PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	ASSIGNMENT

CONVEYING PARTY DATA

Name	Execution Date
JPMORGAN CHASE BANK, N.A.	11/07/2014

RECEIVING PARTY DATA

Name:	WILMINGTON TRUST, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT
Street Address:	50 SOUTH SIXTH STREET, SUITE 1290
City:	MINNEAPOLIS
State/Country:	MINNESOTA
Postal Code:	55402

PROPERTY NUMBERS Total: 533

Property Type	Number
Patent Number:	6539538
Patent Number:	5870464
Patent Number:	5991382
Patent Number:	5925101
Patent Number:	6100873
Patent Number:	6192118
Patent Number:	6047054
Patent Number:	6026158
Patent Number:	6424711
Patent Number:	5754636
Patent Number:	5164981
Patent Number:	5295184
Patent Number:	5278898
Patent Number:	5285400
Patent Number:	5355327
Patent Number:	5381470
Patent Number:	5586179
Patent Number:	5640577
Patent Number:	5343518
Patent Number:	5594790

Property Type	Number
Patent Number:	5592543
Patent Number:	5495523
Patent Number:	5761285
Patent Number:	5517566
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Patent Number:	5790650
Patent Number:	5784452
Patent Number:	6141412
Patent Number:	5778359
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Patent Number:	6721778
Patent Number:	6889195
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Patent Number:	7181492
Application Number:	09270626
Application Number:	09437414
Application Number:	10449872
Application Number:	10459042

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Patent Number:	7634722
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Application Number:	09382288
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Application Number:	10546460
Application Number:	11209568
Application Number:	11210047
Application Number:	11212080

Property Type	Number
Application Number:	11274226
Application Number:	11280603
Application Number:	11322355
Application Number:	11400342
Application Number:	10059872
Application Number:	09885717

CORRESPONDENCE DATA

Fax Number: (866)826-5420

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.

Phone:	301-638-0511
Email:	ipresearchplus@comcast.net
Correspondent Name:	IP RESEARCH PLUS, INC.
Address Line 1:	21 TADCASTER CIRCLE
Address Line 2:	ATTN: PENELOPE J.A. AGODOA
Address Line 4:	WALDORF, MARYLAND 20602

NAME OF SUBMITTER:	PENELOPE J.A. AGODOA
SIGNATURE:	/pja/
DATE SIGNED:	11/20/2014

Total Attachments: 31
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ASSIGNMENT OF PATENT SECURITY INTEREST,
dated as of November 7, 2014, by JPMORGAN CHASE BANK,
N.A. ("*JPMCB*"), as former administrative agent under the
Collateral Agreement (defined below) (in such capacity, the
"*Former Agent*") and WILMINGTON TRUST, NATIONAL
ASSOCIATION ("*Wilmington Trust*"), as administrative agent
under the Collateral Agreement (defined below).

A.   Reference is made to the Guarantee and Collateral Agreement
dated as of May 7, 2010 (as amended, supplemented or otherwise modified from time to
time, the "*Collateral Agreement*"), among ASPECT SOFTWARE PARENT, INC. (the
"*Parent*"), ASPECT SOFTWARE, INC. (the "*Borrower*"), the Subsidiaries of Parent (as
identified therein) and the Former Agent.   Capitalized terms used herein and not
otherwise defined herein shall have the meanings specified in the Collateral Agreement.

B.   Reference is made to the Patent Security Agreement dated May 7,
2010 (the "*Patent Security Agreement*"), among the Parent, the Borrower, the
Subsidiaries of Parent (as identified therein) (the "*Grantors*") and the Former Agent,
pursuant to which, among other things, the Grantors granted a security interest to the
Former Agent, for the benefit of certain secured parties named therein, in, among other
things, certain registered patents of the Grantor listed in an attachment to the Patent
Security Agreement, which security interest was recorded on June 9, 2010 with the
United States Patent Office (the "*USPO*").

C.   Pursuant to the Resignation, Waiver, Consent and Appointment
Agreement dated as of November 7, 2014 (as amended, supplemented or otherwise
modified from time to time, the "*Successor Agent Agreement*"), between Wilmington
Trust and JPMCB, JPMCB, as former administrative agent under the Credit Agreement,
the Collateral Agreement and the Patent Security Agreement, has assigned all its right,
title and interest in the patents identified on Schedule I hereto (the "*Patents*") to
Wilmington Trust, as successor administrative agent (in such capacity, the "*Agent*").
Until now, JPMCB has remained the secured party of record with the USPO.

SECTION 1. *Assignment*.   Accordingly, for good and valuable
consideration, the receipt and sufficiency of which are hereby acknowledged, the Former
Agent hereby confirms the assignment, pursuant to the Successor Agent Agreement, of
all its right, title and interest to the Patents under the Collateral Agreement and the Patent
Security Agreement to the Agent and the Agent hereby confirms its acceptance of such
assignment.

SECTION 2. *Miscellaneous*.

(a) This Assignment may be executed in counterparts (and by different parties hereto on
different counterparts), each of which shall constitute an original, but all of which when
taken together shall constitute a single contract. This Assignment shall become effective

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when it shall have been executed by each party hereto and thereafter shall be binding upon and inure to the benefit of the parties hereto and their respective successors and assigns. Delivery of an executed counterpart of a signature page of this Assignment by electronic submission shall be effective as delivery of a manually executed counterpart of this Assignment.

(b) THIS ASSIGNMENT SHALL BE CONSTRUED IN ACCORDANCE WITH AND GOVERNED BY THE LAWS OF THE STATE OF NEW YORK.

(c) Section headings used herein are for convenience of reference only, are not part of this Assignment and are not to affect the construction of, or to be taken into consideration in interpreting, this Assignment.

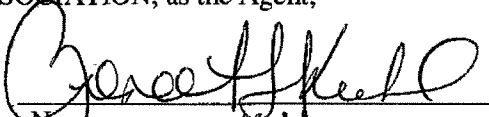[The remainder of this page intentionally left blank]

[[3499550]]

IN WITNESS WHEREOF, the parties hereto have caused this Assignment to be duly executed by their respective duly authorized officers as of the day and year first above written.

JPMORGAN CHASE BANK, N.A., as the Former Agent,

By

Name:
Title: **Goh Siew Tan**
              Executive Director

WILMINGTON TRUST, NATIONAL ASSOCIATION, as the Agent,

By

Name:
Title:

[[3499550]]

IN WITNESS WHEREOF, the parties hereto have caused this Assignment to be duly executed by their respective duly authorized officers as of the day and year first above written.

JPMORGAN CHASE BANK, N.A., as the
Former Agent,

By _____

      Name:

      Title:

WILMINGTON TRUST, NATIONAL
ASSOCIATION, as the Agent,

By _____

      Name: Renee Kuhl

      Title: Vice President

[[3499550]]

Schedule I

United States Patents

<u>Patents</u>

A.   <u>**ASPECT SOFTWARE, INC.**</u>

<u>**U.S. ISSUED PATENTS**</u>

TITLE	FILED/ ISSUED	PATENT NO.
INTELLIGENT INFORMATION ROUTING SYSTEM AND METHOD	8/24/98 2/25/03	6,539,538
INTELLIGENT INFORMATION ROUTING SYSTEM AND METHOD	11/13/96 2/9/99	5,870,464
COMPUTER TELEPHONE SYSTEM	4/7/98 11/23/99	5,991,382
COMPUTER TELEPHONE SYSTEM	4/7/98 7/20/99	5,925,101
COMPUTER TELEPHONE SYSTEM AND METHOD FOR ASSOCIATING DATA TYPES WITH A COLOR MAKING THE DATA TYPE EASILY RECOGNIZABLE	4/7/98 8/8/00	6,100,873
COMPUTER TELEPHONE SYSTEM AND METHOD HAVING A GRAPHICAL USER INTERFACE	4/7/98 2/20/01	6,192,118
COMPUTER TELEPHONE SYSTEM	4/7/98 4/4/00	6,047,054
COMPUTER TELEPHONE SYSTEM	4/7/98 2/15/00	6,026,158
COMPUTER TELEPHONE SYSTEM	1/20/99 7/23/02	6,424,711
COMPUTER TELEPHONE SYSTEM	2/21/97 5/19/98	5,754,636
VOICE RESPONSE SYSTEM WITH AUTOMATED DATA TRANSFER	6/4/90 11/17/92	5,164,981
DYNAMICALLY ADJUSTABLE CALL PACING SYSTEM	5/30/91 3/15/94	5,295,184
SYSTEM FOR MANAGING A HOLD QUEUE	5/30/91 1/11/94	5,278,898
DATA PROCESSING WITH USER DEFINABLE MATHEMATICAL FUNCTIONS AND A METHOD FOR USING SAME	11/26/91 2/8/94	5,285,400
AUTOMATED STATISTICAL DATA COLLECTION SYSTEM	11/26/91 10/11/94	5,355,327
SUPERVISORY MANAGEMENT CENTER WITH PARAMETER TESTING AND ALERTS	5/28/91 1/10/95	5,381,470
SYSTEM AND METHOD FOR ADDING AND INTEGRATING OUTBOUND CALLING AND OVERALL SYSTEM CONTROL TO AN EXISTING INBOUND TELEPHONE SYSTEM	10/30/95 12/17/96	5,586,179
DATA PROCESSING SYSTEM WITH AUTOMATED AT LEAST PARTIAL FORMS COMPLETION	8/22/95 6/17/97	5,640,577

TITLE	FILED/ ISSUED	PATENT NO.
SYSTEM AND METHOD FOR CONTROLLING THE DIALING ORDER OF CALL RECORD LISTS IN AN AUTOMATED DIALING SYSTEM	1/14/93 8/30/94	5,343,518
METHOD FOR SELECTING AND CONTROLLING THE AUTOMATIC DIALING OF A CALL RECORD CAMPAIGN	6/1/94 1/14/97	5,594,790
METHOD AND SYSTEM FOR ALLOCATING AGENT RESOURCES TO A TELEPHONE CALL CAMPAIGN	3/21/96 1/7/97	5,592,543
METHOD FOR LOW PRIORITY TELEPHONY SYSTEM ASSISTED DIALING	6/1/94 2/27/96	5,495,523
UNIVERSAL TELEPHONY APPLICATION CLIENT THAT IS CONFIGURABLE FROM A PROFILE FOR A TELEPHONE CALL CAMPAIGN	6/1/94 6/2/98	5,761,285
METHOD FOR ALLOCATING AGENT RESOURCES TO MULTIPLE TELEPHONES CALL CAMPAIGNS	6/1/94 5/14/96	5,517,566
MULTI-PATH BUS DIGITAL SIGNAL PROCESSOR	11/8/94 2/18/97	5,604,740
MULTI-PATH BUS DIGITAL PROCESSOR	7/18/96 9/22/98	5,812,553
ELECTRONIC ASSEMBLY INTERCONNECTION SYSTEM	6/1/94 9/7/99	5,949,656
CALL RECORD SCHEDULING SYSTEM AND METHOD	8/19/96 10/13/98	5,822,400
TELEPHONE CALL CENTER MANAGEMENT SYSTEM WHICH SUPPORTS MULTI-USER AND SEPARATE PRIVATE APPLICATIONS	4/18/96 8/4/98	5,790,650
TELEPHONY CALL CENTER WITH AGENT WORK GROUP	4/18/96 7/21/98	5,784,452
UNSCHEDULED EVENT PROCESSING SYSTEM	4/19/96 10/31/00	6,141,412
A SYSTEM AND METHOD FOR DETERMINING AND VERIFYING A FILE RECORD FORMAT BASED UPON FILE CHARACTERISTICS	4/18/96 7/7/98	5,778,359
DATA PROCESSING SYSTEM WITH REAL TIME PRIORITY UPDATING OF DATA RECORDS AND DYNAMIC CALL RECORD EXCLUSION	8/14/96 11/3/98	5,832,068
SYSTEM AND METHOD FOR PROVIDING AN ELECTRONIC CHAT SESSION BETWEEN A DATA TERMINAL AND AN INFORMATION PROVIDER AT THE REQUEST OF AN INQUIRING PARTY INPUT INTO THE DATA TERMINAL	3/31/98 12/11/01	6,330,243
A SYSTEM AND METHOD FOR OPTIMIZING A PROGRAM CONTAINING A NUMBER OF THE FLOW THROUGH FLOW BRANCHES	3/27/98 8/15/00	6,102,970
INBOUND/OUTBOUND CALL RECORD PROCESSING SYSTEM AND METHOD	6/8/98 2/5/02	6,345,094
A MULTI-LINGUAL DATA PROCESSING SYSTEM AND SYSTEM AND METHOD FOR TRANSLATING TEXT USED IN COMPUTER SOFTWARE UTILIZING AN EMBEDDED TRANSLATOR	6/2/98 7/18/00	6,092,036

PATENT
REEL: 034281 FRAME: 0569

TITLE	FILED/ ISSUED	PATENT NO.
SYSTEM AND METHOD FOR PURGING A CALL LIST	6/2/98 6/25/02	6,411,708
TELEPHONY SYSTEM COMMAND SCHEDULER AND PRECEDENT PROCESSOR	12/23/98 7/24/01	6,266,407
SYSTEM AND METHOD FOR NON-INTRUSIVELY DISPLAYING INFORMATION TO A USER IN A TELECOMMUNICATIONS SYSTEM	2/9/99 9/9/03	6,618,477
AUDIO COMMUNICATIONS DEVICE ADAPTER	2/5/99 7/4/00	6,084,950
SYSTEM AND METHOD FOR PROVIDING AUTOMATED TAKE BACK AND TRANSFER FUNCTIONALITY TO A COMPUTER TELEPHONY SYSTEM	4/13/99 2/5/02	6,345,093
SYSTEM AND METHOD OF DISTRIBUTING OUTBOUND TELEPHONY SERVICES OVER A COMPUTER NETWORK	9/7/99 7/1/03	6,587,557
VOICE AND DATA TRANSFER FROM OUTBOUND DIALING TO INBOUND ACD QUEUE	11/12/99 11/12/02	6,480,601
SYSTEM AND METHOD OF MAPPING DATABASE FIELDS TO A KNOWLEDGE BASE USING A GRAPHICAL USER INTERFACE	6/28/99 6/18/02	6,408,302
INTELLIGENT AREA CODE UPDATE SYSTEM AND METHOD	6/29/99 12/11/01	6,330,327
SYSTEM AND METHOD FOR INTEGRATING TEXT MESSAGING TO AN OUTBOUND CALL SYSTEM	10/29/99 4/15/03	6,549,769
REMOTE WORKSTATION USE WITH DATABASE RETRIEVAL SYSTEM	8/22/91 1/4/94	5,276,732
TELEPHONY SYSTEM WITH SUPERVISORY MANAGEMENT CENTER WITH PARAMETER TESTING AND ALERTS	1/10/95 11/19/96	5,577,112
BASEBAND FILTERS FOR RECEIVERS	1/13/03 3/9/04	6,703,894
SYSTEM AND METHOD FOR DIALING IN A TELEPHONY SYSTEM USING A COMMON CHANNEL SIGNALING PROTOCOL IN WHICH THE USE OF BEARER CHANNELS IS MAXIMIZED	6/22/04	6,754,236
SYSTEM AND METHOD FOR ALLOCATING AGENT RESOURCES TO A TELEPHONE CALL CAMPAIGN BASED ON AGENT PRODUCTIVITY	7/20/04	6,766,012
SYSTEM AND METHOD FOR PRIORITIZING TELEPHONE CALL CAMPAIGNS BASED ON CAMPAIGN PRODUCTIVITY	6/15/04	6,751,310
SYSTEM AND METHOD FOR INTEGRATING TEXT MESSAGING TO AN OUTBOUND CALL SYSTEM	3/16/04	6,708,039
BLENDED AGENT CONTACT CENTER	8/10/04	6,775,378
SKILLS BASED CONTACT ROUTING	12/14/04	6,832,203
NON-BLOCKING EXPANDABLE CALL CENTER ARCHITECTURE	3/16/04	6,707,906
INFORMATION RETRIEVAL METHOD WITH NATURAL LANGUAGE INTERFACE	8/17/04	6,778,951
LOAD SHARING	8/17/04	6,778,660

TITLE	FILED/ ISSUED	PATENT NO.
UNSCHEDULED EVENT TASK PROCESSING SYSTEM	4/13/04	6,721,778
A SYSTEM AND METHOD FOR UTILIZING A COMPUTER NETWORK IN CONJUNCTION WITH TRADITIONAL TELEMARKETING	5/3/05	6,889,195
SYSTEM AND METHOD FOR PROVIDING AN AUTOMATIC TELEPHONE CALL BACK TO A TELEPHONE LINE BEING USED TO ACCESS A COMPUTER NETWORK	4/12/05	6,879,674
SYSTEM AND METHOD FOR PROVIDING AUDIO COMMUNICATION OVER A COMPUTER NETWORK USING DIFFERING COMMUNICATION FORMATS	7/6/04	6,760,323
BROWSER USER INTERFACE FOR CLIENT WORKSTATION	11/9/04	6,816,880
SYSTEM AND METHOD FOR PURGING A CALL LIST	6/8/04	6,748,074
OBJECT ORIENTED SYSTEM AND METHOD FOR DIRECTING INCOMING TELEPHONE CALLS	6/22/04	6,754,332
NON-BLOCKING EXPANDABLE CALL CENTER ARCHITECTURE	12/7/99 6/12/07	7,230,927
REMOTE ACCESS, EMULATION, AND CONTROL OF OFFICE EQUIPMENT, DEVICES AND SERVICES[*]	3/19/02	6,359,892
METHOD AND APPARATUS FOR DYNAMIC AND INTERDEPENDENT PROCESSING OF INBOUND CALLS AND OUTBOUND CALLS	11/30/99	RE36,416
AUTOMATED VOICE SYSTEM FOR IMPROVING AGENT EFFICIENCY AND IMPROVING SERVICE TO PARTIES ON HOLD	4/23/96	5,511,112
NON OFFENSIVE TERMINATION OF CALL DETECTION OF AN ANSWERING MACHINE	12/3/96	5,581,602
METHOD AND APPARATUS FOR NON-OFFENSIVE TERMINATION OF AN OUTBOUND CALL AND FOR DETECTION OF AN ANSWER OF AN OUTBOUND CALL BY AN ANSWERING MACHINE	10/27/98	5,828,731
METHOD FOR AUTOMATICALLY OBTAINING AND PRESENTING DATA FROM MULTIPLE DATA SOURCES	10/7/97	5,675,637
METHOD FOR CONSOLIDATION OF MULTIPLE DATA SOURCES	3/26/02	6,362,838
CREATING AND USING AN ADAPTABLE MULTIPLE CONTACT TRANSACTION OBJECT	11/6/01	6,314,089
AUTOMATED VOICE SYSTEM FOR IMPROVING AGENT EFFICIENCY AND IMPROVING SERVICE TO PARTIES ON HOLD	5/3/94	5,309,505
METHOD AND APPARATUS FOR PROVIDING RESULT-ORIENTED CUSTOMER SERVICE	1/14/97	5,594,791
METHOD AND APPARATUS FOR PROVIDING RESULT-ORIENTED CUSTOMER SERVICE	10/5/99	5,963,635

TITLE	FILED/ ISSUED	PATENT NO.
METHOD AND SYSTEM FOR OPTIMIZATION OF TELEPHONE CONTRACT CAMPAIGNS	5/15/97	5,621,790
METHOD AND SYSTEM FOR OPTIMIZATION OF TELEPHONE CONTRACT CAMPAIGNS	7/25/95	5,436,965
BUSINESS TRANSACTIONS ON THE INTERNET	3/15/05	6,868,395
TRANSMISSION OF VOICE OVER AN ASYNCHRONOUS NETWORK	9/12/00	6,118,763
METHOD FOR CONSOLIDATION OF MULTIPLE DATA SOURCES	8/2/05	6,925,607
CONTACT CENTER DYNAMIC RECORD DELIVERY *	5/18/03	6,941,320
METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER *	6/16/00 7/20/04	6,766,011
RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM AND METHOD	11/1/99 5/16/06	7,046,789
SYSTEM AND METHOD FOR ASSOCIATING INTERACTIVE VOICE RESPONSE UNIT DATA TO A TELEPHONE CALL USING AUTOMATIC NUMBER IDENTIFIERS	8/30/01 4/11/06	7,027,572
TELEPHONY SYSTEM PAGING SYSTEM AND METHOD	11/30/01	7,050,820
SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE	12/2/98 6/27/06	7,068,775
DYNAMIC HELP OPTION FOR INTERNET CUSTOMERS	06/20/01 7/18/06	09/885,717 7,080,321
SYSTEM AND METHOD FOR PROVIDING AUDIO COMMUNICATION OVER A COMPUTER NETWORK USING DIFFERING COMMUNICATION FORMATS	4/6/04 12/12/06	7,149,209
SYSTEM AND METHOD FOR PROVIDING AN AUTOMATIC TELEPHONE CALL BACK FROM INFORMATION PROVIDED AT A DATA TERMINAL	9/28/98 11/27/07	7,302,051
REMOTE ACCESS, EMULATION, AND CONTROL OF OFFICE EQUIPMENT	1/29/02 1/29/08	10/059,872 7,324,528
TRANSFER OF AN INTERNET CHAT SESSION BETWEEN SERVERS	10/16/01 2/20/07	7,181,492

U.S. PATENT APPLICATIONS

TITLE	FILING DATE	APP. NO.
SYSTEM AND METHOD OF SCRAPING TEXTUAL DATA FROM A GRAPHICAL USER INTERFACE FOR USING SAID DATA FOR ADDITIONAL APPLICATIONS	3/17/99	09/270,626
DYNAMIC & INTERDEPENDENT PROCESSING OF INBOUND CALLS AND OUTBOUND CALLS	11/10/99	09/437,414

TITLE	FILING DATE	APP. NO.
TRAINING, CERTIFYING, ASSIGNING AND COLLABORATING AGENTS AMONG MULTIPLE USERS	5/30/03	10/449,872
METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	6/11/03	10/459,042
METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	6/11/03	10/459,043
AN EFFICIENT MULTIPLEXED CONFERENCING ENGINE	9/24/04	10/948,951
ADAPTIVE SKILLS-BASED ROUTING	6/1/05	11/141,747
MULTI-MEDIA CONTACT CHANNEL IN AGENT STATE CONTROL SYSTEM AND METHOD FOR USE IN A CONTACT CENTER	8/23/05	11/211,113
SYSTEM AND METHOD FOR REDIRECTING A TELECOMMUNICATING PARTY TO AN INFORMATION SOURCE OVER A COMPUTER NETWORK	2/3/06	11/347,792
SUPERVISORY MONITORING OF AGENTS	2/24/06	11/362,347
VOICE OVER IP ADAPATER	5/9/06	11/430,502
AUTOMATIC SCHEDULING SYSTEM	6/14/06	11/452,529
CUSTOMER SUPPORT USING MANAGED REAL-TIME COMMUNITIES	6/19/06	11/455,440
SKILL BASED CHAT FUNCTION IN A COMMUNICATION SYSTEM	7/11/06	11/484,829
REMOTE EXPERT SCREEN POP VIA DATA MESSAGE (05AS003)	7/18/06	11/488,938
METHOD OF USING VOIP FOR CALLBACK FROM AN ACD	8/2/06	11/497,891
REUSABLE CLASS LIBRARY FOR MULTI-THREADED APPLICATION	10/13/06	11,549,344
METHOD OF EVALUATING CONTACT CENTER PERFORMANCE (05AS006)	10/1706	11/582,272
EMERGENCY RECORDING DURING VOIP SESSION	11/06/06	11/556,749
TEMPORAL ROUTING	1/31/07	11/669,349
AUTOMATIC CONTACT CENTER AGENT ASSISTANT	2/13/07	11/674,500
METHOD OF SCHEDULING CALLS (06AS004)	3/02/07	11/681,241
METHOD AND APPARATUS FOR CONFERENCING(06AS005)	4/24/07	11/739,255
T1 TURNAROUND PLUG TEST ADAPTOR	6/27/07	11/769,186
ECHO CANCELLATIO USING GAIN CONTROL	9/11/07	11/853,299
UNIFIED COMMAND AND CONTROL OF A MULTIPLICITY OF HETROGENEOUS SYSTEMS SUPPORTING CALL CENTER FUNCTIONALITY (07AS016)	9/7/07	11/851,931
MULTI-LINE COMMUNICATION SYSTEM (06AS009)	9/19/07	11/857,574
DEPLOYMENT WIZARD (04AS019)	10/2/07	11/865,923
ADMINISTERING MULTIPLE TARGET ACD SYSTEMS	10/25/07	11/977,589
SECURE AUTOMATICALLY CONFIGURING, SELF-AUTHENTICATING ADMINISTRATIVE USER WITHOUT A PASSWORD	12/12/07	11/954,527

TITLE	FILING DATE	APP. NO.
METHOD FOR REPORTING ACTIVITY OF MULTI-APPEARANCE CALL CENTER AGENT	1/17/08	12/016,065
EXTENSIBLE PERMISSIONS FOR ADMINISTRATIVE AND TARGET PERMISSIONS	3/7/08	12/044,735
METHOD AND SYSTEM FOR PUBLISHING ACD SPECIFIC DATA	3/7/08	12/075,022
LEVERAGING A SIP FORKING MODEL FOR DISTRIBUTED CONTACT CENTER ROUTING	3/24/08	12/054,209
CALL TRANSFER BEWTWEEN DIFFERENT EQUIPMENT	1/8/08	11/970,825
UNIFIED SESSION DETAIL RECORDS	8/03/07	11/890,016
VoIP QUALITY BAR AND "TOAST" NOTIFICATIONS	8/02/07	11/890,009
SESSION APLLICATION RECORDS	8/02/07	11/890,010
WEB SERVICES AND PLUG-IN FRAMEWORK IN VoIP ENVIRONMENT	8/02/07	11/890,169
SYSTEM AND METHOD FOR HANDLING MEDIA STREAMS	8/02/07	11/888,987
SYSTEM AND METHOD FOR OBJECT REGISTRATION IN A VoIP ENVIRONMENT	8/02/07	11/888,986
SEQUENTIALLY CALLING GROUPS OF MULTIPLE COMMUNICATION DEVICES BASED ON USER-SPECIFIED LISTS OF COMMUICATIONS DEVICES HAVING ASSIGNED PRIO	8/02/07	11/890,029
TESTING AND MONITORING VOICE OVER INTERNET PROTOCOL (VoIP) SERVICE USING INSTRUMENTED TEST STREAMS TO DETERMINE THE QUALITY, CAPACITY AND UTILIZATION OF THE VoIP NETWORK	8/02/07	11/888,985
SINGLE SIGN-ON TO ADMINISTER TARGET SYSTEMS WITH DISPARATE SECURITY MODELS	4/9/08	12/100,103
SUPER-OBJECT IN ADMINISTERING SYSTEM	4/30/08	12/150,624
NETWORK ROUTER FOR HETEROGENEOUS ACD SYSTEM	5/2/08	12/114,357
SINGLE WORKFLOW FOR COLLOBORATIVE NETWORK ROUTING OVER HETEOGENEOUS SYSTEM	5/2/08	12/114,396
SYNCHRONIZATION OF DATA WITH AN ACD SYSTEM	5/2/08	12/114,422
METHOD OF UNIFYING CONTROL OF CONTACT CENTER SYSTEM	6/18/08	12/141,687
ESTIMATING NUMBER OF AGENTS FOR MULTIPLE CHAT CHANNELS	6/20/08	12/214,754
AUTOMATED AGENT AVAILABILITY DETECTION	5/22/08	12/125,392
METHOD AND APPARATUS FOR DESCRIBING AND PROFILING EMPLOYEE SCHEDULES	7/3/08	12/167,409
METHOD OF SCHEDULING A WORKFORCE CONSTRAINED BY WORK RULES AND LABOR LAWS	7/3/08	12/167,416
IMAGE INSTALLER	7/9/08	12/170,180

TITLE	FILING DATE	APP. NO.
CUSTOM DATA DISPLAY	10/7/08	12/287,172
METHOD AND APPARATUS FOR PROVISIONING CONTACT HANDING RESOURCES IN A CONTACT CENTER	10/27/08	12/258,618
SYNCHRONIZATION OF MULTIPLE TARGET SYSTEM DATA	11/4/08	12/264,395
METHOD OF REMOTLEY OPERATING CONTACT CENTER SYSTEMS	11/13/08	12/270,238
ENTERPRISE ENTITY FOR USE IN A CALL CENTER	12/1/08	12/325,794
METHOD OF UNIFYING CONTROL OF CONTACT CENTER SYSTEM	1/21/09	12/356,664
VIRTUAL APPLIANCE AUTOMATION TOOL	3/13/09	12/403,749
METHOD OF DISPLAYING COMPLEX RELATIONSHIPS	4/14/09	12/423,088
Voice Over IP Adapter	9/10/09	12/556,917
SYSTEM AND METHOD OF PROPAGATING EXCLUSION RECORDS IN A NETWORKED COMPUTER TELEPHONY INTEGRATION SYSTEM	9/17/99	7,068,642

B.   FIRSTPOINT CONTACT TECHNOLOGIES, LLC (FORMERLY KNOWN AS ROCKWELL ELECTRONIC COMMERCE TECHNOLOGIES, LLC)

U.S. ISSUED PATENTS

TITLE	ISSUED	PATENT NO.
AUTOMATIC CALL DISTRIBUTION NETWORK WITH CALL OVERLOAD SYSTEM AND METHOD	1/19/99	RE 36,051 OF 5,384,841
SWITCH SENTRY DEVICE	11/26/96	5,579,368
INTERFACE FOR AUTOMATIC CALL DISTRIBUTOR FOR PERFORMING AGENT FUNCTIONS VIA HOST COMPUTER	12/17/96	5,586,178
TELEPHONE SWITCHING SYSTEM AND METHOD FOR CONTROLLING INCOMING TELEPHONE CALLS TO REMOTE AGENTS AND FOR COLLECTING AND PROVIDING CALL DATA	4/8/97	5,619,557
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH DISPLAY DATA STORAGE COMPRESSION SYSTEM AND METHOD	5/27/97	5,633,923
CIRCUIT BOARD ASSEMBLY	7/15/97	5,648,891

PATENT
REEL: 034281 FRAME: 0575

TITLE	ISSUED	PATENT NO.
SYSTEM AND METHOD FOR SIMULATING OPERATION OF AN AUTOMATIC CALL DISTRIBUTOR	7/29/97	5,652,791
DIAGNOSTIC DEVICE FOR A COMMUNICATIONS SWITCHING SYSTEM	10/14/97	5,677,912
DELAY ANNOUNCEMENT GROUP AND TIME CONTROLLER FOR A TELEPHONE SYSTEM	12/9/97	5,696,818
SYSTEM AND METHOD FOR MONITORING AUDIO POWER LEVEL OF AGENT SPEECH IN A TELEPHONIC SWITCH	1/27/98	5,712,954
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH USER DEFINABLE LOGGING AND METHOD THEREFOR	2/3/98	5,715,306
INTEGRATED VOICE AND BUSINESS TRANSACTION REPORTING FOR TELEPHONE CALL CENTERS	2/3/98	5,715,307
CALL OVERFLOW SYSTEM AND METHOD FOR AN AUTOMATIC CALL DISTRIBUTION SYSTEM	3/3/98	5,724,419
AUTOMATIC CALL DISTRIBUTOR WITH ANSWER MACHINE DETECTION APPARATUS AND METHOD	3/3/98	5,724,420
ANNOUNCEMENT SYSTEM AND METHOD IN A TELEPHONIC CALL SWITCHING SYSTEM	3/17/98	5,729,593
AUTOMATIC CALL DISTRIBUTOR WITH AUTOMATED VOICE RESPONSIVE CALL SERVICING SYSTEM AND METHOD	3/17/98	5,729,600
APPARATUS AND METHOD FOR DETECTING CONVERSATION INTERRUPTIONS IN A TELEPHONIC SWITCH	4/7/98	5,737,405
SYSTEM AND METHOD FOR AUTOMATIC MONITORING OF ACTIVE TELEPHONE CALLS IN A TELEPHONIC SWITCH	8/4/98	5,790,635
INTERRUPT SYSTEM	8/25/98	5,798,901
SERVICE EVALUATION SYSTEM AND METHOD FOR A TELEPHONIC SWITCH	9/29/98	5,815,565

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TITLE	ISSUED	PATENT NO.
AN AGENT SPEECH DETECTOR SYSTEM AND METHOD FOR USE WITH A TELEPHONIC SWITCH	10/6/98	5,818,909
DRAM CONTROLLER WITH BACKGROUND REFRESH	10/13/98	5,822,265
VIDEO SWITCHING SYSTEM, VIDEO COMMUNICATIONS SYSTEM AND METHOD FOR AUTOMATICALLY ESTABLISHING VIDEO COMMUNICATIONS USING A TELEPHONIC SWITCH	11/3/98	5,831,665
CALL PATH SYSTEM AND METHOD FOR MODELING AND MODIFYING A CALL PATH OF A TELEPHONE CALL ROUTED BY A TELEPHONE SWITCH	11/3/98	5,832,059
FWC: DEVICE FOR PROGRAMMING SCRIPT SETS IN A TELEPHONE SYSTEM	11/3/98	5,832,070
ALARM NOTIFICATION SYSTEM AND METHOD FOR A TELEPHONE SWITCH	12/22/98	5,852,649
MONITORING SYSTEM & METHOD USED IN AUTOMATIC CALL DISTRIBUTOR FOR TIMING INCOMING TELEPHONE CALLS	12/29/98	5,854,832
SYSTEM AND METHOD FOR ESTABLISHING COMMUNICATIONS BETWEEN A REMOTE COMPUTER AND A COMPUTER SERVICE PROVIDER USING A TELEPHONIC SWITCH	1/5/99	5,857,014
AUTOMATIC CALL DISTRIBUTOR WITH PRIORITIZATION	1/5/99	5,857,018
AUDIO COMMUNICATIONS INTERFACE, METHOD AND COMMUNICATIONS SYSTEM FOR CONNECTING A REMOTE AGENT TO A TELEPHONE SWITCH	1/26/99	5,864,615
CTI INTEGRATION OF TELEPHONIC CALLS OVERFLOWING BETWEEN SWITCHES OF AN AUTOMATIC CALL DISTRIBUTOR THROUGH A HOST CONTROLLER	5/4/99	5,901,215
AUTOMATIC DIAL-UP SOFTWARE UPDATE SYSTEM	5/18/99	5,905,779
GALAXY METHOD FOR CTI INTEGRATION OF TELEPHONE CALLS OVERFLOWING BETWEEN SWITCHES OF AN AUTOMATIC CALL DISTRIBUTOR USING ISDN INTERSWITCH COMMUNICATION	5/25/99	5,907,611

[[3499550]]

TITLE	ISSUED	PATENT NO.
CTI INTEGRATION OF TELEPHONE CALLS OVERFLOWING BETWEEN SWITCHES OF AN AUTOMATIC CALL DISTRIBUTOR USING ISDN INTERSWITCH COMMUNICATION AND TELESCRIPTING	6/8/99	5,910,983
AUTOMATIC TONE FAULT DETECTION SYSTEM AND METHOD	7/13/99	5,923,729
A CALL RECORDING SYSTEM AND METHOD FOR USE WITH A TELEPHONIC SWITCH	7/13/99	5,923,746
COMMUNICATIONS SYSTEM AND INTERFACE CIRCUIT FOR INTERCONNECTING TELEPHONIC SWITCH	7/13/99	5,923,747
METHOD OF STRUCTURING A DATABASE OF A CONTROL SYSTEM FOR ACCESS BY THIRD PARTY SOFTWARE	8/3/99	5,933,828
DATA DISPLAY SYSTEM AND METHOD FOR DISPLAYING REAL-TIME DATA RELATING TO AN AUTOMATIC DISTRIBUTOR	8/17/99	5,940,494
AUTOMATIC CALL DISTRIBUTOR WITH AGENT CONTROLLED CALL CONNECTION	10/19/99	5,970,135
METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK	11/23/99	5,991,394
DYNAMIC SCHEDULE PROFILER FOR ACD	12/21/99	6,005,932
DEVICE FOR UPGRADING A REPORTING SYSTEM	2/15/00	6,026,157
ISDN PRIMARY RATE INTERSWITCH MAIL USING NON-CALL ASSOCIATED TEMPORARY SIGNALLING	3/14/00	6,038,308
TELECOMMUTABLE PLATFORM	3/28/00	6,044,145
MODULAR SWITCHING SYSTEM	4/4/00	6,046,994
ACD WITH PACKET DATA BASED AGENT INTERCONNECT	5/9/00	6,061,347
METHOD OF IMPROVING A PROCESSING EFFICIENCY OF AN AUTOMATIC DATA PROCESSING SYSTEM	7/4/00	6,083,280

[[3499550]]

PATENT

TITLE	ISSUED	PATENT NO.
DIAGNOSTIC DEVICE FOR A TELEPHONE SYSTEM	7/4/00	6,084,943
A DIGITAL SIGNAL DETECTOR AND METHOD	7/4/00	6,084,947
EMULATOR FOR A TELEPHONE SYSTEM	7/18/00	6,091,801
ACD WITH MULTI-LINGUAL AGENT POSITION	8/1/00	6,097,806
IMPROVED CIRCUIT BOARD ASSEMBLY	9/19/00	6,122,161
SCHEDULE ADHERENCE SYSTEM	11/7/00	6,144,971
TIMESLOT INTERCHANGE NETWORK	12/12/00	6,160,807
VIDEO SWITCHING SYSTEM, VIDEO COMMUNICATIONS SYSTEM AND METHOD FOR ESTABLISHING VIDEO COMMUNICATION WITH A TELEPHONIC SWITCH	1/30/01	6,181,366
METHOD AND SYSTEM FOR ROUTING INCOMING TELEPHONE CALLS TO AVAILABLE AGENTS BASED ON AGENT SKILLS	4/24/01	6,222,919
CTI INTEGRATION OF TELEPHONIC CALLS MOVED BETWEEN SWITCHES OF AN AUTOMATIC CALL DISTRIBUTOR	5/15/01	6,233,333
A CALL OVERFLOW SYSTEM AND METHOD FOR OVERFLOWING TELEPHONE CALLS BETWEEN TELEPHONE SWITCHES	6/12/01	6,246,759
DPNSS VRU WITH SINGLE CHANNEL TRANSFER	7/10/01	6,259,770
METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK	8/28/01	6,282,284
A METHOD TO IDENTIFY THE LOCATION OF AN EMERGENCY CALL IN A CALL CENTER ENVIRONMENT	9/11/01	6,289,083
METHOD OF PROCESSING E-MAIL IN AN AUTOMATIC CALL DISTRIBUTOR	9/11/01	6,289,373
IMPROVED METHOD FOR INCOMING CALL ANSWERING FOR AUTOMATIC CALL DISTRIBUTORS	9/25/01	6,295,354
A METHOD OF NATURAL LANGUAGE COMMUNICATION OF INFORMATION USING A MARK-UP LANGUAGE	10/23/01	6,308,154

[[3499550]]

TITLE	ISSUED	PATENT NO.
APPARATUS AND METHOD FOR PROVIDING SUPPORT SOFTWARE FOR AN AGENT WORKSTATION OF AN AUTOMATIC CALL DISTRIBUTOR	2/19/02	6,349,137
REMOTE ACD DATA BASE MODIFICATION VIA TELEPHONE	4/2/02	6,366,665
PERIODIC PROCESS TIMER	5/7/02	6,385,637
IMPROVED SKILL-BASED CALL ROUTING	7/23/02	6,424,709
CIRCUIT AND METHOD FOR IMPROVING MEMORY INTEGRITY IN A MICROPROCESSOR BASED APPLICATION	8/20/02	6,438,710
METHOD OF MULTI-MEDIA TRANSACTION PROCESSING	9/10/02	6,449,356
R2 MULTI-FREQUENCY COMPELLED SIGNALLING USING A DSP ON THE NETWORK TERMINATION CARD	9/10/02	6,449,286
EMBEDDED SOFTWARE NEGOTIATION OF PCM COMPANDING FORMAT	1/21/03	6,510,180
SWITCH VOICE/DATA SERVICE EXTENSION TO REMOTE FACILITIES	4/08/03	6,546,023
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH SIGNAL GENERATOR AND METHOD	4/08/03	6,546,097
BUS INTERFACE FOR AUTOMATIC CALL DISTRIBUTOR	6/3/03	6,574,330
AUTOMATIC CALL DISTRIBUTION SYSTEM AGENT LOG-ON WITH PSEUDO-PORT	6/3/03	6,574,332
ACD TIER BASED ROUTING	6/10/03	6,577,727
AUTOMATIC DISTRIBUTION SYSTEM CONTACT ROUTING WITH MEDIA PORT	7/8/03	6,590,971
METHOD OF MODIFYING SPEECH TO PROVIDE A USER SELECTABLE DIALECT	7/22/03	6,598,021
SYSTEM AND METHOD FOR AUTOMATICALLY DETECTING PROBLEMATIC CALLS	7/29/03	6,600,821
TELEPHONE TO COMPUTER AUDIO INTERFACE	9/2/03	6,614,906

[[3499550]]

TITLE	ISSUED	PATENT NO.
METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK	9/16/03	6,621,899
PACKET TELEPHONY GATEWAY FOR HEARING IMPAIRED RELAY SERVICES	9/23/03	6,625,259
ADMINISTRATION AND CONTROL OF AN AUTOMATIC CALL DISTRIBUTOR BY A REMOTELY LOCATED SUPERVISOR	11/25/03	6,654,458
AUTOMATIC CONTACT DISTRIBUTION SYSTEM DEFINABLE AGENT LOG-OFF REASONS	11/25/03	6,654,798
ACD WITH PACKET DATA BASED AGENT INTERCONNECT	1/13/04	6,678,266
PROFIT-BASED METHOD OF ASSIGNING CALLS IN A TRANSACTION PROCESSING SYSTEM	6/1/04	6,744,879
STAND ALONE ACD SYSTEM WITH NATIVE SIGNALING SYSTEM 7 CAPABILITY	6/22/04	6,754,327
METHOD AND APPARATUS FOR PROVIDING MUSIC TO AN AGENT DURING NON-VOICE DIALOG COMMUNICATION IN AN AUTOMATIC CALL DISTRIBUTOR SYSTEM	3/22/05	6,870,925
CUSTOMER TOUCH-POINT SCORING SYSTEM	3/15/05	6,868,153
MULTI-SITE RESPONSIBILITY-BASED ROUTING	1/11/05	6,842,515
CONTACT CENTER AUTOPILOT ARCHITECTURE	2/8/05	6,853,721
CONTACT CENTER AUTOPILOT ALGORITHMS	2/15/05	6,856,680
METHOD AND APPARATUS FOR AGENT OPTIMIZATION USING SPEECH SYNTHESIS AND RECOGNITION	8/3/04	6,771,746
NATURAL LANGUAGE AGENT FOR MONITORING A THREADED DISCUSSION	10/12/04	6,804,668
METHOD OF CREATING SCRIPTS BY TRANSLATING AGENT/CUSTOMER CONVERSATIONS	11/29/05	6,970,821
APPARATUS AND METHOD FOR PROVIDING CALLER-SPECIFIC DATA TO AGENT STATION AND FOR AUTOMATICALLY LAUNCHING CORRESPONDING APPLICATION	8/16/05	6,931,119
TIMESLOT INTERCHANGE CIRCUIT SUPPORTING PCM, ADPCM, AND MULTIPLE DATA CHANNEL CONNECTIVITY TO TI AND EI CIRCUITS	5/31/05	6,901,077

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TITLE	ISSUED	PATENT NO.
EMERGENCY SERVICES MANAGEMENT NETWORK UTILIZING BROADBAND VOICE OVER DATA NETWORKS	7/7/05	6,914,896
TRACKING AGENT CALL PROCESSING LOCATIONS IN CONNECTION WITH AN AUTOMATIC CALL DISTRIBUTION SYSTEM	11/9/04	6,816,733
SYSTEM AND METHOD FOR PROVIDING INFORMATIVE COMMUNICATION	10/26/04	6,810,077
SCHEDULE BASED TRANSACTION ROUTING	8/3/04	6,771,764
INTERNET WEB SITE WITH AUDIO INTERCONNECT AND AUTOMATIC CALL DISTRIBUTOR	8/23/05	6,934,277
METHOD OF OPTIMIZING CALL CENTER RESOURCES BASED UPON STATISTICS	3/22/05	6,870,926
METHOD AND SYSTEM FOR ROUTING TRANSACTIONS IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM BASED ON NON-VOICE DIALOG AGENT SKILL SET	3/8/05	6,865,267
METHOD OF PROVIDING BACKGROUND AND VIDEO PATTERNS	4/26/05	6,885,744
SEARCH AGENT FOR SEARCHING THE INTERNET	5/9/06	7,043,521
ACD MULTIMEDIA CUSTOMER CONTACT ROUTING WITH DELAY ANNOUNCEMENTS	1/24/06	6,990,524
SYSTEM AND METHOD OF CHANGING ENTITY CONFIGURATION INFORMATION WHILE AUTOMATICALLY MONITORING AND DISPLAYING SUCH INFORMATION IN A CALL CENTER	1/17/06	6,987,846
METHOD SELECTING ACTIONS OR PHASES FOR AN AGENT BY ANALYZING CONVERSATION CONTENT AND EMOTIONAL INFLECTION	10/25/05	6,959,080
PROVIDING CUSTOMER DATA TO AN AUTOMATIC CALL DISTRIBUTION SYSTEM AGENT	5/9/06	7,043,009
METHOD AND APPARATUS FOR ALLOCATING RESOURCES OF A CONTACT CENTER	9/20/05	6,947,988
WEB CALLBACK THROUGH MULTIMEDIA DEVICES	4/11/06	7,027,585
SYSTEM AND METHOD FOR PREDICTIVE CUSTOMER CONTACTS	3/7/06	7,010,115
STREAMING ANNOUNCEMENTS TO AGENTS OF AN ACD	11/22/05	6,968,368
CONTACT CENTER DATA INTEGRATION WITH ENTERPRISE APPLICATIONS	11/1/05	6,961,419
METHOD AND APPARATUS FOR DETECTING ECHO CANCELLER	11/29/05	6,970,559
VOICE FILTER FOR NORMALIZING AN AGENT'S EMOTIONAL RESPONSE	2/21/06	7,003,462
SOFTWARE BASED SINGLE AGENT MULTIPOINT CONFERENCE CAPABILITY	7/11/06	7,075,900

TITLE	ISSUED	PATENT NO.
SKILL BASED CHAT FUNCTION IN A COMMUNICATION SYSTEM	6/6/06	7,058,169
MEDIA TRANSLATOR FOR TRANSACTION PROCESSING SYSTEM	6/6/06	7,058,578
METHOD OF PROVIDING A SCREEN-POP VIA SIP (03EC013)	8/1/06	7,085,368
VOICE FILTER FOR NORMALIZING AN AGENT'S EMOTIONAL RESPONSE *	8/1/06	7,085,719
METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK	8/22/06	7,095,840
SELECTIVE MESSAGING IN A MULTIPLE MESSAGING LINK ENVIRONMENT *	8/22/06	7,095,843
MULTI-MEDIA TRANSACTIONS PRESENTATION BASED ON USER PHYSICAL CHARACTERISTICS	8/22/06	7,095,825
NEURAL NETWORK FOR CONTROLLING CALLS IN A TELEPHONE SYSTEMS (96CR016)	9/19/06	7,110,526
DYNAMIC SKILLED-BASED CALLED ROUTING *	11/7/06	7,133,520
THIRD PARTY COACHING FOR AGENTS IN A COMMUNICATION SYSTEM	12/19/06	7,151,826
PERSONALITY BASED ROUTING	2/27/07	7,184,540
ADAPTIVE TRANSACTION GUIDANCE (02EC014)	3/27/07	7,197,132
METHOD AND SYSTEM FOR DATA FIELD REUSE (01EC038)	4/17/07	7,206,400
GREETING AND ANNOUNCEMENTS FOR A MULTIMEDIA IP COMMUNICATION SYSTEM (04EC001)	5/08/07	7,215,745
SYSTEM AND METHOD FOR OPTIMIZING CALL ROUTING TO AN AGENT (02EC034)	6/26/07	7,236,583
SYSTEM AND METHOD FOR RECORDING INCOMING CALLS ON DEMAND IN A TRANSACTION PROCESSING SYSTEM*	9/25/07	7,274,685
TRANSACTION OUTCOME STATE MAPPING	1/29/08	7,324,640
METHOD AND APPARATUS FOR INTERNET PROTOCOL TRANSACTION ROUTING (02EC037)	2/12/08	7,330,429
CONTACT CENTER FOR CONFERENCING OF E-MAIL MESSAGE ((03EC011)	3/25/08	7,349,529
DIGITAL COMMUNICATIONS NETWORK WITH UNLIMITED CHANNEL EXPANDABILITY - (88CR060)	8/4/92	5,136,579
AUTOMATIC CALL RETURNING METHOD FOR CALL DISTRIBUTOR WITH MESSAGE RECORD CAPABILITY(90CR050)	1/19/93	5,181,236
APPARATUS FOR PROVIDING DYNAMIC SELECTION OF MODEM PROTOCOL TO SUPPORT MULTIPLE MODEM TYPES (91CR120/BCL)	4/13/93	5,202,899

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TITLE	ISSUED	PATENT NO.
MULTICHANNEL TELEPHONE SWITCHING NETWORK WITH DIFFERENT SIGNALING FORMATS AND CROSS CONNECT/PBX TREATMENT SELECTABLE FOR EACH CHANNEL (88CR055)	12/7/93	5,268,903
FAULT-TOLERANT SIGNALING - (90CR029)	12/14/93	5,270,699
TELEPHONE SYSTEM WITH UBIQUITOUS AGENTS (90CR042)	5/3/94	5,309,513
KEYBOARD WITH TOP MOUNTABLE KEY CAP ASSEMBLIES AND METHOD (91CR133/JWP)	8/2/94	5,333,961
TWO DIMENSIONAL ROUTING APPARATUS IUN AN AUTOMATIC CALL DIRECTOR-TYPE SYSTEM (91CR113)	8/2/94	5,335,269
TELECOMMUNICATION SYSTEM WITH DELAY DATA BUFFER AND METHOD(93CR032)	9/13/94	5,347,512
TELEPHONE SWITCHING SYSTEM WITH A USER CONTROLLED DATA MEMORY ACCESS SYSTEM AND METHOD (91CR101)	10/4/94	5,353,343
PHASE CORRECTOR FOR REDUNDANT CLOCK SYSTEMS (89CR005C1)	10/11/94	5,355,090
TELEPHONIC SWITCHING SYSTEM WITH AUTOMATIC PORT ASSIGNMENT CAPABILITY AND METHOD (91CR115)	11/15/94	5,365,581
TELEPHONIC CONSOLE WITH MULTIPERSONALITY CONTROL APPARATUS AND METHOD (92CR005)	12/6/94	5,371,785
TELECOMMUNICATION SYSTEM WITH PROTOCOL FOR ASYNCHRONOUS DATA COMMUNICATION (92CR049)	1/31/95	5,386,412
INTERNODE ROUTING FOR A TELEPHONE SYSTEM - (92CR121)	2/7/95	5,388,145
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH EMERGENCY RECORDING SYSTEM AND METHOD (91CR132)	2/21/95	5,392,329
AUTOMATIC CALL DISTRIBUTOR WITH WIRELESS CONNECTION WITH REMOTE UNIT AND METHOD (92CR164)	3/21/95	5,400,327
A FUNCTIONALLY PROGRAMMABLE PCM DATA ANALYZER AND TRANSMITTER FOR USE IN (88CR046C)	7/18/95	5,434,981
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH EMERGENCY CONFERENCING AND METHOD (92CR011)	9/19/95	5,452,348
SWITCH BYPASS FOR A PUBLIC SAFETY CALLING SYSTEM - (91CR001)	9/26/95	5,454,025
TELEPHONIC CONSOLE WITH PROGRAMMABLE NOVOLATILE PERSONALITY MEMORY AND METHOD (92CR031)	10/24/95	5,461,668

TITLE	ISSUED	PATENT NO.
AUTOMATIC CALL DISTRIBUTION WITH INTERSUBNETWORK CUSTOMER INFORMATION (92CR045C)	11/21/95	5,469,504
AUTOMATIC CALL DISTRIBUTOR WITH A PROGRAMMABLE DATA WINDOW DISPLAY SYSTEM AND METHOD (92CR053)	12/26/95	5,479,497
TELECOMMUNICATIONS SYSTEM WITH MULTILINK HOST COMPUTER CALL CONTROL INTERFACE SYSTEM AND METHOD (92CR193)	3/19/96	5,500,891
INTEGRATED VOICE AND BUSINESS TRANSACTION REPORTING FOR TELEPHONE CALL CENTERS (94CR102)	4/23/96	5,511,117
AUTOMATIC CALL DISTRIBUTION SYSTEM WITH AN ISDN COMPATIBLE CALL CONNECTION SYSTEM AND METHOD (92CR062)	6/11/96	5,526,416
AUTOMATIC CALL DISTRIBUTOR WITH AUTOMATED POSTCONVERSTATION MESSAGE SYSTEM (92CR114)	6/11/96	5,526,417
TELECOMMUNICATION SYSTEM WITH USER MODIFIABLE PBX TERMINATING CALL FEATURE (92CR134)	7/2/96	5,533,109
AUTOMATIC CALL DISTRIBUTOR HAVING MULTIPLE AUDIO SOURCES (94CR047)	7/9/96	5,535,270
TELEPHONIC CONSOLE WITH PRERECORDED VOICE MESSAGE AND METHOD - (90CR087)	7/23/96	5,539,818
CALL DISTRIBUTOR WITH AUTOMATIC PREANNOUNCEMENT SYSTEM AND METHOD (91CR114C)	8/6/96	5,544,232
AUTOMATIC CALL DISTRIBUTOR WITH TELEPHONE CALL HOLDING SYSTEM (93CR047)	8/13/96	5,546,454
TELECOMMUNICATION SYSTEM WITH INBOUND CALL RESPONSIVE PREDICTIVE OUTDIALING SYSTEM AND METHOD (93CR112C)	8/13/96	5,546,456
INTERFACE CIRCUIT, SYSTEM AND METHOD FOR INTERFACING AN ELECTRONIC DEVICE AND A (92CR080)	9/10/96	5,555,213
AUTOMATIC CALL DISTRIBUTOR REPORTING SYSTEM AND METHOD THEREFOR (95CR033)	9/10/96	5,555,297
TELECOMMUNICATION SYSTEM WITH SELECTIVE REMOTE INTERFACE ASSEMBLY AND METHOD(92CR069)	9/24/96	5,559,794
CALL ROUTING BASED ON LANGUAGE OF PERSON ANSWERING THE PHONE	3/25/08	7,349,843
GUI FOR ORGANIZATIONAL ENVIRONMENT	4/22/08	7,363,588
METHOD OF DELIVERING ENTERPRISE DATA THROUGH A CALL CENTER	5/6/08	7,369,653
SESSION TO TRACK ACTUAL E-MAIL HANDLING TIME	5/13/08	7,373,387
COMBINED CALLER AND AGENT ENDPOINT MANAGER	6/10/08	7,386,115

TITLE	ISSUED	PATENT NO.
AGENT DESKTOP MANAGEMENT SYSTEM WITH AGENT TRAINING	6/10/08	7,386,467
MULTI-PROTOCOL AGENT TELEPHONE SYSTEM	12/16/08	7,466,686
METHOD AND APPARATUS FOR DETERMINING A REAL TIME AVERAGE SPEED OF ANSWER IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM	11/25/08	7,457,403
INTERNET ARCHITECTURE FOR SOFTWARE BASED ACD	11/18/08	7,453,830
BEST PRACTICES LEARNING FOR AGENTS IN A COMMUNICATION SYSTEM	12/2/08	7,460,659
CONTACT IDENTIFIER FOR MESSAGE TYPES	12/2/08	7,460,651
METHOD AND APPARATUS FOR ASSIGNING PRIORITIES BY APPLYING DYNAMICALLY-CHANGEABLE BUSINESS RULES	2/17/09	7,492,888
UNIVERSAL AGENT LOG-IN USING A SIP REGISTRAR (03EC004)	5/12/09	7,532,615
SECURE CUSTOMER COMMUNICATION METHOD AND SYSTEM (03EC017)	7/14/09	7,562,052
METHOD OF COLLECTING COMMUNICATION SYSTEM INFORMATION (04EC007)	7/21/09	7,564,846
TCP/IP TRANSPORT INTERFACE FOR ISDN TELEPHONE (04EC012)	9/15/09	7,590,107
VOICE OVER PACKET NETWORK PHONE	10/06/09	7,599,350
AUTOMATIC CALL DISTRIBUTOR WITH INTERNAL WRITTEN MESSAGE COMMUNICATION SYSTEM AND METHOD	2/6/96	5,490,211
PACKET PRIORITIZING VOICE OVER PACKET NETWORK PHONE AND SYSTEM	10/6/09	7599350
CALL TRACKING USING SIP PRESENCE MECHANISM	2/23/10	7,668,303

U.S. PATENT APPLICATIONS

TITLE	FILING DATE	APP. NO.
3SC SERVER REMOTE DATA ACCESS VIA VOICE RESPONSE SYSTEM	9/29/00	09/675,597
SYSTEM AND METHOD FOR DISTRIBUTING CUSTOMER CONTACTS	7/31/01	09/918,902
METHOD AND APPARATUS FOR SHARING CUSTOMER DATA	11/16/01	09/992,138
METHOD OF ALLOCATING DATA COMMUNICATION SESSIONS BASED UPON USER INFORMATION	1/3/02	10/037,998
INTELLIGENT INTERACTIVE VOICE RESPONSE UNIT	3/4/02	10/090,499

TITLE	FILING DATE	APP. NO.
METHOD AND SYSTEM FOR ADDING TEXT DATA TO DATA COMMUNICATION SESSIONS	3/7/02	10/093,192
UTILIZATION OF AGENT IDLE TIME IN A COMMUNICATION SYSTEM	4/9/02	10/118,882
METHOD AND APPARATUS FOR INQUIRY RESOLUTION IN A TRANSACTION PROCESSING SYSTEM	8/27/02	10/228,980
WEB ASSISTANT	10/23/02	10/278,367
METHOD ABANDONED CALL RESCUE	10/23/02	10/278,368
SYSTEM AND METHOD FOR PREDICTING CUSTOMER CONTACT OUTCOMES	11/15/02	10/295,275
VIRTUAL REALITY ENABLED TRANSACTION PROCESSING SYSTEM	11/26/02	10/304,873
SYSTEM FOR OPTIMIZING BUSINESS RULE RESOURCES	3/31/03	10/403,583
AGENT REGISTRATION AND BIDDING SYSTEM	7/9/03	10/616,016
TRANSACTION TIME TRACKING AND REPORTING SYSTEM	7/22/03	10/624,223
AUTOMATIC CONTACT NAVIGATION ASSISTANT	8/28/03	10/651,329
CONTACT MANIPULATION AND RETRIEVAL SYSTEM	9/29/03	10/673,776
DATA SESSION NOTIFICATION MEANS AND METHOD	9/30/03	10/675,371
IP ACD USING SIP FORMAT	1/20/04	10/760,577
IP ACD USING BUFFER SERVER	1/20/04	10/761,012
A SYSTEM FOR CONTACT SYSTEM ENTITIES BEYOND END-POINTS TO TRACK STATE AVAILABILITY AND CAPABILITIES BY IMPLEMENTING SIP PRESENCE TECHNOLOGIES	4/15/04	10/825,570
CONTACT CONTROL USING STATE MACHINE	4/26/04	10/831,993
METHOD AND APPARATUS FOR DYNAMIC VOIP PHONE PROTOCOL SELECTION	6/29/04	10/879,691
SYSTEM AND METHOD FOR MINIMIZING QUEUE CALLBACK FAULTS (03EC019)	6/30/04	10/883,153
CUSTOMER AUTOMATED RESPONSE SYSTEM (03EC024)	7/28/04	10/900,842
SYSTEM AND METHOD FOR VOICE AND DATA CONVERGENCE (02EC032)	7/29/04	10/901,930
SYSTEM AND METHOD FOR BULK DATA MESSAGING (03EC018)	7/29/04	10/902,451
PEER TO PEER APPLICATION PROCESSOR (03EC031)	7/29/04	10/902,621
GOAL TENDER SYSTEM AND METHOD (03EC007)	7/30/04	10/903,466
METHOD OF ROUTING CALLS FROM A CONTACT CENTER (03EC050)	8/16/04	10/919,166
METHOD OF PROVIDING STATUS INFORMATION WITHIN AN ACD (03EC008)	8/16/04	10/919,194

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TITLE	FILING DATE	APP. NO.
METHOD OF MONITORING AND CONTROLLING APPLICATIONS IN AN ACD (03EC046)	5/28/09	10/930,997
INSTANT MESSAGE CONTACT ROUTER (03EC051)	10/25/04	10/973,000
MESSAGING PRESENCE FOR NON-MESSAGING DEVICES (03EC021)	11/2/04	10/979,533
METHOD OF TRACKING E-MAIL HANDLING BY A REMOTE AGENT OF AN AUTOMATIC CONTACT DISTRIBUTOR (03EC009)	11/3/04	10/981,292
DISCRETE CHOICE METHOD OF REPORTING AND PREDICTING MULTIPLE TRANSACTION TYPES (04EC006)	11/18/04	10/991,757
CONTACT CENTER SYSTEM INDEPENDENT OF LINE KEY STATUS OF CURRENT AGENT ACTIVITY / STATE (03EC014)	11/30/04	10/999,403
METHOD OF STORING INFORMATION WITHIN AN ACD (03EC010)	11/30/04	10/999,426
AUTOMATIC GENERATION OF MIXED MEDIA MESSAGES (04EC013)	11/30/04	10/999,445
METHODS FOR DETECTING AVAILABILITY OF NON-TRADITIONAL AGENT (04EC016)	11/30/04	10/999,517
INTERNET METHOD OF PROTECTING SUBSCRIBER INFORMATION (03EC038)	11/30/04	10/999,533
CENTREX REPLACEMENT ACD (04EC003)	12/6/04	11/005,501
METHOD AND APPARATUS FOR CUSTOMER KEY ROUTING (03EC035E)	12/7/04	11/006,151
CONTACT BUSINESS MODELER (03EC033C)	12/17/04	11/015,410
BUSINESS RULE WEB SERVICE (03EC049)	12/20/04	11/017,457
METHOD OF PREFERENCE DRIVEN SEGMENTATION ROUTING (04EC009)	12/22/04	11/025,166
BUSINESS ANALYTICS STRATEGY TRANSACTION REPORTER METHOD AND SYSTEM (04EC004)	12/27/04	11/022,742
METHOD FOR PROVIDING FAULT TOLERANCE IN A SIP BASED CONTACT HANDLING ENVIRONMENT (04EC010)	2/8/05	11/053,396
AUTOMATIC CONTACT DISTRIBUTOR WITH WORKFLOW SYSTEM INTEGRATION (04EC008)	4/18/05	11/108,555
SYSTEM AND METHOD FOR PROVIDING AGENT DIRECTED AUTOMATIC CALL BACKS (04EC011)	4/27/05	11/115,517
BUSINESS STRATEGY TRANSACTION ROUTER (03EC041)	4/28/05	11/117,662
SIP ACD MULTI-TENANT MECHANISM THAT FACILITATES MULTIPLE LEVELS OF PARTITIONS OR TENANTS (04EC017)	5/6/05	11/124,644
ENTERPRISE-WIDE OCCUPANCY BASED ROUTING (04EC015)	5/12/05	11/128,045

C. ASPECT SOFTWARE, INC. (AS SUCCESSOR TO ASPECT COMMUNICATIONS CORPORATION)

U.S. ISSUED PATENTS

TITLE	ISSUED	PATENT NO.
REMOTE ACCESS TELEPHONE CONTROL SYSTEM	12/24/96	5,588,037
TELEPHONE SYSTEM WITH SCHEDULED HANDLING OF CALLS	3/11/97	5,610,970
AUTOMATED ATTENDANT CALL PROCESSOR	9/9/97	5,666,401
ADJUNCT CONTROLLER FOR A TELEPHONE SYSTEM	9/30/97	5,673,299
M&A FOR PROCESSING TELEPHONE CALLS AND DELIVERING INFORMATION ABOUT THE CALLS TO A PAGER	12/2/97	5,694,453
AUTOMATED CALL SCREENING	3/3/98	5,724,408
DIGITAL ACTIVE ADVERTISING	3/3/98	5,724,424
CONTROLLER FOR A TELEPHONE SYSTEM WITH CODE SCREENING OF INCOMING CALLS	5/12/98	5,751,760
TELEPHONE CONTROL SYSTEM WHICH CONNECTS A CALLER WITH A SUBSCRIBER AT A TELEPHONE ADDRESS	5/12/98	5,752,191
ENHANCED CALL WAITING	10/20/98	5,825,867
METHOD AND APPARATUS FOR NON-OFFENSIVE TERMINATION OF AN OUTBOUND CALL AND FOR DETECTION OF AN ANSWER OF AN OUTBOUND CALL BY AN ANSWERING MACHINE	10/27/98	5,828,731
ADJUNCT CONTROLLER FOR A TELEPHONE SYSTEM	11/17/98	5,838,779
M&A FOR PROCESSING TELEPHONE CALLS	11/24/98	5,841,837
PERSONAL COMMUNICATOR SYSTEM FOR IDENTIFYING A TELEPHONE WHICH IS DISPOSED PROXIMATE A LOCATOR TRANSMITTER	11/24/98	5,842,112
PRODUCT REGISTRATION SYSTEM	5/25/99	5,907,600
NETWORK SALES SYSTEM	5/5/99	5,909,492
CONTROL AND MONITORING APPARATUS AND METHOD FOR A TELEPHONE SYSTEM	7/13/99	5,924,016
CALL MANAGEMENT SYSTEM WITH CALL CONTROL FROM USER WORKSTATION COMPUTERS	8/31/99	5,946,386
METHOD AND APPARATUS FOR PROVIDING RESULT-ORIENTED CUSTOMER SERVICE	10/5/99	5,963,635
M&A FOR ALLOCATING RESOURCES IN A CALL CENTER	11/2/99	5,978,465
M&A FOR RECEIVING AND PROCESSING AN INCOMING CALL	2/1/00	6,021,190
M&A FOR MANAGING TELECOMMUNICATIONS	2/15/00	6,026,149
PERSONAL COMMUNICATOR TELEPHONE SYSTEM	2/15/00	6,026,153
ENHANCED CALL WAITING	2/15/00	6,026,156
M&A FOR CONTROLLING OUTBOUND CALLS	3/21/00	6,041,116

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TITLE	ISSUED	PATENT NO.
COMPUTER CONTROLLED PROCESSOR	3/28/00	6,044,140
COMMUNICATOR FOR A TELEPHONE SYSTEM	5/23/00	6,067,443
MESSAGE BASED COMMUNICATION SYSTEM	6/6/00	6,072,806
M&A FOR GENERATING AGENT SCRIPTS	7/25/00	6,094,673
MEET-ME TELEPHONE SYSTEM WITH SUBSCRIBER NOTIFICATION FEATURE	8/15/00	6,104,912
M&A FOR PROCESSING TELEPHONE CALLS	9/19/00	6,122,484
M&A FOR DISPLAYING A VISUAL INDICATION OF A TRANSMISSION STATUS	11/21/00	6,151,357
METHOD OF UPDATING A REDUNDANT SERVICE SYSTEM WHILE PRESERVING TRANSACTION DATA IN A DATABASE FEATURING ON-LINE RESYNCHRONIZATION	12/5/00	6,157,932
M&A FOR CONTROLLING A TELEPHONE SYSTEM	12/26/00	6,167,128
TELEPHONE SYSTEM PROVING PERSONALIZED TELEPHONE FEATURES	2/6/01	6,185,283
COMPUTER-CONTROLLED PAGING AND TELEPHONE COMMUNICATION SYSTEM & METHOD	3/13/01	6,201,950
VISUAL DESIGN OF WORKFLOWS FOR TRANSACTION PROCESSING	5/1/01	6,225,998
COMPUTER/TELEPHONY INTEGRATION LOGGING APPLICATION	5/22/01	6,236,723
TRANSACTION FLOW EDITING TOOL	6/5/01	6,243,092
APPARATUS & METHOD FOR PROVIDING REDUNDANCY IN A TRANSACTION PROCESSING SYSTEM	6/21/01	6,247,142
M&A FOR MONITORING INFORMATION ACCESS	7/3/01	6,256,620
M&A FOR COMPILING TRANSACTION PROCESSING WORKFLOWS	4/9/01	6,286,129
M&A ENABLING DYNAMIC RESOURCE COLLABORATION WHEN COLLABORATION SESSION HOST IS DISTINCT FROM RESOURCE HOST	9/11/01	6,289,333
M&A FOR ENABLING DYNAMIC RESOURCE COLLABORATION	10/2/01	6,298,356
PERSONAL COMMUNICATOR TELEPHONE SYSTEM	12/18/01	6,332,082
M&A FOR MANAGING DATA	12-3/02	6,356,948
TIME SYNCHRONIZATION OF DISTRIBUTED COMPUTER TELEPHONY COMMUNICATION APPLICATIONS IN A COMPUTER NETWORK	3/9/02	6,370,161
COMPUTER CONTROLLED PAGING AND TELEPHONE COMMUNICATION SYSTEM AND METHOD	6/25/02	6,411,682
MESSAGE DELIVERY SYSTEM	8/6/02	6,430,271
M&A FOR GENERATING AGENT SCRIPTS	8/6/02	6,430,597
M&A FOR ESTABLISHING COMMUNICATION BETWEEN A TRANSACTION INITIATOR AND A TRANSACTION PROCESSING SYSTEM	11/5/02	6,438,599
M&A FOR INTEGRATING BUSINESS DATA & TRANSACTION DATA IN A TRANSACTION PROCESSING ENVIRONMENT	8/27/02	6,442,269

TITLE	ISSUED	PATENT NO.
M&A FOR ALLOCATING MIXED TRANSACTION TYPE MESSAGES TO RESOURCES VIA AN INTEGRATED QUEUING MECHANISM	9/10/02	6,449,646
INTELLIGENT TELEPHONE CONTROL SYSTEM WHICH ALLOWS SUBSCRIBERS TO REMOTELY CONTROL A PLURALITY OF CALL HANDLING UTILITIES	9/17/02	6,453,164
M&A FOR REMOTELY ACCESSING AN AUTOMATIC TRANSACTION PROCESSING SYSTEM	11/11/02	6,477,559
M&A FOR SERVICING QUEUED REQUESTS	12/17/02	6,496,580
M&A FOR MANAGING TELECOMMUNICATIONS	4/8/03	6,545,589
STAFFING-BASED PERCENTAGE-ALLOCATION ROUTING USING REAL-TIME DATA	6/24/03	6,584,191
M&A FOR GENERATING A RECORD FROM A TIME-MARKED INFORMATION STREAM	7/22/03	6,598,078
DYNAMIC ALLOCATION OF COMMUNICATION RESOURCES WITHIN A COMMUNICATION SYSTEM	8/8/03	6,603,775
M&A FOR PROVIDING NETWORK-BASED INTERACTION	12/2/03	6,657,990
M&A FOR ESTABLISHING CONNECTIONS	1/13/04	6,678,718
M&A FOR PROCESSING REAL-TIME TRANSACTIONS AND NON-REAL-TIME TRANSACTIONS	3/9/04	6,704,409
M&S FOR INITIATING AN OUTBOUND COMMUNICATION FROM A SERVICE PROVIDER RESPONSIVE TO A USER ACTIVITY WITH RESPECT TO A NETWORK RESOURCE	3/16/04	6,708,215
M&A FOR UNIVERSAL CALL IDENTIFICATION	4/6/04	6,718,022
TELEPHONY SYSTEM FOR CONDUCTING MULTIMEDIA TELEPHONIC CONFERENCES OVER A PACKET-BASED NETWORK	5/4/04	6,731,609
REAL-TIME TRANSACTION ROUTING AUGMENTED WITH FORECAST DATA AND AGENT SCHEDULES	6/1/04	6,744,878
M&A FOR COMMUNICATING INFORMATION	6/15/04	6,751,211
WEB SERVER REPLICATED MINI-FILTER	7/6/04	6,760,745
CALL MANAGEMENT SYSTEM WITH CALL CONTROL FORM USER WORKSTATION COMPUTER	8/31/04	6,785,379
NETWORK TRANSFER SYSTEMS	9/28/04	6,798,766
M&A FOR ROUTING A TRANSACTION WITHIN A NETWORK ENVIRONMENT	11/2/04	6,813,636
CUSTOMER SERVICE REQUEST ALLOCATIONS BASED UPON REAL-TIME DATA AND FORECAST DATA	2/1/05	6,850,613
METHOD FOR PROVIDING CONSOLIDATED SPECIFICATIONS AND HANDLING OF MULTIMEDIA CALL PROMPTS	2/1/05	6,850,614
M&A FOR DYNAMIC LOCALIZATION OF DOCUMENTS	3/8/05	6,865,716
M&A FOR PROCESSING A TELEPHONE CALL	3/22/05	6,871,212

TITLE	ISSUED	PATENT NO.
M&A TO MAINTAIN A HIERARCHY OF INSTANTIATED APPLICATION OBJECTS AND TO ENABLE RECOVERY FROM AN APPLICATION FAILURE	4/19/05	6,883,170
M&A FOR PROVIDING PERSONALIZED SERVICE	5/3/05	6,889,222
METHOD AND APPARATUS FOR AUTOMATING TESTING OF JAVA BEANS	8/2/05	6,925,633
USER INVOKED DIRECTED OUTDIAL METHOD & APPARATUS	8/16/05	6,931,112
METHODS AND APPARATUS FOR ENABLING DYNAMIC RESOURCE COLLABORATION	12/27/05	6,981,256
COMMON USER PROFILE SERVER AND METHOD	9/13/05	6,944,677
SYSTEM AND METHOD TO ALLOCATE TRANSACTIONS	5/9/06	7,043,007
CALL MANAGEMENT SYSTEM WITH CALL CONTROL FROM USER WORKSTATION COMPUTERS	11/14/06	7,136,475
USER INVOKED DIRECTED OUTDIAL METHOD AND APPARATUS	3/13/07	7,190,774
GENERATING MEDIA-SPECIFIC INTERACTION CONTROL PROGRAMS	5/08/07	7,215,758
APPARATUS AND METHOD FOR COLLECTING AND DISPLAYING INFORMATION IN A WORKFLOW SYSTEM	5/22/07	7,221,377
METHOD AND PROCESS FOR ACCUMULATING AND SUMMARISZING DATA FOR DEFINED TIME INTERVALS WITHIN	6/05/07	7,228,281
SYSTEM AND METHOD FOR COMMUNICATIONS SECURITY PROTECTION	11/20/90	4,972,469
AUTOMATED CALL SCREENING	4/28/92	5,109,405
SYSTEM AND METHOD FOR SECURING DTMF TRANSMISSION	12/1/92	5,168,519
BYPASS FOR TELEPHONE SWITCHING SYSTEM	5/25/93	5,214,692
INTEGRATION OF VOICE STORE AND FORWARD FACILITY	9/28/93	5,249,219
AUTOMATED ATTENDANT CALL PROCESSOR	4/12/94	5,303,298
AUTOMATED IDENTIFICATION OF ATTENDANT POSITIONS IN A TELECOMMUNICATION SYSTEM	5/3/94	5,309,504
AUTOMATED CALL SCREENING	9/13/94	5,347,574
TELEPHONE CONTROL SYSTEM WITH BRANCH ROUTING	12/20/94	5,375,161
METHOD FOR RESYNCHRONIZING SECONDARY DATABASE AND PRIMARY DATABASE WITH PRESERVATION OF FUNCTIONALITY OF AN AUTOMATIC CALL DISTRIBUTION SYSTEM	11/21/95	5,469,503
METHOD FOR FORMING A VIRTUAL CALL CENTER	6/4/96	5,524,147
METHOD FOR ACCESSING REAL-TIME DATA IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM	8/13/96	5,546,455

TITLE	ISSUED	PATENT NO.
VOICE PROCESSING SYSTEM WITH A CONFIGURABLE TELEPHONE LINE INTERFACE	9/10/96	5,555,288
METHOD AND SYSTEM TO REGISTER A USER ON AN APPLICATION SYSTEM	5/13/08	7,373,374
SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT	7/29/08	7,406,515
METHOD AND APPARATUS FOR ALLOCATING MIXED TRANSACTION TYPE MESSAGE TO RESOURCES VIA AN INTEGRATED QUEING MECHANISM	7/1/08	7,395,310
METHODS AND APARRATUS FOR EXECUTING A TRANSACTION TASK WITHIN A TRANSACTION PROCESSING SYSTEM EMPLOYING SYMMETRIC MULTIPROCESSORS	7/15/08	7,401,112
METHOD AND SYSTEM TO PROVIDE MESSAGE COMMUNICATION BETWEEN DIFFERENT BROWSER BASED APPLICATIONS RUNNING ON A DESKTOP	4/14/09	7,519,689
ESCALATING ONLINE EXPERT HELP	4/21/09	7,523,082
APPARATUS AND METHOS FOR COLLECTING INFORMATION IN A WORKFLOW SYSTEM	5/19/09	7,535,479
METHOD OF QUEUING REQUESTS TO ACCESS A COMMUNICATIONS NETWORK	6/23/09	7,552,166
M&A FOR ALLOCATING MIXED TRANSACTION TYPE MESSAGES TO RESOURCES VIA AN INTEGRATED QUEUING MECHANISM	10/20/09	7,606,909
REVERSIBLE LOGIC FOR WIDGET AND MARKUP LANGUAGE GENERATION	12/15/09	7,634,722

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TITLE	FILING DATE	APP. NO.
M&A FOR PUBLISHING TRANSACTION RECORD FROM A PRODUCER ENTITY TO A PLURALITY OF SUBSCRIBED CONSUMER ENTITIES WITHIN A TRANSACTION PROCESSING ENVIRONMENT	8/23/99	09/379,548
M&A FOR DATA BACKUP AND DATA RECOVERY IN A CLIENT-SERVER ENVIRONMENT	8/24/99	09/382,288
APPARATUS AND METHOD FOR EXTENSIBLE REAL-TIME WORKFLOWS	4/24/00	09/557,334
APPARATUS & METHOD FOR USING A PROXY SERVER FOR WEB COLLABORATION	8/29/00	09/651,546
M&A FOR ESTABLISHING CONNECTIONS	11/12/02	10/293,666
INSTANT MESSAGE QUEUING	5/27/03	10/447,250
DYNAMIC LOCALIZATION FOR DOCUMENTS USING LANGUAGE SETTING	12/10/04	11/008,829
METHOD AND SYSTEM FOR UPDATING REAL-TIME DATA BETWEEN INTERVALS	1/18/05	11/038,566

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TITLE	FILING DATE	APP. NO.
METHOD AND SYSTEM TO MAINTAIN A HIERARCHY OF INSTANTIATED APPLICATION OBJECTS AND PROCESS A FAILED PROCESS	3/29/05	11/093,923
A METHOD AND SYSTEM FOR SCHEDULING A CUSTOMER SERVICE CALLBACK	8/19/05	10/546,460
METHODS AND SYSTEMS TO COMPLETE TRANSACTION DATE	8/22/05	11/209,568
METHODS AND SYSTEMS TO OBTAIN A RELATIVE FREQUENCY DISTRIBUTION DESCRIBING A DISTRIBUTION OF COUNTS	8/22/05	11/210,047
SCHEDULE MANAGEMENT	8/24/05	11/212,080
AUTOMATED PERFORMANCE MONITORING FOR CONTACT MANAGEMENT SYSTEM (2046.100US1)	11/14/05	11/274,226
METHODS AND APPARATUS FOR ENABLING DYNAMIC RESOURCE COLLABORATION	11/15/05	11/280,603
DISTRIBUTING TRANSACTIONS AMONG TRANSACTION PROCESSING SYSTEMS (2046.095US1)	12/30/05	11/322,355
CALL MANAGEMENT SYSTEM WITH CALL CONTROL FROM USER WORKSTATION COMPUTERS	4/6/06	11/400,342

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