

PATENT ASSIGNMENT

Electronic Version v1.1
Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	ASSIGNMENT
CONVEYING PARTY DATA	
Name	Execution Date
Genesys Telecommunications Laboratories, Inc.	03/09/2009
RECEIVING PARTY DATA	
Name:	Alcatel Lucent
Street Address:	3, avenue Octave Greard
City:	Paris
State/Country:	FRANCE
Postal Code:	75007
PROPERTY NUMBERS Total: 34	
Property Type	Number
Patent Number:	6178239
Patent Number:	6286033
Patent Number:	6346952
Patent Number:	6418146
Patent Number:	6442247
Patent Number:	6449358
Patent Number:	6748072
Patent Number:	6788779
Patent Number:	6801520
Patent Number:	6801928
Patent Number:	6822945
Patent Number:	6920441
Patent Number:	6958994
Patent Number:	6985478
Patent Number:	6985943

501654575

PATENT
REEL: 026887 FRAME: 0371

CH \$1360.00 6178239

Patent Number:	7006607
Patent Number:	7079641
Patent Number:	7120141
Patent Number:	7127059
Patent Number:	7133518
Patent Number:	7149304
Patent Number:	7190782
Patent Number:	7222301
Patent Number:	7272627
Patent Number:	7299259
Patent Number:	7343010
Patent Number:	7373405
Patent Number:	7373410
Patent Number:	7376227
Patent Number:	7386113
Patent Number:	7409054
Patent Number:	7418094
Patent Number:	7434229
Patent Number:	6556671

CORRESPONDENCE DATA

Fax Number: (908)582-3850

Phone: 908-582-7109

Email: Mary.Poremba@alcatel-lucent.com

Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent via US Mail.

Correspondent Name: Docket Administrator

Address Line 1: 600-700 Mountain Avenue

Address Line 2: Room 3D-201E

Address Line 4: Murray Hill, NEW JERSEY 07974-0636

ATTORNEY DOCKET NUMBER:

GENESYS TO ALU - (MTP)

NAME OF SUBMITTER:

Gregory J. Murgia

Total Attachments: 5

source=Genesys to ALU Assignment - 9-Mar-2009#page1.tif

source=Genesys to ALU Assignment - 9-Mar-2009#page2.tif

source=Genesys to ALU Assignment - 9-Mar-2009#page3.tif

source=Genesys to ALU Assignment - 9-Mar-2009#page4.tif

source=Genesys to ALU Assignment - 9-Mar-2009#page5.tif

PATENT

REEL: 026887 FRAME: 0372

PATENT ASSIGNMENT

This PATENT ASSIGNMENT, effective as of 9th day of March, 2009 is made by and between GENESYS TELECOMMUNICATIONS LABORATORIES, INC., a corporation organized and existing under the laws of California with a principal office at 2001 Junipero Serra Blvd., Daly City, CA 94014, United States of America (hereinafter referred to as the "Assignor"), and ALCATEL LUCENT, a corporation organized and existing under the laws of France with a principal office at 54 rue la Boétie, Paris 75008, France (hereinafter referred to as the "Assignee").

WHEREAS, Assignor and Assignee are members of Assignee's system of general relations agreements.

WHEREAS, Assignor owns the patents listed in Schedule A attached hereto (the "Patents"), which shall be assigned to Assignee as required by Assignee's system of general relations agreements.

WHEREAS, the Assignor is desirous of transferring and assigning to the Assignee, and the Assignee is desirous of acquiring from the Assignor, all of the Assignor's right, title and interest in and to the Patents.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Assignor does hereby irrevocably transfer, assign and deliver to Assignee, and Assignee hereby accepts the transfer, assignment and delivery of, all of Assignor's right, title, interest, property and benefit in and to the Patents and regarding Patents that are patent applications, any patents that may issue therefrom, including any foreign counterparts, patents or patent applications to which the Patents claim priority, divisionals, continuations in whole or in part, reexaminations, reissues or extensions thereof, and the right to claim priority to any of the preceding, the same to be held by Assignee for Assignee's own use and enjoyment, and for the use and enjoyment of Assignee's successors, assigns and other legal representatives, as fully and entirely as the same would have been held and enjoyed by Assignor if this Assignment and transfer had not been made; together with all claims for damages by reason of past infringements of the Patents and the right to sue for and collect such damages, as permitted under the applicable laws for any jurisdiction or country in which such claims may be asserted, for the use and benefit of Assignee and its successors, assigns and other legal representatives.

Assignor agrees to execute all applications, amended specifications, deeds or other instruments, and to do all acts necessary or proper to secure the grant of Letters Patent in the United States of America and in all other countries, jurisdictions and political entities of the world, to Assignee, and to vest and confirm in Assignee, its successors, assigns, legal representatives or nominees, the legal title to all such patents.

Assignor does hereby authorize and request the Commissioner of Patents and Trademarks of the United States, and any officer of any country or countries foreign to the United States,

whose duty it is to issue patents or other evidence or forms of intellectual property protection or applications as aforesaid, to issue the same to Assignee and its successors, assigns and other legal representatives in accordance with the terms of this instrument.

[Remainder of Page Intentionally Left Blank.]

IN WITNESS WHEREOF, Assignor has hereunto executed this instrument this

26th day of February, 2009.

**GENESYS TELECOMMUNICATIONS
LABORATORIES, INC.**

By: 

Name:

Paul D. Segre

Title:

**President & CEO
Genesys Telecommunications Labs**

IN WITNESS WHEREOF, Assignee has hereunto executed this instrument this

09 day of March, 2009.

ALCATEL LUCENT

By: 

Name: Barbara A. Landmann

Title: President, Intellectual Property & Standards

PATENT ASSIGNMENT - GENESYS TELECOMMUNICATIONS LABORATORIES, INC. TO ALCATEL-LUCENT

Schedule A (Patents)

U.S. Patent No.	Issue Date	U.S. Serial No.	Filing Date	Title Reference	Attorney Docket No.
6178239	23-Jan-2001	05/506,113	17-Feb-2000	Petri Net Programming for Call Center Technology and PINT	136064
6286033	4-Sep-2001	05/561,139	28-Apr-2000	KML as Formal Representation of Object-Oriented Script Language	136106
6346952	12-Feb-2002	05/551,259	18-Apr-2000	Method and Apparatus for Summarizing Previous Threads in a Communication-Center Chat Session	136109
6418146	9-Jul-2002	05/549,449	14-Apr-2000	Integrated Call-Center Functionality For WAP Devices	136107
6442247	27-Aug-2002	05/538,112	29-Mar-2000	Method And Apparatus For Recording And Automated Playback Of Personal Agent Greetings In A ...	136108
6449358	10-Sep-2002	05/550,006	14-Apr-2000	Determining the Optimum Frequency of Outbound Call Generation	136098
6556671	29-Apr-2003	05/587,091	31-May-2000	Fuzzy-Logic Routing System for Call Routing With-in Communication Centers and in Other Telephony ...	136562
6748072	8-Jun-2004	05/527,905	17-Mar-2000	Personal Call Center Performance Display and Status Alert System	136110
6788779	7-Sep-2004	05/912,770	24-Jul-2001	Method and Apparatus for Routing Calls by Proxy Using Virtual Transaction Servers in a ...	136535
6801520	5-Oct-2004	16/116,427	3-Apr-2002	Queue Prioritization Based on Competitive User Input	136114
6801928	5-Oct-2004	09/827,548	6-Apr-2001	Dynamic Translation Between Data Network-Based Protocol in A Data-Packet-Network And Interactive ...	136095
6822945	23-Nov-2004	10/229,514	27-Aug-2002	Method and Apparatus for Anticipating and Planning Communication-Center Resources Based on ...	136556
6920441	19-Jul-2005	05/998,767	29-Nov-2001	Methods and Apparatus for Building Communication Between Agent Desktop Scripting Applications and an Outbound Call Software Suite Within a Telecommunications Center	136568
6958994	25-Oct-2005	16/242,250	11-Sep-2002	Call Transfer Using Session Initiation Protocol (SIP)	136572
6985478	10-Jan-2006	05/827,608	6-Apr-2001	Using XML Expressed Primitives for Platform and System-Independent Call Modeling	136560
6985843	10-Jan-2006	16/269,124	10-Oct-2002	Methods and Apparatus for Extended Management of State and Interaction of a Remote Knowledge ...	136576
7006607	28-Feb-2006	16/228,495	26-Aug-2002	Method And Apparatus For Recording And Automated Playback Of Personal Agent Greetings In A ...	136108
7031444	18-Apr-2006	10/180,894	26-Jun-2002	Computer-Implemented Voice Markup System and Method	802105
7072328	4-Jul-2006	09/759,931	12-Jan-2001	Computer-Implemented Voice Markup Language-Based Server	802166
7079641	18-Jul-2006	10/899,528	26-Jul-2004	Method and Apparatus for Routing Calls by Proxy Using Virtual Transaction Servers in a ...	136535
7120141	10-Oct-2006	05/927,381	10-Aug-2001	Integrating SIP Control Messaging into Existing Communication Center Routing Infrastructure	136536
7127059	24-Oct-2006	10/373,395	24-Feb-2003	System and Method for Integrated Resource Scheduling, Task Allocation and Agent Work Management	801412
7133518	7-Nov-2006	16/898,071	23-Jul-2004	Methods and Apparatus for Accomplishing Call-State Synchronization and Event Notification Between...	136512
7149304	12-Dec-2006	16/840,527	5-May-2004	Personal Communication Center Performance Display and Status Alert System	136110
7190782	13-Mar-2007	11/386,549	21-Mar-2006	Personal Communication Center Performance Display and Status Alert System	136110
7222301	22-May-2007	16/406,511	2-Apr-2003	Methods and Apparatus Enabling Voice-Based Management of State and Interaction of a Remote ...	136584
7272627	18-Sep-2007	10/079,328	19-Feb-2002	System and Apparatus for Pe-Routing Network Events	136021
7299259	20-Nov-2007	05/932,033	17-Aug-2001	Alternative Method for Call Center in an Instant-Messaging Present Protocol Type of Environment	136537
7343010	11-Mar-2008	10/373,393	24-Feb-2003	System and Method for Integrated Resource Scheduling and Task Allocation	801414
7373405	13-May-2008	11/070,898	1-Mar-2005	Methods and Apparatus for Extended Management of State and Interaction of a Remote Knowledge ...	136576
7373410	13-May-2008	16/441,865	15-May-2003	Method and System for Providing Adaptive and Proactive Interaction Management for Multiple Types ...	136583
7376227	20-May-2008	10/993,837	18-Nov-2004	Method and Apparatus for Representing Agent Status on Integration Between Customer Relation ...	136517
7379973	27-May-2008	05/759,926	12-Jan-2001	Computer-Implemented Voice Application Indexing Web Site	802106
7386113	10-Jun-2008	10/373,391	24-Feb-2003	System and Method for Integrated Resource Scheduling and Agent Work Management	801413

PATENT ASSIGNMENT - GENESYS TELECOMMUNICATIONS LABORATORIES, INC. TO ALCATEL-LUCENT

Schedule A (Patents)

U.S. Patent No.	Issue Date	U.S. Serial No.	Filing Date	Title Reference	Attorney Docket No.
7409054	5-Aug-2008	11/551,485	29-Oct-2005	System and Method for Integrated Resource Scheduling, Task Allocation and Agent Work Management	801415
7418094	26-Aug-2008	10/337,489	6-Jan-2003	Method and Apparatus for Multimedia Interaction Routing According to Agent Capacity Sets	136580
7434229	7-Oct-2008	10/210,702	31-Jul-2002	Method for improving temporal consistency and snapshot recency in a monitored real-time software...	136573