



12/22/2010

Form PTO-1595 (Rev. 07/05)
OMB No. 0651-0027 (exp. 6/30/2008)COMMERCE
Trademark Office

103614175

RECORDATION FOR
PATENTS

To the Director of the U.S. Patent and Trademark Office: Please record the attached documents or the new address(es) below.

1. Name of conveying party(ies)

SILICON VALLEY BANK

2. Name and address of receiving party(ies)

Name: CALABRIO, INC.

Internal Address: _____

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

3. Nature of conveyance/Execution Date(s):

Execution Date(s) June 30, 2010

- ☐ Assignment ☐ Merger
☐ Security Agreement ☐ Change of Name
☐ Joint Research Agreement
☐ Government Interest Assignment
☐ Executive Order 9424, Confirmatory License
☒ Other Release of Security Interest

Street Address: 605 Highway 169 North, Suite 800

City: Minneapolis

State: Minnesota

Country: USA Zip: 55441

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

4. Application or patent number(s):

A Patent Application No.(s)
See Attached Sheet☐ This document is being filed together with a new applicationB Patent No (s)
See Attached SheetAdditional numbers attached? ☒ Yes ☐ No

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

Name: Elspeth Callahan

Internal Address: National Corporate Research

Street Address: 1100 G St NW Suite 420

City: Washington

State: DC Zip: 20005

Phone Number: 202-370-4761

Fax Number: 800-494-7512

Email Address: ecallahan@nationalcorp.com

6. Total number of applications and patents involved: Six

7. Total fee (37 CFR 1.21(h) & 3.41) \$ 240.00

- ☐ Authorized to be charged by credit card
☐ Authorized to be charged to deposit account
☒ Enclosed
☐ None required (government interest not affecting title)

8. Payment Information

a Credit Card Last 4 Numbers _____
Expiration Date _____

b Deposit Account Number _____

Authorized User Name _____

9. Signature:

Signature

December 10, 2010

12/22/2010 HTON11 00000023 5642416

Catherine C. Fisk

Name of Person Signing

Total number of pages including cover sheet, attachments, and documents.

4 240.00 OF

Documents to be recorded (including cover sheet) should be faxed to (571) 273-0140, or mailed to:
Mail Stop Assignment Recordation Services, Director of the USPTO, P.O. Box 1460, Alexandria, V.A. 22313-1460PATENT
REEL: 025614 FRAME: 0590

EXHIBIT A

PATENTS

PATENT #

Call Processor for a computer telephone integration system	5,642,410
Switching device independent computer-telephone integration system	5,655,014
Computer telephone integration system	5,655,015

PATENT APPLICATIONS

APPLICATION #

Apparatus and Method for computer telephony integration	11/339,403
Method and System for scheduling resources in customer contact center - Canadian	2,567,093
Method and System for scheduling resources in customer contact center	11/556,273

PROVISIONAL PATENTS

Systems and methods for monitoring quality of customer service in Customer/agent communication Session	60/892,986
--	------------

RELEASE OF SECURITY INTEREST
(PATENTS)

This Release of Security Interest is made as of June 10, 2010 by Silicon Valley Bank ("Bank").

Recitals

WHEREAS, Calabrio, Inc. ("Company"), with an office at 605 Highway 169 North, Suite 800, Minneapolis, Minnesota 55441, granted and pledged to Bank a security interest in the Patents described on Exhibit A ("Patents") pursuant to an Intellectual Property Security Agreement dated as of the Effective Date, and recorded with the United States Patent and Trademark Office on February 11, 2008 at Reel/Frame 020487/0560.

Agreement

Now therefore, Bank agrees that it has released and hereby does release said security interest in the Patents, without warranty or recourse.

SILICON VALLEY BANK

By: 

Name: Nick Longmire

Its: DEPT. OF LEGAL AFFAIRS

EXHIBIT A

PATENTS

PATENT #

Call Processor for a computer telephone integration system	5,642,410
Switching device independent computer-telephone integration system	5,655,014
Computer telephone integration system	5,655,015

PATENT APPLICATIONS

APPLICATION #

Apparatus and Method for computer telephony integration	11/339,403
Method and System for scheduling resources in customer contact center - Canadian	2,567,093
Method and System for scheduling resources in customer contact center	11/556,273

PROVISIONAL PATENTS

Systems and methods for monitoring quality of customer service in Customer/agent communication Session	60/892,986
--	------------