

## PATENT ASSIGNMENT COVER SHEET

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 Stylesheet Version v1.2

EPAS ID: PAT3523308

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	ASSIGNMENT
<b>CONVEYING PARTY DATA</b>	
<b>Name</b>	<b>Execution Date</b>
AKBAR RIAHI	07/22/2013
HERBERT WILLI ARTUR RISTOCK	10/25/2013
<b>RECEIVING PARTY DATA</b>	
<b>Name:</b>	GENESYS TELECOMMUNICATIONS LABORATORIES, INC.
<b>Street Address:</b>	2001 JUNIPERO SERRA BLVD.
<b>City:</b>	DALY CITY
<b>State/Country:</b>	CALIFORNIA
<b>Postal Code:</b>	94014
<b>PROPERTY NUMBERS Total: 1</b>	
<b>Property Type</b>	<b>Number</b>
<b>Application Number:</b>	14270342
<b>CORRESPONDENCE DATA</b>	
<b>Fax Number:</b>	(626)577-8800
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>	
<b>Phone:</b>	626-795-9900
<b>Email:</b>	pto@cph.com
<b>Correspondent Name:</b>	CHRISTIE, PARKER & HALE, LLP
<b>Address Line 1:</b>	PO BOX 29001
<b>Address Line 4:</b>	GLENDALE, CALIFORNIA 91209
<b>ATTORNEY DOCKET NUMBER:</b>	74811/G711/JEC/RAV
<b>NAME OF SUBMITTER:</b>	RACHEL A. VILLALOBOS
<b>SIGNATURE:</b>	/Rachel A. Villalobos/
<b>DATE SIGNED:</b>	09/10/2015
<b>Total Attachments: 4</b>	
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INVENTOR'S DECLARATION AND ASSIGNMENT  
FOR PATENT APPLICATION

PATENT

Title of Invention: BACK OFFICE SERVICES OF AN INTELLIGENT AUTOMATED  
AGENT FOR A CONTACT CENTER

Docket No.: 72794/G711

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INVENTOR'S DECLARATION

As a below named inventor, I hereby declare that:

This declaration is directed to the attached application unless the following is checked:

☒ United States Application or PCT International Application Number 13/866,824 filed on  
April 19, 2013.

The above-identified application was made or authorized to be made by me.

I believe that I am the original inventor or an original joint inventor of a claimed invention in the  
above-identified application.

I have reviewed and understand the contents of the above-identified application, including the  
claims.

I acknowledge the duty to disclose information which is material to patentability as defined in  
37 C.F.R. § 1.56, including for continuation-in-part applications, material information which  
became available between the filing date of the prior application and the national or PCT  
international filing date of the continuation-in-part application.

I acknowledge that any willful false statement made in this declaration is punishable under  
18 U.S.C. § 1001 by fine or imprisonment of not more than five (5) years, or both.

ASSIGNMENT

In consideration of good and valuable consideration, the receipt of which is hereby  
acknowledged, the undersigned,

(1) Akbar Riahi and Herbert Willi Artur Ristock

HEREBY SELL(S), ASSIGN(S) AND TRANSFER(S) TO

(2) GENESYS TELECOMMUNICATIONS LABORATORIES, INC.

having a place of business at

(3) 2001 Junipero Serra Blvd., Daly City, California 94014

(hereinafter called "ASSIGNEE") the entire right, title and interest in and to any and all  
improvements which are disclosed in the application for United States Letters Patent entitled

(4) BACK OFFICE SERVICES OF AN INTELLIGENT AUTOMATED AGENT FOR A  
CONTACT CENTER

which application executed on even date herewith or was

INVENTOR'S DECLARATION AND ASSIGNMENT  
FOR PATENT APPLICATION

Docket No. 72794/G711

(a) executed on (5a): \_\_\_\_\_;

(b) filed on (5b): April 19, 2013 \_\_\_\_\_

Application No.: 13/866,824 \_\_\_\_\_;

(CHRISTIE, PARKER & HALE, LLP, P.O. Box  
29001, Glendale, CA 91209-9001) is hereby  
authorized to insert in (b) the specified data,  
when known.

including any and all United States Patents which may be granted on said application, and any and all extensions, divisions, reissues, substitutes, renewals or continuations of said application and patents, and the right to all benefits under all international conventions for the protection of industrial property and applications for said improvements.

It is hereby authorized and requested that the Commissioner of Patents issue any and all of said Letters Patent, when granted, to said ASSIGNEE, its assigns or its successors in interest or its designee.

Upon said consideration, it is further agreed that, when requested, without charge to but at the expense of said ASSIGNEE, the undersigned will execute all divisional, continuing, substitute, renewal, and reissue patent applications; execute all rightful other papers; and generally do everything possible which said ASSIGNEE shall consider desirable for aiding in securing and maintaining patent protection as provided herein.

Akbar Riahi

Legal Name of Inventor

Date

Signature

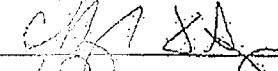
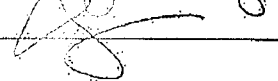
Herbert Willi Artur Ristock

Legal Name of Inventor

Date

Signature

WITNESSES:

CHRISTOPHER AGNEW 7/22/2013

LAUKA K. SONG 7/22/2013

CMU PAS1231035.1-07/17/13 10:44 AM

**INVENTOR'S DECLARATION AND ASSIGNMENT  
FOR PATENT APPLICATION**

**PATENT**

Title of Invention: **BACK OFFICE SERVICES OF AN INTELLIGENT AUTOMATED  
AGENT FOR A CONTACT CENTER**

Docket No.: 72794/G711

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I acknowledge the duty to disclose information which is material to patentability as defined in 37 C.F.R. § 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

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having a place of business at

(3) 2021 Junipero Serra Blvd., Daly City, California 94014

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(4) BACK OFFICE SERVICES OF AN INTELLIGENT AUTOMATED AGENT FOR A  
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Arthur Ristock  
Legal Name of Inventor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Herbert Willi Artur Ristock  
Legal Name of Inventor

10/25/13  
Date

Herbert Ristock  
Signature

W. Ristock  
Herbert Ristock  
Signature

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