

## PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

EPAS ID: PAT3022120

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|---|--------------------------------|
| <b>SUBMISSION TYPE:</b>   | NEW ASSIGNMENT                 |
| <b>NATURE OF CONVEYANCE:</b>  | ASSIGNMENT                     |
| <b>CONVEYING PARTY DATA</b>   |                                |
| <b>Name</b>   | <b>Execution Date</b>          |
| NEIL O'CONNOR   | 09/05/2014                     |
| TONY MCCORMACK  | 09/09/2014                     |
| JOHN H. YOAKUM  | 09/04/2014                     |
| <b>RECEIVING PARTY DATA</b>   |                                |
| <b>Name:</b>  | AVAYA INC.                     |
| <b>Street Address:</b>  | 4655 GREAT AMERICA PARKWAY     |
| <b>City:</b>  | SANTA CLARA                    |
| <b>State/Country:</b>   | CALIFORNIA                     |
| <b>Postal Code:</b>   | 95054-1233                     |
| <b>PROPERTY NUMBERS Total: 1</b>  |                                |
| <b>Property Type</b>  | <b>Number</b>                  |
| Application Number:   | 14486001                       |
| <b>CORRESPONDENCE DATA</b>  |                                |
| <b>Fax Number:</b>  |                                |
| <i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i> |                                |
| <b>Phone:</b>   | 7323698314                     |
| <b>Email:</b>   | mschrader@mlgiplaw.com         |
| <b>Correspondent Name:</b>  | MALDJIAN LAW GROUP LLC         |
| <b>Address Line 1:</b>  | 788 SHREWSBURY AVENUE          |
| <b>Address Line 2:</b>  | SUITE 2220                     |
| <b>Address Line 4:</b>  | TINTON FALLS, NEW JERSEY 07724 |
| <b>ATTORNEY DOCKET NUMBER:</b>  | 414077-US-NP (JCK) (A259)      |
| <b>NAME OF SUBMITTER:</b>   | MELISSA SCHRADER               |
| <b>SIGNATURE:</b>   | /Melissa Schrader/             |
| <b>DATE SIGNED:</b>   | 09/15/2014                     |
| <b>Total Attachments: 3</b>   |                                |
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| source=A259_Assignment#page2.tif  |                                |
| source=A259_Assignment#page3.tif  |                                |

Worldwide Assignment

WHEREAS, I/We, Neil O'Connor, Tony McCormack and John H. Yoakum, have made an invention entitled, SYSTEM AND METHOD FOR GUIDING AGENTS IN AN ENTERPRISE OVER AGGREGATED INTERACTIONS, for which an application for a patent of the United States on September 15, 2014 under Application No. 147486,001 has been filed, or is filed concurrently herewith, and

WHEREAS, Avaya Inc., a corporation or other business entity duly registered in the State/Country of Delaware, whose postal address is 4655 Great America Parkway, Santa Clara, CA 95054-1233, or its affiliates ("ASSIGNEE"), desires to acquire the entire right, title, and interest in and to the invention, the application, and any patents to be granted for the invention in the United States and in all foreign countries;

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, I/We have sold, assigned, transferred, and conveyed, and do hereby sell, assign, transfer, and convey unto ASSIGNEE, its successors, legal representatives, and assigns: (a) the entire right, title, and interest in and to the inventions covered by the application, the application, all applications claiming benefit of the application, including, but not limited to, all provisionals, divisions and continuations of the application, and all patents that may be granted thereon in and throughout the United States and in all foreign countries, including without limitation utility models, design patents, certificates of invention and equivalent rights worldwide, and all reissues and reexaminations thereof; (b) all rights arising under or pursuant to any and all international agreements, treaties or laws, including the right to file applications for patents, design patents, utility models, certificates of invention or other governmental grants and equivalent rights worldwide, and to claim the same priority rights, under the patent laws of the United States, the applicable laws of the country in which any such application is filed, the International Convention for the Protection of Industrial Property and any other international union, convention, agreement and treaty; (c) all rights in and to causes of action and enforcement rights for the inventions and any resulting patents, including all rights to pursue damages, injunctive relief and other remedies for past, present and future infringement of the inventions and resulting patents, and to hold for ASSIGNEE'S sole use and benefit all recoveries, rights, and benefits arising from all such suits;

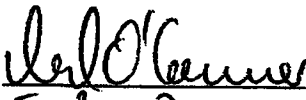
AND I/We authorize and request the Director of Patents of the United States, and any Official of any country or countries foreign to the United States, whose duty is to issue patents or other evidence or forms of industrial property to issue the same for the inventions to ASSIGNEE, its successors, legal representatives, and assigns in accordance with the terms of this Assignment;


AND I/We covenant and agree that I/We have the full right to convey the entire right, title, and interest herein assigned and that I/We have not executed and will not execute any assignment or other instrument in conflict with this Assignment;

AND I/We further covenant and agree that upon request by ASSIGNEE, its successors, legal representatives, and assigns, and without further consideration, I/We (or my executors or administrators) will do all lawful acts that may be necessary or desirable to assist ASSIGNEE, its successors, legal representatives, and assigns to obtain and enforce patent protection for the inventions in the United States and in all foreign countries, including, but not limited to, communicate with ASSIGNEE, its successors, legal representatives, and assigns any facts known to I/We regarding the inventions, testify in any legal proceeding, sign all lawful papers, make all rightful oaths, and execute and deliver all papers that may be necessary or desirable to record and perfect the interest and title to the inventions in ASSIGNEE, its successors, legal representatives, and assigns, it being understood that any expense incident to the rendering of such assistance will be borne by ASSIGNEE, its successors, legal representatives, and assigns;

AND I/We further hereby authorize ASSIGNEE, or its attorneys or agents, to insert the correct Application Number and Filing Date into this Assignment, if none is indicated on the date of my execution of this agreement.

IN WITNESS WHEREOF, I/We have executed this Assignment on the date indicated below.

Signature:   
Date: 5 Sep 2014  
Full Name: Neil O'Connor  
Address: 37 Carraig Mor, Lackagh  
Galway, Ireland

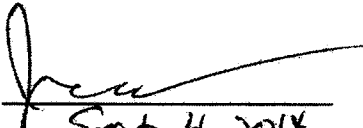
Signature:   
Date: 8-9-14  
Full Name: Tony McCormack  
Address: Forramoyle East, Bama  
Galway, Ireland

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Full Name: John H. Yoakum  
Address: 1704 Kilarney Drive  
Cary, NC 27511

IN WITNESS WHEREOF, I/We have executed this Assignment on the date indicated below.

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Full Name: Neil O'Connor  
Address: 37 Carrig Mor, Lackagh  
Galway, Ireland

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Full Name: Tony McCormack  
Address: Forramoyle East, Barna  
Galway, Ireland

Signature:   
Date: Sept 4, 2014  
Full Name: John H. Yoakum  
Address: 1704 Kilarney Drive  
Cary, NC 27511