

## PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1  
 Stylesheet Version v1.2

EPAS ID: PAT3797732

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	ASSIGNMENT
<b>CONVEYING PARTY DATA</b>	
<b>Name</b>	<b>Execution Date</b>
MATTHEW J. SURRIDGE	11/16/2014
ANDREW T.C. VERRALL	05/11/2014
CAMERON DAVID SMITH	10/29/2010
GREGORY J. HEDGES	07/11/2014
MERIJN TE BOOIJ	10/21/2014
<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>	14141405
<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@lrrc.com
<b>Correspondent Name:</b>	LEWIS ROCA ROTHGERBER CHRISTIE LLP
<b>Address Line 1:</b>	PO BOX 29001
<b>Address Line 4:</b>	GLENDALE, CALIFORNIA 91209
<b>ATTORNEY DOCKET NUMBER:</b>	73768/G711/JEC/DSF
<b>NAME OF SUBMITTER:</b>	DIANA FIGUEROA
<b>SIGNATURE:</b>	/Diana Figueroa/
<b>DATE SIGNED:</b>	03/23/2016
<b>Total Attachments: 15</b>	
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**INVENTOR'S DECLARATION AND ASSIGNMENT  
FOR PATENT APPLICATION**

**PATENT**

Title of Invention: **SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE  
MANAGEMENT**

Docket No.: **73768/G711**

Application No. **14/141,405**

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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:

  X   United States Application or PCT International Application Number 14/141,405 filed on  
December 26, 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  
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I have reviewed and understand the contents of the above-identified application, including the  
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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  
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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) Matthew J. Surridge, Andrew T.C. Verrall, Cameron David Smith, Gregory J. Hedges, and  
Merijn te Booij

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

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FOR PATENT APPLICATION**

**Docket No.:** 73768/G711  
**Application No.:** 14/141,405

(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) SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE MANAGEMENT

which application executed on even date  
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(a) executed on (5a): \_\_\_\_\_;

(b) filed on (5b): December 26, 2013;

Application No.: 14/141,405;

(CHRISTIE, PARKER & HALE, LLP, P.O. Box 29001, Glendale, CA 91209-9001) is hereby authorized to insert in (b) the specified data, when known.
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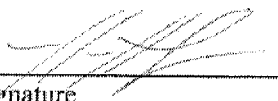
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Upon said consideration, it is further agreed that, when requested, without charge to but at the expense of said ASSIGNEE, the undersigned will execute all divisional, continuing, substitute, renewal, and reissue patent applications; execute all rightful other papers; and generally do everything possible which said ASSIGNEE shall consider desirable for aiding in securing and maintaining patent protection as provided herein.

Matthew J. Surridge  
Legal Name of Inventor

16-11-2014  
Date

  
Signature

Andrew T.C. Verrall  
Legal Name of Inventor

\_\_\_\_\_  
Date

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

Docket No.: 73768/G711  
Application No.: 14/141,405

Cameron David Smith  
Legal Name of Inventor

\_\_\_\_\_  
Date

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Gregory J. Hedges  
Legal Name of Inventor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Merijn te Booij  
Legal Name of Inventor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

**WITNESSES:**

Dario Torres Higuera  
Danella May Booth

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Matthew J. Surridge

Legal Name of Inventor


\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Andrew T.C. Verrall

Legal Name of Inventor

5/10/14  
Date

  
Signature

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Date

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Merijn te Booij  
Legal Name of Inventor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

**WITNESSES:**

Tim Breen  
\_\_\_\_\_  
\_\_\_\_\_

TRIFON GILCHRIS  
\_\_\_\_\_  
\_\_\_\_\_

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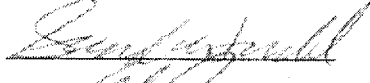

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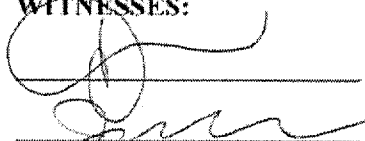
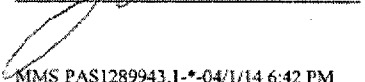
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**WITNESSES:**

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