

## PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1  
 Stylesheet Version v1.2

EPAS ID: PAT2676932

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	ASSIGNMENT
CONVEYING PARTY DATA	
Name	Execution Date
THE RESOURCE GROUP INTERNATIONAL LIMITED	10/23/2013
RECEIVING PARTY DATA	
Name:	SATMAP INTERNATIONAL HOLDINGS LIMITED
Street Address:	CRAWFORD HOUSE
Internal Address:	50 CEDAR AVENUE
City:	HAMILTON
State/Country:	BERMUDA
Postal Code:	HM11
PROPERTY NUMBERS Total: 1	
Property Type	Number
Application Number:	13854825
CORRESPONDENCE DATA	
Fax Number:	(202)672-5399
Phone:	202-672-5300
Email:	cbrown-smith@foley.com
<i>Correspondence will be sent via US Mail when the email attempt is unsuccessful.</i>	
Correspondent Name:	CARYNE BROWN-SMITH
Address Line 1:	3000 K STREET NW
Address Line 2:	SUITE 500
Address Line 4:	WASHINGTON, DISTRICT OF COLUMBIA 20007
ATTORNEY DOCKET NUMBER:	104083-0181
NAME OF SUBMITTER:	WILLIAM T. ELLIS
Signature:	/WILLIAM T. ELLIS/
Date:	01/10/2014

PATENT

**Total Attachments: 12**

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DATED OCTOBER 23, 2013

THE RESOURCE GROUP INTERNATIONAL LIMITED

and

SATMAP INTERNATIONAL HOLDINGS LIMITED

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DEED OF ASSIGNMENT OF INTELLECTUAL PROPERTY RIGHTS

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THIS DEED is dated October 23, 2013

**PARTIES**

- (1) **THE RESOURCE GROUP INTERNATIONAL LIMITED**, an exempted company incorporated and registered in Bermuda with company number 32937 whose registered office is at Crawford House, 50 Cedar Avenue, Hamilton, HM11, Bermuda (the “**Assignor**”); and
- (2) **SATMAP INTERNATIONAL HOLDINGS LIMITED**, an exempted company incorporated and registered in Bermuda with company number 45859 whose registered office is at Crawford House, 50 Cedar Avenue, Hamilton, HM11, Bermuda (the “**Assignee**”).

**BACKGROUND**

- (A) The Assignor is the holding company of the Assignee.
- (B) The Assignor has agreed to assign to the Assignee the Assigned Rights (as defined below) on the terms set out in this deed.

**AGREED TERMS**

**1. INTERPRETATION**

1.1 The definitions and rules of interpretation in this clause apply in this deed.

“**Assigned Rights**” the Patents and all the Intellectual Property Rights contained in the Software Code.

“**Business Day**” a day other than a Saturday, Sunday or public holiday in Bermuda.

“**Intellectual Property Rights**” patents, utility models, rights to inventions, copyright and neighbouring and related rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of

protection which subsist or will subsist now or in the future in any part of the world.

“**Patents**” the patents and the applications, short particulars of which are set out in Schedule 1.

“**Software Code**” the software code, short particulars of which are set out in Schedule 2.

- 1.2 A reference to a **company** shall include any company, corporation or other body corporate, wherever and however incorporated or established.
- 1.3 References to clauses and Schedules are to the clauses and Schedules of this deed.
- 1.4 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.
- 1.5 Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.
- 1.6 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.
- 1.7 A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality) and that person's personal representatives, successors and permitted assigns.

## 2. **ASSIGNMENT**

In consideration of the sum of \$1.00 (receipt of which the Assignor expressly acknowledges), the Assignor hereby assigns to the Assignee absolutely all its right, title and interest in and to the Assigned Rights, including, but not limited to:

- (a) the absolute entitlement to any registrations granted pursuant to any of the applications comprised in the Patents; and
- (b) the right to bring, make, oppose, defend, appeal proceedings, claims or actions and obtain relief (and to retain any damages recovered) in respect of any infringement, or any other cause of action arising from ownership, of any of the Assigned Rights whether occurring before, on, or after the date of this deed.

## 3. **WARRANTIES**

The Assignor warrants that:

- (a) it is the sole legal and beneficial owner of, and owns all the rights and interests in, the Assigned Rights;

- (b) for each of the applications and registrations listed in Schedule 1, it is properly registered as the applicant or registered proprietor, and as far as it is aware, all application, registration and renewal fees required to keep such applications and registrations in good standing have been paid; and
- (c) as far as it is aware, all the Assigned Rights are valid and subsisting and there are and have been no claims, challenges, disputes or proceedings, pending or threatened, in relation to the ownership, validity or use of any of the Assigned Rights.

**4. FURTHER ASSURANCE**

Each party shall, and shall use all reasonable endeavours to procure that any necessary third party shall, promptly execute and deliver such documents and perform such acts as may reasonably be required for the purpose of giving full effect to this deed.

**5. WAIVER**

No failure or delay by a party to exercise any right or remedy provided under this deed or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

**6. ENTIRE AGREEMENT**

- 6.1 This deed constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 6.2 Each party acknowledges that in entering into this deed it does not rely on, and shall have no remedies in respect of, any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this deed.
- 6.3 Nothing in this clause shall limit or exclude any liability for fraud.

**7. VARIATION**

No variation of this deed shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

**8. SEVERANCE**

If any provision or part-provision of this deed is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this deed.

**9. COUNTERPARTS**

9.1 This deed may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.

9.2 No counterpart shall be effective until each party has executed at least one counterpart.

**10. GOVERNING LAW AND JURISDICTION**

10.1 This deed and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of Bermuda.

10.2 Each party irrevocably agrees that the courts of Bermuda shall have non-exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this deed or its subject matter or formation (including non-contractual disputes or claims).

This deed has been executed as a deed and is delivered and takes effect at the beginning of it.



**Schedule 1 Patents (including applications)**

Country	Title	Status	App. No.	Patent No.
United States of America	USE OF ABSTRACTED DATA IN PATTERN MATCHING SYSTEM	Pending	14/032,657	
United States of America	MATHCING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Pending	14/035,522	
United States of America	MATCHING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Pending	14/035,506	
United States of America	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	12/021251	
United States of America	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Granted	12/180382	8359219
United States of America	SHADOW QUEUE FOR CALLERS IN A PERFORMANCE/PATTERN MATCHING BASED CALL ROUTING SYSTEM	Pending	12/202101	
United States of America	CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING	Pending	12/202091	
United States of America	AGENT SATISFACTION DATA FOR CALL ROUTING BASED ON PATTERN MATCHING ALOGRITHM	Pending	12/202097	
United States of America	TIME TO ANSWER SELECTOR AND ADVISOR FOR CALL ROUTING CENTER	Pending	12/266415	
United States of America	POOLING CALLERS FOR MATCHING TO AGENTS BASED ON PATTERN MATCHING ALGORITHMS	Pending	12/266418	
United States of America	SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	Pending	12/266446	
United States of America	BALANCING MULTIPLE COMPUTER MODELS IN A CALL CENTER ROUTING SYSTEM	Granted	12/266461	8472611
United States of America	ROUTING CALLERS TO AGENTS BASED ON PERSONALITY DATA OF AGENTS	Pending	12/267459	
United States of America	ROUTING CALLERS TO AGENTS BASED ON TIME EFFECT DATA	Pending	12/267471	
United States of America	SEPARATE PATTERN MATCHING ALGORITHMS AND COMPUTER MODELS BASED ON AVAILABLE CALLER DATA	Pending	12/331153	
United States of America	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Granted	12/331201	8433597
United States of America	ROUTING CALLERS OUT OF QUEUE ORDER FOR A CALL CENTER ROUTING SYSTEM	Pending	12/331186	
United States of America	ROUTING CALLERS FROM A SET OF CALLERS BASED ON CALLER DATA	Pending	12/331195	
United States of America	POOLING CALLERS FOR A CALL CENTER ROUTING SYSTEM	Pending	12/331210	
United States of America	JUMPING CALLERS HELD IN QUEUE FOR A CALL CENTER ROUTING SYSTEM	Pending	12/331181	
United States of America	SEPARATE MATCHING MODELS BASED ON TYPE OF PHONE ASSOCIATED WITH A CALLER	Pending	12/331161	
United States of America	SELECTIVE MAPPING OF CALLERS IN A CALL-CENTER ROUTING SYSTEM BASED ON INDIVIDUAL AGENT SETTINGS	Granted	12/355618	8295471
United States of America	PROBABILITY MULTIPLIER PROCESS FOR CALL CENTER ROUTING	Pending	12/490949	
United States of America	ESTIMATING AGENT PERFORMANCE IN A CALL ROUTING CENTER SYSTEM	Pending	12/869645	

United States of America	PRECALCULATED CALLER-AGENT PAIRS FOR A CALL CENTER ROUTING SYSTEM	Pending	12/869654	
United States of America	PREDICTED CALL TIME AS ROUTING VARIABLE IN A CALL ROUTING CENTER SYSTEM	Pending	13/221692	
United States of America	CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Pending	61/615772	
United States of America	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA)	Pending	61/615788	
United States of America	USE OF ABSTRACTED DATA IN PATTERN MATCHING SYSTEM	Pending	61/705040	
United States of America	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	13/715765	
United States of America	CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Pending	13/843807	
United States of America	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Pending	13/843724	
United States of America	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Granted	13/843541	8565410
United States of America	ORTHODONTIC DEVICE AND METHOD	Pending	61/800961	
United States of America	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	13/854825	
Philippines	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	1-2010-501704	
Philippines	ROUTING CALLERS FROM A SET OF CALLERS BASED ON CALLER DATA	Pending	1-2010-501705	
Philippines	CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Pending	1-2011-500426	
Philippines	SYSTEMS AND METHODS IN A CALL CENTER ROUTING SYSTEM	Pending	1-2011-500868	
P.C.T.	CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Pending	PCT/US2013/033261	
P.C.T.	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Pending	PCT/US2013/033265	
P.C.T.	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Pending	PCT/US2013/033268	
New Zealand	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	587101	
New Zealand	ROUTING CALLERS FROM A SET OF CALLERS BASED ON CALLER DATA	Pending	587100	
New Zealand	CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Pending	591486	
New Zealand	SYSTEMS AND METHODS IN A CALL CENTER ROUTING SYSTEM	Pending	592781	
Mexico	ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Pending	MX/a/2010/008238	

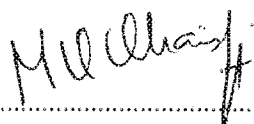
Mexico	CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Pending	MX/a/2011/002272	
Mexico	TWO STEP ROUTING PROCEDURE IN CALL CENTER	Pending	MX/a/2011/004815	
Japan	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	2010-544292	
Japan	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	2013-117498	
Japan	CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Pending	2011-525099	
Japan	SYSTEMS AND METHODS IN A CALL CENTER ROUTING SYSTEM	Pending	2011-535592	
Japan	ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Pending	2010-544399	
India	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	5966/DELNP/2010	
India	ROUTING CALLERS FROM A SET OF CALLERS BASED ON CALLER DATA	Pending	5967/DELNP/2010	
India	CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Pending	1797/DELNP/2011	
India	TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Pending	3748/CHENP/2011	
European Patent Office	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	08871835.8	
European Patent Office	ROUTING CALLERS FROM A SET OF CALLERS BASED ON CALLER DATA	Pending	09705092.6	
European Patent Office	CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Pending	09791681.1	
European Patent Office	SYSTEMS AND METHODS IN A CALL CENTER ROUTING SYSTEM	Pending	09752022.5	
China P.R.	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	200880128336.9	
China P.R.	ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Pending	200980111060.8	
China P.R.	CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Pending	200980142771.1	
China P.R.	SYSTEMS AND METHODS IN A CALL CENTER ROUTING SYSTEM	Pending	200980153730.2	
Canada	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	2713526	
Canada	ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Pending	2713476	
Canada	CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Pending	2735443	
Canada	SYSTEMS AND METHODS IN A CALL CENTER ROUTING SYSTEM	Pending	2742958	

Australia	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Pending	2008349500	
Australia	ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Pending	2009209317	
Australia	CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Pending	2009288509	
Australia	SYSTEMS AND METHODS IN A CALL CENTER ROUTING SYSTEM	Pending	2009311534	

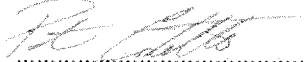
## Schedule 2 Software Code

All software code developed or in development for the provision of SATMAP service, including but not limited to the SATMAP code, the SATMAP Bridge Service code, the SATMAP Async Service code, and the SATMAP Explorer code.

Signed by: Mohammed Khaishgi  
for and on behalf of **THE RESOURCE  
GROUP INTERNATIONAL  
LIMITED**

  
.....  
Director

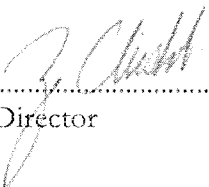
In the presence of:

  
.....  
Signature of witness

Pat Costello  
Name of witness

1700 Penn. Ave, Suite 560  
Washington DC 20006  
Address of witness

Signed by: Zia Chishti  
for and on behalf of **SATMAP  
INTERNATIONAL HOLDINGS  
LIMITED**

  
.....  
Director

In the presence of:

  
.....  
Signature of witness

Pat Costello  
Name of witness

1700 Penn. Ave, Suite 560  
Washington DC 20006  
Address of witness