## PATENT ASSIGNMENT

**SUBMISSION TYPE:** NEW ASSIGNMENT

**NATURE OF CONVEYANCE:** RELEASE BY SECURED PARTY

### CONVEYING PARTY DATA

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**CORRESPONDENCE DATA**

Fax Number: (212)446-4900  
*Correspondence will be sent via US Mail when the fax attempt is unsuccessful.*  
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Address Line 1: 153 East 53rd Street  
Address Line 4: New York, NEW YORK 10022

**ATTORNEY DOCKET NUMBER:** 40743-7 SZ  
**NAME OF SUBMITTER:** Susan Zablocki

Total Attachments: 22  
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RELEASE OF SECURITY INTEREST IN PATENTS

THIS RELEASE OF SECURITY INTERESTS IN PATENTS (this “Release”) is made as of July 11, 2006 (“Effective Date”) by and between CONCERTO SOFTWARE INTERMEDIATE HOLDINGS, INC. (“Parent”), ASPECT SOFTWARE, INC. (the “Borrower”), the subsidiaries of Parent listed on Schedule A hereto (collectively “Grantor”) and D.B. ZWIRN FINANCE, LLC and (“Grantee”).

WHEREAS, pursuant to the terms and conditions of that certain Second-Lien Patent Security Agreement by and between Grantor and Grantee dated September 22, 2005 (the “Second-Lien Patent Security Agreement”), Grantor granted to Grantee a continuing security interest in and to all of Grantor’s right, title and interest in and to 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 B (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;

WHEREAS, Grantor and Grantee entered into the Second-Lien Patent Security Agreement pursuant to the terms and conditions of that certain Guarantee and Collateral Agreement by and between Grantor and Grantee dated September 22, 2005 (the “Security Agreement”);

WHEREAS, the Second-Lien Patent Security Agreement was recorded with the United States Patent and Trademark Office (“USPTO”) on November 15, 2005, at Reel/Frame 016814/0013, 016784/0774 and 016784/0838; and

WHEREAS, Grantor has paid all of its outstanding indebtedness to Grantee.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Grantee hereby terminates the Second-Lien Patent Security Agreement, and hereby terminates, cancels and releases any and all security interests it has against the Patents.

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 Patents.

Grantee shall, at Grantor’s expense, take all further actions, and provide to Grantor, Grantor’s successors, assigns or other legal representatives, all such cooperation and assistance (including, without limitation, the execution and delivery of any and all documents or other instruments), reasonably requested by Grantor to more fully and effectively effectuate the purposes of this Release.

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

D.B. ZWIRN FINANCE, LLC

Name: Perry A. Gruss
Authorized Signatory
Title: 

STATE OF ) NY
COUNTY OF ) SS, (NY

On this 20th day of June, there appeared before me Perry Gruss, personally known to me, who acknowledged that he signed the foregoing Release as his voluntary act and deed on behalf and with full authority of Authorized Signatory.

Notary Public

SHAMIMA JAFFER
NOTARY PUBLIC, STATE OF NEW YORK
No. 01JA6133866
QUALIFIED IN NEW YORK COUNTY
MY COMMISSION EXPIRES SEPT. 19, 2009

- 2 -
SCHEDULE A

Subsidiary Parties

Aspect Communications Corporation
FirstPoint Contact Corporation
FirstPoint Contact Technologies, LLC
# SCHEDULE B

## Patents

**ASPECT SOFTWARE, INC.**

**U.S. Issued Patents**

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<td>CALL RECORD SCHEDULING SYSTEM AND METHOD</td>
<td>8/19/96</td>
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<td>TELEPHONE CALL CENTER MANAGEMENT SYSTEM WHICH SUPPORTS MULTI-USER AND SEPARATE PRIVATE APPLICATIONS</td>
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<td>TELEPHONY CALL CENTER WITH AGENT WORK GROUP</td>
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<td>UNSCHEDULED EVENT PROCESSING SYSTEM</td>
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<td>6/8/98</td>
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<td>6/2/98</td>
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U.S. PATENT APPLICATIONS

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<td>11/1/99</td>
<td>09/431,017</td>
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<td>SYSTEM AND METHOD OF PROPAGATING EXCLUSION RECORDS IN A NETWORKED COMPUTER TELEPHONY INTEGRATION SYSTEM</td>
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<td>TELEPHONY SYSTEM PAGING SYSTEM AND METHOD</td>
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<td>PIPELINED MULTI-CHANNEL COMPANDING</td>
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<td>MULTI-MEDIA CONTACT CHANNEL IN AGENT STATE CONTROL SYSTEM AND METHOD FOR USE IN A CONTACT CENTER</td>
<td>8/23/05</td>
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<td>INTER CAMPAIGN AND QUEUE COOPERATION</td>
<td>8/16/05</td>
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<td>SYSTEM AND METHOD OF HTML TRANSACTION LOGGING IN A WEB BASED (HTTP) CUSTOMER CONTACT CENTER</td>
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<td>TRAINING, CERTIFYING, ASSIGNING AND COLLABORATING AGENTS AMONG MULTIPLE USERS</td>
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<td>CTI INTEGRATION OF TELEPHONE CALLS OVERFLOWING BETWEEN SWITCHES OF AN AUTOMATIC CALL DISTRIBUTOR USING ISDN INTERSWITCH COMMUNICATION AND TELESCRIPTING</td>
<td>06/8/99</td>
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<td>AUTOMATIC TONE FAULT DETECTION SYSTEM AND METHOD</td>
<td>07/13/99</td>
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<td>A CALL RECORDING SYSTEM AND METHOD FOR USE WITH A TELEPHONIC SWITCH</td>
<td>07/13/99</td>
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<td>07/13/99</td>
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<td>METHOD OF STRUCTURING A DATABASE OF A CONTROL SYSTEM FOR ACCESS BY THIRD PARTY SOFTWARE</td>
<td>08/3/99</td>
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<td>DATA DISPLAY SYSTEM AND METHOD FOR DISPLAYING REAL-TIME DATA RELATING TO AN AUTOMATIC DISTRIBUTOR</td>
<td>08/17/99</td>
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<td>AUTOMATIC CALL DISTRIBUTOR WITH AGENT CONTROLLED CALL CONNECTION</td>
<td>10/19/99</td>
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<td>METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK</td>
<td>11/23/99</td>
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<td>DYNAMIC SCHEDULE PROFILER FOR ACD</td>
<td>12/21/99</td>
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<td>DEVICE FOR UPGRAADING A REPORTING SYSTEM</td>
<td>2/15/00</td>
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<td>TELEPHONIC SWITCHING SYSTEM, TELEPHONIC SWITCH AND METHOD FOR SERVICING TELEPHONE CALLS USING VIRTUAL MEMORY SPACES</td>
<td>2/22/00</td>
<td>6,028,925</td>
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<td>ISDN PRIMARY RATE INTERSWITCH MAIL USING NON-CALL ASSOCIATED TEMPORARY SIGNALING</td>
<td>03/14/00</td>
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<td>TELECOMMUTABLE PLATFORM</td>
<td>03/28/00</td>
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<td>A DIGITAL SIGNAL DETECTOR AND METHOD</td>
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<td>EMULATOR FOR A TELEPHONE SYSTEM</td>
<td>07/18/00</td>
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<td>ACD WITH MULTI-LINGUAL AGENT POSITION</td>
<td>08/1/00</td>
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<td>IMPROVED CIRCUIT BOARD ASSEMBLY</td>
<td>09/19/00</td>
<td>6,122,161</td>
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<td>SCHEDULE ADHERENCE SYSTEM</td>
<td>11/7/00</td>
<td>6,144,971</td>
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<td>TIMESLOT INTERCHANGE NETWORK</td>
<td>12/12/00</td>
<td>6,160,807</td>
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<td>VIDEO SWITCHING SYSTEM, VIDEO COMMUNICATIONS SYSTEM AND METHOD</td>
<td>01/30/01</td>
<td>6,181,366</td>
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<td>FOR ESTABLISHING VIDEO COMMUNICATION WITH A TELEPHONIC SWITCH</td>
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<td>METHOD AND SYSTEM FOR ROUTING INCOMING TELEPHONE CALLS TO</td>
<td>04/24/01</td>
<td>6,222,919</td>
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<td>AVAILABLE AGENTS BASED ON AGENT SKILLS</td>
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<td>CTI INTEGRATION OF TELEPHONIC CALLS MOVED BETWEEN SWITCHES OF AN</td>
<td>05/15/01</td>
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<td>AUTOMATIC CALL DISTRIBUTOR</td>
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<td>A CALL OVERFLOW SYSTEM AND METHOD FOR OVERFLOWING TELEPHONE CALLS</td>
<td>06/12/01</td>
<td>6,246,759</td>
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<td>BETWEEN TELEPHONE SWITCHES</td>
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<td></td>
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<td>DPNSS VRU WITH SINGLE CHANNEL TRANSFER</td>
<td>07/10/01</td>
<td>6,259,770</td>
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<td>METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A</td>
<td>08/28/01</td>
<td>6,282,284</td>
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<td>COMPUTER NETWORK</td>
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<td>A METHOD TO IDENTIFY THE LOCATION OF AN EMERGENCY CALL IN A CALL</td>
<td>09/11/01</td>
<td>6,289,083</td>
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<tr>
<td>CENTER ENVIRONMENT</td>
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</tr>
<tr>
<td>METHOD OF PROCESSING E-MAIL IN AN AUTOMATIC CALL DISTRIBUTOR</td>
<td>09/11/01</td>
<td>6,289,373</td>
</tr>
<tr>
<td>IMPROVED METHOD FOR INCOMING CALL ANSWERING FOR AUTOMATIC CALL</td>
<td>09/25/01</td>
<td>6,295,354</td>
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<tr>
<td>DISTRIBUTORS</td>
<td></td>
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<tr>
<td>A METHOD OF NATURAL LANGUAGE COMMUNICATION OF INFORMATION USING A</td>
<td>10/23/01</td>
<td>6,308,154</td>
</tr>
<tr>
<td>MARK-UP LANGUAGE</td>
<td></td>
<td></td>
</tr>
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<td>AUTOMATIC CALL DISTRIBUTOR AND METHOD FOR ROUTING INCOMING</td>
<td>12/25/01</td>
<td>6,333,980</td>
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<td>TELEPHONE CALLS BASED ON PROFICIENCY RATINGS OF AGENTS</td>
<td></td>
<td></td>
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<td>APPARATUS AND METHOD FOR PROVIDING SUPPORT SOFTWARE FOR AN AGENT</td>
<td>02/19/02</td>
<td>6,349,137</td>
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<tr>
<td>WORKSTATION OF AN AUTOMATIC CALL DISTRIBUTOR</td>
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<td></td>
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<td>REMOTE ACD DATA BASE MODIFICATION VIA TELEPHONE</td>
<td>04/2/02</td>
<td>6,366,665</td>
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<tr>
<td>TITLE</td>
<td>ISSUED</td>
<td>PATENT NO</td>
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<tr>
<td>----------------------------------------------------------------------</td>
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<td>PERIODIC PROCESS TIMER</td>
<td>5/7/02</td>
<td>6,385,637</td>
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<td>IMPROVED SKILL-BASED CALL ROUTING</td>
<td>07/23/02</td>
<td>6,424,709</td>
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<tr>
<td>CIRCUIT AND METHOD FOR IMPROVING MEMORY INTEGRITY IN A MICROPROCESSOR BASED APPLICATION</td>
<td>08/20/02</td>
<td>6,438,710</td>
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<tr>
<td>METHOD OF MULTI-MEDIA TRANSACTION PROCESSING</td>
<td>09/10/02</td>
<td>6,449,356</td>
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<td>R2 MULTI-FREQUENCY COMPELLED SIGNALING USING A DSP ON THE NETWORK TERMINATION CARD</td>
<td>09/10/02</td>
<td>6,449,286</td>
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<td>EMBEDDED SOFTWARE NEGOTIATION OF PCM COMPANDING FORMAT</td>
<td>1/21/03</td>
<td>6,510,180</td>
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<tr>
<td>SWITCH VOICE/DATA SERVICE EXTENSION TO REMOTE FACILITIES</td>
<td>04/08/03</td>
<td>6,546,023</td>
</tr>
<tr>
<td>AUTOMATIC CALL DISTRIBUTION SYSTEM WITH SIGNAL GENERATOR AND METHOD</td>
<td>04/08/03</td>
<td>6,546,097</td>
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<tr>
<td>BUS INTERFACE FOR AUTOMATIC CALL DISTRIBUTOR</td>
<td>06/3/03</td>
<td>6,574,330</td>
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<td>AUTOMATIC CALL DISTRIBUTION SYSTEM AGENT LOG-ON WITH PSEUDO-PORT</td>
<td>06/3/03</td>
<td>6,574,332</td>
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<tr>
<td>ACD TIER BASED ROUTING</td>
<td>06/10/03</td>
<td>6,577,727</td>
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<td>AUTOMATIC DISTRIBUTION SYSTEM CONTACT ROUTING WITH MEDIA PORT</td>
<td>07/8/03</td>
<td>6,590,971</td>
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<td>METHOD OF MODIFYING SPEECH TO PROVIDE A USER SELECTABLE DIALECT</td>
<td>07/22/03</td>
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<td>SYSTEM AND METHOD FOR AUTOMATICALLY DETECTING PROBLEMATIC CALLS</td>
<td>07/29/03</td>
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<td>TELEPHONE TO COMPUTER AUDIO INTERFACE</td>
<td>09/2/03</td>
<td>6,614,906</td>
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<td>METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK</td>
<td>09/16/03</td>
<td>6,621,899</td>
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<td>PACKET TELEPHONY GATEWAY FOR HEARING IMPAIRED RELAY SERVICES</td>
<td>09/23/03</td>
<td>6,625,259</td>
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<td>ADMINISTRATION AND CONTROL OF AN AUTOMATIC CALL DISTRIBUTOR BY A REMOTELY LOCATED SUPERVISOR</td>
<td>11/25/03</td>
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<td>AUTOMATIC CONTACT DISTRIBUTION SYSTEM DEFINABLE AGENT LOG-OFF REASONS</td>
<td>11/25/03</td>
<td>6,654,798</td>
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<tr>
<td>ACD WITH PACKET DATA BASED AGENT INTERCONNECT</td>
<td>01/13/04</td>
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<td>PROFIT-BASED METHOD OF ASSIGNING CALLS IN A TRANSACTION PROCESSING SYSTEM</td>
<td>06/1/04</td>
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<td>STAND ALONE ACD SYSTEM WITH NATIVE SIGNALING SYSTEM 7 CAPABILITY</td>
<td>06/22/04</td>
<td>6,754,327</td>
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<td>METHOD AND APPARATUS FOR PROVIDING MUSIC TO AN AGENT DURING NON-VOICE DIALOG COMMUNICATION IN AN AUTOMATIC CALL DISTRIBUTOR SYSTEM</td>
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<td>CONTACT CENTER AUTOPILOT ARCHITECTURE</td>
<td>2/8/05</td>
<td>6,851,721</td>
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<td>CONTACT CENTER AUTOPILOT ALGORITHMS</td>
<td>2/15/05</td>
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<td>METHOD AND APPARATUS FOR AGENT OPTIMIZATION USING SPEECH SYNTHESIS</td>
<td>8/3/04</td>
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<td>AND RECOGNITION</td>
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<td>10/12/04</td>
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<td>METHOD OF CREATING SCRIPTS BY TRANSLATING AGENT/CUSTOMER CONVERSATIONS</td>
<td>9/26/00</td>
<td>09/670,093</td>
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<td>APPARATUS AND METHOD FOR PROVIDING CALLER-SPECIFIC DATA TO AGENT</td>
<td>8/16/05</td>
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<td>TIMESLOT INTERCHANGE CIRCUIT SUPPORTING PCM, ADPCM, AND MULTIPLE</td>
<td>5/31/05</td>
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<td>DATA CHANNEL CONNECTIVITY TO TI I AND EI CIRCUITS</td>
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<td>7/7/05</td>
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<td>3/22/05</td>
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<td>METHOD AND SYSTEM FOR ROUTING TRANSACTIONS IN AN AUTOMATIC CALL</td>
<td>3/8/05</td>
<td>6,865,267</td>
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<td>DISTRIBUTION SYSTEM BASED ON NON-VOICE DIALOG AGENT SKILL SET</td>
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<td>METHOD OF PROVIDING BACKGROUND AND VIDEO PATTERNS</td>
<td>4/26/05</td>
<td>6,885,744</td>
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<td>SYSTEM FOR TRANSMITTING WORDS ON A BUS WITH CAPABILITY TO</td>
<td>09/18/84</td>
<td>4472787</td>
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<td>INTERMIX FIRST ATTEMPTS AND RETRY</td>
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<td>PLUG-IN MODULE CARD HOLDER</td>
<td>09/18/84</td>
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<td>TRANSPARENT DIALING BETWEEN INTERCONNECTED TELECOMMUNICATION</td>
<td>04/10/84</td>
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<td>03/27/84</td>
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<td>DIAL PULSE DELAY CIRCUIT</td>
<td>03/06/84</td>
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<td>TELEPHONE CALL PROGRESS TONE AND ANSWER IDENTIFICATION CIRCUIT</td>
<td>09/20/83</td>
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<td>OVERFLOW AND DIVERSION TO A FOREIGN SWITCH</td>
<td>08/23/83</td>
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<td>06/14/83</td>
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<td>DATA DISTRIBUTION INTERFACE</td>
<td>03/22/83</td>
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<td>COMPUTER SYSTEM APPARATUS FOR PERFECTING DATA REQUESTED BY A</td>
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<td>AUTOMATIC FAULT RECOVERY SYSTEM FOR MULTIPLE PROCESSOR</td>
<td>02/01/83</td>
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<td>TELECOMMUNICATIONS SWITCHING CONTROL</td>
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<td>11/16/82</td>
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<td>ELECTRONIC TELEPHONES WITH COOPERATIVE INTERACTION BETWEEN A</td>
<td>09/28/82</td>
<td>4351986</td>
</tr>
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<td>MASTER SET AND MEMBERS' SETS IN A GROUP</td>
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<td>COMPUTER SYSTEM APPARATUS FOR IMPROVING ACCESS TO MEMORY BY</td>
<td>08/31/82</td>
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<td>DEFERRING WRITE OPERATIONS</td>
<td></td>
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<td>ERROR CHECKING CIRCUIT</td>
<td>07/27/82</td>
<td>4342112</td>
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<td>07/20/82</td>
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<td>06/01/82</td>
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<td>01/26/82</td>
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<td>POLARIZATION KEY FOR ELECTRICAL CONNECTOR</td>
<td>12/29/81</td>
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**U.S. PATENT APPLICATIONS**

<table>
<thead>
<tr>
<th>TITLE</th>
<th>FILING DATE</th>
<th>APP NO.</th>
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<tbody>
<tr>
<td>SEARCH AGENT FOR SEARCHING THE INTERNET</td>
<td>3/21/02</td>
<td>10/103,479</td>
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<tr>
<td>SELECTIVE MESSAGING IN A MULTIPLE MESSAGING LINK ENVIRONMENT</td>
<td>2/9/99</td>
<td>09/246,389</td>
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<td>DYNAMIC SKILLED-BASED CALLED ROUTING</td>
<td>4/27/99</td>
<td>09/300,676</td>
</tr>
<tr>
<td>ACD MULTIMEDIA CUSTOMER CONTACT ROUTING WITH DELAY</td>
<td>2/16/00</td>
<td>09/505,218</td>
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<td>2D/3D COORDINATE SYSTEM ASSIGNED TO ENTITIES IN THE 3SC SERVER AND</td>
<td>5/31/00</td>
<td>09/584,306</td>
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<td>2D/3D ENTITY MAPPING USING VRML AND JAVASCRIPT</td>
<td></td>
<td></td>
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<td>3SC SERVER REMOTE DATA ACCESS VIA VOICE RESPONSE SYSTEM</td>
<td>9/29/00</td>
<td>09/675,597</td>
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<td>CALL ROUTING BASED ON LANGUAGE OF PERSON ANSWERING THE PHONE</td>
<td>1/18/00</td>
<td>09/484,140</td>
</tr>
<tr>
<td>SYSTEM AND METHOD FOR PREDICTING CUSTOMER CONTACT OUTCOMES</td>
<td>1/15/02</td>
<td>10/295,275</td>
</tr>
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<td>VOICE FILTER FOR NORMALIZING AN AGENT'S EMOTIONAL RESPONSE</td>
<td>7/13/00</td>
<td>09/615,266</td>
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<td>METHOD AND SYSTEM FOR TRANSCENDING AND NEGOTIATING BUSINESS OVER A</td>
<td>3/7/02</td>
<td>10/093,304</td>
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<td>COMMUNICATION NETWORK USING AN INFORMEDIA SYSTEM</td>
<td></td>
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<td>METHOD SELECTING ACTIONS OR PHRASES FOR AN AGENT BY ANALYZING</td>
<td>9/27/02</td>
<td>10/259,359</td>
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<td>CONVERSATION CONTENT AND EMOTIONAL INFECTION</td>
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<td>PROVIDING CUSTOMER DATA TO AN AUTOMATIC CALL DISTRIBUTION SYSTEM</td>
<td>2/8/02</td>
<td>09/499,817</td>
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<td>AGENT</td>
<td></td>
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<td>METHOD AND SYSTEM FOR TRANSFERRING CONTACT-SPECIFIC DATA TO</td>
<td>9/29/00</td>
<td>09/676,398</td>
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<td>SECOND PARTY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>REDUNDANT CHANNELS OVER A PACKET NETWORK</td>
<td>6/27/00</td>
<td>09/604,128</td>
</tr>
<tr>
<td>SYSTEM AND METHOD FOR DISTRIBUTING CUSTOMER CONTACTS</td>
<td>7/31/01</td>
<td>09/918,902</td>
</tr>
<tr>
<td>METHOD AND APPARATUS FOR ALLOCATING RESOURCES OF A CONTACT CENTER</td>
<td>8/11/00</td>
<td>09/637,969</td>
</tr>
<tr>
<td>WEB CALLBACK THROUGH MULTIMEDIA DEVICES</td>
<td>5/28/02</td>
<td>10/156,406</td>
</tr>
<tr>
<td>VOICE OVER PACKET NETWORK PHONE</td>
<td>5/1/01</td>
<td>09/846,544</td>
</tr>
<tr>
<td>INTERNET ARCHITECTURE FOR SOFTWARE BASED ACD</td>
<td>9/5/02</td>
<td>10/235,751</td>
</tr>
<tr>
<td>SOFTWARE BASED SINGLE AGENT MULTIPLEX CONFERENCE CAPABILITY</td>
<td>7/10/01</td>
<td>09/902,205</td>
</tr>
<tr>
<td>COMBINED CALLER AND AGENT ENDPOINT MANAGER</td>
<td>1/10/02</td>
<td>10/044,868</td>
</tr>
<tr>
<td>SYSTEM AND METHOD FOR PREDICTIVE CUSTOMER CONTACTS</td>
<td>2/19/02</td>
<td>10/078,049</td>
</tr>
<tr>
<td>STREAMING ANNOUNCEMENTS TO AGENTS OF AN ACD</td>
<td>9/28/01</td>
<td>09/966,688</td>
</tr>
<tr>
<td>AGENT DESKTOP MANAGEMENT SYSTEM WITH AGENT TRAINING</td>
<td>8/28/01</td>
<td>09/941,046</td>
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<td>INTELLIGENT INTERACTIVE VOICE RESPONSE UNIT</td>
<td>3/4/02</td>
<td>10/090,499</td>
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<td>METHOD OF DELIVERING ENTERPRISE DATA THROUGH A CALL CENTER</td>
<td>11/5/01</td>
<td>10/011,578</td>
</tr>
<tr>
<td>GUI FOR ORGANIZATIONAL ENVIRONMENT</td>
<td>11/1/02</td>
<td>10/285,868</td>
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<td>CONTACT CENTER DATA INTEGRATION WITH ENTERPRISE APPLICATIONS</td>
<td>4/2/02</td>
<td>10/114,487</td>
</tr>
<tr>
<td>METHOD AND APPARATUS FOR SHARING CUSTOMER DATA</td>
<td>11/16/01</td>
<td>09/992,138</td>
</tr>
<tr>
<td>METHOD AND SYSTEM FOR DATA FIELD REUSE</td>
<td>11/30/01</td>
<td>09/997,754</td>
</tr>
<tr>
<td>METHOD AND SYSTEM FOR ADDING TEXT DATA TO DATA COMMUNICATION</td>
<td>3/7/02</td>
<td>10/093,192</td>
</tr>
<tr>
<td>SESSIONS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>METHOD OF ALLOCATING DATA COMMUNICATION SESSIONS BASED UPON USER</td>
<td>1/3/02</td>
<td>10/037,998</td>
</tr>
<tr>
<td>INFORMATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>METHOD AND APPARATUS FOR DETERMINING A REAL TIME AVERAGE SPEED OF</td>
<td>8/8/02</td>
<td>10/214,674</td>
</tr>
<tr>
<td>ANSWER IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM</td>
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<td></td>
</tr>
<tr>
<td>TITLE</td>
<td>FILING DATE</td>
<td>APP. NO.</td>
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<td>MULTI-PROTOCOL AGENT TELEPHONE SYSTEM</td>
<td>11/30/01</td>
<td>09/997,912</td>
</tr>
<tr>
<td>METHOD AND APPARATUS FOR DETECTING ECHO CANCELLER</td>
<td>9/30/02</td>
<td>10/261,058</td>
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<td>METHOD AND APPARATUS FOR INQUIRY RESOLUTION IN A TRANSACTION</td>
<td>8/27/02</td>
<td>10/228,980</td>
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<td>PROCESSING SYSTEM</td>
<td></td>
<td></td>
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<tr>
<td>MEDIA TRANSLATOR FOR TRANSACTION PROCESSING SYSTEM</td>
<td>9/24/02</td>
<td>10/253,094</td>
</tr>
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<td>UTILIZATION OF AGENT IDLE TIME IN A COMMUNICATION SYSTEM</td>
<td>4/9/02</td>
<td>10/118,882</td>
</tr>
<tr>
<td>BEST PRACTICES LEARNING FOR AGENTS IN A COMMUNICATION SYSTEM</td>
<td>9/27/02</td>
<td>10/259,358</td>
</tr>
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<td>THIRD PARTY COACHING FOR AGENTS IN A COMMUNICATION SYSTEM</td>
<td>9/27/02</td>
<td>10/259,356</td>
</tr>
<tr>
<td>TRANSACTION OUTCOME STATE MAPPING</td>
<td>3/15/02</td>
<td>10/099,784</td>
</tr>
<tr>
<td>VIRTUAL REALITY ENABLED TRANSACTION PROCESSING SYSTEM</td>
<td>11/26/02</td>
<td>10/304,873</td>
</tr>
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<td>ADAPTIVE TRANSACTION GUIDANCE</td>
<td>3/21/02</td>
<td>10/103,454</td>
</tr>
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<td>PERSONALITY BASED ROUTING</td>
<td>11/26/02</td>
<td>10/304,872</td>
</tr>
<tr>
<td>SKILL BASED CHAT FUNCTION IN A COMMUNICATION SYSTEM</td>
<td>8/27/03</td>
<td>10/649,539</td>
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<td>SYSTEM AND METHOD FOR PROVIDING INFORMATIVE COMMUNICATION</td>
<td>8/27/03</td>
<td>10/648,923</td>
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<td>APPARATUS AND METHOD FOR PROVIDING CALLER-SPECIFIC DATA TO AGENT</td>
<td>8/30/02</td>
<td>10/231,623</td>
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<tr>
<td>STATION AND FOR AUTOMATICALLY LAUNCHING CORRESPONDING APPLICATION</td>
<td></td>
<td></td>
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<td>SYSTEM AND METHOD FOR RECORDING INCOMING CALLS ON DEMAND IN A</td>
<td>11/27/02</td>
<td>10/306,544</td>
</tr>
<tr>
<td>TRANSACTION PROCESSING SYSTEM</td>
<td></td>
<td></td>
</tr>
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<td>METHOD ABANDONED CALL RESCUE</td>
<td>10/23/02</td>
<td>10/278,368</td>
</tr>
<tr>
<td>CONTACT IDENTIFIER FOR MESSAGE TYPES</td>
<td>12/16/02</td>
<td>10/320,002</td>
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<td>WEB ASSISTANT</td>
<td>10/23/02</td>
<td>10/278,367</td>
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<tr>
<td>SYSTEM FOR OPTIMIZING BUSINESS RULE RESOURCES</td>
<td>3/31/03</td>
<td>10/403,583</td>
</tr>
<tr>
<td>MULTI-MEDIA TRANSACTIONS PRESENTATION BASED ON USER PHYSICAL</td>
<td>9/30/03</td>
<td>10/675,316</td>
</tr>
<tr>
<td>CHARACTERISTICS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AGENT REGISTRATION AND BIDDING SYSTEM</td>
<td>7/9/03</td>
<td>10/616,016</td>
</tr>
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<td>SYSTEM AND METHOD FOR OPTIMIZING CALL ROUTING TO AN AGENT</td>
<td>5/20/03</td>
<td>10/442,000</td>
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<tr>
<td>CONTACT MANIPULATION AND RETRIEVAL SYSTEM</td>
<td>9/29/03</td>
<td>10/673,776</td>
</tr>
<tr>
<td>TRANSACTION TIME TRACKING AND REPORTING SYSTEM</td>
<td>7/22/03</td>
<td>10/624,223</td>
</tr>
<tr>
<td>DATA SESSION NOTIFICATION MEANS AND METHOD</td>
<td>9/30/03</td>
<td>10/675,371</td>
</tr>
<tr>
<td>IP ACD USING SIP FORMAT</td>
<td>1/20/04</td>
<td>10/769,577</td>
</tr>
<tr>
<td>METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A</td>
<td>9/11/03</td>
<td>10/659,809</td>
</tr>
<tr>
<td>COMPUTER NETWORK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IP ACD USING BUFFER SERVER</td>
<td>1/20/04</td>
<td>10/761,012</td>
</tr>
<tr>
<td>CONTACT CONTROL USING STATE MACHINE</td>
<td>04/26/04</td>
<td>10/831,993</td>
</tr>
<tr>
<td>A SYSTEM FOR CONTACT SYSTEM ENTITIES BEYOND END-POINTS TO TRACK</td>
<td>04/15/04</td>
<td>10/825,570</td>
</tr>
<tr>
<td>STATE AVAILABILITY AND CAPABILITIES BY IMPLEMENTING SIP PRESENCE</td>
<td></td>
<td></td>
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<tr>
<td>TECHNOLOGIES</td>
<td></td>
<td></td>
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<td>9/11/03</td>
<td>10/659,809</td>
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<td>COMPUTER NETWORK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SECURE CUSTOMER COMMUNICATION METHOD AND SYSTEM</td>
<td>6/7/04</td>
<td>10/788,231</td>
</tr>
<tr>
<td>SESSION TO TRACK ACTUAL E-MAIL HANDLING TIME</td>
<td>2/26/04</td>
<td>10/253,120</td>
</tr>
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<td>METHOD AND APPARATUS FOR ASSIGNING PRIORITIES BY APPLYING</td>
<td>9/24/02</td>
<td>10/253,120</td>
</tr>
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<td>DYNAMICALLY-CHANGEABLE BUSINESS RULES</td>
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<td>AUTOMATIC CONTACT NAVIGATION ASSISTANT</td>
<td>8/28/03</td>
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## ASPECT COMMUNICATIONS CORPORATION

### U.S. ISSUED PATENTS

<table>
<thead>
<tr>
<th>TITLE</th>
<th>ISSUED</th>
<th>PATENT NO.</th>
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</thead>
<tbody>
<tr>
<td>CALL PROCESSOR FOR FACILITATING CALL COMPLETIONS</td>
<td>12/4/90</td>
<td>4,975,941</td>
</tr>
<tr>
<td>AUTOMATED ATTENDANT CALL PROCESSOR</td>
<td>9/9/97</td>
<td>5,666,401</td>
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<tr>
<td>COMPUTER CONTROLLED PROCESSOR</td>
<td>3/28/00</td>
<td>6,044,140</td>
</tr>
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<td>BUSY NO-ANSWER CALL COMPLETION EQUIPMENT</td>
<td>2/28/99</td>
<td>4,809,321</td>
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<td>AUTOMATED ACCESS FACILITIES FOR USE WITH KEY TELEPHONE SYSTEMS</td>
<td>7/18/89</td>
<td>4,850,012</td>
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<tr>
<td>REMOTE ACCESS TELEPHONE CONTROL SYSTEM</td>
<td>1/9/90</td>
<td>4,893,335</td>
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<tr>
<td>AUTOMATED ACCESS FACILITIES FOR USE WITH KEY TELEPHONE SYSTEMS</td>
<td>5/1/90</td>
<td>4,922,526</td>
</tr>
<tr>
<td>BUSY/NO-ANSWER CALL COMPLETION EQUIPMENT</td>
<td>6/19/90</td>
<td>4,935,958</td>
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<tr>
<td>AUTOMATED ATTENDANT WITH DIRECT INWARD SYSTEM ACCESS</td>
<td>9/4/90</td>
<td>4,955,047</td>
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<tr>
<td>DIGITAL BYPASS FOR TELEPHONE SYSTEM</td>
<td>11/20/90</td>
<td>4,972,452</td>
</tr>
<tr>
<td>SYSTEM AND METHOD FOR COMMUNICATIONS SECURITY PROTECTION</td>
<td>11/20/90</td>
<td>4,972,469</td>
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<td>VOICE-SWITCHED GAIN CONTROL FOR VOICE COMMUNICATION EQUIPMENT CONNECTED TO TELEPHONE LINES</td>
<td>12/25/90</td>
<td>4,980,908</td>
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<td>INTERACTIVE CALL DISTRIBUTION PROCESSOR</td>
<td>5/28/91</td>
<td>5,020,095</td>
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<td>PERSONALIZED AUTOMATIC CALL ROUTING</td>
<td>6/25/91</td>
<td>5,027,384</td>
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<td>AUTOMATED CALL SCREENING</td>
<td>7/2/91</td>
<td>5,029,196</td>
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<td>INTEGRATION OF VOICE STORE AND FORWARD FACILITY</td>
<td>3/24/92</td>
<td>5,099,509</td>
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<td>AUTOMATED CALL SCREENING</td>
<td>4/28/92</td>
<td>5,109,405</td>
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<td>9/15/02</td>
<td>5,148,478</td>
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<td>INTERACTIVE CALL PROCESSOR TO FACILITATE COMPLETION OF QUEUED CALLS</td>
<td>11/24/92</td>
<td>5,166,974 NOW REISSUED AS RE37001</td>
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<td>SYSTEM AND METHOD FOR SECURING DTMF TRANSMISSION</td>
<td>12/1/92</td>
<td>5,168,519</td>
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<td>SYSTEM AND METHOD FOR COMMUNICATIONS SECURITY PROTECTION</td>
<td>1/19/03</td>
<td>5,181,243</td>
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<td>BYPASS FOR TELEPHONE SWITCHING SYSTEM</td>
<td>5/25/93</td>
<td>5,214,692</td>
</tr>
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<td>INTEGRATION OF VOICE STORE AND FORWARD FACILITY</td>
<td>9/28/03</td>
<td>5,249,219</td>
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<td>AUTOMATED ATTENDANT CALL PROCESSOR</td>
<td>4/12/94</td>
<td>5,303,298</td>
</tr>
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<td>AUTOMATED IDENTIFICATION OF ATTENDANT POSITIONS IN A TELECOMMUNICATION SYSTEM</td>
<td>5/3/94</td>
<td>5,309,504</td>
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<td>AUTOMATED CALL SCREENING</td>
<td>9/13/04</td>
<td>5,347,574</td>
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<td>TELEPHONE CONTROL SYSTEM WITH BRANCH ROUTING</td>
<td>12/20/94</td>
<td>5,375,161</td>
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<tr>
<td>METHOD FOR RESYNCHRONIZING SECONDARY DATABASE AND PRIMARY DATABASE WITH PRESERVATION OF FUNCTIONALITY OF AN AUTOMATIC CALL DISTRIBUTION SYSTEM</td>
<td>11/21/95</td>
<td>5,469,503</td>
</tr>
<tr>
<td>METHOD FOR FORMING A VIRTUAL CALL CENTER</td>
<td>6/4/96</td>
<td>5,524,147</td>
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<td>METHOD FOR ACCESSING REAL-TIME DATA IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM</td>
<td>8/13/96</td>
<td>5,546,455</td>
</tr>
<tr>
<td>VOICE PROCESSING SYSTEM WITH A CONFIGURABLE TELEPHONE LINE INTERFACE</td>
<td>9/10/96</td>
<td>5,555,288</td>
</tr>
<tr>
<td>REMOTE ACCESS TELEPHONE CONTROL SYSTEM</td>
<td>12/24/96</td>
<td>5,588,037</td>
</tr>
<tr>
<td>TELEPHONE SYSTEM WITH SCHEDULED HANDLING OF CALLS</td>
<td>3/11/97</td>
<td>5,610,970</td>
</tr>
<tr>
<td>ADJUNCT CONTROLLER FOR A TELEPHONE SYSTEM</td>
<td>9/30/97</td>
<td>5,673,299</td>
</tr>
<tr>
<td>M&amp;A FOR PROCESSING TELEPHONE CALLS AND DELIVERING INFORMATION ABOUT THE CALLS TO A PAGER</td>
<td>12/2/97</td>
<td>5,694,453</td>
</tr>
<tr>
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<td>3/3/98</td>
<td>5,724,408</td>
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<td>FILE DATE</td>
<td>PATENT NO.</td>
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<td>CONTROLLER FOR A TELEPHONE SYSTEM WITH CODE SCREENING OF INCOMING CALLS</td>
<td>5/12/98</td>
<td>5,751,760</td>
</tr>
<tr>
<td>TELEPHONE CONTROL SYSTEM WHICH Connects A CALLER WITH A SUBSCRIBER AT A TELEPHONE ADDRESS</td>
<td>5/12/98</td>
<td>5,752,191</td>
</tr>
<tr>
<td>ENHANCED CALL WAITING</td>
<td>10/20/98</td>
<td>5,825,867</td>
</tr>
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<td>ADJUNCT CONTROLLER FOR A TELEPHONE SYSTEM</td>
<td>11/17/98</td>
<td>5,838,779</td>
</tr>
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<td>M&amp;A FOR PROCESSING TELEPHONE CALLS</td>
<td>11/24/98</td>
<td>5,841,837</td>
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<tr>
<td>PERSONAL COMMUNICATOR SYSTEM FOR IDENTIFYING A TELEPHONE WHICH IS DISPOSED PROXIMATE A LOCATOR TRANSMITTER</td>
<td>11/24/98</td>
<td>5,842,112</td>
</tr>
<tr>
<td>PRODUCT REGISTRATION SYSTEM</td>
<td>5/25/99</td>
<td>5,907,600</td>
</tr>
<tr>
<td>CONTROL AND MONITORING APPARATUS AND METHOD FOR A TELEPHONE SYSTEM</td>
<td>7/13/99</td>
<td>5,924,016</td>
</tr>
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<td>CALL MANAGEMENT SYSTEM WITH CALL CONTROL FROM USER WORKSTATION COMPUTERS</td>
<td>8/31/99</td>
<td>5,946,386</td>
</tr>
<tr>
<td>M&amp;A FOR ALLOCATING RESOURCES IN A CALL CENTER</td>
<td>11/2/99</td>
<td>5,978,465</td>
</tr>
<tr>
<td>M&amp;A FOR RECEIVING AND PROCESSING AN INCOMING CALL</td>
<td>2/1/00</td>
<td>6,021,190</td>
</tr>
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<td>M&amp;A FOR MANAGING TELECOMMUNICATIONS</td>
<td>2/15/00</td>
<td>6,026,149</td>
</tr>
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<td>PERSONAL COMMUNICATOR TELEPHONE SYSTEM</td>
<td>2/15/00</td>
<td>6,026,153</td>
</tr>
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<td>ENHANCED CALL WAITING</td>
<td>2/15/00</td>
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<td>M&amp;A FOR CONTROLLING OUTBOUND CALLS</td>
<td>3/21/00</td>
<td>6,041,116</td>
</tr>
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<td>COMMUNICATOR FOR A TELEPHONE SYSTEM</td>
<td>5/23/00</td>
<td>6,067,443</td>
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<td>MESSAGE BASED COMMUNICATION SYSTEM</td>
<td>6/6/00</td>
<td>6,072,806</td>
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<td>M&amp;A FOR GENERATING AGENT SCRIPTS</td>
<td>7/25/00</td>
<td>6,094,673</td>
</tr>
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<td>MEET-ME TELEPHONE SYSTEM WITH SUBSCRIBER NOTIFICATION FEATURE</td>
<td>8/15/00</td>
<td>6,104,912</td>
</tr>
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<td>M&amp;A FOR PROCESSING TELEPHONE CALLS</td>
<td>9/19/00</td>
<td>6,122,484</td>
</tr>
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<td>M&amp;A FOR DISPLAYING A VISUAL INDICATION OF A TRANSMISSION STATUS</td>
<td>11/21/00</td>
<td>6,151,357</td>
</tr>
<tr>
<td>METHOD OF UPDATING A REDUNDANT SERVICE SYSTEM WHILE PRESERVING TRANSACTION DATA IN A DATABASE FEATURING ON-LINE RESYNCHRONIZATION</td>
<td>12/5/00</td>
<td>6,157,932</td>
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<tr>
<td>M&amp;A FOR CONTROLLING A TELEPHONE SYSTEM</td>
<td>12/26/00</td>
<td>6,167,128</td>
</tr>
<tr>
<td>TELEPHONE SYSTEM PROVING PERSONALIZED TELEPHONE FEATURES</td>
<td>2/6/01</td>
<td>6,185,283</td>
</tr>
<tr>
<td>COMPUTER-CONTROLLED PAGING AND TELEPHONE COMMUNICATION SYSTEM &amp; METHOD</td>
<td>3/13/01</td>
<td>6,201,950</td>
</tr>
<tr>
<td>VISUAL DESIGN OF WORKFLOWS FOR TRANSACTION PROCESSING</td>
<td>5/1/01</td>
<td>6,225,998</td>
</tr>
<tr>
<td>COMPUTER/TELEPHONE INTEGRATION LOGGING APPLICATION</td>
<td>5/22/01</td>
<td>6,236,723</td>
</tr>
<tr>
<td>TRANSACTION FLOW EDITING TOOL</td>
<td>6/5/01</td>
<td>6,243,092</td>
</tr>
<tr>
<td>APPARATUS &amp; METHOD FOR PROVIDING REDUNDANCY IN A TRANSACTION PROCESSING SYSTEM</td>
<td>6/21/01</td>
<td>6,247,142</td>
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<td>M&amp;A FOR MONITORING INFORMATION ACCESS</td>
<td>7/3/01</td>
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<td>M&amp;A FOR COMPIILING TRANSACTION PROCESSING WORKFLOWS</td>
<td>4/9/01</td>
<td>6,286,129</td>
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<tr>
<td>M&amp;A ENABLING DYNAMIC RESOURCE COLLABORATION WHEN COLLABORATION SESSION HOST IS DISTINCT FROM RESOURCE HOST</td>
<td>9/11/01</td>
<td>6,289,333</td>
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<td>M&amp;A FOR ENABLING DYNAMIC RESOURCE COLLABORATION</td>
<td>10/2/01</td>
<td>6,298,356</td>
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<tr>
<td>PERSONAL COMMUNICATOR TELEPHONE SYSTEM</td>
<td>12/18/01</td>
<td>6,332,082</td>
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<tr>
<td>M&amp;A FOR MANAGING DATA</td>
<td>12/3/02</td>
<td>6,356,948</td>
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<td>TIME SYNCHRONIZATION OF DISTRIBUTED COMPUTER TELEPHONY COMMUNICATION APPLICATIONS IN A COMPUTER NETWORK</td>
<td>3/9/02</td>
<td>6,370,161</td>
</tr>
<tr>
<td>COMPUTER CONTROLLED PAGING AND TELEPHONE COMMUNICATION SYSTEM AND METHOD</td>
<td>6/25/02</td>
<td>6,411,682</td>
</tr>
<tr>
<td>MESSAGE DELIVERY SYSTEM</td>
<td>8/6/02</td>
<td>6,430,271</td>
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<tr>
<td>M&amp;A FOR GENERATING AGENT SCRIPTS</td>
<td>8/6/02</td>
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<td>M&amp;A FOR ESTABLISHING COMMUNICATION BETWEEN A TRANSACTION INITIATOR AND A TRANSACTION PROCESSING SYSTEM</td>
<td>11/5/02</td>
<td>6,438,599</td>
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<tr>
<td>M&amp;A FOR INTEGRATING BUSINESS DATA &amp; TRANSACTION DATA IN A TRANSACTION PROCESSING ENVIRONMENT</td>
<td>8/27/02</td>
<td>6,442,269</td>
</tr>
<tr>
<td>M&amp;A FOR ALLOCATING MIXED TRANSACTION TYPE MESSAGES TO RESOURCES VIA AN INTEGRATED QUEUING MECHANISM</td>
<td>9/10/02</td>
<td>6,449,646</td>
</tr>
<tr>
<td>INTELLIGENT TELEPHONE CONTROL SYSTEM WHICH ALLOWS SUBSCRIBERS TO REMOTELY CONTROL A PLURALITY OF CALL HANDLING UTILITIES</td>
<td>9/17/02</td>
<td>6,453,164</td>
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<tr>
<td>M&amp;A FOR REMOTELY ACCESSING AN AUTOMATIC TRANSACTION PROCESSING SYSTEM</td>
<td>11/11/02</td>
<td>6,477,559</td>
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<tr>
<td>M&amp;A FOR SERVICING QUEUED REQUESTS</td>
<td>12/17/02</td>
<td>6,496,580</td>
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<tr>
<td>M&amp;A FOR MANAGING TELECOMMUNICATIONS</td>
<td>4/8/03</td>
<td>6,545,589</td>
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<tr>
<td>STAFFING-BASED PERCENTAGE-ALLOCATION ROUTING USING REAL-TIME DATA</td>
<td>6/24/03</td>
<td>6,584,191</td>
</tr>
<tr>
<td>M&amp;A FOR GENERATING A RECORD FROM A TIME-MARKED INFORMATION STREAM</td>
<td>7/22/03</td>
<td>6,598,078</td>
</tr>
<tr>
<td>DYNAMIC ALLOCATION OF COMMUNICATION RESOURCES WITHIN A COMMUNICATION SYSTEM</td>
<td>8/8/03</td>
<td>6,603,775</td>
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<tr>
<td>M&amp;A FOR PROVIDING NETWORK-BASED INTERACTION</td>
<td>12/2/03</td>
<td>6,657,990</td>
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<td>M&amp;A FOR ESTABLISHING CONNECTIONS</td>
<td>1/13/04</td>
<td>6,678,718</td>
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<tr>
<td>M&amp;A FOR PROCESSING REAL-TIME TRANSACTIONS AND NON-REAL-TIME TRANSACTIONS</td>
<td>3/9/04</td>
<td>6,704,409</td>
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<td>M&amp;S FOR INITIATING AN OUTBOUND COMMUNICATION FROM A SERVICE PROVIDER RESPONSIVE TO A USER ACTIVITY WITH RESPECT TO A NETWORK RESOURCE</td>
<td>3/16/04</td>
<td>6,708,215</td>
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<td>M&amp;A FOR UNIVERAL CALL IDENTIFICATION</td>
<td>4/6/04</td>
<td>6,718,022</td>
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<td>TELEPHONY SYSTEM FOR CONDUCTING MULTIMEDIA TELEPHONIC CONFERENCES OVER A PACKET-BASED NETWORK</td>
<td>5/4/04</td>
<td>6,731,609</td>
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<tr>
<td>REAL-TIME TRANSACTION ROUTING AUGMENTED WITH FORECAST DATA AND AGENT SCHEDULES</td>
<td>6/1/04</td>
<td>6,744,878</td>
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<td>M&amp;A FOR COMMUNICATING INFORMATION</td>
<td>6/15/04</td>
<td>6,751,211</td>
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<td>WEB SERVER REPLICATED MINI-FILTER</td>
<td>7/6/04</td>
<td>6,760,745</td>
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<td>CALL MANAGEMENT SYSTEM WITH CALL CONTROL FORM USER WORKSTATION COMPUTER</td>
<td>8/31/04</td>
<td>6,785,379</td>
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<td>NETWORK TRANSFER SYSTEMS</td>
<td>9/28/04</td>
<td>6,798,766</td>
</tr>
<tr>
<td>M&amp;A FOR ROUTING A TRANSACTION WITHIN A NETWORK ENVIRONMENT</td>
<td>11/2/04</td>
<td>6,813,636</td>
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<tr>
<td>CUSTOMER SERVICE REQUEST ALLOCATIONS BASED UPON REAL-TIME DATA AND FORECAST DATA</td>
<td>2/1/05</td>
<td>6,850,613</td>
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<tr>
<td>METHOD FOR PROVIDING CONSOLIDATED SPECIFICATIONS AND HANDLING OF MULTIMEDIA CALL PROMPTS</td>
<td>2/1/05</td>
<td>6,850,614</td>
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<tr>
<td>M&amp;A FOR DYNAMIC LOCALIZATION OF DOCUMENTS</td>
<td>3/8/05</td>
<td>6,865,716</td>
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<td>M&amp;A FOR PROCESSING A TELEPHONE CALL</td>
<td>3/22/05</td>
<td>6,871,212</td>
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<td>M&amp;A TO MAINTAIN A HIERARCHY OF INSTANTIATED APPLICATION OBJECTS AND TO ENABLE RECOVERY FROM AN APPLICATION FAILURE</td>
<td>4/19/05</td>
<td>6,883,170</td>
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<td>M&amp;A FOR PROVIDING PERSONALIZED SERVICE</td>
<td>5/3/05</td>
<td>6,889,222</td>
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<td>USER INVOKED DIRECTED OUTDIAL METHOD &amp; APPARATUS</td>
<td>8/16/05</td>
<td>6,931,112</td>
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<tr>
<td>METHOD AND APPARATUS FOR AUTOMATING TESTING OF JAVA BEANS</td>
<td>8/2/05</td>
<td>6,925,633</td>
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**U.S. PATENT APPLICATIONS**

<table>
<thead>
<tr>
<th>TITLE</th>
<th>FILING DATE</th>
<th>APP NO</th>
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<tbody>
<tr>
<td>METHODS AND APPARATUS FOR ENABLING DYNAMIC RESOURCE COLLABORATION</td>
<td>9/10/01</td>
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<td>Filing Date</td>
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<td>COMMON USER PROFILE SERVER AND METHOD</td>
<td>5/9/00</td>
<td>09/567255</td>
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<td>APPARATUS &amp; METHOD FOR COLLECTING AND DISPLAYING INFORMATION IN A WORKFLOW SYSTEM</td>
<td>4/24/00</td>
<td>09/557264</td>
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<td>APPARATUS AND METHOD FOR COLLECTING INFORMATION IN A WORKFLOW SYSTEM</td>
<td>12/14/04</td>
<td>11/012391</td>
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<td>USER INVOKE DIRECTED OUTDIAL METHOD AND APPARATUS</td>
<td>7/3/04</td>
<td>10/188432</td>
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<td>M&amp;A FOR ESTABLISHING CONNECTIONS</td>
<td>11/12/02</td>
<td>10/293666</td>
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<td>SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT</td>
<td>6/27/00</td>
<td>09/604199</td>
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<tr>
<td>INITIATOR BASED ROUTING FOR INTERNET APPLICATIONS</td>
<td>8/25/00</td>
<td>11/00829</td>
</tr>
<tr>
<td>DYNAMIC LOCALIZATION FOR DOCUMENTS USING LANGUAGE SETTING</td>
<td>12/10/04</td>
<td>11/013853</td>
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<tr>
<td>GENERATING MEDIA-SPECIFIC INTERACTION CONTROL PROGRAMS</td>
<td>12/15/04</td>
<td>11/049481</td>
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<tr>
<td>TRANSACTION ALLOCATION</td>
<td>2/1/05</td>
<td>09/379548</td>
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<tr>
<td>M&amp;A FOR PUBLISHING TRANSACTION RECORD FROM A PRODUCER ENTITY TO A PLURALITY OF SUBSCRIBED CONSUMER ENTITIES WITHIN A TRANSACTION PROCESSING ENVIRONMENT</td>
<td>8/23/99</td>
<td>10/081560</td>
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<tr>
<td>M&amp;S TO PROVIDE MESSAGE COMMUNICATION BETWEEN DIFFERENT BROWSER BASED APPLICATIONS RUNNING ON DESKTOP</td>
<td>9/10/03</td>
<td>10/660418</td>
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<td>M&amp;S TO PROVIDE MESSAGE COMMUNICATION BETWEEN DIFFERENT APPLICATION CLIENTS RUNNING ON A DESKTOP</td>
<td>9/24/04</td>
<td>10/950239</td>
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<tr>
<td>M&amp;A FOR EXECUTING A TRANSACTION TASK WITH A TRANSACTION PROCESSING SYSTEM EMPLOYING SYMMETRIC MULTIPROCESSORS</td>
<td>5/26/99</td>
<td>09/320252</td>
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<td>M&amp;A FOR ALLOCATING MIXED TRANSACTION TYPE MESSAGES TO RESOURCES VIA AN INTEGRATED QUEUING MECHANISM</td>
<td>2/20/02</td>
<td>10/038288</td>
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<tr>
<td>M&amp;A FOR DATA BACKUP AND DATA RECOVERY IN A CLIENT-SERVER ENVIRONMENT</td>
<td>8/23/99</td>
<td>09/382288</td>
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<tr>
<td>METHOD AND SYSTEM TO MAINTAIN A HIERARCHY OF INSTANTIATED APPLICATION OBJECTS AND PROCESS A FAILED PROCESS</td>
<td>3/29/05</td>
<td>11/093923</td>
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<td>M&amp;A FOR AN AUTOMATIC TRANSFORMATION OF DATA AND METADATA INTO LOCALIZED USER INTERFACE ELEMENTS WITH FULL ROUND TRIP</td>
<td>4/14/00</td>
<td>09/549987</td>
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<tr>
<td>METHOD AND SYSTEM FOR PROVIDING PERSONALIZED SERVICE OVER DIFFERENT CONTACT CHANNELS</td>
<td>2/3/05</td>
<td>11/051213</td>
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<td>INTERACTION REQUEST ROUTING</td>
<td>6/7/00</td>
<td>09/590611</td>
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<td>INSTANT MESSAGE QUEUING</td>
<td>5/27/03</td>
<td>10/447250</td>
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<td>METHOD OF QUEUING REQUESTS TO ACCESS A COMMUNICATIONS NETWORK</td>
<td>9/11/03</td>
<td>10/660881</td>
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<td>APPARATUS AND METHOD FOR EXTENSIBLE REAL-TIME WORKFLOWS</td>
<td>4/24/00</td>
<td>09/557334</td>
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<td>APPARATUS &amp; METHOD FOR USING A PROXY SERVER FOR WEB COLLABORATION</td>
<td>8/29/00</td>
<td>09/651546</td>
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<td>CLIENT/SERVER TWO-WAY COMMUNICATION SYSTEM FRAMEWORK UNDER HTTP PROTOCOL</td>
<td>2/2/01</td>
<td>09/776478</td>
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<tr>
<td>M&amp;S PROVIDE EXPERT SUPPORT TO CUSTOMER WITH A CUSTOMER INTERACTION SYSTEM</td>
<td>10/17/03</td>
<td>10/687956</td>
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<td>METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT WITH A CUSTOMER INTERACTION SYSTEM</td>
<td>10/17/03</td>
<td>PCT/US05/033118</td>
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<td>CALL MANAGEMENT SYSTEM WITH CALL CONTROL FROM USER WORKSTATION COMPUTERS</td>
<td>7/27/99</td>
<td>09/360719</td>
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<td>METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR DEFINED TIME INTERVALS WITHIN A CUSTOMER INTERACTION SYSTEM</td>
<td>8/23/99</td>
<td>09/379385</td>
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<td>METHOD AND SYSTEM FOR UPDATING REAL-TIME DATA BETWEEN INTERVALS</td>
<td>1/18/05</td>
<td>11/038566</td>
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<tr>
<td>REVERSIBLE LOGIC FOR WIDGET AND MARKUP LANGUAGE GENERATION</td>
<td>3/8/05</td>
<td>11/075793</td>
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<tr>
<td>A METHOD AND SYSTEM FOR SCHEDULING A CUSTOMER SERVICE CALLBACK</td>
<td>8/19/05</td>
<td>10/546460</td>
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