

<b>PATENT ASSIGNMENT COVER SHEET</b>
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Electronic Version v1.1  
 Stylesheet Version v1.2

EPAS ID: PAT3248360

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	ASSIGNMENT

**CONVEYING PARTY DATA**

Name	Execution Date
WEST CORPORATION	02/06/2015

**RECEIVING PARTY DATA**

<b>Name:</b>	WEST BUSINESS SOLUTIONS, LLC
<b>Street Address:</b>	11808 MIRACLE HILLS DRIVE
<b>City:</b>	OMAHA
<b>State/Country:</b>	NEBRASKA
<b>Postal Code:</b>	68154

**PROPERTY NUMBERS Total: 57**

Property Type	Number
Patent Number:	7191133
Patent Number:	7966187
Patent Number:	7739115
Patent Number:	8180643
Patent Number:	7664641
Patent Number:	8489401
Patent Number:	8108213
Patent Number:	8229752
Patent Number:	8219401
Patent Number:	8326626
Patent Number:	8811592
Patent Number:	8484030
Patent Number:	8352276
Patent Number:	8775180
Patent Number:	8504371
Patent Number:	8670553
Patent Number:	7106743
Patent Number:	7769160
Patent Number:	8462934
Patent Number:	8699693

PATENT

<b>Property Type</b>	<b>Number</b>
Patent Number:	8687791
Patent Number:	8009822
Patent Number:	8488773
Patent Number:	8731179
Patent Number:	7961866
Patent Number:	8472609
Patent Number:	8644492
Patent Number:	8559618
Patent Number:	8595648
Patent Number:	8693674
Patent Number:	8079066
Patent Number:	8615791
Patent Number:	8027458
Patent Number:	8537979
Patent Number:	8897439
Patent Number:	8929534
Patent Number:	8938065
Application Number:	13851195
Application Number:	13932464
Application Number:	13940348
Application Number:	14314760
Application Number:	14448838
Application Number:	14083897
Application Number:	11942759
Application Number:	11942760
Application Number:	11951433
Application Number:	11460352
Application Number:	14220451
Application Number:	14264536
Application Number:	13912663
Application Number:	14036227
Application Number:	11427010
Application Number:	14066784
Application Number:	11427008
Application Number:	12125330
Application Number:	12125363
Application Number:	14167361

**CORRESPONDENCE DATA****Fax Number:** (703)712-5050*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:** 703-712-5352**Email:** jmiller@mcguirewoods.com**Correspondent Name:** JOYCE MILLER**Address Line 1:** 1750 TYSONS BLVD.**Address Line 2:** SUITE 1800**Address Line 4:** TYSONS CORNER, VIRGINIA 22102

<b>ATTORNEY DOCKET NUMBER:</b>	2065398-0002
<b>NAME OF SUBMITTER:</b>	JOYCE MILLER
<b>SIGNATURE:</b>	/Joyce Miller/
<b>DATE SIGNED:</b>	03/03/2015

**Total Attachments: 15**

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INTELLECTUAL PROPERTY ASSIGNMENT AGREEMENT

This Intellectual Property Assignment Agreement (the "Assignment"), dated as of March 3, 2015, is by and between West Corporation, a Delaware corporation with its principal place of business located at 11808 Miracle Hills Drive, Omaha, NE 68154 ("Assignor"), to West Business Solutions, LLC, a Delaware limited liability company, with its principal place of business located at 11808 Miracle Hills Drive, Omaha, Nebraska 68154 ("Assignee").

WHEREAS, Assignor is the owner of certain intellectual property listed on Schedule A (Trademarks) and Schedule B (Patents) attached hereto (the "Assigned IP");

WHEREAS, Assignor wishes to assign to Assignee all right, title and interest of Assignor in and to the Assigned IP; and

WHEREAS, the parties wish to record such assignment in the United States Patent and Trademark Office.

NOW, THEREFORE, in consideration of the sum of US \$10.00 (ten U.S. Dollars) and other good and valuable consideration paid by the Assignee to the Assignor, the receipt and sufficiency of which is hereby acknowledged, Assignor and Assignee agree as follows:

1. Assignment of Trademarks. Effective as of the date hereof, Assignor sells, transfers, conveys, assigns and delivers to Assignee, and Assignee accepts, all right, title and interest of Assignor in and to (i) the trademarks and trademark applications set forth in Schedule A hereto, together with the goodwill of the business symbolized thereby; (ii) all renewals and extensions of any such application, registration and filing; (iii) all rights to sue for past, present, and future infringements of the foregoing; (iv) all rights corresponding to any of the foregoing throughout the world; and (v) the right to assign the rights conveyed herein, the same to be held and enjoyed by Assignee for its own use and benefit, and for the benefit of its successors, assigns, and legal representatives (the "Assigned Trademarks").
2. Assignment of Patents. Effective as of date hereof, Assignor sells, transfers, conveys, assigns and delivers to Assignee, and Assignee accepts, all right, title and interest of Assignor in and to (i) the patents and patent applications set forth in Schedule B hereto; (ii) all inventions and improvements described and claimed therein, and patents which may be granted from divisions, reissues, substitutions, continuations, continuations-in-part, reexaminations, foreign counterparts and extensions thereof claiming priority to the underlying said patent rights; (iii) all rights to sue for past, present, and future infringements of the foregoing; (iv) all rights corresponding to any of the foregoing throughout the world; and (v) the right to assign the rights conveyed herein, the same to be held and enjoyed by Assignee for its own use and benefit, and for the benefit of its successors, assigns, and legal representatives (the "Assigned Patents").
3. Successors. This Assignment shall inure to the benefit of and is binding upon the respective successors and assigns of Assignor and Assignee.

4. Governing Law. This Assignment shall be governed by, and construed in accordance with (i) the laws of the United States, in respect to trademark and patent issues, and (ii) in all other respects, including as to validity (except for patent and trademark issues), interpretation and effect, by the laws of the State of Delaware without giving effect to the conflict of laws rules thereof.
5. Counterparts. This Assignment may be executed in separate counterparts, each of which is deemed to be an original and all of which taken together constitute one and the same agreement.

IN WITNESS WHEREOF, Assignor and Assignee caused this Assignment to be duly executed as of the date first written above.

**WEST CORPORATION**

By: [Signature]

Name: Nancee R. Berger

Its: President and Chief Operating Officer

Date: 2/6/15

STATE OF Nebraska )

) ss.

COUNTY OF Douglas )

Before me, the undersigned authority, on this 6<sup>th</sup> day of February, 2015, personally appeared Nancee Berger known to me as the person whose name is subscribed to the foregoing instrument and acknowledged to me that he/she executed the same for the purposes and consideration therein expressed, in the capacity state, and with authority to act in this assignment on behalf of the Assignor.

Christy Iltzsch

Notary Public

Christy Iltzsch  
(Signature of Notary)

(Legibly Print or Stamp Name of Notary)



*[Intellectual Property Assignment (Seller)]*

ACCEPTED BY

WEST BUSINESS SOLUTIONS, LLC

By: [Signature]

Name: Nancee R. Berger

Its: Chief Operating Officer

Date: 2/6/15

STATE OF Nebraska )

) ss.

COUNTY OF Douglas )

Before me, the undersigned authority, on this 6<sup>th</sup> day of February, 2015; personally appeared Nancee Berger known to me as the person whose name is subscribed to the foregoing instrument and acknowledged to me that he/she executed the same for the purposes and consideration therein expressed, in the capacity state, and with authority to act in this assignment on behalf of the Assignor.

Christy Iltzsch

Notary Public

Christy Iltzsch

(Signature of Notary)



(Legibly Print or Stamp Name of Notary)

*[Intellectual Property Assignment (Seller)]*

## SCHEDULE A

### Trademarks

Reference #	Mark	Country	Serial #	File Date	Registration #	Registration Date
TM-012	SMART SELL	UNITED STATES	78/151,202	8/6/2002	2,917,953	1/11/2005
TM-012A	SMARTSELL	UNITED STATES	78/710,331	9/9/2005	3,132,774	8/22/2006
TM-050	SMARTSELL ONLINE	UNITED STATES	78/616,051	4/25/2005	3,399,513	3/18/2008
TM-082	ESSENTIAL SAVINGS	UNITED STATES	77/564,833	9/8/2008	3,703,129	10/27/2009
TM-053	D DIRECT RESPONSE PLUS (1)	UNITED STATES	78/669,133	7/13/2005	3,246,276	5/29/2007
TM-005	SPECTRUM	UNITED STATES	78/127,324	5/8/2002	2,952,960	5/17/2005
TM-039	SPECTRUM and Design	UNITED STATES	78/477,233	9/1/2004	3,395,759	3/11/2008

(1) Cancelled in January 2014.



**SCHEDULE B**  
**Patents**

Issued Patents							
Title	Country	Serial #	Filed Date	Patent #	Issue Date	Inventor Names Combined	Assignee Name
Script Compliance Using Speech Recognition	United States	09/785,048	2/15/2001	7,191,133	3/13/2007	Mark J. Pettay	West Corporation
Script Compliance and Quality Assurance Using Speech Recognition	United States	10/673,679	9/29/2003	7,966,187	6/21/2011	Mark J. Pettay Jill M. Vacek	West Corporation
Script Compliance and Agent Feedback	United States	10/670,126	9/24/2003	7,739,115	6/15/2010	Mark J. Pettay Jill M. Vacek	West Corporation
Script Compliance Using Speech Recognition and Compilation and Transmission of Voice and Text Records to Clients	United States	10/669,089	9/23/2003	8,180,643	5/15/2012	Mark J. Pettay Jill M. Vacek	West Corporation
Script Compliance and Quality Assurance Based on Speech Recognition and Duration of Interaction	United States	10/668,678	9/23/2003	7,664,641	2/16/2010	Mark J. Pettay Fonda J. Narke	West Corporation
Script Compliance Using Speech Recognition	United States	11/675,738	2/16/2007	8,489,401	7/16/2013	Mark J. Pettay	West Corporation
Script Compliance and Quality Assurance Based on Speech Recognition and Duration of Interaction	United States	12/686,842	1/13/2010	8,108,213	1/31/2012	Mark J. Pettay Fonda J. Narke	West Corporation
Script Compliance and Agent Feedback	United States	12/767,342	4/26/2010	8,229,752	7/24/2012	Mark J. Pettay Jill M. Vacek	West Corporation

Script Compliance and Quality Assurance Using Speech Recognition	United States	13/116,058	5/26/2011	8,219,401	7/10/2012	Mark J. Pettay Jill M. Vacek	West Corporation
Script Compliance and Quality Assurance Based on Speech Recognition and Duration of Interaction	United States	13/334,390	12/22/2011	8,326,626	12/4/2012	Mark J. Pettay Fonda J. Narke	West Corporation
Script Compliance Using Speech Recognition and Compilation And Transmission of Voice and Text Records to Clients	United States	13/438,308	4/3/2012	8,811,592	8/19/2014	Mark J. Pettay Jill M. Vacek	West Corporation
Script Compliance and Quality Assurance Using Speech Recognition	United States	13/459,704	4/30/2012	8,484,030	7/9/2013	Mark J. Pettay Jill M. Vacek	West Corporation
Script Compliance and Agent Feedback	United States	13/540,808	7/3/2012	8,352,276	1/8/2013	Mark J. Pettay Jill M. Vacek	West Corporation
SCRIPT COMPLIANCE AND QUALITY ASSURANCE BASED ON SPEECH RECOGNITION AND DURATION OF INTERACTION	United States	13/684,719	11/26/2012	8,775,180	7/8/2014	Mark J. Pettay Fonda J. Narke	West Corporation
Script Compliance and Agent Feedback	United States	13/705,919	12/5/2012	8,504,371	8/6/2013	Mark J. Pettay Jill M. Vacek	West Corporation
REAL-TIME MONITORING OF AGENT ADHERENCE	United States	12/125,344	5/22/2008	8,670,553	3/11/2014	Kenneth A. Marr Joseph S. Cox Maureen A. Mahoney Mark D. Helm Michael Joseph Parnelcy Brent Donald Hansen	West Corporation

Telecommunications System Including Live Operators	United States	09/692,575	10/18/2000	7,106,743	9/12/2006	Paul H. Kavulak Michael P. Brown	West Corporation
System, Method, and Computer Readable Medium for Routing an Agent to a Preferred Communications Platform in Order to Receive a Customer Call	United States	11/361,321	2/24/2006	7,769,160	8/3/2010	Jeffrey William Cordell Gregory Stuart Cardin James K. Boutcher	West Corporation
System, Method, and Computer Readable Medium for Routing an Agent to a Preferred Communications Platform in Order to Receive a Customer Call	United States	12/816,766	6/15/2010	8,462,934	6/11/2013	Jeffrey William Cordell Gregory Stuart Cardin James K. Boutcher	West Corporation
SYSTEM, METHOD, AND COMPUTER READABLE MEDIUM FOR ROUTING AN AGENT TO A PREFERRED COMMUNICATIONS PLATFORM IN ORDER TO RECEIVE A CUSTOMER CALL	United States	13/871,317	4/26/2013	8,699,693	4/15/2014	Jeffrey William Cordell Gregory Stuart Cardin James K. Boutcher	West Corporation
System, Method, and Computer Readable Medium for Routing an Agent to a Preferred Communications Platform	United States	11/361,320	2/24/2006	8,687,791	4/1/2014	Jeffrey William Cordell Gregory Stuart Cardin James K. Boutcher	West Corporation
System For Geographic Agent Routing	United States	11/421,841	6/2/2006	8,009,822	8/30/2011	James K. Boutcher Michael T. Maceer Craig A. Webster	West Corporation
A System for Geographic Agent Routing	United States	13/190,640	7/26/2011	8,488,773	7/16/2013	James K. Boutcher Michael T. Maceer Craig A. Webster	West Corporation

A SYSTEM FOR GEOGRAPHIC AGENT ROUTING	United States	13/925,326	6/24/2013	8,731,179	5/20/2014	James K. Boutcher Michael T. Maceer Craig A. Webster	West Corporation
Method and Computer Readable Medium for Geographic Agent Routing	United States	11/421,846	6/2/2006	7,961,866	6/14/2011	James K. Boutcher Michael T. Maceer Craig A. Webster	West Corporation
Method and Computer Readable Medium for Geographic Agent Routing	United States	13/115,297	5/25/2011	8,472,609	6/25/2013	James K. Boutcher Michael T. Maceer Craig A. Webster	West Corporation
Real Time Feedback of Script Logic	United States	11/427,007	6/28/2006	8,644,492	2/4/2014	Jeffrey William Cordell Anthony Mathew Stach	West Corporation
Contact Center Call Routing By Agent Attribute	United States	11/427,014	6/28/2006	8,559,618	10/15/2013	Jeffrey William Cordell James K. Boutcher Michelle L. Steinbeck	West Corporation
Script Logic Graphical Mapping	United States	11/427,009	6/28/2006	8,595,648	11/26/2013	Jeffrey William Cordell Anthony Mathew Stach Jeromey K. Frum	West Corporation
PROVIDING AGENT AVAILABILITY FOR AN OUTDIAL APPLICATION	United States	11/864,075	9/28/2007	8,693,674	4/8/2014	Kenneth A. Darty Jason J. Kroh	West Corporation

MULTI-DOMAIN LOGIN AND MESSAGING	United States	11/942,758	11/20/2007	8,079,066	12/13/2011	Jeffrey William Cordell Larry Trent Larson Michael S. Fecci Raymond Onslow Morris Kevin Peter Pierson	West Corporation
MULTI-DOMAIN LOGIN AND MESSAGING	United States	13/373,598	11/21/2011	8,615,791	12/24/2013	Jeffrey William Cordell Larry Trent Larson Michael S. Fecci Raymond Onslow Morris Kevin Peter Pierson	West Corporation
VOICE RESPONSE SYSTEM WITH LIVE AGENT ASSISTED INFORMATION SELECTION WITH MACHINE PLAYBACK	United States	10/819,572	4/6/2004	8,027,458	9/27/2011	Steven S. Pollock	West Corporation
Voice Response System With Live Agent Assisted Information Selection and Machine Playback	United States	13/215,357	8/23/2011	8,537,979	9/17/2013	Steven S. Pollock	West Corporation
PROVIDING AGENT AVAILABILITY FOR AN OUTDIAL APPLICATION	US	14/212,210	3/14/2014	8,897,439	11/25/2014	Kenneth A. Darby Jason J. Kroh	West Corporation
System, Method, and Computer Readable Medium for Routing An Agent to a Preferred Communications Platform	US	14/197,926	3/5/2014	8,929,534	1/6/2015	Jeffrey William Cordell Gregory Stuart Cardin James K. Boutcher	West Corporation
REAL TIME FEEDBACK OF SCRIPT LOGIC	US	14/160,814	1/22/2014	8,938,065	1/20/2015	Jeffrey William Cordell Anthony Mathew Stach	West Corporation

Pending Patent Applications

Title	Country	Serial #	Filed Date	Patent #	Issue Date	Inventor Names Combined	Assignee Name
Script Compliance and Quality Assurance Using Speech Recognition	US	13/851,195	3/27/2013			Mark J. Petlay Jill M. Vacek	West Corporation
SCRIPT COMPLIANCE USING SPEECH RECOGNITION	US	13/932,464	7/1/2013			Mark J. Petlay	West Corporation
Script Compliance and Agent Feedback	US	13/940,348	7/12/2013			Mark J. Petlay Jill M. Vacek	West Corporation
Script Compliance and Quality Assurance Based on Speech Recognition and Duration of Interaction	US	14/314,760	6/25/2014			Mark J. Petlay Fonda J. Narke	West Corporation
Script Compliance Using Speech Recognition and Compilation And Transmission of Voice and Text Records to Clients	US	14/448,838	7/31/2014			Mark J. Petlay Jill M. Vacek	West Corporation
Multi-Domain Login and Messaging	US	14/083,897	11/19/2013			Jeffrey William Cordell Larry Trent Larson Michael S. Feeci Raymond Onslow Morris Kevin Peter Pierson	West Corporation

MAINTAINING PER-SEAT LICENSING ACROSS MULTIPLE HOME AGENTS	US	11/942,759	11/20/2007			Jeffrey William Cordell Larry Trent Larson Michael S. Fecci Raymond Onslow Morris Kevin Peter Pierson Steven C. Picard	West Corporation
MULTI-DOMAIN LOGIN, MESSAGING, AND PRESENCE REGISTRATION	US	11/942,760	11/20/2007			Jeffrey William Cordell Larry Trent Larson Michael S. Fecci Raymond Onslow Morris Kevin Peter Pierson	West Corporation
MANAGING AGENT LOGIN TO MULTIPLE BRIDGES	US	11/951,433	12/6/2007			Timothy Wayne Starbuck James Kevin Andrews Anthony Mathew Stach Jeffrey William Cordell Kevin Peter Pierson Larry Trent Larson	West Corporation
Telecommunications System Including Live Operators	US	11/460,352	7/27/2006			Paul H. Kavulak Michael P. Brown	West Corporation

System, Method, and Computer Readable Medium for Routing an Agent to a Preferred Communications Platform in Order to Receive a Customer Call	US	14/220,451	3/20/2014			Jeffrey William Cordell Gregory Stuart Cardin James K. Boucher	West Corporation
A SYSTEM FOR GEOGRAPHIC AGENT ROUTING	US	14/264,536	4/29/2014			James K. Boucher Michael T. Maceer Craig A. Webster	West Corporation
Method and Computer Readable Medium For Geographic Agent Routing	US	13/912,663	6/7/2013			James K. Boucher Michael T. Maceer Craig A. Webster	West Corporation
Contact Center Call Routing By Agent Attribute	US	14/036,227	9/25/2013			Jeffrey William Cordell James K. Boucher Michelle L. Steinbeck	West Corporation
Session Initiation Protocol Enabled Agent Desktop Environment	US	11/427,010	6/28/2006			Jeffrey William Cordell Kevin Peter Pierson	West Corporation
SCRIPT LOGIC GRAPHICAL MAPPING	US	14/066,784	10/30/2013			Jeffrey William Cordell Anthony Mathew Stach Jeromey K. Frum	West Corporation



Script Logic Viewing	US	11/427,008	6/28/2006			Jeffrey William Cordell Jeromey K. Frum Gregory Stuart Cardin Terry Jay Brooke	West Corporation
METHOD AND SYSTEM FOR REQUESTING AND MANAGING TIME OFF FOR MULTIPLE AGENTS	US	12/125,330	5/22/2008			Kenneth A. Marr Joseph S. Cox Mark D. Helm Steven J. Medina Brent Donald Hansen Thomas John Bryant	West Corporation
WORKFORCE MANAGEMENT FOR A WORK AT HOME WORKFORCE	US	12/125,363	5/22/2008			Joseph S. Cox Maureen A. Mahoney Mark D. Helm Michael Joseph Parneley Brent Donald Hansen Kenneth A. Marr	West Corporation
REAL-TIME MONITORING OF AGENT ADHERENCE	US	14/167,361	1/29/2014			Maureen A. Mahoney Mark D. Helm Michael Joseph Parneley Brent Donald Hansen Kenneth A. Marr Joseph S. Cox	West Corporation

METHOD AND SYSTEM FOR REQUESTING AND MANAGING TIME OFF FOR MULTIPLE AGENTS	US	12/125,330	5/22/2008			Kenneth A. Marr Joseph S. Cox Mark D. Helm Steven J. Medina Brent Donald Hansen Thomas John Bryant	West Corporation
WORKFORCE MANAGEMENT FOR A WORK AT HOME WORKFORCE	US	12/125,363	5/22/2008			Joseph S. Cox Maureen A. Mahoney Mark D. Helm Michael Joseph Parneley Brent Donald Hansen Kenneth A. Marr	West Corporation
REAL-TIME MONITORING OF AGENT ADHERENCE	US	14/167,361	1/29/2014			Maureen A. Mahoney Mark D. Helm Michael Joseph Parneley Brent Donald Hansen Kenneth A. Marr Joseph S. Cox	West Corporation

PATENT

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