAINING, CERTIFYING, ASSIGNING AND COLLABORATING AGENTS AMONG MULTIPLE USERS	5/30/03	10/449,872

PATENT SECURITY AGREEMENT, dated as of September 22, 2005, among CONCERTO SOFTWARE INTERMEDIATE HOLDINGS, INC. ("Parent"), ASPECT SOFTWARE, INC. (the "Borrower"), the subsidiaries of Parent listed on Schedule I hereto and JPMORGAN CHASE BANK, N.A., as Administrative Agent (the "Administrative Agent").

Reference is made to the Guarantee and Collateral Agreement dated as of September 22, 2005 (as amended, supplemented or otherwise modified from time to time, the "Security Agreement"), among Parent, the Borrower, the Subsidiaries of Parent (as identified therein) and the Administrative Agent. The Lenders have agreed to extend credit to the Borrower subject to the terms and conditions set forth in the Credit Agreement dated as of September 22, 2005 (as amended, supplemented or otherwise modified from time to time (the "Credit Agreement")) among Parent, Concerto International, Inc. a Delaware corporation ("Holdings"), Borrower, the Lenders party thereto, JPMorgan Chase Bank, N.A. as Administrative Agent, JPMorgan Chase Bank, N.A. and Deutsche Bank Trust Company Americas, as Syndication Agents and Lehman Commercial Paper Inc. and Wells Fargo Foothill, Inc., as Documentation Agents. The obligations of the Lenders to extend such credit are conditioned upon, among other things, the execution and delivery of this Agreement. Parent and the Subsidiary Parties are affiliates of the Borrower, will derive substantial benefits from the extension of credit to the Borrower pursuant to the Credit Agreement and are willing to execute and deliver this Agreement in order to induce the Lenders to extend such credit. Accordingly, the parties hereto agree as follows:

SECTION 1. Terms. Capitalized terms used in this Agreement and not otherwise defined herein have the meanings specified in the Security Agreement. The rules of construction specified in Section 1.01(b) of the Security Agreement also apply to this Agreement.

SECTION 2. Grant of Security Interest. As security for the payment or performance, as the case may be, in full of the Obligations, each Grantor, pursuant to the Security Agreement, did and hereby does grant to the Administrative Agent, its successors and assigns, for the benefit of the Secured Parties, a security interest in, each Grantor's right, title or interest in or to any and all of the following assets and properties that are included in the Article 9 Collateral as defined in the Security Agreement now owned or at any time hereafter acquired by such Grantor or in which such Grantor now has or at any time in the future may acquire any right, title or interest (collectively, the "Patent Collateral"):

all letters patent of the United States or the equivalent thereof in any other country, all registrations and recordings thereof, and all applications for letters patent of the United States or the equivalent thereof in any other country, including registrations, recordings and pending applications in the United States Patent and Trademark Office or any similar offices in any other country, including those listed on Schedule II (the "Patents"), and all reissues,

continuations, divisions, continuations-in-part, renewals or extensions thereof, and the inventions disclosed or claimed therein, including the right to make, use and/or sell the inventions disclosed or claimed therein.

SECTION 3. Security Agreement. The security interests granted to the Administrative Agent herein are granted in furtherance, and not in limitation of, the security interests granted to the Administrative Agent pursuant to the Security Agreement. Each Grantor hereby acknowledges and affirms that the rights and remedies of the Administrative Agent with respect to the Patent Collateral are more fully set forth in the Security Agreement, the terms and provisions of which are hereby incorporated herein by reference as if fully set forth herein. In the event of any conflict between the terms of this Agreement and the Security Agreement, the terms of the Security Agreement shall govern.

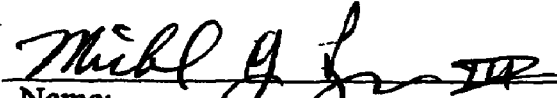
[[2542446]]

SIGNATURE PAGE TO
FIRST LIEN PATENT
SECURITY AGREEMENT

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement as of the day and year first above written.

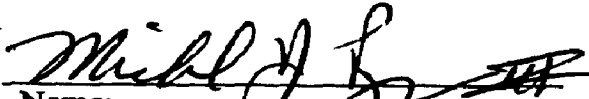
CONCERTO SOFTWARE
INTERMEDIATE HOLDINGS, INC.,

by


Name: Michael J. Provenzano, III
Title: President

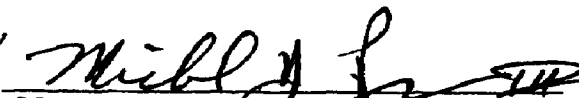
ASPECT SOFTWARE, INC.,

by


Name: Michael J. Provenzano, III
Title: Chief Financial Officer

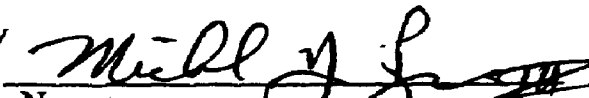
ASPECT COMMUNICATIONS
CORPORATION,

By


Name: Michael J. Provenzano, III
Title: President

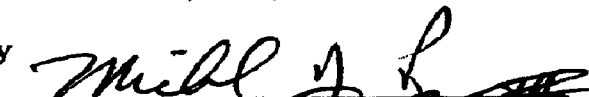
FIRSTPOINT CONTACT
CORPORATION,

By


Name: Michael J. Provenzano, III
Title: Secretary and Treasurer

FIRSTPOINT CONTACT
TECHNOLOGIES, LLC,

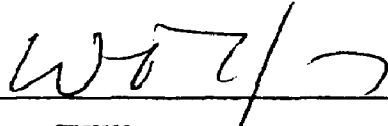
By


Name: Michael J. Provenzano, III
Title: President

SIGNATURE PAGE TO
FIRST LIEN PATENT
SECURITY AGREEMENT

JPMORGAN CHASE BANK, N.A., as
Administrative Agent,

By

A handwritten signature in black ink, appearing to read 'WPR', is written over a horizontal line.

Name:

Title:

William P. Rindfuss
Vice President

[[2542645]]

Subsidiary Parties

Aspect Communications Corporation
FirstPoint Contact Corporation
FirstPoint Contact Technologies, LLC

[[2542446]]

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MULTI-PATH BUS DIGITAL PROCESSOR	7/18/96	5,812,553 9/22/98
ELECTRONIC ASSEMBLY INTERCONNECTION SYSTEM	6/1/94	5,949,656 9/7/99
CALL RECORD SCHEDULING SYSTEM AND METHOD	8/19/96	5,822,400 10/13/98
TELEPHONE CALL CENTER MANAGEMENT SYSTEM WHICH SUPPORTS MULTI-USER AND SEPARATE PRIVATE APPLICATIONS	4/18/96	5,790,650 8/4/98
TELEPHONY CALL CENTER WITH AGENT WORK GROUP	4/18/96	5,784,452 7/21/98
UNSCHEDULED EVENT PROCESSING SYSTEM	4/19/96	6,141,412 10/31/00
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
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
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
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
INBOUND/OUTBOUND CALL RECORD PROCESSING SYSTEM AND METHOD	6/8/98	6,345,094 2/5/02
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
SYSTEM AND METHOD FOR PURGING A CALL LIST	6/2/98	6,411,708 6/25/02
TELEPHONY SYSTEM COMMAND SCHEDULER AND PRECEDENT PROCESSOR	12/23/98	6,266,407 7/24/01
SYSTEM AND METHOD FOR NON-INTRUSIVELY DISPLAYING INFORMATION TO A USER IN A TELECOMMUNICATIONS SYSTEM	2/9/99	6,618,477 9/9/03
AUDIO COMMUNICATIONS DEVICE ADAPTER	2/5/99	6,084,950 7/4/00
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
SYSTEM AND METHOD OF DISTRIBUTING OUTBOUND TELEPHONY SERVICES OVER A COMPUTER NETWORK	9/7/99	6,587,557 7/1/03
VOICE AND DATA TRANSFER FROM OUTBOUND DIALING TO INBOUND ACD QUEUE	11/12/99	6,480,601 11/12/02
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
INTELLIGENT AREA CODE UPDATE SYSTEM AND METHOD	6/29/99	6,330,327 12/11/01
SYSTEM AND METHOD FOR INTEGRATING TEXT MESSAGING TO AN OUTBOUND CALL SYSTEM	10/29/99	6,549,769 4/15/03
REMOTE WORKSTATION USE WITH DATABASE RETRIEVAL SYSTEM	8/22/91	5,276,732 1/4/94
TELEPHONY SYSTEM WITH SUPERVISORY MANAGEMENT CENTER WITH PARAMETER TESTING AND ALERTS	1/10/95	5,577,112 11/19/96
SYSTEM AND METHOD FOR DIALING IN A TELEPHONY SYSTEM USING A COMMON CHANNEL SIGNALING PROTOCOL IN WHICH THE USE OF BEARER CHANNELS IS MAXIMIZED	6/22/04	6,754,236
SYSTEM AND METHOD FOR ALLOCATING AGENT RESOURCES TO A TELEPHONE CALL CAMPAIGN BASED ON AGENT PRODUCTIVITY	7/20/04	6,766,012
SYSTEM AND METHOD FOR PRIORITIZING TELEPHONE CALL CAMPAIGNS BASED ON CAMPAIGN PRODUCTIVITY	6/15/04	6,751,310

TITLE	FILED	PATENT NO./ISSUED
SYSTEM AND METHOD FOR INTEGRATING TEXT MESSAGING TO AN OUTBOUND CALL SYSTEM	3/16/04	6,708,039
BLENDED AGENT CONTACT CENTER	8/10/04	6,775,378
SKILLS BASED CONTACT ROUTING	12/14/04	6,832,203
NON-BLOCKING EXPANDABLE CALL CENTER ARCHITECTURE	3/16/04	6,707,906
INFORMATION RETRIEVAL METHOD WITH NATURAL LANGUAGE INTERFACE	8/17/04	6,778,951
LOAD SHARING	8/17/04	6,778,660
UNSCHEDULED EVENT TASK PROCESSING SYSTEM	4/13/04	6,721,778
A SYSTEM AND METHOD FOR UTILIZING A COMPUTER NETWORK IN CONJUNCTION WITH TRADITIONAL TELEMARKETING	5/3/05	6,889,195
SYSTEM AND METHOD FOR PROVIDING AN AUTOMATIC TELEPHONE CALL BACK TO A TELEPHONE LINE BEING USED TO ACCESS A COMPUTER NETWORK	4/12/05	6,879,674
SYSTEM AND METHOD FOR PROVIDING AUDIO COMMUNICATION OVER A COMPUTER NETWORK USING DIFFERING COMMUNICATION FORMATS	7/6/04	6,760,323
BROWSER USER INTERFACE FOR CLIENT WORKSTATION	11/9/04	6,816,880
SYSTEM AND METHOD FOR PURGING A CALL LIST	6/8/04	6,748,074
OBJECT ORIENTED SYSTEM AND METHOD FOR DIRECTING INCOMING TELEPHONE CALLS	6/22/04	6,754,332
REMOTE ACCESS, EMULATION, AND CONTROL OF OFFICE EQUIPMENT, DEVICES AND SERVICES	3/19/02	6,359,892
RING SIGNAL DISCRIMINATOR	1/19/88	4,720,853
TELEPHONE ANSWERING MACHINE WITH DIGITAL STORAGE OF ANNOUNCEMENTS AND MESSAGES	11/01/88	4,782,510
CUSTOMER ACCOUNT ONLINE SERVICING SYSTEM	1/10/89	4,797,911
METHOD AND APPARATUS FOR CUSTOMER ACCOUNT SERVICING	1/16/90	4,894,857
METHOD AND APPARATUS FOR DYNAMIC AND INTERDEPENDENT PROCESSING OF INBOUND CALLS AND OUTBOUND CALLS	5/25/93	5,214,688
METHOD AND APPARATUS FOR DYNAMIC AND INTERDEPENDENT PROCESSING OF INBOUND CALLS AND OUTBOUND CALLS	11/30/99	RE36,416
AUTOMATED VOICE SYSTEM FOR IMPROVING AGENT EFFICIENCY AND IMPROVING SERVICE TO PARTIES ON HOLD	4/23/96	5,511,112
NON OFFENSIVE TERMINATION OF CALL DETECTION OF AN ANSWERING MACHINE	12/3/96	5,581,602
METHOD AND APPARATUS FOR NON-OFFENSIVE TERMINATION OF AN OUTBOUND CALL AND FOR DETECTION OF AN ANSWER OF AN OUTBOUND CALL BY AN ANSWERING MACHINE	10/27/98	5,828,731
METHOD FOR AUTOMATICALLY OBTAINING AND PRESENTING DATA FROM MULTIPLE DATA SOURCES	10/7/97	5,675,637
METHOD FOR CONSOLIDATION OF MULTIPLE DATA SOURCES	3/26/02	6,362,838
CREATING AND USING AN ADAPTABLE MULTIPLE CONTACT TRANSACTION OBJECT	11/6/01	6,314,089

TITLE	FILED	PATENT NO./ISSUED
AUTOMATED VOICE SYSTEM FOR IMPROVING AGENT EFFICIENCY AND IMPROVING SERVICE TO PARTIES ON HOLD	5/3/94	5,309,505
METHOD AND APPARATUS FOR PROVIDING RESULT-ORIENTED CUSTOMER SERVICE	1/14/97	5,594,791
METHOD AND APPARATUS FOR PROVIDING RESULT-ORIENTED CUSTOMER SERVICE	10/5/99	5,963,635
METHOD AND SYSTEM FOR OPTIMIZATION OF TELEPHONE CONTRACT CAMPAIGNS	05/15/97	5,621,790
METHOD AND SYSTEM FOR OPTIMIZATION OF TELEPHONE CONTRACT CAMPAIGNS	07/25/95	5,436,965
METHOD AND SYSTEM FOR OPTIMIZATION OF TELEPHONE CONTRACT CAMPAIGNS	03/30/99	5,889,799
BUSINESS TRANSACTIONS ON THE INTERNET	3/15/05	6,868,395
METHOD FOR AVOIDING CALL BLOCKING	12/3/91	5,070,525
TRANSMISSION OF VOICE OVER AN ASYNCHRONOUS NETWORK	9/12/00	6,118,763
METHOD FOR CONSOLIDATION OF MULTIPLE DATA SOURCES	8/2/05	6,925,607
TELEPHONE LOOP CURRENT MODULATOR	5/3/88	4,742,539
CURRENT SOURCE AND OFF-HOOK DETECTOR	5/3/88	4,742,538
CONTACT CENTER DYNAMIC RECORD DELIVERY	5/18/03	6,941,320

U.S. PATENT APPLICATIONS

TITLE	FILING DATE	APPLICATION NO.
INTELLIGENT INFORMATION ROUTING SYSTEM AND METHOD	11/13/95	60/006,663
OUTBOUND CALLING SYSTEM IN A CONTACT CENTER	3/13/00	09/524,656
METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	6/16/00	09/595,697
METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	6/11/03	10/459,043
METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	6/11/03	10/459,087
METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	6/11/03	10/459,042
AUTOMATIC MONITORING OF AGENT-CUSTOMER CONTACT SESSIONS IN A CONTACT CENTER	7/7/00	09/611,592
CUSTOMER INTERACTION SYSTEM	4/6/01	09/827,848
SYSTEM AND METHOD FOR PROVIDING AN AUTOMATIC TELEPHONE CALL BACK FROM INFORMATION PROVIDED AT A DATA TERMINAL	9/28/98	09/161,816
SYSTEM AND METHOD FOR DYNAMICALLY EXCHANGING AND MANIPULATING INFORMATION BETWEEN A CALL CENTER GENT TERMINAL AND AN INTERNET-BASED	2/5/99	09/246,034
SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE	12/2/98	09/203,965
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
RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM AND METHOD	11/1/99	09/431,017
SYSTEM AND METHOD OF PROPAGATING EXCLUSION RECORDS IN A NETWORKED COMPUTER TELEPHONY INTEGRATION SYSTEM	9/17/99	09/398,222
SYSTEM AND METHOD FOR ASSOCIATING INTERACTIVE VOICE RESPONSE UNIT DATA TO A TELEPHONE CALL USING AUTOMATIC NUMBER IDENTIFIERS	8/30/01	09/943,587
TELEPHONY SYSTEM PAGING SYSTEM AND METHOD	11/30/01	09/998,249
PIPELINED MULTI-CHANNEL COMPANDING	9/26/03	60/506,337

TITLE	FILING DATE	APPLICATION NO.
EFFICIENT MULTIPLEXED CONFERENCING ENGINE	9/26/03	60/506,308
NON-BLOCKING EXPANDABLE CALL CENTER ARCHITECTURE	12/7/99	09/456,166
MULTI-MEDIA CONTACT CHANNEL IN AGENT STATE CONTROL SYSTEM AND METHOD FOR USE IN A CONTACT CENTER	8/23/05	11/211,113
INTER CAMPAIGN AND QUEUE COOPERATION	8/16/05	11/204,619
SYSTEM AND METHOD OF HTML TRANSACTION LOGGING IN A WEB BASED (HTTP) CUSTOMER CONTACT CENTER	8/16/05	11/204,618
CONTACT CENTER DYNAMIC RECORD DELIVERY	6/30/05	11/172,552
ADAPTIVE SKILLS-BASED ROUTING	6/1/05	11/141,747
PERSONAL COMMUNICATION INTERACTION MANAGER	5/5/05	11/122,732
CONTACT CENTER DYNAMIC RECORD DELIVERY	5/5/05	11/122,734
NETWORK COMMUNICATION USING PUSH TECHNOLOGY	4/11/05	11/103,087
METHOD AND SYSTEM FOR BLENDING OF REACTIVE AND ACTIVE CONTACTS	4/4/05	11/098,911
SIMULTANEOUS USAGE OF AGENT AND SERVICE PARAMETERS	4/4/05	11/098,910
AN EFFICIENT MULTIPLEXED CONFERENCING ENGINE	9/24/04	10/948,951
SYSTEM AND METHOD FOR PROVIDING AUDIO COMMUNICATION OVER A COMPUTER NETWORK USING DIFFERING COMMUNICATION FORMATS	4/6/04	10/818,764
DYNAMIC & INTERDEPENDENT PROCESSING OF INBOUND CALLS AND OUTBOUND CALLS	11/10/99	09/437,414
REMOTE ACCESS, EMULATION, AND CONTROL OF OFFICE EQUIPMENT	1/29/02	10/059,872
DYNAMIC HELP OPTION FOR INTERNET CUSTOMERS	06/20/01	09/885,717
T1 CIRCUIT ADAPTER	12/19/01	10/025,952
COLLABORATION BETWEEN TWO COMPUTING DEVICES	3/27/02	10/107,632
INSTANT ACCESS TO REMOVE RESOURCES AND SERVICES	1/14/03	10/342,158
METHOD AND APPARATUS FOR PROVIDING RESULT ORIENTED CUSTOMER SERVICE	6/3/03	10/453,852
TRAINING, CERTIFYING, ASSIGNING AND COLLABORATING AGENTS AMONG MULTIPLE USERS	5/30/03	10/449,872

FIRSTPOINT CONTACT TECHNOLOGIES, LLC**U.S. ISSUED PATENTS**

TITLE	ISSUED	PATENT NO.
AUTOMATIC CALL DISTRIBUTION NETWORK WITH CALL OVERLOAD SYSTEM AND METHOD	1/19/99	RE 36,051 OF 5,384,841
TELEPHONE MODULE (DESIGN APPLICATION) (91CR131/CBP)	2/22/94	D344,521
ASYMMETRICAL TIME DIVISION MATRIX APPARATUS	2/19/85	4,500,986
MULTIPLE POSITION ELECTRICAL SWITCH	3/19/85	4,506,118
NEGATIVE RESISTANCE CIRCUIT FOR VCO	5/21/85	4,518,930
ANSWER SUPERVISION SYSTEM	5/21/85	4,519,072
FLEXIBLE PRINTED CIRCUIT CONNECTOR	08/6/85	4,533,206
NON-LINEAR ADDER	10/15/85	4,547,878
SERIAL DATA WORD TRANSMISSION RATE CONVERTER	08/19/86	4,607,345
ELECTRONIC TELEPHONE WITH FEATURE ACCESS AND SPEED DIALING INCLUDING LOOP BREAKS	9/23/86	4,613,730
INTEGRATED VOICE AND DATA TELECOMMUNICATION SWITCHING SYSTEM	12/02/86	4,627,047
MULTI-FUNCTION BUS	07/14/87	4,680,754
DIGITAL CLOCK RECOVERY CIRCUIT FOR RETURN TO ZERO DATA	9/22/87	4,696,016
MULTIFUNCTION BUS TO USER DEVICE INTERFACE CIRCUIT	4/12/88	4,737,950
ANALOG ECHO SUPPRESSOR	5/31/88	4,748,665
ELECTRONIC DIGITAL CROSSCONNECT SYSTEM	11/11/88	4,782,479
TELEPHONE HEADSET INTERFACE CIRCUIT	11/1/88	4,782,524
TELEPHONE SWITCHING SYSTEM WITH VOICE DETECTION AND ANSWER SUPERVISION	2/28/89	4,809,272
POWER SUPPLY OUTPUT PROTECTION CIRCUITRY WITH SIGNALING	07/11/89	4,847,720
MULTI-REQUESTER ARBITRATION CIRCUIT	11/14/89	4,881,195
DIGITAL LOOP CARRIER SYSTEM HAVING MULTIPLEXED INTERRUPT STRUCTURE	11/14/89	4,881,225
METHOD FOR PREDICTIVE PACING OF CALLS IN A CALLING SYSTEM	11/14/89	4,881,261
DIGITAL LOOP CARRIER SYSTEM HAVING PROGRAMMABLE TIMESLOT AND BANDWIDTH	12/19/89	4,888,765
INTEGRATED PUBLIC SAFETY ANSWERING POINT SYSTEM	1/9/90	4,893,325
PACKET SWITCHING MODULE	03/27/90	4,912,701
TEST ACCESS SYSTEM FOR A DIGITAL LOOP CARRIER SYSTEM	08/14/90	4,949,355
DIGITAL LOOP CARRIER SYSTEM HAVING CPU TO CHANNEL UNIT PROTOCOL	10/30/90	4,967,193
ANNOUNCEMENT AND TONE CODE GENERATOR FOR TELEPHONIC NETWORK AND METHOD	12/18/90	4,979,171
SEMI-FLOATING AC/DC ACTIVE TERMINATION CIRCUIT WITH CURRENT SINK	5/28/91	5,020,102
DIGITAL ECHO SUPPRESSOR	06/4/91	5,022,074
TONE AND ANNOUNCEMENT MESSAGE CODE GENERATOR FOR A TELEPHONIC SWITCHING SYSTEM AND METHOD	06/30/92	5,127,004
DIGITAL COMMUNICATIONS NETWORK WITH UNLIMITED CHANNEL EXPANDABILITY	08/4/92	5,136,579
PULSE WIDTH MODULATED SELF-CLOCKING AND SELF-SYNCHRONIZING DATA TRANSMISSION AND METHOD FOR A TELEPHONIC COMMUNICATION NETWORK SWITCHING SYSTEM	08/18/92	5,140,611
AUTOMATIC CALL RETURNING METHOD FOR CALL DISTRIBUTOR WITH MESSAGE RECORD CAPABILITY	1/19/93	5,181,236

TITLE	ISSUED	PATENT NO.
APPARATUS FOR PROVIDING DYNAMIC SELECTION OF MODEM PROTOCOL TO SUPPORT MULTIPLE MODEM TYPES	4/13/93	5,202,899
MULTICHANNEL TELEPHONE SWITCHING NETWORK WITH DIFFERENT SIGNALING FORMATS AND CROSS CONNECT/PBX TREATMENT SELECTABLE FOR EACH CHANNEL	12/7/93	5,268,903
FAULT-TOLERANT SIGNALING	12/14/93	5,270,699
TELEPHONE SYSTEM WITH UBIQUITOUS AGENTS	5/3/94	5,309,513
KEYBOARD WITH TOP MOUNTABLE KEY CAP ASSEMBLIES AND METHOD	08/2/94	5,333,961
TWO DIMENSIONAL ROUTING APPARATUS IN AN AUTOMATIC CALL DIRECTOR-TYPE SYSTEM	08/2/94	5,335,269
TELECOMMUNICATION SYSTEM WITH DELAY DATA BUFFER AND METHOD	09/13/94	5,347,512
TELEPHONE SWITCHING SYSTEM WITH A USER CONTROLLED DATA MEMORY ACCESS SYSTEM AND METHOD	10/4/94	5,353,343
PHASE CORRECTOR FOR REDUNDANT CLOCK SYSTEMS	10/11/94	5,355,090
TELEPHONIC SWITCHING SYSTEM WITH AUTOMATIC PORT ASSIGNMENT CAPABILITY AND METHOD	11/15/94	5,365,581
TELEPHONIC CONSOLE WITH MULTIPERSONALITY CONTROL APPARATUS AND METHOD	12/6/94	5,371,785
TELECOMMUNICATION SYSTEM PROTOCOL FOR ASYNCHRONOUS DATA COMMUNICATION BETWEEN MULTIPOINT SWITCH CONTROL PROCESSOR AND INFORMATION SUPPORT PERSONAL COMPUTER TERMINAL	1/31/95	5,386,412
INTERNODE ROUTING FOR A TELEPHONE SYSTEM	2/7/95	5,388,145
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH EMERGENCY RECORDING SYSTEM AND METHOD	2/21/95	5,392,329
AUTOMATIC CALL DISTRIBUTOR WITH WIRELESS CONNECTION WITH REMOTE UNIT AND METHOD	03/21/95	5,400,327
A FUNCTIONALLY PROGRAMMABLE PCM DATA ANALYZER AND TRANSMITTER FOR USE IN	07/18/95	5,434,981
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH EMERGENCY CONFERRING AND METHOD	9/19/95	5,452,348
SWITCH BYPASS FOR A PUBLIC SAFETY CALLING SYSTEM	9/26/95	5,454,025
TELEPHONIC CONSOLE WITH PROGRAMMABLE NONVOLATILE PERSONALITY MEMORY AND METHOD	10/24/95	5,461,668
AUTOMATIC CALL DISTRIBUTION WITH INTERSUBNETWORK CUSTOMER INFORMATION TRANSFER SYSTEM AND METHOD	11/21/95	5,469,504
AUTOMATIC CALL DISTRIBUTOR WITH PROGRAMMABLE WINDOW DISPLAY SYSTEM AND METHOD	12/26/95	5,479,497
AUTOMATIC CALL DISTRIBUTOR WITH INTERNAL WRITTEN MESSAGE COMMUNICATION SYSTEM AND METHOD	2/6/96	5,490,211
TELECOMMUNICATIONS SYSTEM WITH MULTILINK HOST COMPUTER CALL CONTROL INTERFACE SYSTEM AND METHOD	03/19/96	5,500,891
INTEGRATED VOICE AND BUSINESS TRANSACTION REPORTING FOR TELEPHONE CALL CENTERS	4/23/96	5,511,117
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH AN ISDN COMPATIBLE CALL CONNECTION SYSTEM AND METHOD	06/11/96	5,526,416
AUTOMATIC CALL DISTRIBUTOR WITH AUTOMATED POSTCONVERSATION MESSAGE SYSTEM	06/11/96	5,526,417
TELECOMMUNICATION SYSTEM WITH USER MODIFIABLE PBX TERMINATING CALL FEATURE CONTROLLER AND METHOD	07/2/96	5,533,109
AUTOMATIC CALL DISTRIBUTOR HAVING MULTIPLE AUDIO SOURCES	07/9/96	5,535,270
TELEPHONIC CONSOLE WITH PRERECORDED VOICE MESSAGE AND METHOD	07/23/96	5,539,818
CALL DISTRIBUTOR WITH AUTOMATIC PREANNOUNCEMENT SYSTEM AND METHOD	8/6/96	5,544,232

TITLE	ISSUED	PATENT NO.
AUTOMATIC CALL DISTRIBUTOR WITH TELEPHONIC CALL HOLDING SYSTEM	08/13/96	5,546,454
TELECOMMUNICATION SYSTEM WITH INBOUND CALL RESPONSIVE PREDICTIVE OUTDIALING SYSTEM AND METHOD	08/13/96	5,546,456
INTERFACE CIRCUIT, SYSTEM AND METHOD FOR INTERFACING AN ELECTRONIC DEVICE AND A SYNCHRONOUS STATE MACHINE HAVING DIFFERENT CLOCK SPEEDS	9/10/96	5,555,213
AUTOMATIC CALL DISTRIBUTOR REPORTING SYSTEM AND METHOD THEREFOR	9/10/96	5,555,297
TELECOMMUNICATION SYSTEM WITH SELECTIVE REMOTE INTERFACE ASSEMBLY AND METHOD	9/24/96	5,559,794
SWITCH SENTRY DEVICE	11/26/96	5,579,368
INTERFACE FOR AUTOMATIC CALL DISTRIBUTOR FOR PERFORMING AGENT FUNCTIONS VIA HOST COMPUTER	12/17/96	5,586,178
TELEPHONE SWITCHING SYSTEM AND METHOD FOR CONTROLLING INCOMING TELEPHONE CALLS TO REMOTE AGENTS AND FOR COLLECTING AND PROVIDING CALL DATA	4/8/97	5,619,557
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH DISPLAY DATA STORAGE COMPRESSION SYSTEM AND METHOD	5/27/97	5,633,923
CIRCUIT BOARD ASSEMBLY	07/15/97	5,648,891
SYSTEM AND METHOD FOR SIMULATING OPERATION OF AN AUTOMATIC CALL DISTRIBUTOR	07/29/97	5,652,791
DIAGNOSTIC DEVICE FOR A COMMUNICATIONS SWITCHING SYSTEM	10/14/97	5,677,912
DELAY ANNOUNCEMENT GROUP AND TIME CONTROLLER FOR A TELEPHONE SYSTEM	12/9/97	5,696,818
SYSTEM AND METHOD FOR MONITORING AUDIO POWER LEVEL OF AGENT SPEECH IN A TELEPHONIC SWITCH	1/27/98	5,712,954
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH USER DEFINABLE LOGGING AND METHOD THEREFOR	2/3/98	5,715,306
INTEGRATED VOICE AND BUSINESS TRANSACTION REPORTING FOR TELEPHONE CALL CENTERS	2/3/98	5,715,307
CALL OVERFLOW SYSTEM AND METHOD FOR AN AUTOMATIC CALL DISTRIBUTION SYSTEM	03/3/98	5,724,419
AUTOMATIC CALL DISTRIBUTOR WITH ANSWER MACHINE DETECTION APPARATUS AND METHOD	03/3/98	5,724,420
ANNOUNCEMENT SYSTEM AND METHOD IN A TELEPHONIC CALL SWITCHING SYSTEM	03/17/98	5,729,593
AUTOMATIC CALL DISTRIBUTOR WITH AUTOMATED VOICE RESPONSIVE CALL SERVICING SYSTEM AND METHOD	03/17/98	5,729,600
APPARATUS AND METHOD FOR DETECTING CONVERSATION INTERRUPTIONS IN A TELEPHONIC SWITCH	4/7/98	5,737,405
SYSTEM AND METHOD FOR AUTOMATIC MONITORING OF ACTIVE TELEPHONE CALLS IN A TELEPHONIC SWITCH	08/4/98	5,790,635
INTERRUPT SYSTEM	08/25/98	5,798,901
SERVICE EVALUATION SYSTEM AND METHOD FOR A TELEPHONIC SWITCH	9/29/98	5,815,565
AN AGENT SPEECH DETECTOR SYSTEM AND METHOD FOR USE WITH A TELEPHONIC SWITCH	10/6/98	5,818,909
DRAM CONTROLLER WITH BACKGROUND REFRESH	10/13/98	5,822,265
VIDEO SWITCHING SYSTEM, VIDEO COMMUNICATIONS SYSTEM AND METHOD FOR AUTOMATICALLY ESTABLISHING VIDEO COMMUNICATIONS USING A TELEPHONIC SWITCH	11/3/98	5,831,665
CALL PATH SYSTEM AND METHOD FOR MODELING AND MODIFYING A CALL PATH OF A TELEPHONE CALL ROUTED BY A TELEPHONE SWITCH	11/3/98	5,832,059
FWC: DEVICE FOR PROGRAMMING SCRIPT SETS IN A TELEPHONE SYSTEM	11/3/98	5,832,070

TITLE	ISSUED	PATENT NO.
ALARM NOTIFICATION SYSTEM AND METHOD FOR A TELEPHONE SWITCH	12/22/98	5,852,649
MONITORING SYSTEM & METHOD USED IN AUTOMATIC CALL DISTRIBUTOR FOR TIMING INCOMING TELEPHONE CALLS	12/29/98	5,854,832
SYSTEM AND METHOD FOR ESTABLISHING COMMUNICATIONS BETWEEN A REMOTE COMPUTER AND A COMPUTER SERVICE PROVIDER USING A TELEPHONIC SWITCH	1/5/99	5,857,014
AUTOMATIC CALL DISTRIBUTOR WITH PRIORITIZATION	1/5/99	5,857,018
AUDIO COMMUNICATIONS INTERFACE, METHOD AND COMMUNICATIONS SYSTEM FOR CONNECTING A REMOTE AGENT TO A TELEPHONE SWITCH	1/26/99	5,864,615
CTI INTEGRATION OF TELEPHONIC CALLS OVERFLOWING BETWEEN SWITCHES OF AN AUTOMATIC CALL DISTRIBUTOR THROUGH A HOST CONTROLLER	5/4/99	5,901,215
AUTOMATIC DIAL-UP SOFTWARE UPDATE SYSTEM	5/18/99	5,905,779
GALAXY METHOD FOR CTI INTEGRATION OF TELEPHONE CALLS OVERFLOWING BETWEEN SWITCHES OF AN AUTOMATIC CALL DISTRIBUTOR USING ISDN INTERSWITCH COMMUNICATION	5/25/99	5,907,611
CTI INTEGRATION OF TELEPHONE CALLS OVERFLOWING BETWEEN SWITCHES OF AN AUTOMATIC CALL DISTRIBUTOR USING ISDN INTERSWITCH COMMUNICATION AND TELESRIPTING	06/8/99	5,910,983
AUTOMATIC TONE FAULT DETECTION SYSTEM AND METHOD	07/13/99	5,923,729
A CALL RECORDING SYSTEM AND METHOD FOR USE WITH A TELEPHONIC SWITCH	07/13/99	5,923,746
COMMUNICATIONS SYSTEM AND INTERFACE CIRCUIT FOR INTERCONNECTING TELEPHONIC SWITCH	07/13/99	5,923,747
METHOD OF STRUCTURING A DATABASE OF A CONTROL SYSTEM FOR ACCESS BY THIRD PARTY SOFTWARE	08/3/99	5,933,828
DATA DISPLAY SYSTEM AND METHOD FOR DISPLAYING REAL-TIME DATA RELATING TO AN AUTOMATIC DISTRIBUTOR	08/17/99	5,940,494
AUTOMATIC CALL DISTRIBUTOR WITH AGENT CONTROLLED CALL CONNECTION	10/19/99	5,970,135
METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK	11/23/99	5,991,394
DYNAMIC SCHEDULE PROFILER FOR ACD	12/21/99	6,005,932
DEVICE FOR UPGRADING A REPORTING SYSTEM	2/15/00	6,026,157
TELEPHONIC SWITCHING SYSTEM, TELEPHONIC SWITCH AND METHOD FOR SERVICING TELEPHONE CALLS USING VIRTUAL MEMORY SPACES	2/22/00	6,028,925
ISDN PRIMARY RATE INTERSWITCH MAIL USING NON-CALL ASSOCIATED TEMPORARY SIGNALLING	03/14/00	6,038,308
TELECOMMUTABLE PLATFORM	03/28/00	6,044,145
MODULAR SWITCHING SYSTEM	04/4/00	6,046,994
ACD WITH PACKET DATA BASED AGENT INTERCONNECT	5/9/00	6,061,347
METHOD OF IMPROVING A PROCESSING EFFICIENCY OF AN AUTOMATIC DATA PROCESSING SYSTEM	07/4/00	6,083,280
DIAGNOSTIC DEVICE FOR A TELEPHONE SYSTEM	07/4/00	6,084,943
A DIGITAL SIGNAL DETECTOR AND METHOD	07/4/00	6,084,947
EMULATOR FOR A TELEPHONE SYSTEM	07/18/00	6,091,801
ACD WITH MULTI-LINGUAL AGENT POSITION	08/1/00	6,097,806
IMPROVED CIRCUIT BOARD ASSEMBLY	09/19/00	6,122,161
SCHEDULE ADHERENCE SYSTEM	11/7/00	6,144,971
TIMESLOT INTERCHANGE NETWORK	12/12/00	6,160,807
VIDEO SWITCHING SYSTEM, VIDEO COMMUNICATIONS SYSTEM AND METHOD FOR ESTABLISHING VIDEO COMMUNICATION WITH A TELEPHONIC SWITCH	1/30/01	6,181,366

TITLE	ISSUED	PATENT NO.
METHOD AND SYSTEM FOR ROUTING INCOMING TELEPHONE CALLS TO AVAILABLE AGENTS BASED ON AGENT SKILLS	04/24/01	6,222,919
CTI INTEGRATION OF TELEPHONIC CALLS MOVED BETWEEN SWITCHES OF AN AUTOMATIC CALL DISTRIBUTOR	5/15/01	6,233,333
A CALL OVERFLOW SYSTEM AND METHOD FOR OVERFLOWING TELEPHONE CALLS BETWEEN TELEPHONE SWITCHES	06/12/01	6,246,759
DPNSS VRU WITH SINGLE CHANNEL TRANSFER	07/10/01	6,259,770
METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK	08/28/01	6,282,284
A METHOD TO IDENTIFY THE LOCATION OF AN EMERGENCY CALL IN A CALL CENTER ENVIRONMENT	09/11/01	6,289,083
METHOD OF PROCESSING E-MAIL IN AN AUTOMATIC CALL DISTRIBUTOR	09/11/01	6,289,373
IMPROVED METHOD FOR INCOMING CALL ANSWERING FOR AUTOMATIC CALL DISTRIBUTORS	09/25/01	6,295,354
A METHOD OF NATURAL LANGUAGE COMMUNICATION OF INFORMATION USING A MARK-UP LANGUAGE	10/23/01	6,308,154
AUTOMATIC CALL DISTRIBUTOR AND METHOD FOR ROUTING INCOMING TELEPHONE CALLS BASED ON PROFICIENCY RATINGS OF AGENTS	12/25/01	6,333,980
APPARATUS AND METHOD FOR PROVIDING SUPPORT SOFTWARE FOR AN AGENT WORKSTATION OF AN AUTOMATIC CALL DISTRIBUTOR	2/19/02	6,349,137
REMOTE ACD DATA BASE MODIFICATION VIA TELEPHONE	04/2/02	6,366,665
PERIODIC PROCESS TIMER	5/7/02	6,385,637
IMPROVED SKILL-BASED CALL ROUTING	07/23/02	6,424,709
CIRCUIT AND METHOD FOR IMPROVING MEMORY INTEGRITY IN A MICROPROCESSOR BASED APPLICATION	08/20/02	6,438,710
METHOD OF MULTI-MEDIA TRANSACTION PROCESSING	09/10/02	6,449,356
R2 MULTI-FREQUENCY COMPELLED SIGNALLING USING A DSP ON THE NETWORK TERMINATION CARD	09/10/02	6,449,286
EMBEDDED SOFTWARE NEGOTIATION OF PCM COMPANDING FORMAT	1/21/03	6,510,180
SWITCH VOICE/DATA SERVICE EXTENSION TO REMOTE FACILITIES	04/08/03	6,546,023
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH SIGNAL GENERATOR AND METHOD	04/08/03	6,546,097
BUS INTERFACE FOR AUTOMATIC CALL DISTRIBUTOR	06/3/03	6,574,330
AUTOMATIC CALL DISTRIBUTION SYSTEM AGENT LOG-ON WITH PSEUDO-PORT	06/3/03	6,574,332
ACD TIER BASED ROUTING	06/10/03	6,577,727
AUTOMATIC DISTRIBUTION SYSTEM CONTACT ROUTING WITH MEDIA PORT	07/8/03	6,590,971
METHOD OF MODIFYING SPEECH TO PROVIDE A USER SELECTABLE DIALECT	07/22/03	6,598,021
SYSTEM AND METHOD FOR AUTOMATICALLY DETECTING PROBLEMATIC CALLS	07/29/03	6,600,821
TELEPHONE TO COMPUTER AUDIO INTERFACE	09/2/03	6,614,906
METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK	09/16/03	6,621,899
PACKET TELEPHONY GATEWAY FOR HEARING IMPAIRED RELAY SERVICES	09/23/03	6,625,259
ADMINISTRATION AND CONTROL OF AN AUTOMATIC CALL DISTRIBUTOR BY A REMOTELY LOCATED SUPERVISOR	11/25/03	6,654,458
AUTOMATIC CONTACT DISTRIBUTION SYSTEM DEFINABLE AGENT LOG-OFF REASONS	11/25/03	6,654,798
ACD WITH PACKET DATA BASED AGENT INTERCONNECT	1/13/04	6,678,266

TITLE	ISSUED	PATENT NO.
PROFIT-BASED METHOD OF ASSIGNING CALLS IN A TRANSACTION PROCESSING SYSTEM	06/1/04	6,744,879
STAND ALONE ACD SYSTEM WITH NATIVE SIGNALING SYSTEM 7 CAPABILITY	06/22/04	6,754,327
METHOD AND APPARATUS FOR PROVIDING MUSIC TO AN AGENT DURING NON-VOICE DIALOG COMMUNICATION IN AN AUTOMATIC CALL DISTRIBUTOR SYSTEM	3/22/05	6,870,925
CUSTOMER TOUCH-POINT SCORING SYSTEM	3/15/05	6,868,153
MULTI-SITE RESPONSIBILITY-BASED ROUTING	1/11/05	6,842,515
CONTACT CENTER AUTOPILOT ARCHITECTURE	2/8/05	6,853,721
CONTACT CENTER AUTOPILOT ALGORITHMS	2/15/05	6,856,680
METHOD AND APPARATUS FOR AGENT OPTIMIZATION USING SPEECH SYNTHESIS AND RECOGNITION	8/3/04	6,771,746
NATURAL LANGUAGE AGENT FOR MONITORING A THREADED DISCUSSION	10/12/04	6,804,668
METHOD OF CREATING SCRIPTS BY TRANSLATING AGENT/CUSTOMER CONVERSATIONS	9/26/00	09/670,093
APPARATUS AND METHOD FOR PROVIDING CALLER-SPECIFIC DATA TO AGENT STATION AND FOR AUTOMATICALLY LAUNCHING CORRESPONDING APPLICATION	8/16/05	6,931,119
TIMESLOT INTERCHANGE CIRCUIT SUPPORTING PCM, ADPCM, AND MULTIPLE DATA CHANNEL CONNECTIVITY TO TI AND EI CIRCUITS	5/31/05	6,901,077
EMERGENCY SERVICES MANAGEMENT NETWORK UTILIZING BROADBAND VOICE OVER DATA NETWORKS	7/7/05	6,914,896
TRACKING AGENT CALL PROCESSING LOCATIONS IN CONNECTION WITH AN AUTOMATIC CALL DISTRIBUTION SYSTEM	11/9/04	6,616,733
SYSTEM AND METHOD FOR PROVIDING INFORMATIVE COMMUNICATION	10/26/04	6,810,077
SCHEDULE BASED TRANSACTION ROUTING	8/3/04	6,771,764
INTERNET WEB SITE WITH AUDIO INTERCONNECT AND AUTOMATIC CALL DISTRIBUTOR	8/23/05	6,934,277
METHOD OF OPTIMIZING CALL CENTER RESOURCES BASED UPON STATISTICS	3/22/05	6,870,926
METHOD AND SYSTEM FOR ROUTING TRANSACTIONS IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM BASED ON NON-VOICE DIALOG AGENT SKILL SET	3/8/05	6,865,267
METHOD OF PROVIDING BACKGROUND AND VIDEO PATTERNS	4/26/05	6,885,744
SYSTEM FOR TRANSFERRING WORDS ON A BUS WITH CAPABILITY TO INTERMIX FIRST ATTEMPTS AND RETRY	09/18/84	4472787
PLUG-IN MODULE CARD HOLDER	09/18/84	4472763
TRANSPARENT DIALING BETWEEN INTERCONNECTED TELECOMMUNICATION SWITCHING SYSTEMS	04/10/84	4442321
SWITCHING REGULATOR WITH CONTROLLED LOAD	03/27/84	4439819
DIAL PULSE DELAY CIRCUIT	03/06/84	4435620
TELEPHONE CALL PROGRESS TONE AND ANSWER IDENTIFICATION CIRCUIT	09/20/83	4405833
OVERFLOW AND DIVERSION TO A FOREIGN SWITCH	08/23/83	4400587
ELECTRONIC HYBRID	06/14/83	4388500
DATA DISTRIBUTION INTERFACE	03/22/83	4377843
COMPUTER SYSTEM APPARATUS FOR PREFETCHING DATA REQUESTED BY A PERIPHERAL DEVICE FROM MEMORY	02/01/83	4371924
AUTOMATIC FAULT RECOVERY SYSTEM FOR MULTIPLE PROCESSOR TELECOMMUNICATIONS SWITCHING CONTROL	02/01/83	4371754
SWITCHING DC REGULATOR AND LOAD SHARING SYSTEM FOR MULTIPLE REGULATORS	11/16/82	4359679

TITLE	ISSUED	PATENT NO.
ELECTRONIC TELEPHONES WITH COOPERATIVE INTERACTION BETWEEN A MASTER SET AND MEMBERS' SETS IN A GROUP	09/28/82	4351986
COMPUTER SYSTEM APPARATUS FOR IMPROVING ACCESS TO MEMORY BY DEFERRING WRITE OPERATIONS	08/31/82	4347567
ERROR CHECKING CIRCUIT	07/27/82	4342112
TRI-LEVEL DIGITAL RECORDING	07/20/82	4340913
PRINTED CIRCUIT BOARD CONNECTOR	06/01/82	4332430
DATA BUS FAULT DETECTOR	05/04/82	4328583
DTMF SIGNAL RECEIVER	01/26/82	4313038
POLARIZATION KEY FOR ELECTRICAL CONNECTOR	12/29/81	4307927

U.S. PATENT APPLICATIONS

TITLE	FILING DATE	APPLICATION NO.
SEARCH AGENT FOR SEARCHING THE INTERNET	3/21/02	10/103,479
SELECTIVE MESSAGING IN A MULTIPLE MESSAGING LINK ENVIRONMENT	2/9/99	09/246,389
DYNAMIC SKILLED-BASED CALLED ROUTING	4/27/99	09/300,676
ACD MULTIMEDIA CUSTOMER CONTACT ROUTING WITH DELAY ANNOUNCEMENTS	2/16/00	09/505,318
2D/3D COORDINATE SYSTEM ASSIGNED TO ENTITIES IN THE 3SC SERVER AND 2D/3D ENTITY MAPPING USING VRML AND JAVASCRIPT	5/31/00	09/584,306
3SC SERVER REMOTE DATA ACCESS VIA VOICE RESPONSE SYSTEM	9/29/00	09/675,597
CALL ROUTING BASED ON LANGUAGE OF PERSON ANSWERING THE PHONE	1/18/00	09/484,140
SYSTEM AND METHOD FOR PREDICTING CUSTOMER CONTACT OUTCOMES	11/15/02	10/295,275
VOICE FILTER FOR NORMALIZING AN AGENT'S EMOTIONAL RESPONSE	7/13/00	09/615,266
METHOD AND SYSTEM FOR TRANSACTING AND NEGOTIATING BUSINESS OVER A COMMUNICATION NETWORK USING AN INFOMEDIARY COMPUTER	3/7/02	10/093,304
METHOD SELECTING ACTIONS OR PHASES FOR AN AGENT BY ANALYZING CONVERSATION CONTENT AND EMOTIONAL INFLECTION	9/27/02	10/259,359
PROVIDING CUSTOMER DATA TO AN AUTOMATIC CALL DISTRIBUTION SYSTEM AGENT	2/8/00	09/499,817
METHOD AND SYSTEM FOR TRANSFERRING CONTACT-SPECIFIC DATA TO SECOND PARTY	9/29/00	09/676,398
REDUNDANT CHANNELS OVER A PACKET NETWORK	6/27/00	09/604,128
SYSTEM AND METHOD FOR DISTRIBUTING CUSTOMER CONTACTS	7/31/01	09/918,902
METHOD AND APPARATUS FOR ALLOCATING RESOURCES OF A CONTACT CENTER	8/11/00	09/637,969
WEB CALLBACK THROUGH MULTIMEDIA DEVICES	5/28/02	10/156,406
VOICE OVER PACKET NETWORK PHONE	5/1/01	09/846,544
INTERNET ARCHITECTURE FOR SOFTWARE BASED ACD	9/5/02	10/235,751
SOFTWARE BASED SINGLE AGENT MULTIPOINT CONFERENCE CAPABILITY	7/10/01	09/902,205
COMBINED CALLER AND AGENT ENDPOINT MANAGER	1/10/02	10/044,868
SYSTEM AND METHOD FOR PREDICTIVE CUSTOMER CONTACTS	2/19/02	10/078,049
STREAMING ANNOUNCEMENTS TO AGENTS OF AN ACD	9/28/01	09/966,688
AGENT DESKTOP MANAGEMENT SYSTEM WITH AGENT TRAINING	8/28/01	09/941,046

TITLE	FILING DATE	APPLICATION NO.
INTELLIGENT INTERACTIVE VOICE RESPONSE UNIT	3/4/02	10/090,499
METHOD OF DELIVERING ENTERPRISE DATA THROUGH A CALL CENTER	11/5/01	10/011,578
GUI FOR ORGANIZATIONAL ENVIRONMENT	11/1/02	10/285,868
CONTACT CENTER DATA INTEGRATION WITH ENTERPRISE APPLICATIONS	4/2/02	10/114,487
METHOD AND APPARATUS FOR SHARING CUSTOMER DATA	11/16/01	09/992,138
METHOD AND SYSTEM FOR DATA FIELD REUSE	11/30/01	09/997,754
METHOD AND SYSTEM FOR ADDING TEXT DATA TO DATA COMMUNICATION SESSIONS	3/7/02	10/093,192
METHOD OF ALLOCATING DATA COMMUNICATION SESSIONS BASED UPON USER INFORMATION	1/3/02	10/037,998
METHOD AND APPARATUS FOR DETERMINING A REAL TIME AVERAGE SPEED OF ANSWER IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM	8/8/02	10/214,674
MULTI-PROTOCOL AGENT TELEPHONE SYSTEM	11/30/01	09/997,912
METHOD AND APPARATUS FOR DETECTING ECHO CANCELLER	9/30/02	10/261,058
METHOD AND APPARATUS FOR INQUIRY RESOLUTION IN A TRANSACTION PROCESSING SYSTEM	8/27/02	10/228,980
MEDIA TRANSLATOR FOR TRANSACTION PROCESSING SYSTEM	9/24/02	10/253,094
UTILIZATION OF AGENT IDLE TIME IN A COMMUNICATION SYSTEM	4/9/02	10/118,882
BEST PRACTICES LEARNING FOR AGENTS IN A COMMUNICATION SYSTEM	9/27/02	10/259,358
THIRD PARTY COACHING FOR AGENTS IN A COMMUNICATION SYSTEM	9/27/02	10/259,356
TRANSACTION OUTCOME STATE MAPPING	3/15/02	10/099,784
VIRTUAL REALITY ENABLED TRANSACTION PROCESSING SYSTEM	11/26/02	10/304,873
ADAPTIVE TRANSACTION GUIDANCE	3/21/02	10/103,454
PERSONALITY BASED ROUTING	11/26/02	10/304,872
SKILL BASED CHAT FUNCTION IN A COMMUNICATION SYSTEM	8/27/03	10/649,539
SYSTEM AND METHOD FOR PROVIDING INFORMATIVE COMMUNICATION	8/27/03	10/648,923
APPARATUS AND METHOD FOR PROVIDING CALLER-SPECIFIC DATA TO AGENT STATION AND FOR AUTOMATICALLY LAUNCHING CORRESPONDING APPLICATION	8/30/02	10/231,623
SYSTEM AND METHOD FOR RECORDING INCOMING CALLS ON DEMAND IN A TRANSACTION PROCESSING SYSTEM	11/27/02	10/306,544
METHOD ABANDONED CALL RESCUE	10/23/02	10/278,368
CONTACT IDENTIFIER FOR MESSAGE TYPES	12/16/02	10/320,002
WEB ASSISTANT	10/23/02	10/278,367
SYSTEM FOR OPTIMIZING BUSINESS RULE RESOURCES	3/31/03	10/403,583
MULTI-MEDIA TRANSACTIONS PRESENTATION BASED ON USER PHYSICAL CHARACTERISTICS	9/30/03	10/675,316
AGENT REGISTRATION AND BIDDING SYSTEM	7/9/03	10/616,016
SYSTEM AND METHOD FOR OPTIMIZING CALL ROUTING TO AN AGENT	5/20/03	10/442,000
CONTACT MANIPULATION AND RETRIEVAL SYSTEM	9/29/03	10/673,776
TRANSACTION TIME TRACKING AND REPORTING SYSTEM	7/22/03	10/624,223
DATA SESSION NOTIFICATION MEANS AND METHOD	9/30/03	10/675,371
IP ACD USING SIP FORMAT	1/20/04	10/760,577
METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK	9/11/03	10/659,809
IP ACD USING BUFFER SERVER	1/20/04	10/761,012
CONTACT CONTROL USING STATE MACHINE	04/26/04	10/831,993

TITLE	FILING DATE	APPLICATION NO.
A SYSTEM FOR CONTACT SYSTEM ENTITIES BEYOND END-POINTS TO TRACK STATE AVAILABILITY AND CAPABILITIES BY IMPLEMENTING SIP PRESENCE TECHNOLOGIES	04/15/04	10/825,570
METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK	9/11/03	10/659,809
SECURE CUSTOMER COMMUNICATION METHOD AND SYSTEM	6/7/04	
SESSION TO TRACK ACTUAL E-MAIL HANDLING TIME	2/26/04	10/788,231
METHOD AND APPARATUS FOR ASSIGNING PRIORITIES BY APPLYING DYNAMICALLY-CHANGEABLE BUSINESS RULES	9/24/02	10/253,120
AUTOMATIC CONTACT NAVIGATION ASSISTANT	8/28/03	10/651,329

ASPECT COMMUNICATIONS CORPORATION**U.S. ISSUED PATENTS**

TITLE	ISSUED	PATENT NO.
CALL PROCESSOR FOR FACILITATING CALL COMPLETIONS	12/4/90	4,975,941
AUTOMATED ATTENDANT CALL PROCESSOR	9/9/97	5,666,401
COMPUTER CONTROLLED PROCESSOR	3/28/00	6,044,140
BUSY NO-ANSWER CALL COMPLETION EQUIPMENT	2/28/99	4,809,321
AUTOMATED ACCESS FACILITIES FOR USE WITH KEY TELEPHONE SYSTEMS	7/18/89	4,850,012
REMOTE ACCESS TELEPHONE CONTROL SYSTEM	1/9/90	4,893,335
AUTOMATED ACCESS FACILITIES FOR USE WITH KEY TELEPHONE SYSTEMS	5/1/90	4,922,526
BUSY/NO-ANSWER CALL COMPLETION EQUIPMENT	6/19/90	4,935,958
AUTOMATED ATTENDANT WITH DIRECT INWARD SYSTEM ACCESS	9/4/90	4,955,047
DIGITAL BYPASS FOR TELEPHONE SYSTEM	11/20/90	4,972,452
SYSTEM AND METHOD FOR COMMUNICATIONS SECURITY PROTECTION	11/20/90	4,972,469
VOICE-SWITCHED GAIN CONTROL FOR VOICE COMMUNICATION EQUIPMENT CONNECTED TO TELEPHONE LINES	12/25/90	4,980,908
INTERACTIVE CALL DISTRIBUTION PROCESSOR	5/28/91	5,020,095
PERSONALIZED AUTOMATIC CALL ROUTING	6/25/91	5,027,384
AUTOMATED CALL SCREENING	7/2/91	5,029,196
INTEGRATION OF VOICE STORE AND FORWARD FACILITY	3/24/92	5,099,509
AUTOMATED CALL SCREENING	4/28/92	5,109,405
SYSTEM AND METHOD FOR COMMUNICATIONS SECURITY PROTECTION	9/15/02	5,148,478
INTERACTIVE CALL PROCESSOR TO FACILITATE COMPLETION OF QUEUED CALLS	11/24/92	5,166,974 NOW REISSUED AS RE37001
SYSTEM AND METHOD FOR SECURING DTMF TRANSMISSION	12/1/92	5,168,519
SYSTEM AND METHOD FOR COMMUNICATIONS SECURITY PROTECTION	1/19/03	5,181,243
BYPASS FOR TELEPHONE SWITCHING SYSTEM	5/25/93	5,214,692
INTEGRATION OF VOICE STORE AND FORWARD FACILITY	9/28/03	5,249,219
AUTOMATED ATTENDANT CALL PROCESSOR	4/12/94	5,303,298
AUTOMATED IDENTIFICATION OF ATTENDANT POSITIONS IN A TELECOMMUNICATION SYSTEM	5/3/94	5,309,504
AUTOMATED CALL SCREENING	9/13 /04	5,347,574
TELEPHONE CONTROL SYSTEM WITH BRANCH ROUTING	12/20/94	5,375,161
METHOD FOR RESYNCHRONIZING SECONDARY DATABASE AND PRIMARY DATABASE WITH PRESERVATION OF FUNCTIONALITY OF AN AUTOMATIC CALL DISTRIBUTION SYSTEM	11/21/95	5,469,503
METHOD FOR FORMING A VIRTUAL CALL CENTER	6/4/96	5,524,147
METHOD FOR ACCESSING REAL-TIME DATA IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM	8/13/96	5,546,455
VOICE PROCESSING SYSTEM WITH A CONFIGURABLE TELEPHONE LINE INTERFACE	9/10/96	5,555,288
REMOTE ACCESS TELEPHONE CONTROL SYSTEM	12/24/96	5,588,037
TELEPHONE SYSTEM WITH SCHEDULED HANDLING OF CALLS	3/11/97	5,610,970
ADJUNCT CONTROLLER FOR A TELEPHONE SYSTEM	9/30/97	5,673,299
M&A FOR PROCESSING TELEPHONE CALLS AND DELIVERING INFORMATION ABOUT THE CALLS TO A PAGER	12/2/97	5,694,453
AUTOMATED CALL SCREENING	3/3/98	5,724,408

TITLE	ISSUED	PATENT NO.
CONTROLLER FOR A TELEPHONE SYSTEM WITH CODE SCREENING OF INCOMING CALLS	5/12/98	5,751,760
TELEPHONE CONTROL SYSTEM WHICH CONNECTS A CALLER WITH A SUBSCRIBER AT A TELEPHONE ADDRESS	5/12/98	5,752,191
ENHANCED CALL WAITING	10/20/98	5,825,867
ADJUNCT CONTROLLER FOR A TELEPHONE SYSTEM	11/17/98	5,838,779
M&A FOR PROCESSING TELEPHONE CALLS	11/24/98	5,841,837
PERSONAL COMMUNICATOR SYSTEM FOR IDENTIFYING A TELEPHONE WHICH IS DISPOSED PROXIMATE A LOCATOR TRANSMITTER	11/24/98	5,842,112
PRODUCT REGISTRATION SYSTEM	5/25/99	5,907,600
CONTROL AND MONITORING APPARATUS AND METHOD FOR A TELEPHONE SYSTEM	7/13/99	5,924,016
CALL MANAGEMENT SYSTEM WITH CALL CONTROL FROM USER WORKSTATION COMPUTERS	8/31/99	5,946,386
M&A FOR ALLOCATING RESOURCES IN A CALL CENTER	11/2/99	5,978,465
M&A FOR RECEIVING AND PROCESSING AN INCOMING CALL	2/1/00	6,021,190
M&A FOR MANAGING TELECOMMUNICATIONS	2/15/00	6,026,149
PERSONAL COMMUNICATOR TELEPHONE SYSTEM	2/15/00	6,026,153
ENHANCED CALL WAITING	2/15/00	6,026,156
M&A FOR CONTROLLING OUTBOUND CALLS	3/21/00	6,041,116
COMMUNICATOR FOR A TELEPHONE SYSTEM	5/23/00	6,067,443
MESSAGE BASED COMMUNICATION SYSTEM	6/6/00	6,072,806
M&A FOR GENERATING AGENT SCRIPTS	7/25/00	6,094,673
MEET-ME TELEPHONE SYSTEM WITH SUBSCRIBER NOTIFICATION FEATURE	8/15/00	6,104,912
M&A FOR PROCESSING TELEPHONE CALLS	9/19/00	6,122,484
M&A FOR DISPLAYING A VISUAL INDICATION OF A TRANSMISSION STATUS	11/21/00	6,151,357
METHOD OF UPDATING A REDUNDANT SERVICE SYSTEM WHILE PRESERVING TRANSACTION DATA IN A DATABASE FEATURING ON-LINE RESYNCHRONIZATION	12/5/00	6,157,932
M&A FOR CONTROLLING A TELEPHONE SYSTEM	12/26/00	6,167,128
TELEPHONE SYSTEM PROVING PERSONALIZED TELEPHONE FEATURES	2/6/01	6,185,283
COMPUTER-CONTROLLED PAGING AND TELEPHONE COMMUNICATION SYSTEM & METHOD	3/13/01	6,201,950
VISUAL DESIGN OF WORKFLOWS FOR TRANSACTION PROCESSING	5/1/01	6,225,998
COMPUTER/TELEPHONY INTEGRATION LOGGING APPLICATION	5/22/01	6,236,723
TRANSACTION FLOW EDITING TOOL	6/5/01	6,243,092
APPARATUS & METHOD FOR PROVIDING REDUNDANCY IN A TRANSACTION PROCESSING SYSTEM	6/21/01	6,247,142
M&A FOR MONITORING INFORMATION ACCESS	7/3/01	6,256,620
M&A FOR COMPILING TRANSACTION PROCESSING WORKFLOWS	4/9/01	6,286,129
M&A ENABLING DYNAMIC RESOURCE COLLABORATION WHEN COLLABORATION SESSION HOST IS DISTINCT FROM RESOURCE HOST	9/11/01	6,289,333
M&A FOR ENABLING DYNAMIC RESOURCE COLLABORATION	10/2/01	6,298,356
PERSONAL COMMUNICATOR TELEPHONE SYSTEM	12/18/01	6,332,082
M&A FOR MANAGING DATA	12-3/02	6,356,948
TIME SYNCHRONIZATION OF DISTRIBUTED COMPUTER TELEPHONY COMMUNICATION APPLICATIONS IN A COMPUTER NETWORK	3/9/02	6,370,161
COMPUTER CONTROLLED PAGING AND TELEPHONE COMMUNICATION SYSTEM AND METHOD	6/25/02	6,411,682
MESSAGE DELIVERY SYSTEM	8/6/02	6,430,271
M&A FOR GENERATING AGENT SCRIPTS	8/6/02	6,430,597

TITLE	ISSUED	PATENT NO.
M&A FOR ESTABLISHING COMMUNICATION BETWEEN A TRANSACTION INITIATOR AND A TRANSACTION PROCESSING SYSTEM	11/5/02	6,438,599
M&A FOR INTEGRATING BUSINESS DATA & TRANSACTION DATA IN A TRANSACTION PROCESSING ENVIRONMENT	8/27/02	6,442,269
M&A FOR ALLOCATING MIXED TRANSACTION TYPE MESSAGES TO RESOURCES VIA AN INTEGRATED QUEUING MECHANISM	9/10/02	6,449,646
INTELLIGENT TELEPHONE CONTROL SYSTEM WHICH ALLOWS SUBSCRIBERS TO REMOTELY CONTROL A PLURALITY OF CALL HANDLING UTILITIES	9/17/02	6,453,164
M&A FOR REMOTELY ACCESSING AN AUTOMATIC TRANSACTION PROCESSING SYSTEM	11/11/02	6,477,559
M&A FOR SERVICING QUEUED REQUESTS	12/17/02	6,496,580
M&A FOR MANAGING TELECOMMUNICATIONS	4/8/03	6,545,589
STAFFING-BASED PERCENTAGE-ALLOCATION ROUTING USING REAL-TIME DATA	6/24/03	6,584,191
M&A FOR GENERATING A RECORD FROM A TIME-MARKED INFORMATION STREAM	7/22/03	6,598,078
DYNAMIC ALLOCATION OF COMMUNICATION RESOURCES WITHIN A COMMUNICATION SYSTEM	8/8/03	6,603,775
M&A FOR PROVIDING NETWORK-BASED INTERACTION	12/2/03	6,657,990
M&A FOR ESTABLISHING CONNECTIONS	1/13/04	6,678,718
M&A FOR PROCESSING REAL-TIME TRANSACTIONS AND NON-REAL-TIME TRANSACTIONS	3/9/04	6,704,409
M&S FOR INITIATING AN OUTBOUND COMMUNICATION FROM A SERVICE PROVIDER RESPONSIVE TO A USER ACTIVITY WITH RESPECT TO A NETWORK RESOURCE	3/16/04	6,708,215
M&A FOR UNIVERSAL CALL IDENTIFICATION	4/6/04	6,718,022
TELEPHONY SYSTEM FOR CONDUCTING MULTIMEDIA TELEPHONIC CONFERENCES OVER A PACKET-BASED NETWORK	5/4/04	6,731,609
REAL-TIME TRANSACTION ROUTING AUGMENTED WITH FORECAST DATA AND AGENT SCHEDULES	6/1/04	6,744,878
M&A FOR COMMUNICATING INFORMATION	6/15/04	6,751,211
WEB SERVER REPLICATED MINI-FILTER	7/6/04	6,760,745
CALL MANAGEMENT SYSTEM WITH CALL CONTROL FORM USER WORKSTATION COMPUTER	8/31/04	6,785,379
NETWORK TRANSFER SYSTEMS	9/28/04	6,798,766
M&A FOR ROUTING A TRANSACTION WITHIN A NETWORK ENVIRONMENT	11/2/04	6,813,636
CUSTOMER SERVICE REQUEST ALLOCATIONS BASED UPON REAL-TIME DATA AND FORECAST DATA	2/1/05	6,850,613
METHOD FOR PROVIDING CONSOLIDATED SPECIFICATIONS AND HANDLING OF MULTIMEDIA CALL PROMPTS	2/1/05	6,850,614
M&A FOR DYNAMIC LOCALIZATION OF DOCUMENTS	3/8/05	6,865,716
M&A FOR PROCESSING A TELEPHONE CALL	3/22/05	6,871,212
M&A TO MAINTAIN A HIERARCHY OF INSTANTIATED APPLICATION OBJECTS AND TO ENABLE RECOVERY FROM AN APPLICATION FAILURE	4/19/05	6,883,170
M&A FOR PROVIDING PERSONALIZED SERVICE	5/3/05	6,889,222
USER INVOKED DIRECTED OUTDIAL METHOD & APPARATUS	8/16/05	6,931,112
METHOD AND APPARATUS FOR AUTOMATING TESTING OF JAVA BEANS	8/2/05	6,925,633

U.S. PATENT APPLICATIONS

TITLE	FILING DATE	APPLICATION NO.
METHODS AND APPARATUS FOR ENABLING DYNAMIC RESOURCE COLLABORATION	9/10/01	09/950569
COMMON USER PROFILE SERVER AND METHOD	5/9/00	09/567255

TITLE	FILING DATE	APPLICATION NO.
APPARATUS & METHOD FOR COLLECTING AND DISPLAYING INFORMATION IN A WORKFLOW SYSTEM	4/24/00	09/557264
APPARATUS AND METHOD FOR COLLECTING INFORMATION IN A WORKFLOW SYSTEM	12/14/04	11/012391
USER INVOKED DIRECTED OUTDIAL METHOD AND APPARATUS	7/3/04	10/188432
M&A FOR ESTABLISHING CONNECTIONS	11/12/02	10/293666
SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT	6/27/00	09/604199
INITIATOR BASED ROUTING FOR INTERNET APPLICATIONS	8/25/00	09/648074
DYNAMIC LOCALIZATION FOR DOCUMENTS USING LANGUAGE SETTING	12/10/04	11/008829
GENERATING MEDIA-SPECIFIC INTERACTION CONTROL PROGRAMS	12/15/04	11/013853
TRANSACTION ALLOCATION	2/1/05	11/049481
M&A FOR PUBLISHING TRANSACTION RECORD FROM A PRODUCER ENTITY TO A PLURALITY OF SUBSCRIBED CONSUMER ENTITIES WITHIN A TRANSACTION PROCESSING ENVIRONMENT	8/23/99	09/379548
M&S TO PROVIDE MESSAGE COMMUNICATION BETWEEN DIFFERENT BROWER BASED APPLICATIONS RUNNING ON DESKTOP	9/10/03	10/660418
M&S TO PROVIDE MESSAGE COMMUNICATION BETWEEN DIFFERENT APPLICATION CLIENTS RUNNING ON A DESKTOP	9/24/04	10/950239
M&A FOR EXECUTING A TRANSACTION TASK WITH A TRANSACTION PROCESSING SYSTEM EMPLOYING SYMMETRIC MULTIPROCESSORS	5/26/99	09/320252
M&A FOR ALLOCATING MIXED TRANSACTION TYPE MESSAGES TO RESOURCES VIA AN INTEGRATED QUEUING MECHANISM	2/20/02	10/081560
M&A FOR DATA BACKUP AND DATA RECOVERY IN A CLIENT-SERVER ENVIRONMENT	8/23/99	09/382288
METHOD AND SYSTEM TO MAINTAIN A HIERARCHY OF INSTANTIATED APPLICATION OBJECTS AND PROCESS A FAILED PROCESS	3/29/05	11/093923
M&A FOR AN AUTOMATIC TRANSFORMATION OF DATA AND METADATA INTO LOCALIZED USER INTERFACE ELEMENTS WITH FULL ROUND TRIP	4/14/00	09/549987
METHOD AND SYSTEM FOR PROVIDING PERSONALIZED SERVICE OVER DIFFERENT CONTACT CHANNELS	2/3/05	11/051213
INTERACTION REQUEST ROUTING	6/7/00	09/589611
INSTANT MESSAGE QUEUING	5/27/03	10/447250
METHOD OF QUEUING REQUESTS TO ACCESS A COMMUNICATIONS NETWORK	9/11/03	10/660881
APPARATUS AND METHOD FOR EXTENSIBLE REAL-TIME WORKFLOWS	4/24/00	09/557334
APPARATUS & METHOD FOR USING A PROXY SERVER FOR WEB COLLABORATION	8/29/00	09/651546
CLIENT/SERVER TWO-WAY COMMUNICATION SYSTEM FRAMEWORK UNDER HTTP PROTOCOL	2/2/01	09/776478
M&S PROVIDE EXPERT SUPPORT TO CUSTOMER WITH A CUSTOMER INTERACTION SYSTEM	10/17/03	10/687956
METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT WITH A CUSTOMER INTERACTION SYSTEM	10/17/03	PCT/US03/033118
CALL MANAGEMENT SYSTEM WITH CALL CONTROL FROM USER WORKSTATION COMPUTERS	7/27/99	09/360719
METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR DEFINED TIME INTERVALS WITHIN A CUSTOMER INTERACTION SYSTEM	8/23/99	09/379385
METHOD AND SYSTEM FOR UPDATING REAL-TIME DATA BETWEEN INTERVALS	1/18/05	11/038566
REVERSIBLE LOGIC FOR WIDGET AND MARKUP LANGUAGE GENERATION	3/8/05	11/075793
A METHOD AND SYSTEM FOR SCHEDULING A CUSTOMER SERVICE CALLBACK	8/19/05	10/546460