

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

EPAS ID: PAT3250683

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	RELEASE OF SECURITY INTEREST IN PATENTS
CONVEYING PARTY DATA	
Name	Execution Date
WELLS FARGO BANK, NATIONAL ASSOCIATION, AS SUCCESSOR IN INTEREST TO WACHOVIA BANK, NATIONAL ASSOCIATION, AS SUCCESSOR IN INTEREST TO LEHMAN COMMERCIAL PAPER INC., AS ADMINISTRATIVE AGENT	03/03/2015
RECEIVING PARTY DATA	
Name:	WEST CORPORATION
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	ASSET DIRECT MORTGAGE, LLC
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	BUYDEBTCO, LLC
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	COSMOSIS CORPORATION
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	INTERCALL TELECOM VENTURES, LLC
Street Address:	5 PARK PLAZA

PATENT

Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	INTERCALL, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	INTRADO COMMUNICATIONS OF VIRGINIA INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	INTRADO COMMAND SYSTEMS, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	INTRADO INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	INTRADO INFORMATION SYSTEMS HOLDINGS, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	INTRADO INTERNATIONAL, LLC
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA

PATENT

REEL: 035132 FRAME: 0710

Postal Code:	92614
Name:	NORTHERN CONTACT, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	STARGATE MANAGEMENT LLC
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	THE DEBT DEPOT, LLC
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST ASSET MANAGEMENT, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST ASSET PURCHASING, LLC
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST AT HOME, LLC
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST BUSINESS SOLUTIONS, LLC
Street Address:	5 PARK PLAZA

PATENT

REEL: 035132 FRAME: 0711

Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST DIRECT, LLC
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST DIRECT II, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST FACILITIES, LLC
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST INTERACTIVE CORPORATION
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST INTERACTIVE CORPORATION II
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST INTERNATIONAL CORPORATION
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA

PATENT

REEL: 035132 FRAME: 0712

Postal Code:	92614
Name:	WEST NOTIFICATIONS, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST RECEIVABLES SERVICES, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST TELESERVICES HOLDING COMPANY
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST DIRECT, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	INTRADO COMMUNICATIONS, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	GEO911, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	POSITRON PUBLIC SAFETY SYSTEMS CORP.
Street Address:	5 PARK PLAZA

PATENT

REEL: 035132 FRAME: 0713

Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	MASYS CORPORATION
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	TELEVOX SOFTWARE, INCORPORATED
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST NOTIFICATIONS GROUP, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST BUSINESS SERVICES, LLC
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	WEST CUSTOMER MANAGEMENT GROUP, LLC
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614
Name:	TUVOX INCORPORATED
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA

PATENT

REEL: 035132 FRAME: 0714

Postal Code:	92614
Name:	TWENTY FIRST CENTURY COMMUNICATIONS, INC.
Street Address:	5 PARK PLAZA
Internal Address:	SUITE 1100
City:	IRVINE
State/Country:	CALIFORNIA
Postal Code:	92614

PROPERTY NUMBERS Total: 51

Property Type	Number
Patent Number:	7106743
Patent Number:	7191133
Patent Number:	7664641
Patent Number:	7739115
Patent Number:	7769160
Patent Number:	7961866
Patent Number:	7966187
Patent Number:	8009822
Patent Number:	8079066
Patent Number:	8108213
Patent Number:	8180643
Patent Number:	8229752
Patent Number:	8326626
Patent Number:	8352276
Patent Number:	8462934
Patent Number:	8472609
Patent Number:	8489401
Patent Number:	8559618
Patent Number:	8595648
Patent Number:	8615791
Patent Number:	8644492
Patent Number:	8670553
Patent Number:	8687791
Patent Number:	8693674
Patent Number:	8699693
Patent Number:	8731179
Patent Number:	8775180
Patent Number:	8811592
Patent Number:	8897439

Property Type	Number
Patent Number:	8929534
Patent Number:	8938065
Application Number:	11942759
Application Number:	11427008
Application Number:	11427010
Application Number:	11460352
Application Number:	11942760
Application Number:	11951433
Application Number:	12125330
Application Number:	12125363
Application Number:	13851195
Application Number:	13912663
Application Number:	13932464
Application Number:	13940348
Application Number:	14036227
Application Number:	14066784
Application Number:	14083897
Application Number:	14167361
Application Number:	14220451
Application Number:	14264536
Application Number:	14314760
Application Number:	14448838

CORRESPONDENCE DATA

Fax Number: (919)286-8199

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: 919 286-8000

Email: PTO_TMconfirmation@mvalaw.com

Correspondent Name: MOORE & VAN ALLEN PLLC

Address Line 1: 3015 CARRINGTON MILL BOULEVARD

Address Line 2: SUITE 400

Address Line 4: MORRISVILLE, NORTH CAROLINA 27560

ATTORNEY DOCKET NUMBER:	017625-4912
NAME OF SUBMITTER:	JOHN E. SLAUGHTER
SIGNATURE:	/John E. Slaughter/
DATE SIGNED:	03/04/2015

Total Attachments: 17
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RELEASE OF SECURITY INTEREST IN PATENTS

THIS RELEASE OF SECURITY INTEREST IN PATENTS (this “**Release**”) is made as of March 3, 2015, by Wells Fargo Bank, National Association, as successor in interest to Wachovia Bank, National Association, as successor in interest to Lehman Commercial Paper Inc. (in such capacity, “**Administrative Agent**”), for itself and the other lenders (collectively, “**Lenders**”) from time to time parties to the Credit Agreement referred to below, in favor of each of West Corporation, a Delaware corporation (“**West**”), West Interactive Corporation II, a Delaware corporation, and the other entities listed on Schedule 1 (collectively the “**Grantors**”). Capitalized terms used but not otherwise defined herein shall have the respective meanings ascribed thereto in such Credit Agreement.

WITNESSETH:

WHEREAS, reference is made to the Amended and Restated Credit Agreement, dated as of October 5, 2010 (as amended, supplemented and/or otherwise modified prior to the date hereof, the “**Credit Agreement**”), by and among West, the Lenders, the Administrative Agent and the other agents and parties thereto, which amends and restates the Credit Agreement, dated as of October 24, 2006, by and among West, the lenders from time to time party thereto, the Administrative Agent and the other parties thereto, as amended, supplemented and/or otherwise modified;

WHEREAS, reference is made to the Intellectual Property Security Agreement, dated as of October 24, 2006 (as amended supplemented and/or otherwise modified prior to the date hereof, the “**IP Security Agreement**”), by and among West, the Administrative Agent and the other parties thereto;

WHEREAS, pursuant to the IP Security Agreement, the Grantors granted security interests to the Administrative Agent for the benefit of the Secured Parties in certain patents and patent applications owned by such Grantors, including the patents and patent applications set forth on Schedule 2 (the “**Patent Collateral**”), notice of which was recorded at the United States Patent and Trademark Office at the Reel and Frame numbers set forth on Schedule 2;

WHEREAS, pursuant to the Partial Release Letter, dated as of the date hereof, from the Administrative Agent to the Grantors and certain other parties, the Administrative Agent released any security interest granted by the Grantors in the Patent Collateral;

NOW THEREFORE, for good and valuable consideration, receipt and sufficiency of which are hereby acknowledged, the Administrative Agent hereby re-pledges to the applicable Grantors the Patent Collateral and releases any and all security interest it has against the Patent Collateral, without any representation, warranty, or recourse of any kind.

If and to the extent the Administrative Agent has acquired any right, title or interest to any of the Patent Collateral, it hereby assigns and transfers such right, title or interest in such Patent Collateral to the applicable Grantor as set forth on Schedule 2, without any representation, warranty, or recourse of any kind.

At the Grantors’ sole cost and expense, the Administrative Agent shall take any and all reasonably required further actions, and provide to the Grantors and their successors, assigns, designees or other legal representatives, all such cooperation and assistance (including, without limitation, the execution and delivery of any and all documents or other instruments, which are in form and substance satisfactory to Administrative Agent), reasonably requested by the Grantors to more fully and effectively effectuate the purposes of this Release.

IN WITNESS WHEREOF, the Administrative Agent has caused this Release to be duly executed by its duly authorized officer as of the day and year first above written.

WELLS FARGO BANK, NATIONAL
ASSOCIATION, in its capacity as Administrative
Agent

By: Mark B. Felker
Name: Mark B. Felker
Title: Managing Director

SCHEDULE 1

Grantors

<u>Grantor Name</u>	<u>Type of Organization</u>
West Corporation	Corporation
Asset Direct Mortgage, LLC	Limited Liability Company
BuyDebtCo, LLC	Limited Liability Company
Cosmosis Corporation	Corporation
InterCall Telecom Ventures, LLC	Limited Liability Company
InterCall, Inc.	Corporation
Intrado Command Systems, Inc.	Corporation
Intrado Communications of Virginia Inc.	Corporation
Intrado Inc.	Corporation
Intrado Information Systems Holdings, Inc.	Corporation
Intrado International, LLC	Limited Liability Company
Northern Contact, Inc.	Corporation
Stargate Management LLC	Limited Liability Company
The Debt Depot, LLC	Limited Liability Company
West Asset Management, Inc.	Corporation
West Asset Purchasing, LLC	Limited Liability Company
West At Home, LLC	Limited Liability Company
West Business Solutions, LLC	Limited Liability Company
West Direct, LLC	Limited Liability Company
West Direct II, Inc.	Corporation
West Facilities, LLC	Limited Liability Company
West Interactive Corporation	Corporation
West Interactive Corporation II	Corporation
West International Corporation	Corporation
West Notifications, Inc.	Corporation
West Receivable Services, Inc.	Corporation
West Teleservices Holding Company	Corporation
West Direct, Inc.	Corporation
Intrado Communications, Inc.	Corporation

<u>Grantor Name</u>	<u>Type of Organization</u>
GEO911, Inc.	Corporation
Positron Public Safety Systems Corp.	Corporation
Masys Corporation	Corporation
Televox Software, Incorporated	Corporation
West Notifications Group, Inc.	Corporation
West Business Services, LLC	Limited Liability Company
West Customer Management Group, LLC	Limited Liability Company
TuVox Incorporated	Corporation
Twenty First Century Communications, Inc. (Ohio)	Corporation

SCHEDULE 2

Patents

Patent Title	Application No. / Patent No.	Filing Date / Grant Date	Status	Current Owner	Holder of Unreleased Liens (secured party)	Reel/Frame of Security Interest	Date of Recordation
TELECOMMUNICATIONS SYSTEM INCLUDING LIVE OPERATORS	7106743	12-Sep-06	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	023085/0574	8/12/2009
					-AND- LEHMAN COMMERCIAL PAPER, INC., AS ADMINISTRATIVE AGENT 745 SEVENTH AVENUE NEW YORK, NEW YORK 10019	-AND- 018433/0233	-AND- 10/25/2006
SCRIPT COMPLIANCE USING SPEECH RECOGNITION	7191133	13-Mar-07	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	023085/0574 -AND- 024244/0216	8/12/2009 -AND- 04/16/2010

Patent Title	Application No. / Patent No.	Filing Date / Grant Date	Status	Current Owner	Holder of Unreleased Liens (secured party)	Reel/Frame of Security Interest	Date of Recordation
SCRIPT COMPLIANCE AND QUALITY ASSURANCE BASED ON SPEECH RECOGNITION AND DURATION OF INTERACTION	7664641	16-Feb-10	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262 -AND- WELLS FARGO BANK, N.A., AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262 -AND- LEHMAN COMMERCIAL PAPER, INC., AS ADMINISTRATIVE AGENT 745 SEVENTH AVENUE NEW YORK, NEW YORK 10019	023085/0574 024563/0464 018433/0233	8/12/2009 06/21/2010 10/25/2006
SCRIPT COMPLIANCE AND AGENT FEEDBACK	7739115	15-Jun-10	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	023085/0574	8/12/2009
SYSTEM, METHOD, AND COMPUTER READABLE MEDIUM FOR ROUTING AN AGENT TO A PREFERRED COMMUNICATIONS PLATFORM IN ORDER TO RECEIVE A CUSTOMER CALL	7769160	3-Aug-10	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	4/16/2010

Patent Title	Applicator No. / Patent No.	Filing Date / Grant Date	Status	Current Owner	Holder of Unreleased Liens (secured party)	Reel/Frame of Security Interest	Date of Recordation
METHOD AND COMPUTER READABLE MEDIUM FOR GEOGRAPHIC AGENT ROUTING	7961866	14-Jun-11	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	4/16/2010
SCRIPT COMPLIANCE AND QUALITY ASSURANCE USING SPEECH RECOGNITION	7966187	21-Jun-11	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	023085/0574	8/12/2009
SYSTEM FOR GEOGRAPHIC AGENT ROUTING	8009822	30-Aug-11	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	4/16/2010
MULTI-DOMAIN LOGIN AND MESSAGING	8079066	13-Dec-11	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262 -AND- WELLS FARGO BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BOULEVARD MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216 -AND- 027865/0218	4/16/2010 -AND- 03/14/2012

Patent Title	Application No. / Patent No.	Filing Date / Grant Date	Status	Current Owner	Holder of Unreleased Liens (secured party)	Reel/Frame of Security Interest	Date of Recordation
SCRIPT COMPLIANCE AND QUALITY ASSURANCE BASED ON SPEECH RECOGNITION AND DURATION OF INTERACTION	8108213	31-Jan-12	Patented	WEST CORPORATION	WELLS FARGO BANK, N.A., AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262 -AND- WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024563/0464 -AND- 021498/0685	6/21/2010 -AND- 4/7/2010
SCRIPT COMPLIANCE USING SPEECH RECOGNITION AND COMPLATION AND TRANSMISSION OF VOICE AND TEXT RECORDS TO CLIENTS	8180643	15-May-12	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	023085/0574	8/12/2009
SCRIPT COMPLIANCE AND AGENT FEEDBACK	8229752	24-Jul-12	Patented	WEST CORPORATION	WELLS FARGO BANK, N.A., AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024563/0464	6/21/2010
SCRIPT COMPLIANCE AND QUALITY ASSURANCE BASED ON SPEECH RECOGNITION AND DURATION OF INTERACTION	8326626	4-Dec-12	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	027865/0218	3/14/2012

Patent Title	Application No. / Patent No.	Filing Date / Grant Date	Status	Current Owner	Holder of Unreleased Liens (secured party)	Reel/Frame of Security Interest	Date of Recordation
SCRIPT COMPLIANCE AND AGENT FEEDBACK	8352276	8-Jan-13	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BOULEVARD CHARLOTTE, NORTH CAROLINA 28262	030537/0676	6/3/2013
SYSTEM, METHOD, AND COMPUTER READABLE MEDIUM FOR ROUTING AN AGENT TO A PREFERRED COMMUNICATIONS PLATFORM IN ORDER TO RECEIVE A CUSTOMER CALL	8462934	11-Jun-13	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BOULEVARD CHARLOTTE, NORTH CAROLINA 28262	031359/0624	10/7/2013
METHOD AND COMPUTER READABLE MEDIUM FOR GEOGRAPHIC AGENT ROUTING	8472609	25-Jun-13	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BOULEVARD MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	031359/0624	10/7/2013
SCRIPT COMPLIANCE USING SPEECH RECOGNITION	8489401	16-Jul-13	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	4/16/2010
Contact Center Call Routing By Agent Attribute	8559618	15-Oct-13	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262 -AND- WELLS FARGO BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE	024244/0216 -AND- 032483/0518	4/16/2010 -AND- 03/20/2014

Patent Title	Application No. / Patent No.	Filing Date / Grant Date	Status	Current Owner	Holder of Unreleased Liens (secured party)	Reel/Frame of Security Interest	Date of Recordation
					AGENT 1525 W.T. HARRIS BOULEVARD MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262		
Script Logic Graphical Mapping	8595648	26-Nov-13	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	4/16/2010
					-AND- WELLS FARGO BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BOULEVARD MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	-AND- 032483/0518	-AND- 03/20/2014
MULTI-DOMAIN LOGIN AND MESSAGING	8615791	24-Dec-13	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	027865/0218 -AND- 032483/0518	3/14/2012 -AND- 03/20/2014
Real Time Feedback of Script Logic	8644492	4-Feb-14	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	4/16/2010
					-AND-	-AND-	-AND-

Patent Title	Applicator No. / Patent No.	Filing Date / Grant Date	Status	Current Owner	Holder of Unreleased Liens (secured party)	Reel/Frame of Security Interest	Date of Recordation
					WELLS FARGO BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BOULEVARD MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	033204/0215	06/20/2014
REAL-TIME MONITORING OF AGENT ADHERENCE	8670553	11-Mar-14	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BOULEVARD CHARLOTTE, NORTH CAROLINA 28262	024244/0216	4/16/2010
					-AND- WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	-AND- 033204/0215	-AND- 06/20/2014
System, method, and computer readable medium for routing an agent to a preferred communications platform	8687791	1-Apr-14	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	4/16/2010
PROVIDING AGENT AVAILABILITY FOR AN OUTDIAL APPLICATION	8693674	8-Apr-14	Patented	WEST CORPORATION	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	4/16/2010

Patent Title	Application No. / Patent No.	Filing Date / Grant Date	Status	Current Owner	Holder of Unreleased Liens (secured party)	Reel/Frame of Security Interest	Date of Recordation
SYSTEM, METHOD, AND COMPUTER READABLE MEDIUM FOR ROUTING AN AGENT TO A PREFERRED COMMUNICATIONS PLATFORM IN ORDER TO RECEIVE A CUSTOMER CALL	8699693	15-Apr-14	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BOULEVARD MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	031359/0624	10/7/2013
SYSTEM FOR GEOGRAPHIC AGENT ROUTING	8731179	20-May-14	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BOULEVARD MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	031359/0624	10/7/2013
SCRIPT COMPLIANCE AND QUALITY ASSURANCE BASED ON SPEECH RECOGNITION AND DURATION OF INTERACTION	8775180	8-Jul-14	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BOULEVARD CHARLOTTE, NORTH CAROLINA 28262	034694/0684	1/13/2015
SCRIPT COMPLIANCE USING SPEECH RECOGNITION AND COMPIATION AND TRANSMISSION OF VOICE AND TEXT RECORDS TO CLIENTS	8811592	19-Aug-14	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BOULEVARD CHARLOTTE, NORTH CAROLINA 28262	034694/0684	1/13/2015
PROVIDING AGENT AVAILABILITY FOR AN OUTDIAL APPLICATION	8897439	25-Nov-14	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	033204/0215	6/20/2014
SYSTEM, METHOD, AND COMPUTER READABLE MEDIUM FOR ROUTING AN AGENT TO A PREFERRED COMMUNICATIONS PLATFORM	8929534	6-Jan-15	Patented	WEST CORPORATION	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	033204/0215	6/20/2014

Patent Title	Application No. / Patent No.	Filing Date / Grant Date	Status	Current Owner	Holder of Unreleased Liens (secured party)	Reel/frame of Security Interest	Date of Recordation
REAL TIME FEEDBACK OF SCRIPT LOGIC	8938065	20-Jan-2015	Patented	West Corporation	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	033204/0215	

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Patent title	Application No. / Patent No.	Filing Date / Grant Date	Status	Current Owner	Holder of Unreleased Liens (secured party)	Reel/Frame of Security Interest	Date of Recordation
MAINTAINING PER-SEAT LICENSING ACROSS MULTIPLE HOME AGENTS	11/942,759	11/20/2007	PENDING	West Corporation	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	
Script Logic Viewing	11/427,008	6/28/2006	PENDING	West Corporation	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	
Session Initiation Protocol Enabled Agent Desktop Environment	11/427,010	6/28/2006	PENDING	West Corporation	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	
Telecommunications System Including Live Operators	11/460,352	7/27/2006	PENDING	West Corporation	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	
MULTI-DOMAIN LOGIN, MESSAGING, AND PRESENCE REGISTRATION	11/942,760	11/20/2007	PENDING	West Corporation	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	

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MANAGING AGENT LOGIN TO MULTIPLE BRIDGES	11/951,433	12/6/2007	PENDING	West Corporation	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W. T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	
METHOD AND SYSTEM FOR REQUESTING AND MANAGING TIME OFF FOR MULTIPLE AGENTS	12/125,330	5/22/2008	PENDING	West Corporation	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W. T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	
WORKFORCE MANAGEMENT FOR A WORK AT HOME WORKFORCE	12/125,363	5/22/2008	PENDING	West Corporation	WACHOVIA BANK, NATIONAL ASSOCIATION, AS ADMINISTRATIVE AGENT 1525 W. T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	024244/0216	
Script Compliance and Quality Assurance Using Speech Recognition	13/851,195	3/27/2013	PENDING	West Corporation	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W. T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	030537/0676	
Method and Computer Readable Medium For Geographic Agent Routing	13/912,663	6/7/2013	PENDING	West Corporation	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W. T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	031359/0624	

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SCRIPT COMPLIANCE USING SPEECH RECOGNITION	13/932,464	7/1/2013	PENDING	West Corporation			
Script Compliance and Agent Feedback	13/940,348	7/12/2013	PENDING	West Corporation			
Contact Center Call Routing By Agent Attribute	14/036,227	9/25/2013	PENDING	West Corporation			
SCRIPT LOGIC GRAPHICAL MAPPING	14/066,784	10/30/2013	PENDING	West Corporation	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	032483/0518	
Multi-Domain Login and Messaging	14/083,897	11/19/2013	PENDING	West Corporation	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	032483/0518	

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REAL-TIME MONITORING OF AGENT ADHERENCE	14/167,361	1/29/2014	PENDING	West Corporation	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	033204/0215	
System, Method, and Computer Readable Medium for Routing an Agent to a Preferred Communications Platform in Order to Receive a Customer Call	14/220,451	3/20/2014	PENDING	West Corporation	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	033204/0215	
A SYSTEM FOR GEOGRAPHIC AGENT ROUTING	14/264,536	4/29/2014	PENDING	West Corporation			
Script Compliance and Quality Assurance Based on Speech Recognition and Duration of Interaction	14/314,760	6/25/2014	PENDING	West Corporation			
Script Compliance Using Speech Recognition and Compilation And Transmission of Voice and Text Records to Clients	14/448,838	7/31/2014	PENDING	West Corporation	WELLS FARGO BANK, NATIONAL ASSOCIATION 1525 W.T. HARRIS BLVD. MAIL CODE NC 0680 CHARLOTTE, NORTH CAROLINA 28262	034694/0684	

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