

PATENT ASSIGNMENT COVER SHEET

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 Stylesheet Version v1.2

EPAS ID: PAT2616544

SUBMISSION TYPE:	NEW ASSIGNMENT																										
NATURE OF CONVEYANCE:	SECURITY AGREEMENT																										
CONVEYING PARTY DATA																											
<table border="1"> <thead> <tr> <th>Name</th> <th>Execution Date</th> </tr> </thead> <tbody> <tr> <td>GENESYS TELECOMMUNICATIONS LABORATORIES, INC.</td> <td>11/13/2013</td> </tr> <tr> <td>ANGEL.COM INCORPORATED</td> <td>11/13/2013</td> </tr> <tr> <td>UTOPY, INC.</td> <td>11/13/2013</td> </tr> <tr> <td>SOUNDBITE COMMUNICATIONS, INC.</td> <td>11/13/2013</td> </tr> </tbody> </table>		Name	Execution Date	GENESYS TELECOMMUNICATIONS LABORATORIES, INC.	11/13/2013	ANGEL.COM INCORPORATED	11/13/2013	UTOPY, INC.	11/13/2013	SOUNDBITE COMMUNICATIONS, INC.	11/13/2013																
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<table border="1"> <tr> <td>Name:</td> <td>JPMORGAN CHASE BANK, N.A., AS COLLATERAL AGENT</td> </tr> <tr> <td>Street Address:</td> <td>500 STANTON CHRISTIANA ROAD., FLOOR 3, OPS 2</td> </tr> <tr> <td>City:</td> <td>NEWARK</td> </tr> <tr> <td>State/Country:</td> <td>DELAWARE</td> </tr> <tr> <td>Postal Code:</td> <td>19713-2107</td> </tr> </table>		Name:	JPMORGAN CHASE BANK, N.A., AS COLLATERAL AGENT	Street Address:	500 STANTON CHRISTIANA ROAD., FLOOR 3, OPS 2	City:	NEWARK	State/Country:	DELAWARE	Postal Code:	19713-2107																
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Patent Number:	6044146

CORRESPONDENCE DATA

Fax Number:

Email: michael.barys@thomsonreuters.com

Correspondence will be sent via US Mail when the email attempt is unsuccessful.

Correspondent Name: ELAINE CARRERA, LEGAL ASSISTANT

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Address Line 2: 80 PINE STREET

Address Line 4: NEW YORK, NEW YORK 10005

NAME OF SUBMITTER:	ELAINE CARRERA
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Signature:	/Michael Barys TR/
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Date:	11/15/2013
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Total Attachments: 69

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PATENT

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**RECORDATION FORM COVER SHEET
PATENTS ONLY**

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)

Genesys Telecommunications Laboratories, Inc.
Angel.com Incorporated
Utopy, Inc.
SoundBite Communications, Inc.

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

2. Name and address of receiving party(ies)

Name: JPMorgan Chase Bank, N.A., as collateral agent

Internal Address: _____

Street Address: 500 Stanton Christiana Road

Floor 3, Ops 2

City: Newark

State: DE

Country: USA Zip: 19713-2107

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

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

Execution Date(s) November 13, 2013

☐ Assignment

☐ Merger

☒ Security Agreement

☐ Change of Name

☐ Joint Research Agreement

☐ Government Interest Assignment

☐ Executive Order 9424, Confirmatory License

☐ Other _____

4. Application or patent number(s):

☐ This document is being filed together with a new application.

A. Patent Application No.(s)

See Schedule A

B. Patent No.(s)

See Schedule A

Additional numbers attached? ☒ Yes ☐ No

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

Name: Elaine Carrera, Legal Assistant

Internal Address: _____

Street Address: c/o Cahill Gordon & Reindel LLP

80 Pine Street

City: New York

State: NY Zip: 10005

Phone Number: (212) 701-3365

Docket Number: _____

Email Address: ecarrera@cahill.com

6. Total number of applications and patents involved: 470

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

☐ Authorized to be charged to deposit account

☐ Enclosed

☐ None required (government interest not affecting title)

8. Payment Information

Deposit Account Number _____

Authorized User Name _____

9. Signature:

Elaine Carrera

Signature

November 14, 2013

Date

Elaine Carrera

Name of Person Signing

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

69

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 1450, Alexandria, V.A. 22313-1450

CONFIRMATORY PATENT SECURITY AGREEMENT

This Confirmatory Patent Security Agreement (this "Agreement"), dated as of November 13, 2013, is entered into by each of the undersigned (each, a "Grantor") in favor of JPMorgan Chase Bank, N.A., as collateral agent (together with its successors, in such capacity, the "Successor Collateral Agent").

WHEREAS, Grantors have executed and delivered that certain U.S. Pledge and Security Agreement, dated February 8, 2013, as supplemented from time to time (the "Pledge and Security Agreement"), pursuant to which Grantors have granted to Successor Collateral Agent's predecessor-in-interest, Goldman Sachs Bank USA (the "Former Collateral Agent"), together with its successors in such capacity, for the ratable benefit of the Secured Parties, a security interest in all of the Grantors' right, title, and interest in and to the Patent Collateral (as defined below);

WHEREAS, the Loan Parties have executed and delivered that certain Second Amendment to Credit and Guaranty Agreement, dated on even date herewith (the "Credit Agreement Second Amendment"), pursuant to which the parties thereto have agreed to amend the Credit Agreement in accordance with the terms set forth in said Credit Agreement Second Amendment; and

WHEREAS, the Loan Parties have executed and delivered that certain Resignation, Waiver, Consent and Appointment Agreement, dated on even date herewith, pursuant to which the parties thereto have agreed that the Former Collateral Agent shall resign as collateral agent under the Loan Documents and that the Successor Collateral Agent shall be appointed as the successor thereto;

NOW, THEREFORE, in consideration of the foregoing and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Grantors and the Successor Collateral Agent hereby agree as follows:

SECTION 1. Defined Terms. Capitalized terms not otherwise defined herein have the meanings set forth in the Pledge and Security Agreement.

SECTION 2. Grant of Security Interest. Subject to the terms of the Pledge and Security Agreement, each Grantor hereby grants to the Successor Collateral Agent, for the ratable benefit of the Secured Parties, a security interest in and continuing lien on all of such Grantor's right, title and interest in, to and under the following, in each case whether now owned or existing or hereafter acquired, developed, created or arising and wherever located (collectively, the "Patent Collateral"), as collateral security for the prompt and complete payment and performance when due of the Obligations of such Grantor:

all United States and foreign patents and applications now or hereafter made for letters patent throughout the world, including, but not limited to, any of the foregoing referred to on Schedule A, and all rights corresponding thereto throughout the world, (ii) all reissues, divisions, continuations, continuations-in-part, extensions, and reexaminations of any of the foregoing; (iii) the right to sue for past, present and future infringements of any of the foregoing, and (iv) all proceeds of the foregoing, including, without limitation, licenses, royalties, income, payments, claims, damages, and proceeds of suit..

SECTION 3. Security Agreement. The security interest granted pursuant to this Agreement is granted in conjunction with the security interest granted to the Successor Collateral Agent for the Secured Parties pursuant to the Pledge and Security Agreement, and the Grantors hereby acknowledge and affirm that the rights and remedies of the Successor Collateral Agent with respect to the security interest in the Patent Collateral made and granted hereby are more fully set forth in the Pledge and Security Agreement, the terms and provisions of which are incorporated by reference herein as if fully set forth herein. In the event that any provision of this Agreement is deemed to conflict with the Pledge and Security Agreement, the provisions of the Pledge and Security Agreement shall control.

SECTION 4. Recordation. Each Grantor authorizes and requests that the Commissioner of Patents and Trademarks and any other applicable government officer record this Agreement.

SECTION 5. Governing Law. This agreement and the rights and obligations of the parties hereunder and any claim or controversy relating hereto shall be governed by, and construed and interpreted in accordance with, the laws of the State of New York, without regard to its conflicts of laws principles.

SECTION 6. Counterparts. This Agreement may be executed in any number of counterparts, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same agreement.

[Signature page follows]

IN WITNESS WHEREOF, each of the undersigned has caused this Agreement to be duly executed and delivered as of the date first above written.

GRANTORS:

GENESYS TELECOMMUNICATIONS
LABORATORIES, INC.

By: 
Name: Mark Alloy
Title: Treasurer

ANGEL.COM INCORPORATED

By: 
Name: Mark Alloy
Title: Treasurer

UTOPY, INC.

By: 
Name: Mark Alloy
Title: Treasurer

SOUNDBITE COMMUNICATIONS, INC.

By: 
Name: Mark Alloy
Title: Treasurer

[Confirmatory Patent Security Agreement]

JPMORGAN CHASE BANK N.A., as
Successor Collateral Agent

By: 
(Authorized Signatory)

Peter B. Thauer
Managing Director

[Confirmatory Patent Security Agreement]

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PATENT
REEL: 031644 FRAME: 0834

SCHEDULE A

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Angel.com Incorporated	Answering Machine Detection	3/12/2012	13/417,970			
Angel.com Incorporated	Communication of information during a call	4/21/2011	13/092,101			
Angel.com Incorporated	Conversation Assistant	12/31/2012	13/731,488			
Angel.com Incorporated	Conversation Assistant	12/31/2012	13/731,688			
Angel.com Incorporated	Dynamic Adjustment of Recommendations Using a Conversation Assistant	12/31/2012	13/731,740			
Angel.com Incorporated	DYNAMIC CALL CONTROL	9/27/2013	14/039,524			
Angel.com Incorporated	Dynamic Speech Resource Allocation	3/13/2013	61/778,880			
Angel.com Incorporated	DYNAMIC SPEECH RESOURCE ALLOCATION	17-Jun-13	13/919,136			
Angel.com Incorporated	MULTI-CHANNEL DELIVERY PLATFORM	9/20/2013	14/032,443			
Angel.com Incorporated	Multimodal Interactive Voice Response System	4/21/2011	13/092,090			
Angel.com Incorporated	Multiple voice network access provider system and method	1/11/2000	09/480,665	6,707,889	3/16/2004	
Angel.com Incorporated	Preloading Contextual Information for Applications Using a Conversation Assistant	12/31/2012	13/731,699			
Angel.com Incorporated	Proactive Conversation Assistant	8/6/2012	61/680,020			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Angel.com Incorporated	Revenue generation method for use with voice network access provider system and method	1/11/2000	09/480,894	6,888,929	5/3/2005	
Angel.com Incorporated	Secure Ordering of Medical Samples Using Mobile Devices	11/28/2012	61/730,679			
Angel.com Incorporated	System and method for generating voice pages with included audio files for use in a voice page delivery system	9/14/2001	09/952,015	6,895,084	5/17/2005	
Angel.com Incorporated	Unified Phone and Web Lead Tracking	11/28/2012	61/730,671			
Angel.com Incorporated	Voice code registration system and method for registering voice codes for voice pages in a voice network access provider system	1/11/2000	09/480,995	6,501,832	12/31/2002	
Angel.com Incorporated	Voice Enabled Social Artifacts	7/2/2012	13/539,840			
Angel.com Incorporated	Voice network access provider system and method	1/11/2000	09/480,994	6,792,086	9/14/2004	
Angel.com Incorporated	Voice page directory system in a voice page creation and delivery system	9/14/2001	09/952,016	7,457,397	11/25/2008	
Genesys Telecommunications Laboratories, Inc.	A PERSONAL DESKTOP ROUTER	04-Jun-97	08/869815	6148074	14-Nov-00	
Genesys Telecommunications Laboratories, Inc.	A PERSONAL DESKTOP ROUTER	22-Mar-06	11/388089	7231032	12-Jun-07	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	A STORED-MEDIA INTERFACE ENGINE PROVIDING AN ABSTRACT RECORD OF STORED MULTIMEDIA FILES WITHIN A MULTIMEDIA COMMUNICATION CENTER	29-Oct-98	09/183551	6874119	29-Mar-05	
Genesys Telecommunications Laboratories, Inc.	A TELECOMMUNICATION SYSTEM FOR AUTOMATICALLY LOCATING BY NETWORK CONNECTION AND SELECTIVELY DELIVERING CALLS TO MOBILE CLIENT DEVICES	22-Feb-99	09/255048	6711146	23-Mar-04	
Genesys Telecommunications Laboratories, Inc.	A TELECOMMUNICATION SYSTEM FOR AUTOMATICALLY LOCATING BY NETWORK CONNECTION AND SELECTIVELY DELIVERING CALLS TO MOBILE CLIENT DEVICES	11-Feb-04	10/777622	7116655	03-Oct-06	
Genesys Telecommunications Laboratories, Inc.	A TELECOMMUNICATION SYSTEM FOR AUTOMATICALLY LOCATING BY NETWORK CONNECTION AND SELECTIVELY DELIVERING CALLS TO MOBILE CLIENT DEVICES	21-Mar-06	11/386550	7613174	03-Nov-09	
Genesys Telecommunications Laboratories, Inc.	A TELECOMMUNICATION SYSTEM FOR AUTOMATICALLY LOCATING BY NETWORK CONNECTION AND SELECTIVELY DELIVERING CALLS TO MOBILE CLIENT DEVICES	18-Jul-06	11/458343	7529232	05-May-09	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	A TELECOMMUNICATION SYSTEM FOR AUTOMATICALLY LOCATING BY NETWORK CONNECTION AND SELECTIVELY DELIVERING CALLS TO MOBILE CLIENT DEVICES	08-Sep-09	12/555105			
Genesys Telecommunications Laboratories, Inc.	ACTIONABLE ANALYTICS	13-May-13	13/893036			
Genesys Telecommunications Laboratories, Inc.	ACTIVITIES ASSIGNMENT OPTIMIZATION FOR MULTI-SKILL CONTACT CENTER	13-May-13	61/822900			
Genesys Telecommunications Laboratories, Inc.	ACTIVITIES ASSIGNMENT OPTIMIZATION FOR MULTI-SKILL CONTACT CENTER	8/6/2013	13/960627			
Genesys Telecommunications Laboratories, Inc.	ADAPTIVE WEB MONITORING FOR CROSS-CHANNEL COLLABORATION	10-Nov-11	13/293575			
Genesys Telecommunications Laboratories, Inc.	ADVANCED COMMUNICATION DOCKING STATION	23-Sep-11	13/243464			
Genesys Telecommunications Laboratories, Inc.	ADVANCED CUSTOMER CARE MOBILE APPLICATION	19-Dec-12	61/739680			
Genesys Telecommunications Laboratories, Inc.	AGENT-INITIATED DYNAMIC REQUEING	20-Jun-97	08/879571	5991392	23-Nov-99	
Genesys Telecommunications Laboratories, Inc.	AGENT-INITIATED DYNAMIC REQUEING	09-Oct-97	08/947737	5953332	14-Sep-99	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	AGENT-INITIATED DYNAMIC REQUEING OF MISROUTED CALLS IN CALL-	10-Feb-97	08/797419	5963632	05-Oct-99	
Genesys Telecommunications Laboratories, Inc.	ALGORITHM FOR FULL REAL-TIME RECORDING OF COMPRESSED VIDEO	13-Jul-09	12/501975			
Genesys Telecommunications Laboratories, Inc.	AN AGENT-PREDICTIVE ROUTING PROCESS IN CALL-ROUTING SYSTEMS	10-Feb-97	08/797417	5953405	14-Sep-99	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS ENHANCING CALL ROUTING TO AND WITHIN C	17-May-00	09/574579	6393018	21-May-02	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS ENHANCING CALL ROUTING TO AND WITHIN C	05-Sep-06	11/470003	7558383	07-Jul-09	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS ENHANCING CALL ROUTING TO AND WITHIN C	26-Oct-07	11/924773			
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS ENHANCING CALL ROUTING TO AND WITHIN C	26-Oct-07	11/924963			
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS ENHANCING CALL ROUTING TO AND WITHIN C	29-Oct-07	11/926385			
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS ENHANCING CALL ROUTING TO AND WITHIN CALL-CENTERS	19-Feb-97	08/802660	5946387	31-Aug-99	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS FOR COORDINATING INTERNET PROTOCOL TEL	22-Jan-98	09/010940	6625139	23-Sep-03	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS FOR COORDINATING TELEPHONE AND DATA COMMUNICATIONS	02-Feb-96	08/594628	6130933	10-Oct-00	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS FOR COORDINATING TELEPHONE AND DATA COMMUNICATIONS	19-May-00	09/574315	6259774	10-Jul-01	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS FOR IMPROVING E-MAIL ROUTING IN AN INTERNET PROTOCOL NETWORK TELEPHONY CALL-IN CENTER	22-Jan-98	09/010793	6021428	01-Feb-00	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS FOR IMPROVING E-MAIL ROUTING IN AN INTERNET PROTOCOL NETWORK TELEPHONY CALL-IN CENTER	18-Nov-99	09/443146	6581105	17-Jun-03	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS FOR IMPROVING E-MAIL ROUTING IN AN INTERNET PROTOCOL NETWORK TELEPHONY CALL-IN CENTER	05-May-00	09/565872	6981020	27-Dec-05	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS FOR IMPROVING E-MAIL ROUTING IN AN INTERNET PROTOCOL NETWORK TELEPHONY CALL-IN CENTER	01-Feb-05	11/049207	7460496	02-Dec-08	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS FOR IMPROVING E-MAIL ROUTING IN AN INTERNET PROTOCOL NETWORK TELEPHONY CALL-IN CENTER	25-Oct-07	11/923910	7715332	11-May-10	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS FOR MANAGING MULTIPLE INTERNET PROTOCO	22-Jan-98	09/012043	6175564	16-Jan-01	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS IN ROUTING INTERNET PROTOCOL NETWORK T	22-Jan-98	09/012044	6373836	16-Apr-02	
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS INCORPORATING PRESENCE DYNAMICS	27-Dec-07	11/964991			
Genesys Telecommunications Laboratories, Inc.	APPARATUS AND METHODS OF ENHANCING CALL ROUTING WITHIN AND BETWEEN CALL-CENTERS	30-May-97	08/866357	5940496	17-Aug-99	
Genesys Telecommunications Laboratories, Inc.	AUTOMATED CALL CENTER SOFTWARE BUILD GENERATOR	30-Sep-10	12/894692			
Genesys Telecommunications Laboratories, Inc.	AUTOMATED SURVEY CONTROL ROUTINE IN A CALL CENTER ENVIRONMEN	17-Feb-98	09/024827	5943416	24-Aug-99	
Genesys Telecommunications Laboratories, Inc.	AUTOMATED SURVEY CONTROL ROUTINE IN A CALL CENTER ENVIRONMEN	24-Aug-99	09/379752	6118865	12-Sep-00	
Genesys Telecommunications Laboratories, Inc.	AUTOMATED SURVEY CONTROL ROUTINE IN A CALL CENTER ENVIRONMEN	12-Sep-00	09/659933	6337904	08-Jan-02	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	AUTOMATIC SHRINKAGE FORECASTING IN WORKFORCE MANAGEMENT IN CONTACT CENTERS	24-Apr-13	61/815726			
Genesys Telecommunications Laboratories, Inc.	AUTOMATIC SHRINKAGE FORECASTING IN WORKFORCE MANAGEMENT IN CONTACT CENTER	26-Apr-13	13/872027			
Genesys Telecommunications Laboratories, Inc.	BACK OFFICE SERVICES OF AN INTELLIGENT AUTOMATED AGENT FOR A CONTACT CENTER	19-Apr-13	13/866824			
Genesys Telecommunications Laboratories, Inc.	BEST MATCH INTERACTION SET ROUTING	19-Nov-12	13/681417			
Genesys Telecommunications Laboratories, Inc.	CALL AND DATA CORRESPONDENCE IN A CALL-IN CENTER EMPLOYING VIRTUAL RESTRUCTURING FOR COMPUTER TELEPHONY INTEGRATED FUNCTIONALITY	03-Sep-02	10/234691	6735298	11-May-04	
Genesys Telecommunications Laboratories, Inc.	CALL AND DATA CORRESPONDENCE IN A CALL-IN CENTER EMPLOYING VIRTUAL RESTRUCTURING FOR COMPUTER TELEPHONY INTEGRATED FUNCTIONALITY	11-May-04	10/843802	7903807	08-Mar-11	
Genesys Telecommunications Laboratories, Inc.	CALL AND DATA CORRESPONDENCE IN A CALL-IN CENTER EMPLOYING VIRTUAL RESTRUCTURING FOR COMPUTER TELEPHONY INTEGRATED FUNCTIONALITY	07-Mar-2013	13/789640			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	CALL AND DATA CORRESPONDENCE IN A CALL-IN CENTER EMPLOYING VIRTUAL RESTRUCTURING FOR COMPUTER TELEPHONY INTEGRATED FUNCTIONALITY	11-Apr-13	13/861367			
Genesys Telecommunications Laboratories, Inc.	CALL TRANSFER USING SESSION INITIATION PROTOCOL	11-Sep-02	10/242250	6958994	25-Oct-05	
Genesys Telecommunications Laboratories, Inc.	CALL TRANSFER USING SESSION INITIATION PROTOCOL (SIP)	30-Oct-07	11/929766			
Genesys Telecommunications Laboratories, Inc.	CAPABILITY-BASED ROUTING	06-Mar-01	09/800679	7801111	21-Sep-12	
Genesys Telecommunications Laboratories, Inc.	COACHING WITH COLLABORATIVE EDITING IN A CONTACT CENTER	29-Jan-13	13/753415			
Genesys Telecommunications Laboratories, Inc.	COLLABORATION SYSTEM AND METHOD	27-Jul-10	12/844192	8363819	29-Jan-13	
Genesys Telecommunications Laboratories, Inc.	COLLABORATION SYSTEM AND METHOD	17-Dec-12	13/717689			
Genesys Telecommunications Laboratories, Inc.	COLLABORATIVE WORKING METHOD AND SYSTEM FOR A TELEPHONE TO I	26-Aug-94	08/296847	5652866	29-Jul-97	
Genesys Telecommunications Laboratories, Inc.	COMMUNICATION METHOD AND SYSTEM	03-Jun-97	08/868085	5970126	19-Oct-99	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	COMPOSER USER INTERFACE	21-Nov-12	61/729312			
Genesys Telecommunications Laboratories, Inc.	COMPUTER -IMPLEMENTED VOICE APPLICATION INDEXING WEBSITE	12-Jan-01	09/759926	7379973	27-May-08	
Genesys Telecommunications Laboratories, Inc.	COMPUTER -IMPLEMENTED VOICE APPLICATION INDEXING WEBSITE	27-May-08	12/127696	8204956	19-Jun-12	
Genesys Telecommunications Laboratories, Inc.	COMPUTER -IMPLEMENTED VOICE MARKUP LANGUAGE-BASED SERVER	12-Jan-01	09/759931	7072328	04-Jul-06	
Genesys Telecommunications Laboratories, Inc.	COMPUTER -IMPLEMENTED VOICE MARKUP LANGUAGE-BASED SERVER	02-Mar-06	11/366122	7558252	07-Jul-09	
Genesys Telecommunications Laboratories, Inc.	COMPUTER -IMPLEMENTED VOICE MARKUP LANGUAGE-BASED SERVER	19-May-09	12/468247			
Genesys Telecommunications Laboratories, Inc.	COMPUTER -IMPLEMENTED VOICE MARKUP SYSTEM AND METHOD	26-Jun-02	10/180894	7031444	18-Apr-06	
Genesys Telecommunications Laboratories, Inc.	COMPUTER -IMPLEMENTED VOICE MARKUP SYSTEM AND METHOD	17-Apr-06	11/405275	7646855	12-Jan-10	
Genesys Telecommunications Laboratories, Inc.	CONNECTING SYNCHRONOUS COMMUNICATION DEVICES TO A NETWORK SYSTEM SUCH AS THE INTERNET	30-Apr-97	08/848360	6038602	14-Mar-00	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	CONTACT CENTER CALL RECORDING	15-Mar-2013	61/801267			
Genesys Telecommunications Laboratories, Inc.	CONTACT CENTER CONFIGURATION AND MONITORING UI	14-Mar-2013	61/785882			
Genesys Telecommunications Laboratories, Inc.	CONTACT CENTER RECORDING SERVICE	11-Dec-12	13/711480			
Genesys Telecommunications Laboratories, Inc.	CONTACT CENTER SESSION PRESERVATION	11-Dec-12	13/711463			
Genesys Telecommunications Laboratories, Inc.	CONTEXT AWARE INTERACTION	14-Jun-11	13/159885			
Genesys Telecommunications Laboratories, Inc.	CROSS-CHANNEL CONVERSATIONS WITH CONTEXT AWARE TRANSITION BETWEEN CHANNELS	07-Dec-12	13/708921			
Genesys Telecommunications Laboratories, Inc.	CUSTOMER CARE MOBILE APPLICATION	25-Feb-2013	13/776669			
Genesys Telecommunications Laboratories, Inc.	CUSTOMER PORTAL OF AN INTELLIGENT AUTOMATED AGENT FOR A CONTACT CENTER	19-Apr-13	13/866812			
Genesys Telecommunications Laboratories, Inc.	CUSTOMER-CONTROLLED RECORDING	08-Jun-09	12/480023	8315374	20-Nov-12	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	CUSTOMER-CONTROLLED RECORDING	05-Oct-12	13/646642			
Genesys Telecommunications Laboratories, Inc.	CUSTOMER-ENABLED EVALUATION AND CONROL OF COMMUNICATION CENTER AGENT CONTACT	27-Dec-07	11/965053			
Genesys Telecommunications Laboratories, Inc.	DETERMINING PRESENCE FOR INTERACTION ROUTING	16-Mar-10	12/724629			
Genesys Telecommunications Laboratories, Inc.	DETERMINING PRESENCE FOR TRANSACTION ROUTING	27-Apr-07	11/741178	7619996	17-Nov-09	
Genesys Telecommunications Laboratories, Inc.	DIALED STRING MATCHING IN DIAL PLAN	15-Mar-2013	13/843951			
Genesys Telecommunications Laboratories, Inc.	DISTRIBUTED AGENT RESERVATION IN SIP CLUSTER	15-Mar-2013	13/844190			
Genesys Telecommunications Laboratories, Inc.	DISTRIBUTED AGGREGATION FOR CONTACT CENTER AGENT-GROUPS ON GROWING INTERVAL	20-Nov-12	13/682728			
Genesys Telecommunications Laboratories, Inc.	DISTRIBUTED AGGREGATION FOR CONTACT CENTER AGENT-GROUPS ON SLIDING INTERVAL	20-Nov-12	13/682679			
Genesys Telecommunications Laboratories, Inc.	DISTRIBUTED EVENT DELIVERY	15-Mar-2013	13/844099			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	DISTRIBUTED HARDWARE/SOFTWARE SYSTEM FOR MANAGING AGENT STATUS IN A COMMUNICATION CENTER	22-Feb-01	09/791282	8031860	04-Oct-11	
Genesys Telecommunications Laboratories, Inc.	DISTRIBUTED HARDWARE/SOFTWARE SYSTEM FOR MANAGING AGENT STATUS IN A COMMUNICATION CENTER	15-Sep-11	13/233440	8437463	07-May-13	
Genesys Telecommunications Laboratories, Inc.	DISTRIBUTED HARDWARE/SOFTWARE SYSTEM FOR MANAGING AGENT STATUS IN A COMMUNICATION CENTER	21-Feb-2013	13/773486			
Genesys Telecommunications Laboratories, Inc.	DYNAMIC MANAGEMENT AND REDISTRIBUTION OF CONTACT CENTER MEDIA TRAFFIC	07-Sep-12	13/607592			
Genesys Telecommunications Laboratories, Inc.	DYNAMIC PATH ANALYSIS	03-Aug-06	11/462316	7573990	11-Aug-09	
Genesys Telecommunications Laboratories, Inc.	DYNAMIC PATH ANALYSIS	08-Jun-09	12/480284	8014504	06-Sep-11	
Genesys Telecommunications Laboratories, Inc.	DYNAMIC RECOMMENDATION OF ROUTING RULES FOR CONTACT CENTER USE	21-Nov-12	13/684053			
Genesys Telecommunications Laboratories, Inc.	DYNAMIC REQUEING TO AVOID LATENCY IN CALL-ROUTING SYSTEMS	10-Feb-97	08/797406	5995614	30-Nov-99	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	DYNAMIC RE-ROUTING	20-Jun-97	08/879554	5991391	23-Nov-99	
Genesys Telecommunications Laboratories, Inc.	DYNAMIC RE-ROUTING	10-Oct-97	08/948902	6449270	10-Sep-02	
Genesys Telecommunications Laboratories, Inc.	DYNAMIC TRANSLATION BETWEEN DATA NETWORK-BASED PROTOCOL IN A DATA-PACKET NETWORK AND INTERACTIVE VOICE RESPONSE FUNCTIONS OF A TELEPHONY NETWORK	06-Apr-01	09/827548	6801928	05-Oct-04	
Genesys Telecommunications Laboratories, Inc.	DYNAMIC TRANSLATION BETWEEN DATA NETWORK-BASED PROTOCOL IN A DATA-PACKET NETWORK AND INTERACTIVE VOICE RESPONSE FUNCTIONS OF A TELEPHONY NETWORK	05-Oct-04	10/959233	7277916	02-Oct-07	
Genesys Telecommunications Laboratories, Inc.	E-MAIL CLIENT WITH PROGRAMMABLE ADDRESS ATTRIBUTES	22-Jun-98	09/102741	6785710	31-Aug-04	
Genesys Telecommunications Laboratories, Inc.	E-MAIL CLIENT WITH PROGRAMMABLE ADDRESS ATTRIBUTES	23-Jul-04	10/898063	7716292	11-May-10	
Genesys Telecommunications Laboratories, Inc.	E-MAIL CLIENT WITH PROGRAMMABLE ADDRESS ATTRIBUTES	30-Aug-04	10/930242	7035905	25-Apr-06	
Genesys Telecommunications Laboratories, Inc.	E-MAIL CLIENT WITH PROGRAMMABLE ADDRESS ATTRIBUTES	07-Apr-10	12/755580			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	EMBEDDED WEB PHONE MODULE	03-Sep-98	09/146849	6411615	25-Jun-02	
Genesys Telecommunications Laboratories, Inc.	EMBEDDED WEB PHONE MODULE	22-May-02	10/153981	7190692	13-Mar-07	
Genesys Telecommunications Laboratories, Inc.	EMBEDDED WEB PHONE MODULE	13-Mar-07	11/685376	7522582	21-Apr-09	
Genesys Telecommunications Laboratories, Inc.	EMERGENCY CALL LOAD MANAGEMENT FOR CALL CENTERS	03-Aug-98	09/128276	6118866	12-Sep-00	
Genesys Telecommunications Laboratories, Inc.	EMERGENCY CALL LOAD MANAGEMENT FOR CALL CENTERS	12-Nov-99	09/438675	6788781	07-Sep-04	
Genesys Telecommunications Laboratories, Inc.	EMERGENCY CALL LOAD MANAGEMENT FOR CALL CENTERS	28-Jul-04	10/901620	7016485	21-Mar-06	
Genesys Telecommunications Laboratories, Inc.	ENTERPRISE INTERACTION MANAGEMENT METHODS AND APPARATUS	07-Oct-11	13/269499			
Genesys Telecommunications Laboratories, Inc.	ESCALATORY REACTIVE CALL ROUTING	08-Oct-97	08/947306	6104801	15-Aug-00	
Genesys Telecommunications Laboratories, Inc.	ESCALATORY REACTIVE CALL ROUTING	10-Oct-97	08/948837	6011792	04-Jan-00	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	EXTERNAL POSITIVISTIC FORWARD TRANSFER IN CALL ROUTING SYSTE	10-Oct-97	08/948540	6289094	11-Sep-01	
Genesys Telecommunications Laboratories, Inc.	EXTERNAL POSITIVISTIC FORWARD TRANSFER IN CALL ROUTING SYSTEMS	20-Jun-97	08/879184	5905792	18-May-99	
Genesys Telecommunications Laboratories, Inc.	EXTERNAL POSITIVISTIC FORWARD TRANSFER IN CALL-ROUTING SYSTE	10-Feb-97	08/797408	5995615	30-Nov-99	
Genesys Telecommunications Laboratories, Inc.	FAST OUT-OF-VOCABULARY SEARCH IN AUTOMATIC SPEECH RECOGNITION SYSTEMS	15-Mar-2013	61/791581			
Genesys Telecommunications Laboratories, Inc.	FAST OUT-OF-VOCABULARY SEARCH IN AUTOMATIC SPEECH RECOGNITION SYSTEMS	02-May-13	13/886205			
Genesys Telecommunications Laboratories, Inc.	FEDERATION ACCESS	31-Dec-07	11/967508			
Genesys Telecommunications Laboratories, Inc.	FEDERATION UPTAKE THROTTLING	31-Dec-07	11/967485			
Genesys Telecommunications Laboratories, Inc.	FUZZY-LOGIC ROUTING SYSTEM FOR CALL ROUTING WITH-IN COMMUNIC	31-May-00	09/587091	6556671	29-Apr-03	
Genesys Telecommunications Laboratories, Inc.	GENESYS ONE	17-Dec-12	61/738378			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	GRAPHICAL MENU BUILDER FOR ENCODING APPLICATIONS IN AN IMAGE	21-Sep-11	13/238499			
Genesys Telecommunications Laboratories, Inc.	GRAPHICAL USER INTERFACE AND METHOD FOR TESTING AND VISUALLY REPRESENTING TELEPHONY STATE	03-May-13	13/887227			
Genesys Telecommunications Laboratories, Inc.	HANDS-FREE VOICE/VIDEO SESSION INITIATION USING FACE DETECTION	02-Aug-11	13/196304			
Genesys Telecommunications Laboratories, Inc.	HYBRID CLOUD ARCHITECTURE WITH LOCAL CONTROL	26-Apr-13	61/816693			
Genesys Telecommunications Laboratories, Inc.	HYBRID CLOUD ARCHITECTURE WITH LOCAL CONTROL	13-May-13	61/822902			
Genesys Telecommunications Laboratories, Inc.	HYBRID CONTACT CENTER AS A SERVICE	15-Mar-2013	13/843737			
Genesys Telecommunications Laboratories, Inc.	IM USING DYNAMIC STRATEGY, ROUTING AT THE EDGE	22-Dec-05	11/317106			
Genesys Telecommunications Laboratories, Inc.	IMPLEMENTATION OF CALL-CENTER OUTBOUND DIALING CAPABILITY AT	10-Jun-98	09/095732	5991395	23-Nov-99	
Genesys Telecommunications Laboratories, Inc.	IMPROVED CALL CENTER APPARATUS AND FUNCTIONALITY IN TELEPHONY	12-Sep-97	08/928861	7031442	18-Apr-06	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	IN-BAND SIGNALING FOR ROUTING	18-Nov-97	08/972772	6104802	15-Aug-00	
Genesys Telecommunications Laboratories, Inc.	IN-BAND SIGNALING FOR ROUTING	27-Jul-00	09/626779	6470080	22-Oct-02	
Genesys Telecommunications Laboratories, Inc.	INTEGRATED COMMUNICATION CENTER FUNCTIONALITY FOR WAP DEVICES	14-Apr-00	09/549449	6418146	09-Jul-02	
Genesys Telecommunications Laboratories, Inc.	INTEGRATED TELEPHONY AND DATA SERVICES OVER CABLE NETWORKS	27-May-97	08/863603	5999612	07-Dec-99	
Genesys Telecommunications Laboratories, Inc.	INTEGRATED TELEPHONY NETWORK COMBINING A PACKET DATA NETWORK AND A DEDICATED-CONNECTION NETWORK	12-Nov-98	09/191276	6459697	01-Oct-02	
Genesys Telecommunications Laboratories, Inc.	INTEGRATING SIP CONTROL MESSAGING INTO EXISTING COMMUNICATION CENTER ROUTING INFRASTRUCTURE	10-Aug-01	09/927301	7120141	10-Oct-06	
Genesys Telecommunications Laboratories, Inc.	INTEGRATING SIP CONTROL MESSAGING INTO EXISTING COMMUNICATION CENTER ROUTING INFRASTRUCTURE	31-Oct-07	11/930585			
Genesys Telecommunications Laboratories, Inc.	INTELLIGENT AUTOMATED AGENT AND INTERACTIVE VOICE RESPONSE FOR A CONTACT CENTER	19-Apr-13	13/866793			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	INTELLIGENT AUTOMATED AGENT FOR A CONTACT CENTER	15-Mar-2013	61/801323			
Genesys Telecommunications Laboratories, Inc.	INTELLIGENT AUTOMATED AGENT FOR A CONTACT CENTER	19-Apr-13	13/866763			
Genesys Telecommunications Laboratories, Inc.	INTELLIGENT VIRTUAL QUEUE	17-Feb-98	09/024933	6002760	14-Dec-99	
Genesys Telecommunications Laboratories, Inc.	INTELLIGENT VIRTUAL QUEUE	18-Nov-99	09/443059	6259786	10-Jul-01	
Genesys Telecommunications Laboratories, Inc.	INTERACTION MANAGEMENT SYSTEM AND METHODS OF USE	28-Jan-10	12/695382			
Genesys Telecommunications Laboratories, Inc.	INTERACTION REQUEST PROCESSING ACCORDING TO CLIENT PRE-CONFIGURED SCHEDULE	8/16/2013	13/969442			
Genesys Telecommunications Laboratories, Inc.	INTERFACE ENGINE FOR MANAGING BUSINESS PROCESSES WITHIN A MULTIMEDIA COMMUNICATION CENTER	29-Oct-98	09/183395	6370508	09-Apr-02	
Genesys Telecommunications Laboratories, Inc.	INTERNAL CALL WAITING	12-Sep-97	08/928264	6078581	20-Jun-00	
Genesys Telecommunications Laboratories, Inc.	INTERNAL CALL WAITING	12-Jun-00	09/592182	6259692	10-Jul-01	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	INTERNET PROTOCOL CALL-IN CENTERS AND ESTABLISHING REMOTE AGENTS	22-Jan-98	09/010894	6879586	12-Apr-05	
Genesys Telecommunications Laboratories, Inc.	LOCATION-BASED CALL INITIATION	27-Nov-12	13/686785			
Genesys Telecommunications Laboratories, Inc.	LOG FILE MANAGEMENT TOOL	13-Mar-2013	61/779745			
Genesys Telecommunications Laboratories, Inc.	LOGGING IN MULTITHREADED APPLICATION	15-Mar-2013	13/844027			
Genesys Telecommunications Laboratories, Inc.	MANAGEMENT OF TRANSACTION ROUTING TO ENTERPRISE AGENTS	21-Apr-09	12/427172			
Genesys Telecommunications Laboratories, Inc.	MANAGING BANDWIDTH ON DEMAND FOR INTERNET PROTOCOL MESSAGING WITH CAPABILITY FOR TRANSFORMING TELEEPHONY CALLS FROM ONE MEDIA TYPE TO ANOTHER MEDIA TYPE	30-Mar-98	09/050673	6628666	30-Sep-03	
Genesys Telecommunications Laboratories, Inc.	MANAGING BANDWIDTH ON DEMAND FOR INTERNET PROTOCOL MESSAGING WITH CAPABILITY FOR TRANSFORMING TELEEPHONY CALLS FROM ONE MEDIA TYPE TO ANOTHER MEDIA TYPE	30-Sep-03	10/676971	7298763	20-Nov-07	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METADATA-BASED NETWORK ROUTING	30-Sep-97	08/940353	6134315	17-Oct-00	
Genesys Telecommunications Laboratories, Inc.	METADATA-BASED NETWORK ROUTING	06-Jun-00	09/588803	6298130	02-Oct-01	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS ENABLING VOICE-BASED MANAGEMENT OF STATE AND INTERACTION OF A REMOTE KNOWLEDGE WORKER IN A CONTACT CENTER ENVIRONMENT	02-Apr-03	10/406511	7222301	22-May-07	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR ANTICIPATING AND PLANNING COMMUNICATION-CENTER RESOURCES BASED ON EVALUATION OF EVENTS WAITING IN A COMMUNICATION CENTER MASTER QUEUE	27-Aug-02	10/229514	6822945	23-Nov-04	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR ANTICIPATING AND PLANNING COMMUNICATION-CENTER RESOURCES BASED ON EVALUATION OF EVENTS WAITING IN A COMMUNICATION CENTER MASTER QUEUE	20-Sep-04	10/945585	7929464	19-Apr-11	*

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR ANTICIPATING AND PLANNING COMMUNICATION-CENTER RESOURCES BASED ON EVALUATION OF EVENTS WAITING IN A COMMUNICATION CENTER MASTER QUEUE	29-Oct-07	11/927256	7586859	08-Sep-09	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR ASSIGNING AGENT-LED CHAT SESSIONS HOSTED BY A COMMUNICATION CENTER TO AVAILABLE AGENTS BASED ON MESSAGE LOAD AND AGENT SKILL-S	01-Dec-99	09/452541	6535492	18-Mar-03	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR AUTO-ASSISTING AGENTS IN AGENT HOSTED COMMUNICATIONS SESSIONS	08-Dec-99	09/457608	6922689	26-Jul-05	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR AUTOMATED PERSONIZATION AND PRESENTATION OF WORKLOAD ASSIGNMENT TO AGENTS WITH A MULTIMEDIA COMMUNICATION CENTER	19-Feb-99	09/253277	6381640	30-Apr-02	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR AUTOMATIC NETWORK CONNECTION BETWEEN A SMALL BUSINESS AND A CLIENT	12-Sep-97	08/928744	6393015	21-May-02	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR AUTOMATIC NETWORK CONNECTION BETWEEN A SMALL BUSINESS AND A CLIENT	20-May-02	10/153068	7602766	13-Oct-09	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR AUTOMATIC NETWORK CONNECTION BETWEEN A SMALL BUSINESS AND A CLIENT	27-Dec-04	11/023875	7756109	13-Jul-10	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR BUILDING MULTIMEDIA APPLICATIONS USING INTERACTIVE MULTIMEDIA VIEWERS	28-Oct-98	09/182745	7039857	02-May-06	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR CALL DISTRIBUTION AND OVERRIDE WITH PRIORITY RECOGNITION	02-Aug-99	09/366434	6563788	13-May-03	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR CREATING AND DISTRIBUTING COST TELEPHONY-SWITCHING FUNCTIONALITY WITHIN AN IP NETWORK	29-Sep-05	11/239877	7688807	30-Mar-10	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR CREATING AND DISTRIBUTING COST TELEPHONY-SWITCHING FUNCTIONALITY WITHIN AN IP NETWORK	10-Mar-10	12/721112			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR CREATING SPECIALIZED MULTIMEDIA THREADS IN A MULTIMEDIA COMMUNICATION CENTER	29-Oct-98	09/183390	6167395	26-Dec-00	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR DATA ROUTING, DELIVERY, AND AUTHENT	14-Mar-00	09/524768	6512763	28-Jan-03	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR DATA-LINKING A MOBILE KNOWLEDGE WORKER TO HOME COMMUNICATION-CENTER INFRASTRUCTURE	22-Mar-04	10/806725	7496640	24-Feb-09	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR DETERMINING AND INITIATING INTERACTION DIRECTIONALITY WITHIN A MULTIMEDIA COMMUNICATION CENTER	12-Nov-98	09/190960	6170011	02-Jan-01	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR DETERMINING AND USING MULTIPLE OBJE	22-Jan-98	09/010808	6597685	22-Jul-03	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR DISTRIBUTING COMPUTER INTEGRATED TECHNOLOGY TELEPHONE (CTI) SCRIPTS USING EXTENSIBLE MARK-UP LANGUAGE (XML) FOR MIXED PLATFORM DISGTRIBUTION AND THIRD PARTY MANIPULATION	28-Apr-00	09/561139	6286033	04-Sep-01	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR ENABLING FULL INTERACTIVE MONITORING OF CALLS TO AND FROM A CALL-IN CENTER	20-Feb-98	09/026795	6047060	04-Apr-00	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR ENABLING FULL INTERACTIVE MONITORING OF CALLS TO AND FROM A CALL-IN CENTER	31-Mar-00	09/539979	6408064	18-Jun-02	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR ENHANCING WIRELESS DATA NETWORK TELEPHONE, INCLUDING QUALITY OF SERVICE MONITORING AND CONTROL	18-Mar-2013	13/846794			
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR EXTENDED MANAGEMENT OF STATE AND INTERACTION OF A REMOTE KNOWLEDGE WORKER FROM A CONTACT CENTER	10-Oct-02	10/269124	6985943	10-Jan-06	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR EXTENDED MANAGEMENT OF STATE AND INTERACTION OF A REMOTE KNOWLEDGE WORKER FROM A CONTACT CENTER	01-Mar-05	11/070898	7373405	13-May-08	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR EXTENDED MANAGEMENT OF STATE AND INTERACTION OF A REMOTE KNOWLEDGE WORKER FROM A CONTACT CENTER	29-Oct-07	11/926913	7565428	21-Jul-09	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR EXTENDED MANAGEMENT OF STATE AND INTERACTION OF A REMOTE KNOWLEDGE WORKER FROM A CONTACT CENTER	13-May-08	12/119843			
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR EXTENDING CONTACT CENTER CONFIGURATION DATA FOR ACCESS BY THIRD-PARTY APPLICATIONS OVER A DATA NETWORK	23-Oct-02	10/279435	7823167	26-Oct-10	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR INTEGRATING AGENT STATUS BETWEEN A CUSTOMER RELATIONS MANAGEMENT SYSTEM AND A MULTIPLE CHANNEL COMMUNICATIONS CENTER	18-Nov-04	10/993837	7376227	20-May-08	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR INTELLIGENT ROUTING OF INSTANT MESSAGING PRESENCE PROTOCOL (IMPP) EVENTS AMONG A GROUP OF CUSTOMER SERVICE REPRESENTATIVES	17-Aug-01	09/932033	7299259	20-Nov-07	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR INTELLIGENT ROUTING OF INSTANT MESSAGING PRESENCE PROTOCOL (IMPP) EVENTS AMONG A GROUP OF CUSTOMER SERVICE REPRESENTATIVES	29-Oct-07	11/927353	7730135	01-Jun-10	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR LOAD-BALANCING OF CALL PROCESSING BETWEEN MULTIPLE CALL-DESTINATION SITES AND ROUTING OF CALLS BY WAY OF CALL-DESTINATION SITE CONTROL	18-Dec-98	09/216556	6122365	19-Sep-00	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR LOAD-BALANCING OF CALL PROCESSING BETWEEN MULTIPLE CALL-DESTINATION SITES AND ROUTING OF CALLS BY WAY OF CALL-DESTINATION SITE CONTROL	13-Sep-00	09/660533	6373937	16-Apr-02	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR MULTIMEDIA INTERACTION ROUTING ACCORDING TO AGENT CAPACITY SETS	06-Jan-03	10/337489	7418094	26-Aug-08	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR MULTIMEDIA INTERACTION ROUTING ACCORDING TO AGENT CAPACITY SETS	18-Jul-08	12/175764	8275111	25-Sep-12	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR MULTIPLE AGENT COMMITMENT TRACKING AND NOTIFICATION	30-Apr-98	09/071467	6044368	28-Mar-00	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR MULTIPLE AGENT COMMITMENT TRACKING AND NOTIFICATION	28-Mar-00	09/537857	6557003	29-Apr-03	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR MULTIPLE AGENT COMMITMENT TRACKING AND NOTIFICATION	28-Apr-03	10/425774	7076499	11-Jul-06	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR MULTIPLE AGENT COMMITMENT TRACKING AND NOTIFICATION	30-Oct-07	11/929654			
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR OPTIMIZING RESPONSE TIME TO EVENTS IN QUEUE	16-May-03	10/440348	7929562	19-Apr-11	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR OPTIMIZING RESPONSE TIME TO EVENTS IN QUEUE	19-Apr-11	13/090205			
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR OPTIMIZING RESPONSE TIME TO EVENTS IN QUEUE	09-Nov-12	13/673873			
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING AN INTERACTIVE HOME AGENT WITH ACCESS TO CALL CENTER FUNCTIONALITY AND RESOURCES	30-Sep-97	08/940712	5960073	28-Sep-99	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING AN INTERACTIVE HOME AGENT WITH ACCESS TO CALL CENTER FUNCTIONALITY AND RESOURCES	31-Aug-99	09/387616	7372956	13-May-08	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING ENHANCED COMMUNICATION CAPABILITY FOR MOBILE DEVICES ON A VIRTUAL PRIVATE NETWORK (VPN)	01-Dec-99	09/452768	6496702	17-Dec-02	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING ENHANCED COMMUNICATION CAPABILITY FOR MOBILE DEVICES ON A VIRTUAL PRIVATE NETWORK (VPN)	17-Dec-02	10/323450	6987977	17-Jan-06	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING ENHANCED COMMUNICATION CAPABILITY FOR MOBILE DEVICES ON A VIRTUAL PRIVATE NETWORK (VPN)	22-Nov-05	11/286811	7263372	28-Aug-07	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING ENHANCED COMMUNICATION CAPABILITY FOR MOBILE DEVICES ON A VIRTUAL PRIVATE NETWORK (VPN)	16-May-07	11/749705	7561887	14-Jul-09	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING ENHANCED COMMUNICATION CAPABILITY FOR MOBILE DEVICES ON A VIRTUAL PRIVATE NETWORK (VPN)	19-May-09	12/468395	7929978	19-Apr-11	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING ENHANCED COMMUNICATION CAPABILITY FOR MOBILE DEVICES ON A VIRTUAL PRIVATE NETWORK	19-Apr-13	13/866967			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING ESTIMATED RESPONSE-WAIT-TIME DISPLAYS FOR DATA NETWORK-BASED INQUIRIES TO A COMMUNICATION CENTER	24-Sep-99	09/405561	6389028	14-May-02	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING ESTIMATED RESPONSE-WAIT-TIME DISPLAYS FOR DATA NETWORK-BASED INQUIRIES TO A COMMUNICATION CENTER	28-Feb-02	10/086337	6724764	20-Apr-04	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING ESTIMATED RESPONSE-WAIT-TIME DISPLAYS FOR DATA NETWORK-BASED INQUIRIES TO A COMMUNICATION CENTER	20-Apr-04	10/829014	7668171	23-Feb-10	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING FAIR ACCESS TO AGENTS IN A COMMUNICATION CENTER	17-Jun-99	09/335423	6445788	03-Sep-02	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING FAIR ACCESS TO AGENTS IN A COMMUNICATION CENTER	27-Aug-02	10/229428	7236584	26-Jun-07	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING INTEGRATED ROUTING FOR PSTN AND IPNT CALLS IN A CALL CENTER	24-Sep-98	09/160558	6389007	14-May-02	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING MEDIA-INDEPENDENT SELF-HELP MODULES WITHIN A MULTIMEDIA COMMUNICATION-CENTER CUSTOMER INTERFACE	19-Feb-99	09/253554	6332154	18-Dec-01	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING MEDIA-INDEPENDENT SELF-HELP MODULES WITHIN A MULTIMEDIA COMMUNICATION-CENTER CUSTOMER INTERFACE	24-Oct-01	10/001523	6539419	25-Mar-03	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING MEDIA-INDEPENDENT SELF-HELP MODULES WITHIN A MULTIMEDIA COMMUNICATION-CENTER CUSTOMER INTERFACE	11-Feb-02	10/074886	6718366	06-Apr-04	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR PROVIDING MEDIA-INDEPENDENT SELF-HELP MODULES WITHIN A MULTIMEDIA COMMUNICATION-CENTER CUSTOMER INTERFACE	20-Mar-03	10/394558	6910072	21-Jun-05	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR RECORDING AND AUTOMATED PLAYBACK OF PERSONAL AGENT GREETINGS IN A COMMUNICATION-CENTER ENVIRONMENT	29-Mar-00	09/538112	6442247	27-Aug-02	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR RECORDING AND AUTOMATED PLAYBACK OF PERSONAL AGENT GREETINGS IN A COMMUNICATION-CENTER ENVIRONMENT	26-Aug-02	10/228495	7006607	28-Feb-06	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR ROUTING CALLS BY PROXY USING VIRTUAL TRANSACTION SERVERS IN A MULTI-TENNANT COMMUNICATION CENTER	24-Jul-01	09/912770	6788779	07-Sep-04	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR ROUTING CALLS BY PROXY USING VIRTUAL TRANSACTION SERVERS IN A MULTI-TENNANT COMMUNICATION CENTER	26-Jul-04	10/899528	7079641	18-Jul-06	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR ROUTING CALLS BY PROXY USING VIRTUAL TRANSACTION SERVERS IN A MULTI-TENNANT COMMUNICATION CENTER	11-Jul-06	11/456796	7277536	02-Oct-07	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR RULES-BASED STORAGE AND RETRIEVAL OF OF MULTIMEDIA INTERACTIONS WITHIN A COMMUNICATION CENTER	11-Sep-98	09/151429	6230197	08-May-01	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR SELECTIVELY PRESENTING MEDIA-OPTIONS TO CLIENTS OF A MULTIMEDIA CALL CENTER	11-Sep-98	09/151710	6212178	03-Apr-01	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR SKILLS-BASED TASK ROUTING	24-Jun-03	10/603630	7706523	27-Apr-10	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR SUMMARIZING PREVIOUS THREADS IN A COMMUNICATION-CENTER CHAT SESSION	18-Apr-00	09/551259	6346952	12-Feb-02	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR SUPPORTING DIVERSE INTERACTION PATHS WITHIN A MULTIMEDIA COMMUNICATION CENTER	29-Oct-98	09/182937	6138139	24-Oct-00	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPARATUS FOR TRANSLATING TEXT AND SPEECH TRANSFERRED OVER A TELEPHONY OR SIMILAR NETWORK	24-Jun-98	09/103691	5991723	23-Nov-99	
Genesys Telecommunications Laboratories, Inc.	METHOD AND APPRATUS FOR BUILDING COMMUNICATION BETWEEN AGENT DESKTOP SCRIPTING APPLICATIONS AND AN OUTBOUND CALL SOFTWARE SUITE WITHIN A TELECOMMUNICATIONS CENTER	29-Nov-01	09/998767	6920441	19-Jul-05	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR DETERMINING AND USING MULTIPLE OBJECT STATES IN A COMPUTER TELEPHONY INTEGRATION SYSTEM	21-Jan-97	08/786817	5933492	03-Aug-99	
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR DETERMINING AND USING MULTIPLE OBJECT STATES IN A COMPUTER TELEPHONY INTEGRATION SYSTEM	20-Nov-97	08/975404	6055308	25-Apr-00	
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR ENABLING AUTOMATED AND REAL-TIME DISCOVERY OF SKILLS AVAILABLE TO AGENTS AND SYSTEMS IN A MULTIMEDIA COMMUNICATIONS NETWORK	05-Jun-03	10/455971	7792773	07-Sep-10	
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR INTEGRATING AN INTERACTION MANAGEMENT SYSTEM WITH A BUSINESS RULES MANAGEMENT SYSTEM	19-Dec-08	12/339988			
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR PROCESSING MULTI-MEDIA TRANSACTION IN A COMMUNICATION CENTER	28-Feb-05	11/069382	7120700	10-Oct-06	*
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR PROPAGATING STATISTICS BETWEEN FEDERATED CONTACT CENTER SITES FOR USE IN EVENT DISTRIBUTION	27-Dec-07	11/965622	8370480	05-Feb-13	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR PROPAGATING STATISTICS BETWEEN FEDERATED CONTACT CENTER SITES FOR USE IN EVENT DISTRIBUTION	04-Jan-13	13/734870			
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR PROVIDING ADAPTIVE AND PROACTIVE INTERACTION MANAGEMENT FOR MULTIPLE TYPES OF BUSINESS INTERACTIONS OCCURRING IN A MULTIMEDIA COMMUNICATIONS ENVIRONMENT	15-May-03	10/441865	7373410	13-May-08	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR ASSEMBLING A BUSINESS PROCESS AND FOR ORCHESTRATING THE PROCESS BASED ON PROCESS BENEFICIARY INFORMATION	27-Dec-07	11/965608	8275647	25-Sep-12	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR ASSEMBLING A BUSINESS PROCESS AND FOR ORCHESTRATING THE PROCESS BASED ON PROCESS BENEFICIARY INFORMATION	24-Sep-12	13/625566			
Genesys Telecommunications Laboratories, Inc.	METHOD FOR AUTOMATED HANDLING OF OUTBOUND CONTACTS REQUIRING ASSURED CONNECTION TO A LIVE AGENT	23-Aug-11	13/215982			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD FOR CONVERGING TELEPHONE NUMBER AND IP ADDRESS	20-Mar-12	13/424988			
Genesys Telecommunications Laboratories, Inc.	METHOD FOR DYNAMIC ADVERTISEMENT PLACEMENT BASED ON CONSUMER AND RESPONSE CAPABILITY STATISTICS	27-Dec-07	11/965626			
Genesys Telecommunications Laboratories, Inc.	METHOD FOR DYNAMICALLY CONVERTING VOICE XML SCRIPTS INTO OTHER COMPATIBLE MARKUP LANGUAGE SCRIPTS BASED ON REQUIRED MODALITY	19-Dec-08	12/339904	8117538	14-Feb-12	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR ESTIMATING TELEPHONY SYSTEM-QUEUE WAITING TIME IN AN AGENT LEVEL ROUTING ENVIRONMENT	11-Dec-98	09/209306	6157655	05-Dec-00	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR ESTIMATING TELEPHONY SYSTEM-QUEUE WAITING TIME IN AN AGENT LEVEL ROUTING ENVIRONMENT	04-Dec-00	09/730416	6898190	24-May-05	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR IMPLEMENTING AND EXECUTING COMMUNICATION CENTER ROUTING STRATEGIES REPRESENTED IN EXTENSIBLE MARKUP LANGUAGE	22-Dec-05	11/317105	7907598	15-Mar-11	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD FOR IMPLEMENTING AND EXECUTING COMMUNICATION CENTER ROUTING STRATEGIES REPRESENTED IN EXTENSIBLE MARKUP LANGUAGE	10-Mar-11	13/045220			
Genesys Telecommunications Laboratories, Inc.	METHOD FOR IMPROVING TEMPORAL CONSISTENCY AND SNAPSHOT RECEN	31-Jul-02	10/210702	7434229	07-Oct-08	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR IMPROVING TEMPORAL CONSISTENCY AND SNAPSHOT RECEN	03-Sep-08	12/203390	7895606	22-Feb-11	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR IMPROVING TEMPORAL CONSISTENCY AND SNAPSHOT RECENCY IN A MONITORED REAL-TIME SOFTWARE REPORTING APPLICATION ARCHITECTURE	22-Feb-2013	13/775020			
Genesys Telecommunications Laboratories, Inc.	METHOD FOR INTEGRATING CLIENT WEB HISTORY AND CALL CENTER HISTORY INTO A SINGLE INTERACTION HISTORY ACCESSIBLE IN REAL TIME	21-Dec-06	11/614601	7827290	02-Nov-10	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR INTERACTING WITH A GROUP OF INDIVIDUALS AS A SINGLE CONTACT	11-Oct-11	13/270749			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD FOR INTERACTING WITH A MULTIMEDIA PRESENTATION SERVED BY AN INTERACTIVE RESPONSE UNIT	15-Nov-10	12/946085			
Genesys Telecommunications Laboratories, Inc.	METHOD FOR MONITORING AND RANKING WEB VISITORS AND SOLICITING HIGER RANKED VISTORS TO ENGAGE IN LIVE ASSISTANCE	19-Dec-08	12/339937			
Genesys Telecommunications Laboratories, Inc.	METHOD FOR PREDICTING AND MANAGING CALL LOAD BY DETERMINING THE OPTIMUM FREQUENCY OF OUTBOUND CALL GENERATION DURING AN OUT-BOUND CALLING CAMPAIGN FROM A CALL CENTER	14-Apr-00	09/550006	6449358	10-Sep-02	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR PREDICTIVE ROUTING OF INCOMING TRANSACTIONS WITHIN A COMMUNICATION CENTER ACCORDING TO POTENTIAL PROFIT ANALYSIS	28-Dec-07	11/965958			
Genesys Telecommunications Laboratories, Inc.	METHOD FOR PROCESSING A CUSTOMER REQUEST THROUGH A PLURALITY OF COMMUNICATION INTERFACES AND FOR SUPERVISING SUCH PROCESSING	31-Jan-13	13/756492			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD FOR ROUTING CALLS TO CALL CENTERS BASED ON STATISTICA	11-Feb-97	08/798236	5926538	20-Jul-99	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR ROUTING TRANSACTIONS BETWEEN INTERNAL AND EXTERNAL PARTNERS IN A COMMUNICATION CENTER	07-Mar-06	11/370444			*
Genesys Telecommunications Laboratories, Inc.	METHOD FOR SELECTING INTERACTIVE VOICE RESPONSE MODES USING HUMAN VOICE DETECTION ANALYSIS	22-Dec-06	11/615434			
Genesys Telecommunications Laboratories, Inc.	METHOD FOR SIMULATING SCREEN SHARING FOR MULTIPLE APPLICATIONS RUNNING CONCURRENTLY ON A MOBILE PLATFORM	30-Apr-12	13/459820			
Genesys Telecommunications Laboratories, Inc.	METHOD FOR TELEPHONY CALL BLENDING	04-Nov-97	08/964309	5991393	23-Nov-99	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR TELEPHONY CALL BLENDING	18-Nov-99	09/442997	6389133	14-May-02	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR TELEPHONY CALL BLENDING	13-May-02	10/145561	6600822	29-Jul-03	
Genesys Telecommunications Laboratories, Inc.	METHOD OF CONTROLLING SESSION INITIATION PROTOCOL SESSIONS WITH STATE CHARTS	08-Nov-12	13/672625			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHOD OF DISTRIBUTED AGREGATION IN A CALL CENTER	07-Sep-12	13/606792			
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR ACCOMPLISHING CALL-STATE SYNCHRONIZATION AND EVENT NOTIFICATION BETWEEN MULTIPLE PRIVATE BRANCH EXCHANGES INVOLVED IN A MULTIPARTY CALL	23-Jul-04	10/898071	7133518	07-Nov-06	*
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR ENHANCING WIRELESS DATA NETWORK TE	12-Jul-99	09/351994	6421329	16-Jul-02	
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR ENHANCING WIRELESS DATA NETWORK TE	12-Jul-99	09/351998	6625126	23-Sep-03	
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR ENHANCING WIRELESS DATA NETWORK TE	12-Jul-99	09/352416	6421325	16-Jul-02	
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR ENHANCING WIRELESS DATA NETWORK TE	17-Sep-01	09/955323	6795406	21-Sep-04	
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR ENHANCING WIRELESS DATA NETWORK TE	20-Sep-04	10/945668	7852830	14-Dec-10	
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR ENHANCING WIRELESS DATA NETWORK TELEPHONY, INCLUDING QUALITY OF SERVICE MONITORING AND CONTROL	14-Dec-12	13/715975			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR IMPLEMENTING A NETWORK CALL CENTER	09-Jul-96	08/677204	5825870	20-Oct-98	
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR IMPLEMENTING AN OUTBOUND NETWORK C	05-Apr-96	08/628837	5802163	01-Sep-98	
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR MANAGING INTERACTION PROCESSING	01-Feb-11	13/018880			
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR PERSONAL ROUTING IN COMPUTER-SIMULATED TELEPHONY	29-Oct-07	11/926542	8358769	22-Jan-13	
Genesys Telecommunications Laboratories, Inc.	METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR AUTOMATIC TASK DISTRIBUTION	01-Sep-98	09/144660	6681010	20-Jan-04	
Genesys Telecommunications Laboratories, Inc.	MOBILE EXPERT DESKTOP	25-Feb-2013	13/776684			
Genesys Telecommunications Laboratories, Inc.	MOBILE SUPPORT FOR MOBILE END DEVICES FOR ACCESSING A CONTACT CENTER	12-Dec-12	61/736534			
Genesys Telecommunications Laboratories, Inc.	MULTIMEDIA MANAGING AND PRIORITIZED QUEUING SYSTEM INTEGRATED WITH INTELLIGENT ROUTING CAPABILITY	11-Jun-98	09/096729	6263066	17-Jul-01	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	MULTIMEDIA ROUTING SYSTEM FOR SECURING THIRD PARTY PARTICIPATION IN CALL CONSULTATION OR CALL TRANSFER OF A CALL IN PROGRESS (USAGE OF SIP MULTI-MEDIA AS CONSULT CALLS IN CALL TRANSFER AND CONFERENCE SCENARIOS)	21-Oct-09	12/582921			
Genesys Telecommunications Laboratories, Inc.	NEGOTIATED ROUTING IN TELEPHONY SYSTEMS	14-Nov-97	08/968825	6005931	21-Dec-99	
Genesys Telecommunications Laboratories, Inc.	NEGOTIATED ROUTING IN TELEPHONY SYSTEMS	18-Nov-99	09/443057	6122360	19-Sep-00	
Genesys Telecommunications Laboratories, Inc.	NEGOTIATED ROUTING IN TELEPHONY SYSTEMS	13-Sep-00	09/661181	7020264	28-Mar-06	
Genesys Telecommunications Laboratories, Inc.	NETWORK-BASED INFORMATION AND ADVERTISING SYSTEM	29-Sep-10	12/893316			
Genesys Telecommunications Laboratories, Inc.	NOISE REDUCTION TECHNIQUES AND APPARATUS FOR ENHANCING WIRELESS DATA NETWORK TELEPHONY	28-Apr-98	09/069221	6078566	20-Jun-00	
Genesys Telecommunications Laboratories, Inc.	NOISE REDUCTION TECHNIQUES AND APPARATUS FOR ENHANCING WIRELESS DATA NETWORK TELEPHONY	13-Jul-99	09/352493	6560214	06-May-03	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	NOISE REDUCTION TECHNIQUES AND APPARATUS FOR ENHANCING WIRELESS DATA NETWORK TELEPHONY	13-Jul-99	09/352495	6381222	30-Apr-02	
Genesys Telecommunications Laboratories, Inc.	NOISE REDUCTION TECHNIQUES AND APPARATUS FOR ENHANCING WIRELESS DATA NETWORK TELEPHONY	09-Jul-02	10/192198	7965742	21-Jun-11	
Genesys Telecommunications Laboratories, Inc.	OPERATING SYSTEM HAVING EXTERNAL MEDIA LAYER, WORKFLOW LAYER, INTERNAL MEDIA LAYER, AND KNOWLEDGE BASE FOR ROUTING MEDIA EVENTS BETWEEN TRANSACTIONS	11-Sep-98	09/151564	6108711	22-Aug-00	
Genesys Telecommunications Laboratories, Inc.	OPTIMIZED UTILIZATION OF AGENT RESOURCES, ASSIGNED FOR MULTIPLE OUTBOUND-INBOUND ACTIVITIES	27-Dec-07	11/965617			
Genesys Telecommunications Laboratories, Inc.	OUTBOUND DIALING PACE	26-Nov-12	13/685666			
Genesys Telecommunications Laboratories, Inc.	PACING IN KNOWLEDGE WORKER ENGAGEMENT	23-Feb-10	12/710544			
Genesys Telecommunications Laboratories, Inc.	PARALLEL DATA TRANSFER AND SYNCHRONIZATION	20-Jun-97	08/879619	6185287	06-Feb-01	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	PARALLEL DATA TRANSFER AND SYNCHRONIZATION IN COMPUTER-SIMUL	09-Oct-97	08/947774	6175563	16-Jan-01	
Genesys Telecommunications Laboratories, Inc.	PERSONAL COMMUNICATION CENTER PERFORMANCE DISPLAY AND STATUS ALERT SYSTEM	17-Mar-00	09/527905	6748072	08-Jun-04	
Genesys Telecommunications Laboratories, Inc.	PERSONAL COMMUNICATION CENTER PERFORMANCE DISPLAY AND STATUS ALERT SYSTEM	05-May-04	10/840527	7149304	12-Dec-06	
Genesys Telecommunications Laboratories, Inc.	PERSONAL COMMUNICATION CENTER PERFORMANCE DISPLAY AND STATUS ALERT SYSTEM	21-Mar-06	11/386549	7190782	13-Mar-07	
Genesys Telecommunications Laboratories, Inc.	PERSONAL DESKTOP ROUTER	10-Feb-97	08/797420	6185291	06-Feb-01	
Genesys Telecommunications Laboratories, Inc.	PERSONAL DESKTOP ROUTER	19-Feb-97	08/802667	6201863	13-Mar-01	
Genesys Telecommunications Laboratories, Inc.	PERSONAL DESKTOP ROUTER	08-Nov-12	13/671558			
Genesys Telecommunications Laboratories, Inc.	PINNABLE CHAT MESSAGE	29-Jan-13	13/753376			
Genesys Telecommunications Laboratories, Inc.	PLATFORM INDEPENDENT DNT INTELLIGENT NETWORK	24-Nov-98	09/199613	6549539	15-Apr-03	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	POINT-OF PRESENCE CALL CENTER MANAGEMENT SYSTEM	29-Oct-99	09/430378			
Genesys Telecommunications Laboratories, Inc.	POINT-OF-PRESENCE (POP) CALL CENTER MANAGEMENT SYSTEM	12-Feb-99	09/249395	6011844	04-Jan-00	
Genesys Telecommunications Laboratories, Inc.	POINT-OF-PRESENCE (POP) CALL CENTER MANAGEMENT SYSTEM	03-Nov-99	09/433636	6324276	27-Nov-01	
Genesys Telecommunications Laboratories, Inc.	POINT-OF-PRESENCE (POP) CALL CENTER MANAGEMENT SYSTEM	03-Nov-99	09/433640	6381329	30-Apr-02	
Genesys Telecommunications Laboratories, Inc.	POINT-OF-PRESENCE (POP) CALL CENTER MANAGEMENT SYSTEM	27-Feb-01	09/796060	6445784	03-Sep-02	
Genesys Telecommunications Laboratories, Inc.	PORTABLE CONTINUITY OBJECT	08-Feb-10	12/701906			
Genesys Telecommunications Laboratories, Inc.	PRIVATE IP TELEPHONY BACKBONE LINKING WIDELY-DISTRIBUTED ENTERPRISE SITES	13-Nov-98	09/191308	6215783	10-Apr-01	
Genesys Telecommunications Laboratories, Inc.	PROCESS FOR SENDING AN ELECTRONIC FILE TO AT LEAST ONE CONTACT OF A USER	05-Mar-2013	13/786229			
Genesys Telecommunications Laboratories, Inc.	PROXY MEDIA SERVICE FOR DIGITAL TELEPHONY	25-Feb-10	12/712935			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	QUEUE PRIORITIZATION BASED ON COMPETITIVE USER INPUT	03-Apr-02	10/116427	6801520	05-Oct-04	
Genesys Telecommunications Laboratories, Inc.	REAL-TIME AGENT-STATUS-DETERMINATION CONTROL ROUTINE AND SYSTEM CONSIDERING FULL SCOPE OF AGENT RESPONSIBILITIES	12-Sep-97	08/928211	5926539	20-Jul-99	
Genesys Telecommunications Laboratories, Inc.	REAL-TIME INTERACTIVE DIRECTORY	12-Nov-97	08/969118	5960442	28-Sep-99	*
Genesys Telecommunications Laboratories, Inc.	REAL-TIME INTERACTIVE DIRECTORY	22-Apr-99	09/296856	6076093	13-Jun-00	*
Genesys Telecommunications Laboratories, Inc.	RECURSIVE ADAPTIVE INTERACTION MANAGEMENT SYSTEM	28-Dec-07	11/966913			
Genesys Telecommunications Laboratories, Inc.	REMOTE APPLICATION DESIGN	15-Jul-98	09/115921	6141724	31-Oct-00	
Genesys Telecommunications Laboratories, Inc.	RICH PERSONALIZED COMMUNICATION CONTEXT	13-Mar-2013	13/802642			
Genesys Telecommunications Laboratories, Inc.	RULES-BASED MULTIMEDIA CUSTOMER/ENTERPRISE INTERACTION-NETWORK OPERATING SYSTEM	24-Sep-99	09/405335	6711611	23-Mar-04	
Genesys Telecommunications Laboratories, Inc.	RULES-BASED MULTIMEDIA CUSTOMER/ENTERPRISE INTERACTION-NETWORK OPERATING SYSTEM	05-May-00	09/565254	6345305	05-Feb-02	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	SCALABLE APPROACH TO AGENT-GROUP STATE MAINTENANCE IN A CONTACT CENTER	08-Nov-12	13/672572			
Genesys Telecommunications Laboratories, Inc.	SCORING PERSONS AND FILES FOR TRUST IN DIGITAL COMMUNICATION	30-Dec-08	12/346441			
Genesys Telecommunications Laboratories, Inc.	SERVICE CONTROL POINT FUNCTIONALITY IMPLEMENTED AT COMMUNICATION ENDPOINTS	24-Jan-12	13/356996			
Genesys Telecommunications Laboratories, Inc.	SIP CLUSTER	04-Dec-12	61/733408			
Genesys Telecommunications Laboratories, Inc.	SKILL-BASED REAL-TIME CALL ROUTING IN TELEPHONY SYSTEMS	10-Feb-97	08/797418	6185292	06-Feb-01	
Genesys Telecommunications Laboratories, Inc.	STATISTICALLY-PREDICTIVE AND AGENT-PREDICTIVE CALL ROUTING	20-Jun-97	08/879182	5915011	22-Jun-99	
Genesys Telecommunications Laboratories, Inc.	STATISTICALLY-PREDICTIVE AND AGENT-PREDICTIVE CALL ROUTING	10-Oct-97	08/948875	5940497	17-Aug-99	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND APPARATUS FOR PRE-ROUTING NETWORK EVENTS	19-Feb-02	10/079328	7272627	18-Sep-07	*
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND APPARATUS FOR PRE-ROUTING NETWORK EVENTS	17-Aug-07	11/856603	7610347	27-Oct-09	*

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND APPARATUS FOR PRE-ROUTING NETWORK EVENTS	10-Dec-08	12/331666	7853717	14-Dec-10	*
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR ACCESS NUMBER DISTRIBUTION IN A CONTACT CENTER	25-Feb-2013	13/776702			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR ADDITION AND REMOVAL OF SERVERS IN SERVER CLUSTER	15-Mar-2013	13/844159			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CALL AND DATA MATCHING IN A CONTACT CENTER	26-Feb-2013	13/776665			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR COMMUNICATION SPREAD ACROSS MULTIPLE PHYSICAL LAYER CHANNELS	09-Aug-12	13/571285			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CONTACT CENTER ACTIVITY ROUTING BASED ON AGENT PREFERENCES	19-Nov-12	13/681420			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CONTROLLING LIFESPAN OF INTERACTION REQUESTS	13-Jun-13	13/917550			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR DISCOVERING AND EXPLORING CONCEPTS	7/26/2013	13/952459			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR DISCOVERING AND EXPLORING CONCEPTS AND ROOT CAUSES OF EVENTS	7/26/2013	13/952470			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR DYNAMIC CONFIGURATION OF CONTACT CENTERS IN A CLOUD ENVIRONMENT VIA TEMPLATES	29-Jan-13	13/753443			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR EXPOSING CUSTOMER AVAILABILITY TO CONTACT CENTER AGENTS	02-Nov-12	13/668048			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR HANDLING CALL RESOURCE FAILURE IN A HYBRID CONTACT CENTER OPERATIONS ENVIRONMENT	15-Mar-2013	13/843238			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR IN AIR CUSTOMER SERVICE	29-Jan-13	13/753387			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR INTEGRATED RESOURCE SCHEDULING AND TASK ALLOCATION	24-Feb-03	10/373393	7343010	11-Mar-08	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR INTEGRATED RESOURCE SCHEDULING, AND AGENT WORK MANAGEMENT	24-Feb-03	10/373391	7386113	10-Jun-08	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR INTEGRATED RESOURCE SCHEDULING, TASK ALLOCATION AND AGENT WORK MANAGEMENT	24-Feb-03	10/373395	7127059	24-Oct-06	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR INTEGRATED RESOURCE SCHEDULING, TASK ALLOCATION AND AGENT WORK MANAGEMENT	20-Oct-06	11/551485	7409054	05-Aug-08	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR INTEGRATED RESOURCE SCHEDULING, TASK ALLOCATION AND AGENT WORK MANAGEMENT	29-Oct-07	11/927431	7817794	19-Oct-10	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR MANAGING TRAFFIC BURSTS FOR A PLURALITY OF TENANTS	02-Nov-12	13/668175			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR MANAGING TRAFFIC BURSTS ON A PER TENANT BASIS	02-Nov-12	13/668200			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR MATCHING ELECTRONIC PROPOSALS TO ELECTRONIC REQUESTS	03-Aug-06	11/462279			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR MONITORING HEALTH OF DEPLOYMENT STATES FOR A CONTACT CENTER	9/12/2013	14/025806			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR OPERATING A PLURALITY OF CALL CENTERS	14-Jan-97	08/782983	5915012	22-Jun-99	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR OPERATING A PLURALITY OF CALL CENTERS	22-Jun-99	09/337955	6229888	08-May-01	

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Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR OUT-OF-BAND COMMUNICATION WITH CONTACT CENTERS	05-Nov-12	13/669288			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR PROCESSING PRIVATE MESSAGES IN A CONTACT CENTER	21-Feb-2013	13/773557			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR PROVIDING CONTACT CENTER SERVICES IN A HYBRID OPERATIONS ENVIRONMENT	15-Mar-2013	13/842208			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR PROVIDING DYNAMIC ELASTICITY OF CONTACT CENTER RESOURCES	9/12/2013	14/025810			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR PROVIDING INTERACTION HISTORY VIA CUSTOMER APPLICATION	26-Feb-2013	13/778081			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR SOCIAL MESSAGE CLASSIFICATION BASED ON INFLUENCE	07-Dec-12	13/708915			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR TESTING AND DEPLOYING RULES	30-Nov-12	13/689753			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR WEB-BASED REAL TIME COMMUNICATION WITH CONTACT CENTERS	05-Nov-12	13/669384			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD OF DISTRIBUTED MAINTENANCE OF CONTACT CENTER STATE	08-Nov-12	13/672594			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR IMPROVING INTERACTION ROUTING PERFORMANCE	22-Dec-08	12/340937			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR INTEGRATING SHORT MESSAGE SERVICE MESSAGING WITH CONTACT CENTER APPLICATIONS	11-Jun-09	12/482745	8229484	24-Jul-12	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR INTEGRATING SHORT MESSAGE SERVICE MESSAGING WITH CONTACT CENTER APPLICATIONS	29-Jun-12	13/537681			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR PREDICTING FUTURE AGENT READINESS FOR HANDLING AN INTERACTION IN A CALL CENTER	01-Jun-09	12/475800	8238543	07-Aug-12	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR PREDICTING FUTURE AGENT READINESS FOR HANDLING AN INTERACTION IN A CALL CENTER	01-May-12	13/461302			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR SCHEDULING AND OPTIMIZING INBOUND CALL FLOW TO A CALL CENTER	13-Aug-09	12/540607			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR SELECTING A DIALING STRATEGY FOR PLACING AN OUTBOUND CALL	19-Nov-09	12/621790			
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR TRACKING UNRESOLVED CUSTOMER INVOLVEMENT WITH A SERVICE ORGANIZATION AND AUTOMATICALLY FORMULATING A DYNAMIC SERVICE SOLUTION	23-Dec-08	12/342368			
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR ANALYZING INTERACTIONS AND REPORTING ANALYTIC RESULTS TO HUMAN-OPERATED AND SYSTEM INTERFACES IN REAL TIME	13-Jul-09	12/502072	8463606	11-Jun-13	
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR ANALYZING INTERACTIONS AND REPORTING ANALYTIC RESULTS TO HUMAN-OPERATED AND SYSTEM INTERFACES IN REAL TIME	06-May-13	13/888318			
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR AUTOMATIC ASSIGNMENT OF AGENTS IN INBOUND AND OUTBOUND CAMPAIGNS	15-May-12	13/472059			
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR CREATION AND DYNAMIC MANAGEMENT OF INCOMING INTERACTIONS	21-Sep-09	12/563341	8259924	04-Sep-12	

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR DETERMINING PRESENCE OF AND AUTHORIZING A QUORUM TO TRANSACT BUSINESS OVER A NETWORK	09-Nov-10	12/942328			
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR DISTRIBUTING VXML CAPABILITIES FOR EXECUTION ON CLIENT DEVICES	02-Dec-04	11/003723	7792254	07-Sep-10	
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR FACILITATING LOOSELY CONFIGURED SERVICE WORKER GROUPS IN A DYNAMIC CALL CENTER ENVIRONMENT	28-Dec-07	11/966854			
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR FACILITATING PARALLEL DATA TRANSFER FROM A WIRELESS CALLER INTO A COMMUNICATIONS CENTER	23-Jun-04	10/875701	8010092	30-Aug-11	
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR INDICATING PRIORITY LEVELS FOR TRANSACTION AND TASK ENGAGEMENT IN A CALL CENTER	08-Feb-10	12/702044	8351594	08-Jan-13	
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR INDICATING PRIORITY LEVELS FOR TRANSACTION AND TASK ENGAGEMENT IN A CALL CENTER	04-Dec-12	13/705120			
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR INFORMATION AND FUNCTION RETRIEVAL	30-Sep-10	12/894483			

GRANTOR	TITLE	FILING DATE	APP. NUMBER	PAT. NUMBER	ISSUE DATE	JOINTLY OWNED WITH ALU
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR INITIATING INTERACTIVE COMMUNICATION IN RESPONSE TO AUDIO CODES	04-Jan-11	12/984365			
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR MANAGING DYNAMIC PLACEMENT OF ADVERTISEMENTS IN ELECTRONIC INFORMATION PAGES	03-Aug-06	11/462292			*
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR RATING AGENTS AND CUSTOMERS FOR USE IN PROFILE COMPATIBILITY ROUTING	22-Oct-10	12/910179			
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR ROUTING ELECTRONIC MAILS	21-Jun-00	09/599045	6453341	17-Sep-02	*
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR ROUTING ELECTRONIC MAILS	02-Jan-01	09/753733	6473787	29-Oct-02	*
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR ROUTING ELETRONIC MAIL TO BEST QUALIFIED PERSON BASED ON CONTENT ANALYSIS	24-Dec-97	08/998268	6128646	03-Oct-00	*
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR ROUTING ELETRONIC MAILS	06-Feb-97	08/795680	5765033	09-Jun-98	*
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR ROUTING ELETRONIC MAILS	03-Sep-02	10/234616	6732156	04-May-04	*

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Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR ROUTING INTERACTIONS USING BIO-PERFORMANCE ATTRIBUTES OF PERSONS AS DYNAMIC INPUT	22-Dec-08	12/340977	8340274	25-Dec-12	
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR ROUTING INTERACTIONS USING BIO-PERFORMANCE ATTRIBUTES OF PERSONS AS DYNAMIC INPUT	24-Sep-12	13/625814			
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR SCHEDULING ROUTING RULES IN A CONTACT CENTER BASED ON FORCASTED AND ACTUAL INTERACTION LOAD AND STAFFING REQUIREMENTS	29-Dec-08	12/345038	8315370	20-Nov-12	
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR SCHEDULING ROUTING RULES IN A CONTACT CENTER BASED ON FORCASTED AND ACTUAL INTERACTION LOAD AND STAFFING REQUIREMENTS	15-Oct-12	13/652314			
Genesys Telecommunications Laboratories, Inc.	SYSTEM TO DEPLOY A DISASTER-PROOF GEOGRAPHICALLY DISTRIBUTED CALL CENTER	18-Sep-12	13/622118			
Genesys Telecommunications Laboratories, Inc.	SYSTEM, DATA PROCESSING METHOD AND PROGRAM TO PROVIDE A PROGRAMMABLE INTERFACE BETWEEN A WORKSTATION AND AN ARCHIVE SERVER TO AUTOMATICALLY STORE TELEPHONE TRANSACTION INFORMATION	20-Feb-97	08/803407	5907598	25-May-99	

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Genesys Telecommunications Laboratories, Inc.	TELEPHONE NETWORK INTERFACE BRIDGE BETWEEN DATA TELEPHONY NETWORKDS AND DEDICATED CONNECTION TELEPHONY NETWORKS	17-Feb-98	09/024923	8130749	06-Mar-12	
Genesys Telecommunications Laboratories, Inc.	TELEPHONE NETWORK INTERFACE BRIDGE BETWEEN DATA TELEPHONY NETWORKDS AND DEDICATED CONNECTION TELEPHONY NETWORKS	06-Mar-98	09/036358	6456615	24-Sep-02	
Genesys Telecommunications Laboratories, Inc.	TELEPHONE NETWORK INTERFACE BRIDGE BETWEEN DATA TELEPHONY NETWORKDS AND DEDICATED CONNECTION TELEPHONY NETWORKS	09-Mar-98	09/038677	6201804	13-Mar-01	
Genesys Telecommunications Laboratories, Inc.	TELEPHONE NETWORK INTERFACE BRIDGE BETWEEN DATA TELEPHONY NETWORKDS AND DEDICATED CONNECTION TELEPHONY NETWORKS	11-Mar-98	09/041370	6339593	15-Jan-02	
Genesys Telecommunications Laboratories, Inc.	TELEPHONE NETWORK INTERFACE BRIDGE BETWEEN DATA TELEPHONY NETWORKDS AND DEDICATED CONNECTION TELEPHONY NETWORKS	30-Oct-07	11/928102	8036208	11-Oct-11	

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Genesys Telecommunications Laboratories, Inc.	TELEPHONE NETWORK INTERFACE BRIDGE BETWEEN DATA TELEPHONY NETWORKS AND DEDICATED CONNECTION TELEPHONY NETWORKS	30-Oct-07	11/929300	7808977	05-Oct-10	
Genesys Telecommunications Laboratories, Inc.	TELEPHONY CALL-CENTER SCRIPTING BY PETRI NET PRINCIPLES AND	17-Feb-00	09/506113	6178239	23-Jan-01	
Genesys Telecommunications Laboratories, Inc.	TELEPHONY INTELLIGENCE IN A DATA PACKET NETWORK	24-Nov-98	09/199135	6731626	04-May-04	
Genesys Telecommunications Laboratories, Inc.	TELEPHONY INTELLIGENCE IN A DATA PACKET NETWORK	29-Mar-04	10/812610	7415009	19-Aug-08	
Genesys Telecommunications Laboratories, Inc.	TELEPHONY INTELLIGENCE IN A DATA PACKET NETWORK	29-Oct-07	11/926617	8031698	04-Oct-11	
Genesys Telecommunications Laboratories, Inc.	TELEPHONY SYSTEM WITH A BACKGROUND RECAPITULATION FEATURE	11-Feb-2013	13/764590			
Genesys Telecommunications Laboratories, Inc.	TRANSFER-CONNECT TELEPHONY SERVICES UTILIZING AUTOMATED AUDIO SYSTEMS	01-Dec-97	08/982114	6072864	06-Jun-00	
Genesys Telecommunications Laboratories, Inc.	TRANSFER-CONNECT TELEPHONY SERVICES UTILIZING AUTOMATED AUDIO SYSTEMS	06-Jun-00	09/588795	6320951	20-Nov-01	
Genesys Telecommunications Laboratories, Inc.	TRUST AUTHORITYU SUPPORTING DIGITAL COMMUNICATION	30-Dec-08	12/346224			

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Genesys Telecommunications Laboratories, Inc.	TRUST CONFERENCING APPARATUS AND METHODS IN DIGITAL COMMUNICATION	30-Dec-08	12/346425	8325215	04-Dec-12	
Genesys Telecommunications Laboratories, Inc.	TRUST CONFERENCING APPARATUS AND METHODS IN DIGITAL COMMUNICATION	23-Oct-12	13/658768			
Genesys Telecommunications Laboratories, Inc.	TRUST IN PHYSICAL NETWORKS	30-Dec-08	12/346452			
Genesys Telecommunications Laboratories, Inc.	TRUST INTERACTIVE COMMUNICATION APPLICATIONS	30-Dec-08	12/346050			
Genesys Telecommunications Laboratories, Inc.	UNIFORM CONTROL OF MIXED PLATFORMS IN TELEPHONY	08-Oct-97	08/947043	6181788	30-Jan-01	
Genesys Telecommunications Laboratories, Inc.	UNIFORM CONTROL OF MIXED PLATFORMS IN TELEPHONY	10-Oct-97	08/948554	5970065	19-Oct-99	
Genesys Telecommunications Laboratories, Inc.	USER INVOCATION OF SERVICES IN PUBLIC SWITCHED TELEPHONE NETWORK VIA PARALLEL DATA NETWORKS	06-Dec-96	08/761257	5917817	29-Jun-99	
Genesys Telecommunications Laboratories, Inc.	USER SPECIFIC SUPPORT IN COMMUNICATIONS SYSTEMS	11-Feb-04	10/777847	7779067	17-Aug-10	*
Genesys Telecommunications Laboratories, Inc.	USING XML EXPRESSED PRIMITIVES FOR PLATFORM AND SYSTEM-INDEPENDENT CALL MODELING	06-Apr-01	09/827608	6985478	10-Jan-06	

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Genesys Telecommunications Laboratories, Inc.	USING XML EXPRESSED PRIMITIVES FOR PLATFORM AND SYSTEM-INDEP	07-Sep-05	11/221493	8018921	13-Sep-11	
Genesys Telecommunications Laboratories, Inc.	VIRTUAL CONTACT CENTER WITH DYNAMIC ROUTING	27-Dec-06	11/616738	8135774	13-Mar-12	
Genesys Telecommunications Laboratories, Inc.	VIRTUALIZATION OF ONE OF MORE SETS OF PHYSICAL CONTACT CENTER RESOURCES FOR USE BY ONE OR MORE VIRTUAL CONTACT CENTERS	25-Feb-09	12/392318	8085693	27-Dec-11	
Genesys Telecommunications Laboratories, Inc.	VIRTUALIZED COMPUTER TELEPHONY INTEGRATED LINK FOR ENHANCED	03-Apr-97	08/840125	5940495	17-Aug-99	
Genesys Telecommunications Laboratories, Inc.	VIRTUALIZED COMPUTER TELEPHONY INTEGRATED LINK FOR ENHANCED	14-Oct-97	08/950253	6359981	19-Mar-02	
Genesys Telecommunications Laboratories, Inc.	VIRTUALIZED COMPUTER TELEPHONY INTEGRATED LINK FOR ENHANCED	05-Jan-00	09/478126	6434231	13-Aug-02	
Genesys Telecommunications Laboratories, Inc.	VOICE EXTENSIONS IN A CALL-IN CENTER EMPLOYING VIRTUAL RESTR	14-Oct-97	08/949586	6198739	06-Mar-01	
Genesys Telecommunications Laboratories, Inc.	VOICE EXTENSIONS IN A CALL-IN CENTER EMPLOYING VIRTUAL RESTRUCTURING FOR COMPUTER TELEPHONY INTEGRATED FUNCTIONALITY	03-Apr-97	08/833340	6560328	06-May-03	

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Genesys Telecommunications Laboratories, Inc.	VOICE PROCESSING SYSTEM WITH TELEPHONE INTERFACE SUBSYSTEM	05-Jun-96	08/658794	5812644	22-Sep-98	
Genesys Telecommunications Laboratories, Inc.	VOICE RESPONSE PROCESSING	26-Feb-10	12/713806			*
Genesys Telecommunications Laboratories, Inc.	WORKLOAD DISTRIBUTION WITH RESOURCE AWARENESS	29-Nov-12	13/689750			
SoundBite Communications, Inc.	Address book for a voice message delivery method and system	1/18/2002	10/051,453	6,829,331	12/07/2004	
SoundBite Communications, Inc.	Answering machine detection for voice message delivery method and system	4/23/2001	09/839,840	7,054,419	5/30/2006	
SoundBite Communications, Inc.	Identifying recycled telephone numbers	12/11/2012	13/710,499			
SoundBite Communications, Inc.	Managing interactive communications campaigns	11/25/2009	12/626,291	8,270,575	9/18/2012	
SoundBite Communications, Inc.	Managing interactive communications campaigns	09/15/2012	13/620,780			
SoundBite Communications, Inc.	Managing interactive communications campaigns with call recording and security	1/11/2012	13/348,427			
SoundBite Communications, Inc.	Managing interactive communications campaigns with customer recovery	1/10/2012	13/346,860			

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SoundBite Communications, Inc.	Method and system for managing interactive communications campaigns with text messaging	11/25/2009	12/626,312	8,462,918	6/11/2013	
SoundBite Communications, Inc.	Method and system for managing interactive communications campaigns	1/21/2006	11/336,151	8,379,834	2/19/2013	
SoundBite Communications, Inc.	Method and system for managing interactive communications campaign using a hold queue	1/08/2009	12/350,745	8,280,031	10/02/2012	
SoundBite Communications, Inc.	Method and system for managing interactive communications campaign with reduced customer-to-agent connection latency	1/08/2009	12/350,738	8,270,594	9/18/2012	
SoundBite Communications, Inc.	Method and system for managing interactive communications campaign with reduced customer-to-agent connection latency	09/15/2012	13/620,762			
SoundBite Communications, Inc.	Method and system for managing interactive communications campaign using a hold queue	09/15/2012	13/620,778			
SoundBite Communications, Inc.	Method and system for managing interactive communications campaigns with call pacing	12/02/2009	12/629,298			
SoundBite Communications, Inc.	Method and system for managing interactive communications campaigns with proactive payments	3/25/2010	12/731,681			

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SoundBite Communications, Inc.	Method and system for managing interactive communications campaigns with preference management	4/02/2010	12/753,158			
SoundBite Communications, Inc.	Method and system for managing interactive communications campaigns	2/18/2013	13/769,417			
SoundBite Communications, Inc.	Robust DTMF detection in an unreliable voice-over-IP (VoIP) environment	12/17/2012	13/717,209			
SoundBite Communications, Inc.	Voice message delivery method and system	1/02/2001	09/751,931	6,785,363	8/31/2004	
Utopy, Inc.	Fast Out-of-Vocabulary Search in LVCSR and ASR Systems	12/29/2012	61/747242			
Utopy, Inc.	System and Method of Call Classification with Context Modeling Based on Composite Words	06/18/2004	10/871,181	7,487,094	2/3/2009	
Genesys Telecommunications Laboratories, Inc.	Method and Apparatus for Call Distribution and Override with Priority	02/17/1998	09/024825	6,044,146	03/28/2000	

