

PATENT ASSIGNMENT COVER SHEET

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EPAS ID: PAT2585607

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	GRANT OF SECURITY INTEREST IN PATENT RIGHTS
CONVEYING PARTY DATA	
Name	Execution Date
VERINT AMERICAS INC.	09/18/2013
RECEIVING PARTY DATA	
Name:	CREDIT SUISSE AG, CAYMAN ISLANDS BRANCH, AS COLLATERAL AGENT
Street Address:	11 MADISON AVENUE
City:	WASHINGTON
State/Country:	DISTRICT OF COLUMBIA
Postal Code:	20005
PROPERTY NUMBERS Total: 178	
Property Type	Number
Patent Number:	RE40634
Patent Number:	RE41534
Patent Number:	RE41608
Patent Number:	RE43255
Patent Number:	RE43324
Patent Number:	RE43386
Patent Number:	5790798
Patent Number:	6278978
Patent Number:	6370574
Patent Number:	6404857
Patent Number:	6510220
Patent Number:	6757361
Patent Number:	6782093
Patent Number:	6952732
Patent Number:	6959405

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Patent Number:	7047296
Patent Number:	7149788
Patent Number:	7155399
Patent Number:	7203285
Patent Number:	7219138
Patent Number:	7254546
Patent Number:	7281173
Patent Number:	7284049
Patent Number:	7325190
Patent Number:	7376735
Patent Number:	7424715
Patent Number:	7424718
Patent Number:	7466816
Patent Number:	7478051
Patent Number:	7966397
Patent Number:	7570755
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Patent Number:	7587041
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Patent Number:	7769176
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Patent Number:	7801055
Patent Number:	7817795
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Patent Number:	7848524
Patent Number:	7852994
Patent Number:	7853006
Patent Number:	7853753
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Patent Number:	7873156
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Patent Number:	7925889
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Patent Number:	8160233
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Patent Number:	8117064
Patent Number:	8108237
Patent Number:	8442033
Patent Number:	8204056
Patent Number:	7995612
Patent Number:	8112306
Patent Number:	7949552

	8015042
Patent Number:	7953621
Patent Number:	8000465
Patent Number:	8005676
Patent Number:	8130938
Patent Number:	7991613
Application Number:	11567808
Patent Number:	8199886
Patent Number:	8130925
Patent Number:	8280011
Patent Number:	8130926
Patent Number:	7965828
Patent Number:	8050923
Patent Number:	7953750
Patent Number:	8170184
Patent Number:	8331549
Patent Number:	8320886
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Patent Number:	8331548
Patent Number:	5659768
Patent Number:	8068602
Patent Number:	8078486
Patent Number:	8102976
Patent Number:	8126134
Patent Number:	8131578
Patent Number:	8132089
Patent Number:	8139741
Patent Number:	8155275
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Patent Number:	8290871

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Patent Number:	8359434
Patent Number:	7953719
Application Number:	10633357
Application Number:	11166630
Application Number:	11359195
Application Number:	11359357
Application Number:	11361208
Application Number:	11394410
Application Number:	11540320
Application Number:	11621134
Application Number:	11693828
Application Number:	11723010
Application Number:	12111865
Application Number:	12118789
Application Number:	12118792
Application Number:	12200696
Application Number:	12630030
Application Number:	12684027
Patent Number:	8463638
Application Number:	12725127
Application Number:	12725166
Application Number:	12727468
Application Number:	12768194
Application Number:	12769550
Application Number:	12769552
Application Number:	12770517
Application Number:	12771949
Application Number:	12870908
Application Number:	12914991
Application Number:	12916678
Application Number:	12940508
Application Number:	12968232
Application Number:	12968236
Application Number:	12968240

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Application Number:	13008577
Application Number:	13089228
Application Number:	13114620
Application Number:	13149655
Application Number:	13164722
Application Number:	13182672
Application Number:	13299805
Application Number:	13316834
Application Number:	13323240
Application Number:	13323326
Application Number:	13354919
Application Number:	13355112
Application Number:	13481727
Application Number:	13611912
Application Number:	13673125
Application Number:	13406506
Application Number:	12967025
Application Number:	12967028
Application Number:	12967029
Application Number:	12967031
Application Number:	13005355
Application Number:	13036923

CORRESPONDENCE DATA

Fax Number: (800)494-7512
Phone: 202-370-4761
Email: tfahey@nationalcorp.com
Correspondence will be sent via US Mail when the email attempt is unsuccessful.
Correspondent Name: THOMAS FAHEY
Address Line 1: 1025 VERMONT AVE NW, SUITE 1130
Address Line 2: NATIONAL CORPORATE RESEARCH, LTD.
Address Line 4: WASHINGTON, DISTRICT OF COLUMBIA 20005

NAME OF SUBMITTER:	MARIEE PILKINGTON
Signature:	/Mariee Pilkington/
Date:	10/21/2013

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GRANT OF
SECURITY INTEREST IN PATENT RIGHTS

This GRANT OF SECURITY INTEREST IN PATENT RIGHTS ("Agreement"), effective as of September 18, 2013 is made by Verint Americas Inc., a Delaware corporation (the "Grantor"), in favor of Credit Suisse AG, as Collateral Agent (the "Agent") for the several banks and other financial institutions (the "Lenders") from time to time party to the Amended and Restated Credit Agreement, dated as of March 6, 2013 (as amended, supplemented or otherwise modified from time to time, the "Credit Agreement"), among Verint Systems Inc. and certain of its subsidiaries (the "Borrowers"), the Lenders, the Agent and the other Persons from time to time party thereto.

W I T N E S S E T H

WHEREAS, pursuant to the Credit Agreement, the Lenders have severally agreed to make Loans and other extensions of credit to the Borrowers upon the terms and subject to the conditions set forth therein;

WHEREAS, the Grantor and certain other subsidiaries of Verint Systems Inc. have executed and delivered a Guarantee and Collateral Agreement, dated as of April 29, 2011 (together with all amendments and modifications, if any, from time to time thereafter made thereto, the "Guarantee and Collateral Agreement");

WHEREAS, pursuant to the Guarantee and Collateral Agreement, the Grantor pledged and granted to the Agent for the benefit of the Agent and the Lenders a continuing security interest in certain Intellectual Property, including the Patents (as listed in Schedule 1); and

WHEREAS, in connection with the Credit Agreement and the Guarantee and Collateral Agreement, the Grantor is required to execute and deliver this Agreement for recording with the United States Patent and Trademark Office;

NOW, THEREFORE, for good and valuable consideration, the receipt of which is hereby acknowledged, the Grantor agrees, for the benefit of the Agent and the Lenders, as follows:

SECTION 1. Definitions. Unless otherwise defined herein or the context otherwise requires, terms used in this Agreement, including its preamble and recitals, have the meanings provided or provided by reference in the Credit Agreement and the Guarantee and Collateral Agreement.

SECTION 2. Grant of Security Interest. The Grantor hereby pledges and grants a continuing security interest in, and a right of setoff against, all of the Grantor's rights, title and interest in, to and under the Patents (including, without limitation, those items listed on Schedule 1 hereto) (collectively, the "Collateral"), to the Agent for the benefit of the Agent and the Lenders to secure payment, performance and observance of the Obligations.

SECTION 3. Purpose. This Agreement has been executed and delivered by the Grantor for the purpose of recording the grant of security interest herein with the United States Patent and Trademark Office. The security interest granted hereby has been granted to the Lenders in connection with the Guarantee and Collateral Agreement and is expressly subject to the terms and conditions thereof. The Guarantee and Collateral Agreement (and all rights and remedies of the Lenders thereunder) shall remain in full force and effect in accordance with its terms.

SECTION 4. Acknowledgment. The Grantor does hereby further acknowledge and affirm that the rights and remedies of the Lenders with respect to the security interest in the Collateral granted hereby are more fully set forth in the Credit Agreement and the Guarantee and Collateral Agreement, the terms and provisions of which (including the remedies provided for therein) are incorporated by reference herein as if fully set forth herein. In the event of any conflict between the terms of this Agreement and the terms of the Guarantee and Collateral Agreement, the terms of the Guarantee and Collateral Agreement shall govern.

SECTION 5. Counterparts. This Agreement may be executed in counterparts, each of which will be deemed an original, but all of which together constitute one and the same original.

SECTION 6. Governing Law. THIS AGREEMENT AND ANY CLAIM, CONTROVERSY, DISPUTE OR CAUSE OF ACTION BASED UPON, ARISING OUT OF OR RELATED TO THIS AGREEMENT AND THE TRANSACTIONS CONTEMPLATED HEREBY (INCLUDING, WITHOUT LIMITATION, ANY CLAIMS SOUNDING IN CONTRACT LAW OR TORT LAW OR OTHERWISE ARISING OUT OF THE SUBJECT MATTER HEREOF) SHALL BE CONSTRUED IN ACCORDANCE WITH AND GOVERNED BY THE LAW OF THE STATE OF NEW YORK.

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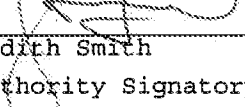
IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be duly executed and delivered by their respective officers as of the date first written above.

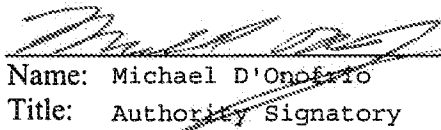
VERINT AMERICAS INC.,
as Grantor

By: _____
Name: _____
Title: _____

[Signature Page to Grant of Security Interest in Patents: Verint Americas Inc.]

CREDIT SUISSE AG,
CAYMAN ISLANDS BRANCH
as Collateral Agent for the Lenders

By: 
Name: Judith Smith
Title: Authority Signatory

By: 
Name: Michael D'Onofrio
Title: Authority Signatory

[Signature Page to Grant of Security Interest in Patents: Verint Americas Inc.]

SCHEDULE 1

U.S. Patent Registrations and Applications

<u>Grantor</u>	<u>Patent</u>	<u>App. No./ Reg. No.</u>	<u>App. Date/ Reg. Date</u>
Verint Americas Inc.	VOICE INTERACTION ANALYSIS MODULE	RE40634	10-Feb-09
Verint Americas Inc.	UTILIZING SPARE PROCESSING CAPACITY TO ANALYZE A CALL CENTER INTERACTION	RE41534	17-Aug-10
Verint Americas Inc.	SYSTEM AND METHOD TO ACQUIRE AUDIO DATA PACKETS FOR RECORDING AND ANALYSIS	RE41608	31-Aug-10
Verint Americas Inc.	MACHINE LEARNING BASED UPON FEEDBACK FROM CONTACT CENTER ANALYSIS	RE43255	20-Mar-12
Verint Americas Inc.	VOIP VOICE INTERACTION MONITOR	RE43324	24-Apr-12
Verint Americas Inc.	COMMUNICATION MANAGEMENT SYSTEM FOR NETWORK-BASED TELEPHONES	RE43386	25-May-12
Verint Americas Inc.	METHOD AND APPARATUS FOR SIMULTANEOUSLY MONITORING COMPUTER USER SCREEN AND TELEPHONE ACTIVITY FROM A REMOTE LOCATION	5790798	4-Aug-98
Verint Americas Inc.	AGENT SCHEDULING SYSTEM AND METHOD HAVING IMPROVED POST-PROCESSING STEP	6278978	21-Aug-01
Verint Americas Inc.	METHOD AND APPARATUS FOR SIMULTANEOUSLY MONITORING COMPUTER USER SCREEN AND TELEPHONE ACTIVITY FROM A REMOTE LOCATION	6370574	9-Apr-02
Verint Americas Inc.	SIGNAL MONITORING APPARATUS FOR ANALYZING COMMUNICATIONS	6404857	11-Jun-02
Verint Americas Inc.	METHOD AND APPARATUS FOR SIMULTANEOUSLY MONITORING COMPUTER USER SCREEN AND TELEPHONE ACTIVITY FROM A REMOTE LOCATION	6510220	21-Jan-03
Verint Americas Inc.	SIGNAL MONITORING APPARATUS ANALYZING VOICE COMMUNICATION CONTENT	6757361	29-Jun-04

<u>Grantor</u>	<u>Patent</u>	<u>App. No./ Reg. No.</u>	<u>App. Date/ Reg. Date</u>
Verint Americas Inc.	GRAPHICAL METHOD AND SYSTEM FOR VISUALIZING PERFORMANCE LEVELS IN TIME-VARYING ENVIRONMENT	6782093	24-Aug-04
Verint Americas Inc.	METHOD AND APPARATUS FOR MULTI-CONTACT SCHEDULING	6952732	4-Oct-05
Verint Americas Inc.	METHOD AND SYSTEM FOR CONCURRENT ERROR IDENTIFICATION IN RESOURCE SCHEDULING	6959405	25-Oct-05
Verint Americas Inc.	METHOD AND SYSTEM FOR SELECTIVELY DEDICATING RESOURCES FOR RECORDING DATA EXCHANGED BETWEEN ENTITIES ATTACHED TO A NETWORK	7047296	16-May-06
Verint Americas Inc.	METHOD AND SYSTEM FOR PROVIDING ACCESS TO CAPTURED MULTIMEDIA DATA FROM A MULTIMEDIA PLAYER	7149788	12-Dec-06
Verint Americas Inc.	SYSTEM AND METHOD FOR COMPLEX SCHEDULE GENERATION	7155399	26-Dec-06
Verint Americas Inc.	SYSTEM AND METHOD FOR RECORDING VOICE AND THE DATA ENTERED BY A CALL CENTER AGENT AND RETRIEVAL OF THESE COMMUNICATION STREAMS FOR ANALYSIS OR CORRECTION	7203285	10-Apr-07
Verint Americas Inc.	METHOD, APPARATUS, AND SYSTEM FOR CAPTURING DATA EXCHANGED BETWEEN A SERVER AND A USER	7219138	15-May-07
Verint Americas Inc.	SYSTEM AND METHOD FOR COMPLEX SCHEDULE GENERATION	7254546	7-Aug-07
Verint Americas Inc.	METHOD AND SYSTEM FOR CONCURRENT ERROR IDENTIFICATION IN RESOURCE SCHEDULING	7281173	9-Oct-07
Verint Americas Inc.	SELECTIVE DEDICATION OF ACTIVE AND PASSIVE CONTACT CENTER RECORDING RESOURCES	7284049	16-Oct-07
Verint Americas Inc.	INTERFACE SYSTEM AND METHOD OF BUILDING RULES AND CONSTRAINTS FOR A RESOURCE SCHEDULING SYSTEM	7325190	29-Jan-08
Verint Americas Inc.	METHOD, APPARATUS, AND SYSTEM FOR CAPTURING DATA EXCHANGED BETWEEN A SERVER AND A USER	7376735	20-May-08
Verint Americas Inc.	METHOD AND SYSTEM FOR PRESENTING EVENTS ASSOCIATED WITH RECORDED DATA EXCHANGED BETWEEN A SERVER AND A USER	7424715	9-Sep-08

<u>Grantor</u>	<u>Patent</u>	<u>App. No./ Reg. No.</u>	<u>App. Date/ Reg. Date</u>
Verint Americas Inc.	METHOD AND SYSTEM FOR PRESENTING EVENTS ASSOCIATED WITH RECORDED DATA EXCHANGED BETWEEN A SERVER AND A USER	7424718	9-Sep-08
Verint Americas Inc.	SYSTEM AND METHOD FOR ANALYSING COMMUNICATION STREAMS	7466816	16-Dec-08
Verint Americas Inc.	METHOD AND APPARATUS FOR LONG-RANGE PLANNING	7478051	13-Jan-09
Verint Americas Inc.	DISTRIBUTIVE DATA CAPTURE	7966397	21-June-11
Verint Americas Inc.	ROUTING COMMUNICATION SESSIONS FOR RECORDING	7570755	4-Aug-09
Verint Americas Inc.	SYSTEM AND METHOD FOR ANALYSING COMMUNICATION STREAMS	7574000	11-Aug-09
Verint Americas Inc.	SYSTEM AND METHOD FOR ANALYSING COMMUNICATION STREAMS	7587041	8-Sep-09
Verint Americas Inc.	RECORDING USING PROXY SERVERS	7613290	3-Nov-09
Verint Americas Inc.	SYSTEMS AND METHODS FOR CAPTURING MULTIMEDIA COMMUNICATION SIGNALS	7633930	15-Dec-09
Verint Americas Inc.	SYSTEM AND METHOD FOR COMPLEX SCHEDULE GENERATION	7634422	15-Dec-09
Verint Americas Inc.	SYSTEM AND METHOD FOR WORKFORCE REQUIREMENTS MANAGEMENT	7650293	19-Jan-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR PROVIDING RECORDING AS A NETWORK SERVICE	7660307	9-Feb-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR INTEGRATING OUTSOURCERS	7660406	9-Feb-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR SCHEDULING CONTACT CENTER AGENTS	7660407	9-Feb-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR AUTOMATIC SCHEDULING OF A WORKFORCE	7672746	2-Mar-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING A CONFERENCE BRIDGE	7680264	16-Mar-10
Verint Americas Inc.	INTERNET PROTOCOL ANALYZING	7701972	20-Apr-10

<u>Grantor</u>	<u>Patent</u>	<u>App. No./ Reg. No.</u>	<u>App. Date/ Reg. Date</u>
Verint Americas Inc.	SYSTEMS AND METHODS FOR DETERMINING ALLOCATIONS FOR DISTRIBUTED MULTI-SITE CONTACT CENTERS	7734783	8-Jun-10
Verint Americas Inc.	MULTI-PASS SPEECH ANALYTICS	7752043	6-Jul-10
Verint Americas Inc.	METHOD AND SYSTEM FOR CONCURRENT ERROR IDENTIFICATION IN RESOURCE SCHEDULING	7752508	6-Jul-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	7769176	3-Aug-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR PROTECTING INFORMATION	7774854	10-Aug-10
Verint Americas Inc.	INDEPENDENT SOURCE RECORDING	7787974	31-Aug-10
Verint Americas Inc.	METHOD AND APPARATUS FOR MULTI-CONTACT SCHEDULING	7788286	31-Aug-10
Verint Americas Inc.	INTEGRATION OF CONTACT CENTER SURVEYS	7792278	7-Sep-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR ANALYZING COMMUNICATION SESSIONS USING FRAGMENTS	7801055	21-Sep-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR DATA SYNCHRONIZATION IN A CUSTOMER CENTER	7817795	19-Oct-10
Verint Americas Inc.	DUPLICATE MEDIA STREAM	7822018	6-Oct-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR CALCULATING WORKFORCE STAFFING STATISTICS	7826608	2-Nov-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	7848524	7-Dec-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR RECORDING AUDIO	7852994	14-Dec-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR SCHEDULING CALL CENTER AGENTS USING QUALITY DATA AND CORRELATION-BASED DISCOVERY	7853006	14-Dec-10
Verint Americas Inc.	DISTRIBUTIVE NETWORK CONTROL	7853753	14-Dec-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	7853800	14-Dec-10

<u>Grantor</u>	<u>Patent</u>	<u>App. No./ Reg. No.</u>	<u>App. Date/ Reg. Date</u>
Verint Americas Inc.	SYSTEMS AND METHODS FOR SCHEDULING CALL CENTER AGENTS USING QUALITY DATA AND CORRELATION-BASED DISCOVERY	7864946	4-Jan-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR ANALYZING CONTACT CENTER INTERACTIONS	7873156	18-Jan-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR ANALYZING COMMUNICATION SESSIONS USING FRAGMENTS	7881216	1-Feb-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR RECORDING AN ENCRYPTED INTERACTION	7881471	1-Feb-11
Verint Americas Inc.	METHODS AND DEVICES FOR ARCHIVING RECORDED INTERACTIONS AND RETRIEVING	7882212	1-Feb-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR ANALYZING COMMUNICATION SESSIONS	7885813	8-Feb-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR DISCOVERING CONTACT CENTER INFORMATION	7899176	1-Mar-11
Verint Americas Inc.	RECORDING INVOCATION OF COMMUNICATION SESSIONS	7899178	1-Mar-11
Verint Americas Inc.	SYSTEM AND METHOD FOR ANALYSING COMMUNICATION STREAMS	7899180	1-Mar-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR PROVIDING RECORDING AS A NETWORK SERVICE	7903568	8-Mar-11
Verint Americas Inc.	SYSTEM AND METHOD FOR COMPLEX SCHEDULE GENERATION	7904325	8-Mar-11
Verint Americas Inc.	SYSTEM AND METHOD FOR PERFORMANCE BASED CALL DISTRIBUTION	7913063	22-Mar-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR MONITORING INFORMATION SESSIONS	7920482	5-Apr-11
Verint Americas Inc.	METHOD AND SYSTEM FOR COMMUNICATIONS MONITORING	7925889	12-Apr-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR STORING AND SEARCHING DATA IN A CUSTOMER CENTER ENVIRONMENT	7930314	19-Apr-11
Verint Americas Inc.	PACKET DATA RECORDING METHOD AND SYSTEM	8285833	9-Oct-12

<u>Grantor</u>	<u>Patent</u>	<u>App. No./ Reg. No.</u>	<u>App. Date/ Reg. Date</u>
Verint Americas Inc.	SYSTEM AND METHOD FOR DETECTING AND DISPLAYING BUSINESS TRANSACTIONS	8160233	17-Apr-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR WORKFORCE OPTIMIZATION	8112298	7-Feb-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR WORKFORCE OPTIMIZATION AND ANALYTICS	8117064	14-Feb-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR WORKFORCE OPTIMIZATION AND INTEGRATION	8108237	31-Jan-12
Verint Americas Inc.	DISTRIBUTED VOICE OVER INTERNET PROTOCOL RECORDING	8,442,033	14-May-13
Verint Americas Inc.	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING A MEDIA APPLICATION SERVER	8204056	19-Jun-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR CAPTURING COMMUNICATION SIGNALS (32 BIT OR 128-BIT ADDRESSES)	7995612	9-Aug-11
Verint Americas Inc.	SYSTEM AND METHOD FOR FACILITATING TRIGGERS AND WORKFLOWS IN WORKFORCE OPTIMIZATION	8112306	7-Feb-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR CONTEXT DRILLING IN WORKFORCE OPTIMIZATION	7949552	24-May-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR CALCULATING AN EFFECT ON A WORKLOAD USING LONG-TERM SIMULATION	8015042	6-Sept-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR AUTOMATIC SCHEDULING OF A WORKFORCE	7953621	31-May-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING GATEWAYS	8000465	16-Aug-11
Verint Americas Inc.	SPEECH ANALYSIS USING STATISTICAL LEARNING	8005676	23-Aug-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING RECORDERS	8130938	06-Mar-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR ANALYZING AUDIO COMPONENTS OF COMMUNICATIONS	7991613	2-Aug-11

<u>Grantor</u>	<u>Patent</u>	<u>App. No./ Reg. No.</u>	<u>App. Date/ Reg. Date</u>
Verint Americas Inc.	CALL CONTROL PRESENCE AND RECORDING	11567808	7-Dec-06
Verint Americas Inc.	CALL CONTROL RECORDING	8199886	12-Jun-12
Verint Americas Inc.	METHODS FOR PASSIVE RECORDING	8130925	6-Mar-12
Verint Americas Inc.	RECORDING IN A DISTRIBUTED ENVIRONMENT	8280011	2-Oct-12
Verint Americas Inc.	SYSTEM AND METHOD FOR RECORDING DATA	8130926	6-Mar-12
Verint Americas Inc.	CALL CONTROL PRESENCE	7965828	21-Jun-11
Verint Americas Inc.	AUTOMATED UTTERANCE SEARCH	8050923	1-Nov-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR SEARCHING DATA IN A CUSTOMER CENTER ENVIRONMENT	7953750	31-May-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR RECORDING RESOURCE ASSOCIATION IN A RECORDING ENVIRONMENT	8170184	1-May-12
Verint Americas Inc.	SYSTEM AND METHOD FOR INTEGRATED WORKFORCE AND QUALITY MANAGEMENT	8331549	11-Dec-12
Verint Americas Inc.	INTEGRATING MOBILE DEVICE BASED COMMUNICATION SESSION RECORDINGS	8320886	27-Nov-12
Verint Americas Inc.	SYSTEM AND METHOD FOR POOLED IP RECORDING	8345828	1-Jan-13
Verint Americas Inc.	SYSTEMS AND METHODS FOR DATA SYNCHRONIZATION IN A CUSTOMER CENTER	8331548	11-Dec-12
Verint Americas Inc.	SYSTEM AND METHOD FOR THE TIME REPRESENTATION OF TASKS	5659768	19-Aug-97
Verint Americas Inc.	SYSTEMS AND METHODS FOR RECORDING USING VIRTUAL MACHINES	8068602	29-Nov-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR PROVIDING WORKFORCE OPTIMIZATION TO BRANCH AND BACK OFFICES	8078486	13-Dec-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR TRADING TRACK VIEW	8102976	24-Jan-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR SCHEDULING OF OUTBOUND AGENTS	8126134	28-Feb-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR AUTOMATIC SCHEDULING OF A WORKFORCE	8131578	6-Mar-12
Verint Americas Inc.	ERROR CHECKING AT THE RE-SEQUENCING STAGE	8132089	6-Mar-12

<u>Grantor</u>	<u>Patent</u>	<u>App. No./ Reg. No.</u>	<u>App. Date/ Reg. Date</u>
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Verint Americas Inc.	SYSTEMS AND METHODS FOR MANAGING ALARMS FROM RECORDERS	8155275	10-Apr-12
Verint Americas Inc.	SYSTEM AND METHOD FOR RECORDING VOICE AND THE DATA ENTERED BY A CALL CENTER AGENT AND RETRIEVAL OF THESE COMMUNICATION STREAMS FOR ANALYSIS OR CORRECTION	8189763	29-May-12
Verint Americas Inc.	AUGMENTATION AND CALIBRATION OF OUTPUT FROM NON-DETERMINISTIC TEXT GENERATORS BY MODELING ITS CHARACTERISTICS IN SPECIFIC ENVIRONMENTS	8195459	5-June-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR PROVIDING NETWORK SERVICES FOR RECORDING	8204053	19-June-12
Verint Americas Inc.	PASSIVE RECORDING AND LOAD BALANCING	8254262	28-Aug-12
Verint Americas Inc.	DISTRIBUTIVE NETWORK CONTROL	8275944	25-Sept-12
Verint Americas Inc.	METHOD AND APPARATUS FOR AUTOMATED TIME BANKING AND WORKFORCE SCHEDULING	8290804	16-Oct-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	8290871	16-Oct-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR ANALYZING COMMUNICATION SESSIONS	8315867	20-Nov-12
Verint Americas Inc.	DISTRIBUTIVE NETWORK CONTROL	8359434	22-Jan-13
Verint Americas Inc.	METHOD, APPARATUS, AND SYSTEM FOR CAPTURING DATA EXCHANGED BETWEEN A SERVER AND A USER	7953719	31-May-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR PROVIDING WORKFORCE OPTIMIZATION TO BRANCH AND BACK OFFICES	8078486	13-Dec-11
Verint Americas Inc.	SYSTEM AND METHOD FOR DYNAMIC SCHEDULING OF PERSONNEL	10633357	1-Aug-03
Verint Americas Inc.	METHOD AND APPARATUS FOR SIMULTANEOUSLY MONITORING COMPUTER USER SCREEN AND TELEPHONE ACTIVITY FROM A REMOTE LOCATION	11166630	24-Jun-05
Verint Americas Inc.	SYSTEM AND METHOD FOR INTEGRATED DISPLAY OF MULTIPLE TYPES OF CALL AGENT DATA	11359195	22-Feb-06
Verint Americas Inc.	SYSTEM AND METHOD FOR INTEGRATED DISPLAY OF RECORDED INTERACTIONS AND CALL AGENT DATA	11359357	22-Feb-06

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Verint Americas Inc.	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING PHONES	11394410	31-Mar-06
Verint Americas Inc.	SYSTEMS AND METHODS OF PARTIAL SHIFT SWAPPING	11540320	9-Sep-06
Verint Americas Inc.	COMMUNICATION SESSION ASSESSMENT	11621134	9-Jan-07
Verint Americas Inc.	SYSTEMS AND METHODS FOR RECORDING RESOURCE ASSOCIATION FOR A COMMUNICATIONS ENVIRONMENT	11693828	30-Mar-07
Verint Americas Inc.	MONITORING OF COMPUTER EVENTS	11723010	15-Mar-07
Verint Americas Inc.	SYSTEM AND METHOD FOR DETERMINING A STAFFING SHORTAGE	12111865	29-Apr-08
Verint Americas Inc.	SYSTEMS AND METHODS FOR MULTI-STREAM RECORDING	12118789	12-May-08
Verint Americas Inc.	SYSTEMS AND METHODS OF RECORDING SOLUTION INTERFACE	12118792	12-May-08
Verint Americas Inc.	SYSTEMS AND METHODS FOR DIRECTING WORK FLOW USING WORKFORCE OPTIMIZATION DATA	12200696	28-Aug-08
Verint Americas Inc.	SYSTEM AND METHOD FOR WORKFORCE REQUIREMENTS MANAGEMENT	12630030	3-Dec-09
Verint Americas Inc.	SYSTEMS AND METHODS FOR SCHEDULING CONTACT CENTER AGENTS	12684027	7-Jan-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR AUTOMATIC SCHEDULING OF A WORKFORCE	8463638	11-Jun-13
Verint Americas Inc.	SYSTEMS AND METHODS FOR DETERMINING ALLOCATIONS FOR DISTRIBUTED MULTI-SITE CONTACT CENTERS	12725127	16-Mar-10
Verint Americas Inc.	CLASSIFICATION AND IDENTIFICATION OF COMPUTER USE	12725166	16-Mar-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR UPDATING SCHEDULES	12727468	19-Mar-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR PROTECTING INFORMATION	12768194	27-Apr-10

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Verint Americas Inc.	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING A MEDIA APPLICATION SERVER	12769552	28-Apr-10
Verint Americas Inc.	USE OF DATA FIELDS IN THE SIP PROTOCOL FOR SIP VOIP RECORDING	12770517	29-Apr-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR AUTO-SCHEDULING	12771949	30-Apr-10
Verint Americas Inc.	INDEPENDENT SOURCE RECORDING	12870908	30-Aug-10
Verint Americas Inc.	REMOTE AGENT CAPTURE AND MONITORING	12914991	28-Oct-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR AUTOMATIC SCHEDULING OF A WORKFORCE	12916678	1-Nov-10
Verint Americas Inc.	METHOD AND APPARATUS TO MANAGE A WORKFORCE	12940508	5-Nov-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR SECURE RECORDING IN A CUSTOMER CENTER ENVIRONMENT	12968232	14-Dec-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR SECURE RECORDING IN A CUSTOMER CENTER ENVIRONMENT	12968236	14-Dec-10
Verint Americas Inc.	SYSTEMS AND METHODS FOR SECURE RECORDING IN A CUSTOMER CENTER ENVIRONMENT	12968240	14-Dec-10
Verint Americas Inc.	CREATING AND UPDATING WORKFORCE SCHEDULES USING A PERSONAL COMMUNICATION SYSTEM	13008283	18-Jan-11
Verint Americas Inc.	GENERATING SCHEDULES BASED ON RELATIONSHIPS BETWEEN ACTIVITY VOLUMES	13008577	18-Jan-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR STORING AND SEARCHING DATA IN A CUSTOMER CENTER ENVIRONMENT	13089228	18-Apr-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR STORING AND SEARCHING DATA IN A CUSTOMER CENTER ENVIRONMENT	13114620	24-May-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR AUTOMATIC SCHEDULING OF A WORKFORCE	13149655	31-May-11

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Verint Americas Inc.	DETERMINING AND DISPLAYING APPLICATION USAGE DATA IN A CONTACT CENTER ENVIRONMENT	13182672	14-Jul-11
Verint Americas Inc.	ANALYZING PERFORMANCE USING VIDEO ANALYTICS	13299805	18-Nov-11
Verint Americas Inc.	CORRELATION OF VIDEO INPUTS IN A DIGITAL VIDEO RECORDER SYSTEM	13316834	12-Dec-11
Verint Americas Inc.	EVENT PROCESSING USING EXISTING COMPUTER EVENT CAPTURE MODULES	13323240	12-Dec-11
Verint Americas Inc.	METHOD AND APPARATUS FOR AUTOMATED WORK PLAN GENERATION INCLUDING TIME BANKING	13323326	12-Dec-11
Verint Americas Inc.	OBJECT SEPARATION IN IMAGES	13354919	20-Jan-20
Verint Americas Inc.	OBJECT ANALYSIS USING MOTION HISTORY	13355112	20-01-12
Verint Americas Inc.	TRADING ENVIRONMENT RECORDING	13481727	25-May-12
Verint Americas Inc.	METHOD AND SYSTEM FOR CORRELATING VIDEO DATA TO DESKTOP PROCESS ANALYTICS DATA	13611912	12-Sep-12
Verint Americas Inc.	RECORDING NODE ON A PEER-TO-PEER NETWORK	13673125	9-Nov-12
Verint Americas Inc.	SYSTEMS AND METHODS FOR SCHEDULING OF OUTBOUND AGENTS	13406506	27-Feb-12
Verint Americas Inc.	RECORDING INVOCATION OF COMMUNICATION SESSIONS	12967025	13-Dec-10
Verint Americas Inc.	RECORDING INVOCATION OF COMMUNICATION SESSIONS	12967028	13-Dec-10
Verint Americas Inc.	RECORDING INVOCATION OF COMMUNICATION SESSIONS	12967029	13-Dec-10
Verint Americas Inc.	RECORDING INVOCATION OF COMMUNICATION SESSIONS	12967031	13-Dec-10
Verint Americas Inc.	REDUNDANT AND COMPLIANCE METHODS FOR RECORDING COMMUNICATION SESSIONS VIA DELIVERY	13005355	12-Jan-11
Verint Americas Inc.	SYSTEMS AND METHODS FOR DISCOVERING CUSTOMER CENTER INFORMATION	13036923	28-Feb-11