

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
 Stylesheet Version v1.2

EPAS ID: PAT3918009

SUBMISSION TYPE:	NEW ASSIGNMENT	
NATURE OF CONVEYANCE:	RELEASE OF SECURITY INTEREST	
SEQUENCE:	2	
CONVEYING PARTY DATA		
Name		Execution Date
WILMINGTON TRUST, NATIONAL ASSOCIATION		05/25/2016
RECEIVING PARTY DATA		
Name:	ASPECT SOFTWARE, INC.	
Street Address:	2325 E. CAMELBACK ROAD, SUITE 700	
City:	PHOENIX	
State/Country:	ARIZONA	
Postal Code:	85016	
PROPERTY NUMBERS Total: 529		
Property Type	Number	
Patent Number:	5375161	
Patent Number:	4972469	
Patent Number:	5109405	
Patent Number:	5136579	
Patent Number:	5164981	
Patent Number:	5168519	
Patent Number:	5181236	
Patent Number:	5202899	
Patent Number:	5214692	
Patent Number:	5249219	
Patent Number:	5268903	
Patent Number:	5270699	
Patent Number:	5276732	
Patent Number:	5278898	
Patent Number:	5285400	
Patent Number:	5295184	
Patent Number:	5303298	
Patent Number:	5309504	
Patent Number:	5309505	

PATENT

Property Type	Number
Patent Number:	5309513
Patent Number:	5333961
Patent Number:	5335269
Patent Number:	5343518
Patent Number:	5347512
Patent Number:	5347574
Patent Number:	5353343
Patent Number:	5355090
Patent Number:	5355327
Patent Number:	5365581
Patent Number:	5371785
Patent Number:	5381470
Patent Number:	5386412
Patent Number:	5388145
Patent Number:	5392329
Patent Number:	5400327
Patent Number:	5434981
Patent Number:	5436965
Patent Number:	5452348
Patent Number:	5454025
Patent Number:	5461668
Patent Number:	5469503
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Patent Number:	5479497
Patent Number:	5490211
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Property Type	Number
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Property Type	Number
Patent Number:	9330050
Patent Number:	RE36051
Patent Number:	RE36416
Patent Number:	RE43205
Application Number:	10090499
Application Number:	10093192
Application Number:	10118882
Application Number:	10228980
Application Number:	10278368
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Application Number:	10295275
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Property Type	Number
Application Number:	11669349
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Application Number:	11970825
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Application Number:	12167409
Application Number:	12167416
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Application Number:	12556917
Application Number:	09379548
Application Number:	09382288
Application Number:	09651546
Application Number:	09992138
Patent Number:	5925101

CORRESPONDENCE DATA

Fax Number: (212)492-0790

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Address Line 2: 1285 AVENUE OF THE AMERICAS

Address Line 4: NEW YORK, NEW YORK 10019

ATTORNEY DOCKET NUMBER:	021493-01
NAME OF SUBMITTER:	JILL C. BRAIBANTI
SIGNATURE:	/Jill C. Braibanti/
DATE SIGNED:	06/14/2016

Total Attachments: 37

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RELEASE OF SECURITY INTEREST IN PATENT RIGHTS

This RELEASE OF SECURITY INTEREST IN PATENT RIGHTS, dated as of May 25, 2016 (this "Release"), is made by WILMINGTON TRUST, NATIONAL ASSOCIATION (the "Agent"), in its capacity as administrative agent under that certain Credit Agreement, dated as of May 7, 2010, by and among Aspect Software Parent, Inc., a Delaware corporation (the "Parent"), Aspect Software, Inc., a Delaware corporation (the "Company") in its capacity as Borrower thereunder, the Subsidiaries of Parent (as identified therein) and the Agent (as successor administrative agent thereunder) (as amended, amended and restated, extended, supplemented or otherwise modified from time to time, the "Credit Agreement"), in favor of the Company. Capitalized terms used but not defined herein shall have the meanings set forth in the Credit Agreement.

W I T N E S S E T H:

WHEREAS, in connection with the Credit Agreement, (i) JPMorgan Chase Bank, N.A. (the "Former Agent"), the Parent, the Company and the Subsidiaries of Parent (as identified therein) entered into that certain Guarantee and Collateral Agreement, dated as of May 7, 2010 (the "Collateral Agreement"); and (ii) the Former Agent, the Parent, the Company and FirstPoint Contact Technologies, LLC (a former subsidiary of the Company that was merged with and into the Company effective November 22, 2010, "FirstPoint") entered into that certain Patent Security Agreement, dated as of May 7, 2010, which was recorded with the United States Patent and Trademark Office ("USPTO") on June 9, 2010 at Reel/Frame 24505/0225 (the "Patent Security Agreement," and collectively with the Collateral Agreement, the "Security Agreements");

WHEREAS, pursuant to the Security Agreements, the Company and FirstPoint each granted to the Agent a security interest in all of its respective right, title and interest in and to the Patent Collateral (as defined in the Patent Security Agreement), including the patent registrations and applications for registrations listed on Schedule 1 hereto;

WHEREAS, the Former Agent and the Agent entered into (i) that certain Resignation, Waiver, Consent and Appointment Agreement dated as of November 7, 2014, whereby, among other things, the Former Agent resigned as administrative agent under the Credit Agreement and the Agent assumed the role of administrative agent under the Credit Agreement and (ii) that certain Assignment of Patent Security Interest, dated as of November 7, 2014, which was recorded on November 20, 2014 with the USPTO at Reel/Frame No. 034281/0548, whereby the Former Agent assigned to the Agent all of the Former Agent's rights and obligations under the Security Agreements;

WHEREAS, the Company desires that the Agent terminate and release any and all right, title and interest it may have in the Patent Collateral pursuant to the Credit Agreement and the Security Agreements, and the Agent has agreed to do so; and

WHEREAS, the Agent has duly authorized the execution, delivery and performance of this Release.

NOW THEREFORE, in consideration of the premises, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Agent agrees, for the benefit of the Company, as follows:

SECTION 1. Release of Security Interest in Patent Collateral. The Agent does hereby terminate, release, relinquish and discharge its security interest in, and right of setoff against, all of the Company's right, title and interest in and to the Patent Collateral, and hereby reassigns and transfers to the Company all right, title and interest that the Agent may have in the Patent Collateral.

SECTION 2. Further Assurances. The Agent hereby authorizes the Company or its authorized representative(s) (i) to record this Release with the USPTO, (ii) file UCC financing statement amendments or terminations, as applicable, in order to memorialize the release of the security interest of the Agent in the Patent Collateral and (iii) otherwise record or file this Release in applicable governmental offices or agencies. The Agent further authorizes and requests that the USPTO Commissioner for Patents, and any other necessary United States government officer, record this Release. The Agent further agrees to execute and deliver to the Company any and all further documents and instruments, and do any and all further acts which the Company (or its designees) reasonably request, at the Company's sole cost and expense, in order to confirm this Release and the Company's right, title and interest in, to and under the Patent Collateral.

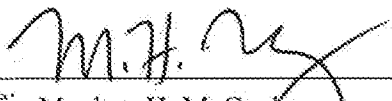
SECTION 3. Governing Law. This Release shall be governed by and construed in accordance with the laws of the State of New York.

[Signature Page Follows]

IN WITNESS WHEREOF, this Release of Security Interest in Patent Rights has been duly executed as of the date first written above.

WILMINGTON TRUST, NATIONAL
ASSOCIATION,
as Agent

By: _____


Name: Meghan H. McCauley
Title: Assistant Vice President

[Signature page to the Patent Release]

PATENT
REEL: 039013 FRAME: 0033

SCHEDULE 1
to
RELEASE OF SECURITY INTEREST IN PATENT RIGHTS

U.S. PATENTS AND PATENT APPLICATIONS

Reel/Frame: 034281/0548

Pages: 47

Recorded: 11/20/2014

Total properties: 528

Page 1 of 6

Pages: 1 2 3 4 5 6

1	Patent #: <u>5375161</u>	Issue Dt: 12/20/1994	Application #: 07480242	Filing Dt: 02/15/1990
	Title: TELEPHONE CONTROL SYSTEM WITH BRANCH ROUTING			
2	Patent #: <u>4972469</u>	Issue Dt: 11/20/1990	Application #: 07523121	Filing Dt: 05/14/1990
	Title: SYSTEM AND METHOD FOR COMMUNICATIONS SECURITY PROTECTION			
3	Patent #: <u>5164981</u>	Issue Dt: 11/17/1992	Application #: 07532453	Filing Dt: 06/04/1990
	Title: VOICE RESPONSE SYSTEM WITH AUTOMATED DATA TRANSFER			
4	Patent #: <u>5109405</u>	Issue Dt: 04/28/1992	Application #: 07568582	Filing Dt: 08/16/1990
	Title: AUTOMATED CALL SCREENING			
5	Patent #: <u>5181236</u>	Issue Dt: 01/19/1993	Application #: 07587878	Filing Dt: 09/25/1990
	Title: AUTOMATIC CALL RETURNING METHOD FOR CALL DISTRIBUTOR WITH MESSAGE RECORD CAPABILITY			
6	Patent #: <u>5136579</u>	Issue Dt: 08/04/1992	Application #: 07590897	Filing Dt: 10/01/1990
	Title: DIGITAL COMMUNICATIONS NETWORK WITH UNLIMITED CHANNEL EXPANDABILITY			
7	Patent #: <u>5168519</u>	Issue Dt: 12/01/1992	Application #: 07636666	Filing Dt: 01/02/1991
	Title: SYSTEM AND METHOD FOR SECURING DTMF TRANSMISSION			
8	Patent #: <u>5309505</u>	Issue Dt: 05/03/1994	Application #: 07703158	Filing Dt: 05/20/1991
	Title: AUTOMATED VOICE SYSTEM FOR IMPROVING AGENT EFFICIENCY AND IMPROVING SERVICE TO PARTIES ON HOLD			
9	Patent #: <u>5381470</u>	Issue Dt: 01/10/1995	Application #: 07706251	Filing Dt: 05/28/1991
	Title: SUPERVISORY MANAGEMENT CENTER WITH PARAMETER TESTING AND ALERTS			
10	Patent #: <u>5278898</u>	Issue Dt: 01/11/1994	Application #: 07707707	Filing Dt: 05/30/1991
	Title: SYSTEM FOR MANAGING A HOLD QUEUE			
11	Patent #: <u>5295184</u>	Issue Dt: 03/15/1994	Application #: 07708050	Filing Dt: 05/30/1991
	Title: DYNAMICALLY ADJUSTABLE CALL PACING SYSTEM			
12	Patent #: <u>5270699</u>	Issue Dt: 12/14/1993	Application #: 07744209	Filing Dt: 08/13/1991
	Title: FAULT TOLERANT SIGNALING			
13	Patent #: <u>5202899</u>	Issue Dt: 04/13/1993	Application #: 07746395	Filing Dt: 08/16/1991
	Title: APPARATUS FOR PROVIDING DYNAMIC SELECTION OF MODEM PROTOCOL TO SUPPORT MULTIPLE MODEM TYPES			
14	Patent #: <u>5276732</u>	Issue Dt: 01/04/1994	Application #: 07748465	Filing Dt: 08/22/1991
	Title: REMOTE WORKSTATION USE WITH DATABASE RETRIEVAL SYSTEM			
15	Patent #: <u>5214692</u>	Issue Dt: 05/25/1993	Application #: 07758326	Filing Dt: 08/28/1991
	Title: BYPASS FOR TELEPHONE SWITCHING SYSTEM			

16	Patent #: <u>5268903</u>	Issue Dt: 12/07/1993	Application #: 07770197	Filing Dt: 10/02/1991
	Title: MULTICHANNEL TELEPHONIC SWITCHING NETWORK WITH DIFFERENT SIGNALING FORMATS AND CROSS CONNECT/PBX TREATMENT SELECTABLE FOR EACH CHANNEL			
17	Patent #: <u>5309504</u>	Issue Dt: 05/03/1994	Application #: 07793843	Filing Dt: 11/18/1991
	Title: AUTOMATED IDENTIFICATION OF ATTENDANT POSITIONS IN A TELECOMMUNICATION SYSTEM			
18	Patent #: <u>5285400</u>	Issue Dt: 02/08/1994	Application #: 07798239	Filing Dt: 11/26/1991
	Title: DATA PROCESSING SYSTEM WITH USER DEFINABLE MATHEMATICAL FUNCTIONS AND A METHOD FOR USING SAME			
19	Patent #: <u>5355327</u>	Issue Dt: 10/11/1994	Application #: 07798241	Filing Dt: 11/26/1991
	Title: AUTOMATED STATISTICAL DATA COLLECTION SYSTEM			
20	Patent #: <u>5249219</u>	Issue Dt: 09/28/1993	Application #: 07822933	Filing Dt: 01/21/1992
	Title: INTEGRATION OF VOICE STORE AND FORWARD FACILITY			
21	Patent #: <u>5677912</u>	Issue Dt: 10/14/1997	Application #: 07826724	Filing Dt: 01/28/1992
	Title: DIAGNOSTIC DEVICE FOR A COMMUNICATIONS SWITCHING SYSTEM			
22	Patent #: <u>5335269</u>	Issue Dt: 08/02/1994	Application #: 07850110	Filing Dt: 03/12/1992
	Title: TWO DIMENSIONAL ROUTING APPARATUS IN AN AUTOMATIC CALL DIRECTOR-TYPE SYSTEM			
23	Patent #: <u>5347574</u>	Issue Dt: 09/13/1994	Application #: 07861998	Filing Dt: 04/01/1992
	Title: AUTOMATED CALL SCREENING			
24	Patent #: <u>5353343</u>	Issue Dt: 10/04/1994	Application #: 07876535	Filing Dt: 04/30/1992
	Title: TELEPHONIC SWITCHING SYSTEM WITH A USER CONTROLLED DATA MEMORY ACCESS SYSTEM AND METHOD			
25	Patent #: <u>5729600</u>	Issue Dt: 03/17/1998	Application #: 07904410	Filing Dt: 06/25/1992
	Title: AUTOMATIC CALL DISTRIBUTOR WITH AUTOMATED VOICE RESPONSIVE CALL SERVICING SYSTEM AND METHOD			
26	Patent #: <u>5365581</u>	Issue Dt: 11/15/1994	Application #: 07904413	Filing Dt: 06/25/1992
	Title: TELEPHONIC SWITCHING SYSTEM WITH AUTOMATIC PORT ASSIGNMENT CAPABILITY AND METHOD			
27	Patent #: <u>5309513</u>	Issue Dt: 05/03/1994	Application #: 07907997	Filing Dt: 07/02/1992
	Title: TELEPHONE SYSTEM WITH UBIQUITOUS AGENTS			
28	Patent #: <u>5333961</u>	Issue Dt: 08/02/1994	Application #: 07926064	Filing Dt: 08/05/1992
	Title: KEYBOARD WITH TOP MOUNTABLE KEY CAP ASSEMBLIES AND METHOD			
29	Patent #: <u>5539818</u>	Issue Dt: 07/23/1996	Application #: 07926891	Filing Dt: 08/07/1992
	Title: TELEPHONIC CONSOLE WITH PRERECORDED VOICE MESSAGE AND METHOD			
30	Patent #: <u>5371785</u>	Issue Dt: 12/06/1994	Application #: 07927198	Filing Dt: 08/07/1992
	Title: TELEPHONIC CONSOLE WITH MULTIPERSONALITY CONTROL APPARATUS AND METHOD			
31	Patent #: <u>5461668</u>	Issue Dt: 10/24/1995	Application #: 07927896	Filing Dt: 08/07/1992
	Title: TELEPHONIC CONSOLE WITH PROGRAMMABLE NONVOLATILE PERSONALITY MEMORY AND METHOD			
32	Patent #: <u>5303298</u>	Issue Dt: 04/12/1994	Application #: 07945122	Filing Dt: 09/14/1992
	Title: AUTOMATED ATTENDANT CALL PROCESSOR			
33	Patent #: <u>5392329</u>	Issue Dt: 02/21/1995	Application #: 07966989	Filing Dt: 10/27/1992
	Title: AUTOMATIC CALL DISTRIBUTION SYSTEM WITH EMERGENCY RECORDING SYSTEM AND METHOD			
34	Patent #: <u>5633923</u>	Issue Dt: 05/27/1997	Application #: 07975022	Filing Dt: 11/12/1992
	Title: AUTOMATIC CALL DISTRIBUTION SYSTEM WITH DISPLAY DATA STORAGE COMPRESSION SYSTEM AND METHOD			
35	Patent #: <u>5388145</u>	Issue Dt: 02/07/1995	Application #: 07975241	Filing Dt: 11/12/1992
	Title: INTERNODE ROUTING FOR A TELEPHONE SYSTEM			
36	Patent #: <u>5454025</u>	Issue Dt: 09/26/1995	Application #: 07975243	Filing Dt: 11/12/1992

Title: SWITCH BYPASS FOR A PUBLIC SAFETY CALLING SYSTEM

- 37 **Patent #:** 5526416 **Issue Dt:** 06/11/1996 **Application #:** 07976630 **Filing Dt:** 11/16/1992
Title: AUTOMATIC CALL DISTRIBUTION SYSTEM WITH AN ISDN COMPATIBLE CALL CONNECTION SYSTEM AND METHOD
- 38 **Patent #:** 5343518 **Issue Dt:** 08/30/1994 **Application #:** 08005481 **Filing Dt:** 01/14/1993
Title: SYSTEM AND METHOD FOR CONTROLLING THE DIALING ORDER OF CALL RECORD LISTS IN AN AUTOMATED DIALING SYSTEM
- 39 **Patent #:** 5452348 **Issue Dt:** 09/19/1995 **Application #:** 08016623 **Filing Dt:** 02/12/1993
Title: AUTOMATIC CALL DISTRIBUTION SYSTEM WITH EMERGENCY CONFERENCING AND METHOD
- 40 **Patent #:** 5434981 **Issue Dt:** 07/18/1995 **Application #:** 08047884 **Filing Dt:** 04/15/1993
Title: FUNCTIONALLY PROGRAMMABLE PCM DATA ANALYZER AND TRANSMITTER FOR USE IN TELECOMMUNICATION EQUIPMENT
- 41 **Patent #:** 5386412 **Issue Dt:** 01/31/1995 **Application #:** 08060381 **Filing Dt:** 05/11/1993
Title: TELECOMMUNICATION SYSTEM WITH PROTOCOL FOR ASYNCHRONOUS DATA COMMUNICATION BETWEEN MULTIPORT SWITCH CONTROL PROCESSOR AND INFORMATION SUPPORT PERSONAL COMPUTER TERMINAL
- 42 **Patent #:** 5559794 **Issue Dt:** 09/24/1996 **Application #:** 08118866 **Filing Dt:** 09/09/1993
Title: TELECOMMUNICATION SYSTEM WITH SELECTIVE REMOTE INTERFACE ASSEMBLY AND METHOD
- 43 **Patent #:** 5347512 **Issue Dt:** 09/13/1994 **Application #:** 08124056 **Filing Dt:** 09/17/1993
Title: TELECOMMUNICATION SYSTEM WITH DELAY DATA BUFFER AND METHOD
- 44 **Patent #:** 5355090 **Issue Dt:** 10/11/1994 **Application #:** 08124318 **Filing Dt:** 10/14/1992
Title: PHASE CORRECTOR FOR REDUNDANT CLOCK SYSTEMS AND METHOD
- 45 **Patent #:** 5400327 **Issue Dt:** 03/21/1995 **Application #:** 08129714 **Filing Dt:** 09/30/1993
Title: AUTOMATIC CALL DISTRIBUTOR WITH WIRELESS CONNECTION WITH REMOTE UNIT AND METHOD
- 46 **Patent #:** 5469503 **Issue Dt:** 11/21/1995 **Application #:** 08138547 **Filing Dt:** 10/14/1993
Title: METHOD FOR RESYNCHRONIZING SECONDARY DATABASE AND PRIMARY DATABASE WITH PRESERVATION OF FUNCTIONALITY OF AN AUTOMATIC CALL DISTRIBUTION SYSTEM
- 47 **Patent #:** 5436965 **Issue Dt:** 07/25/1995 **Application #:** 08152060 **Filing Dt:** 11/16/1993
Title: METHOD AND SYSTEM FOR OPTIMIZATION OF TELEPHONE CONTACT CAMPAIGNS
- 48 **Patent #:** 5825867 **Issue Dt:** 10/20/1998 **Application #:** 08210347 **Filing Dt:** 03/18/1994
Title: ENHANCED CALL WAITING
- 49 **Patent #:** 5546454 **Issue Dt:** 08/13/1996 **Application #:** 08215839 **Filing Dt:** 03/21/1994
Title: AUTOMATIC CALL DISTRIBUTOR WITH TELEPHONIC CALL HOLDING SYSTEM
- 50 **Patent #:** 5724408 **Issue Dt:** 03/03/1998 **Application #:** 08226453 **Filing Dt:** 04/12/1994
Title: AUTOMATED CALL SCREENING
- 51 **Patent #:** 5555288 **Issue Dt:** 09/10/1996 **Application #:** 08227307 **Filing Dt:** 04/12/1994
Title: VOICE PROCESSING SYSTEM WITH A CONFIGURABLE TELEPHONE LINE INTERFACE
- 52 **Patent #:** 5490211 **Issue Dt:** 02/06/1996 **Application #:** 08230191 **Filing Dt:** 04/20/1994
Title: AUTOMATIC CALL DISTRIBUTOR WITH INTERNAL WRITTEN MESSAGE COMMUNICATION SYSTEM AND METHOD
- 53 **Patent #:** 5579368 **Issue Dt:** 11/26/1996 **Application #:** 08235268 **Filing Dt:** 04/29/1994
Title: DEVICE FOR MONITORING A SWITCH
- 54 **Patent #:** 5511112 **Issue Dt:** 04/23/1996 **Application #:** 08236225 **Filing Dt:** 04/29/1994
Title: AUTOMATED VOICE SYSTEM FOR IMPROVING AGENT EFFICIENCY AND IMPROVING SERVICE TO PARTIES ON HOLD
- 55 **Patent #:** 5479497 **Issue Dt:** 12/26/1995 **Application #:** 08237970 **Filing Dt:** 05/04/1994
Title: AUTOMATIC CALL DISTRIBUTOR WITH PROGRAMMABLE WINDOW DISPLAY SYSTEM AND METHOD

56	Patent #: <u>5673299</u>	Issue Dt: 09/30/1997	Application #: 08249453	Filing Dt: 05/26/1994
	Title: ADJUNCT CONTROLLER FOR A TELEPHONE SYSTEM			
57	Patent #: <u>5495523</u>	Issue Dt: 02/27/1996	Application #: 08251739	Filing Dt: 06/01/1994
	Title: METHOD FOR LOW PRIORITY TELEPHONY SYSTEM ASSISTED DIALING			
58	Patent #: <u>5949656</u>	Issue Dt: 09/07/1999	Application #: 08252335	Filing Dt: 06/01/1994
	Title: ELECTRONIC ASSEMBLY INTERCONNECTION SYSTEM			
59	Patent #: <u>5517566</u>	Issue Dt: 05/14/1996	Application #: 08252337	Filing Dt: 06/01/1994
	Title: METHOD FOR ALLOCATING AGENT RESOURCES TO MULTIPLE TELEPHONE CALL CAMPAIGNS			
60	Patent #: <u>5761285</u>	Issue Dt: 06/02/1998	Application #: 08252338	Filing Dt: 06/01/1994
	Title: UNIVERSAL TELEPHONY APPLICATION CLIENT THAT IS CONFIGURABLE FROM A PROFILE FOR A TELEPHONE CALL CAMPAIGN			
61	Patent #: <u>5594790</u>	Issue Dt: 01/14/1997	Application #: 08252339	Filing Dt: 06/01/1994
	Title: METHOD FOR SELECTING AND CONTROLLING THE AUTOMATIC DIALING OF A CALL RECORD CAMPAIGN			
62	Patent #: <u>5588037</u>	Issue Dt: 12/24/1996	Application #: 08273008	Filing Dt: 07/08/1994
	Title: REMOTE ACCESS TELEPHONE CONTROL SYSTEM			
63	Patent #: <u>6084943</u>	Issue Dt: 07/04/2000	Application #: 08283493	Filing Dt: 08/01/1994
	Title: DIAGNOSTIC DEVICE FOR A TELEPHONE SYSTEM			
64	Patent #: <u>5535270</u>	Issue Dt: 07/09/1996	Application #: 08303257	Filing Dt: 09/06/1994
	Title: AUTOMATIC CALL DISTRIBUTOR HAVING MULTIPLE AUDIO SOURCES			
65	Patent #: <u>6222919</u>	Issue Dt: 04/24/2001	Application #: 08304345	Filing Dt: 09/12/1994
	Title: METHOD AND SYSTEM FOR ROUTING INCOMING TELEPHONE CALLS TO AVAILABLE AGENTS BASED ON AGENT SKILLS			
66	Patent #: <u>6201950</u>	Issue Dt: 03/13/2001	Application #: 08310908	Filing Dt: 09/22/1994
	Title: COMPUTER-CONTROLLED PAGING AND TELEPHONE COMMUNICATION SYSTEM AND METHOD			
67	Patent #: <u>5715306</u>	Issue Dt: 02/03/1998	Application #: 08311636	Filing Dt: 09/23/1994
	Title: AUTOMATIC CALL DISTRIBUTION SYSTEM WITH USER DEFINABLE LOGGING AND METHOD THEREFOR			
68	Patent #: <u>5511117</u>	Issue Dt: 04/23/1996	Application #: 08312347	Filing Dt: 09/26/1994
	Title: INTEGRATED VOICE AND BUSINESS TRANSACTION REPORTING FOR TELEPHONE CALL CENTERS			
69	Patent #: <u>5586178</u>	Issue Dt: 12/17/1996	Application #: 08315047	Filing Dt: 09/29/1994
	Title: INTERFACE FOR AUTOMATIC CALL DISTRIBUTOR FOR PERFORMING AGENT FUNCTIONS VIA HOST COMPUTER			
70	Patent #: <u>5500891</u>	Issue Dt: 03/19/1996	Application #: 08316695	Filing Dt: 09/30/1994
	Title: TELECOMMUNICATION SYSTEM WITH MULTILINK HOST COMPUTER CALL CONTROL INTERFACE SYSTEM AND METHOD			
71	Patent #: <u>5533109</u>	Issue Dt: 07/02/1996	Application #: 08316701	Filing Dt: 09/30/1994
	Title: TELECOMMUNICATION SYSTEM WITH USER MODIFIABLE PBX TERMINATING CALL FEATURE CONTROLLER AND METHOD			
72	Patent #: <u>5594791</u>	Issue Dt: 01/14/1997	Application #: 08318506	Filing Dt: 10/05/1994
	Title: METHOD AND APPARATUS FOR PROVIDING RESULT-ORIENTED CUSTOMER SERVICE			
73	Patent #: <u>5604740</u>	Issue Dt: 02/18/1997	Application #: 08336264	Filing Dt: 11/08/1994
	Title: MULTI-PATH BUS DIGITAL SIGNAL PROCESSOR			
74	Patent #: <u>5469504</u>	Issue Dt: 11/21/1995	Application #: 08337572	Filing Dt: 11/10/1994
	Title: AUTOMATIC CALL DISTRIBUTION WITH INTERSUBNETWORK CUSTOMER INFORMATION TRANSFER SYSTEM AND METHOD			
75	Patent #: <u>5610970</u>	Issue Dt: 03/11/1997	Application #: 08353081	Filing Dt: 12/09/1994
	Title: A TELEPHONE SYSTEM WITH SCHEDULED HANDLING OF CALLS			

76	Patent #: <u>5752191</u>	Issue Dt: 05/12/1998	Application #: 08354200	Filing Dt: 12/12/1994
	Title: TELEPHONE CONTROL SYSTEM WHICH CONNECTS A CALLER WITH A SUBSCRIBER AT A TELEPHONE ADDRESS			
77	Patent #: <u>5546455</u>	Issue Dt: 08/13/1996	Application #: 08364063	Filing Dt: 12/27/1994
	Title: METHOD FOR ACCESSING REAL-TIME DATA IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM			
78	Patent #: <u>6021190</u>	Issue Dt: 02/01/2000	Application #: 08368310	Filing Dt: 12/30/1994
	Title: METHOD AND APPARATUS FOR RECEIVING AND PROCESSING AN INCOMING CALL			
79	Patent #: <u>5577112</u>	Issue Dt: 11/19/1996	Application #: 08370990	Filing Dt: 01/10/1995
	Title: TELEPHONY SYSTEM WITH SUPERVISORY MANAGEMENT CENTER AND PARAMETER TESTING WITH ALERTS			
80	Patent #: <u>5581602</u>	Issue Dt: 12/03/1996	Application #: 08372889	Filing Dt: 01/13/1995
	Title: NON-OFFENSIVE TERMINATION OF A CALL AND DETECTION OF AN ANSWERING MACHINE			
81	Patent #: <u>5524147</u>	Issue Dt: 06/04/1996	Application #: 08383022	Filing Dt: 02/02/1995
	Title: METHOD FOR FORMING A VIRTUAL CALL CENTER			
82	Patent #: <u>6104912</u>	Issue Dt: 08/15/2000	Application #: 08428282	Filing Dt: 04/25/1995
	Title: MEET ME TELEPHONE SYSTEM WITH SUBSCRIBER NOTIFICATION FEATURE			
83	Patent #: <u>5907600</u>	Issue Dt: 05/25/1999	Application #: 08429907	Filing Dt: 04/27/1995
	Title: A PRODUCT REGISTRATION SYSTEM			
84	Patent #: <u>5838779</u>	Issue Dt: 11/17/1998	Application #: 08429908	Filing Dt: 04/27/1995
	Title: ADJUNCT CONTROLLER FOR A TELEPHONE SYSTEM			
85	Patent #: <u>6067443</u>	Issue Dt: 05/23/2000	Application #: 08436593	Filing Dt: 05/08/1995
	Title: REMOTE ACCESS TELEPHONE CONTROL SYSTEM			
86	Patent #: <u>5841837</u>	Issue Dt: 11/24/1998	Application #: 08439254	Filing Dt: 05/11/1995
	Title: METHOD AND APPARATUD FOR PROCESSING TELEPHONE CALLS			
87	Patent #: <u>6122484</u>	Issue Dt: 09/19/2000	Application #: 08439256	Filing Dt: 05/11/1995
	Title: METHOD AND APPRATUS FOR PROCESSING TELEPHONE CALLS			
88	Patent #: <u>5675637</u>	Issue Dt: 10/07/1997	Application #: 08441830	Filing Dt: 05/16/1995
	Title: METHOD FOR AUTOMATICALLY OBTAINING AND PRESENTING DATA FROM MULTIPLE D ATA SOURCES			
89	Patent #: <u>5555297</u>	Issue Dt: 09/10/1996	Application #: 08443500	Filing Dt: 05/18/1995
	Title: AUTOMATIC CALL DISTRIBUTOR REPORTING SYSTEM AND METHOD THEREFOR			
90	Patent #: <u>6026153</u>	Issue Dt: 02/15/2000	Application #: 08447751	Filing Dt: 05/23/1995
	Title: REMOTE ACCESS TELEPHONE CONTROL SYSTEM			
91	Patent #: <u>RE36416</u>	Issue Dt: 11/30/1999	Application #: 08449887	Filing Dt: 05/25/1995
	Title: METHOD AND APPARATUS FOR DYNAMIC AND INTERDEPENDENT PROCESSING OF INBOUND CALLS AND OUTBOUND CALLS			
92	Patent #: <u>5694453</u>	Issue Dt: 12/02/1997	Application #: 08454826	Filing Dt: 05/31/1995
	Title: METHOD AND APPARATUS FOR PROCESSING TELEPHONE CALLS AND DELIVERING INFORMATION ABOUT THE CALLS TO A PAGER			
93	Patent #: <u>5924016</u>	Issue Dt: 07/13/1999	Application #: 08454834	Filing Dt: 05/31/1995
	Title: CONTROL AND MONITORING APPARATUS AND METHOD FOR A TELEPHONE SYSTEM			
94	Patent #: <u>5751760</u>	Issue Dt: 05/12/1998	Application #: 08455083	Filing Dt: 05/31/1995
	Title: CONTROLLER FOR A TELEPHONE SYSTEM WITH CODE SCREENING OF INCOMING CALLS			
95	Patent #: <u>5842112</u>	Issue Dt: 11/24/1998	Application #: 08459266	Filing Dt: 06/02/1995
	Title: A PERSONAL COMMUNICATOR SYSTEM FOR IDENTIFYING A TELEPHONE WHICH IS DISPOSED PROXIMATE A LOCATOR TRANSMITTER			
96	Patent #: <u>6545589</u>	Issue Dt: 04/08/2003	Application #: 08466110	Filing Dt: 06/06/1995

Title: METHOD AND APPARATUS FOR MANAGING TELECOMMUNICATIONS VIA A REMOTE DEVICE

- 97** **Patent #:** 6167128 **Issue Dt:** 12/26/2000 **Application #:** 08476494 **Filing Dt:** 06/07/1995
 Title: REMOTE ACCESS TELEPHONE CONTROL SYSTEM
- 98** **Patent #:** 6026149 **Issue Dt:** 02/15/2000 **Application #:** 08482787 **Filing Dt:** 06/07/1995
 Title: METHOD AND APPARTUS FOR MANAGING TELECOMMUNICATIONS
- 99** **Patent #:** 5621790 **Issue Dt:** 04/15/1997 **Application #:** 08486577 **Filing Dt:** 06/07/1995
 Title: METHOD AND SYSTEM FOR OPTIMIZATION OF TELEPHONE CONTACT CAMPAIGNS
- 100** **Patent #:** 6185283 **Issue Dt:** 02/06/2001 **Application #:** 08487340 **Filing Dt:** 06/07/1995
 Title: REMOTE ACCESS TELEPHONE CONTROL SYSTEM

Total properties: 528

Page 2 of 6

Pages: [1](#) [2](#) [3](#) [4](#) [5](#) [6](#)

1	Patent #: 5544232	Issue Dt: 08/06/1996	Application #: 08488709	Filing Dt: 06/08/1995
	Title: CALL DISTRIBUTOR WITH AUTOMATIC PREANNOUNCEMENT SYSTEM AND METHOD			
2	Patent #: 5854832	Issue Dt: 12/29/1998	Application #: 08494898	Filing Dt: 06/26/1995
	Title: MONITORING SYSTEM AND METHOD USED IN AUTOMATIC CALL DISTRIBUTOR FOR TIMING INCOMING TELEPHONE CALLS			
3	Patent #: 5555213	Issue Dt: 09/10/1996	Application #: 08496700	Filing Dt: 06/29/1995
	Title: INTERFACE CIRCUIT, SYSTEM AND METHOD FOR INTERFACING AN ELECTRONIC DEVICE AND A SYNCHRONOUS STATE MACHINE HAVING DIFFERENT CLOCK SPEEDS			
4	Patent #: 5619557	Issue Dt: 04/08/1997	Application #: 08500301	Filing Dt: 07/10/1995
	Title: TELEPHONE SWITCHING SYSTEM AND METHOD FOR CONTROLLING INCOMING TELEPHONE CALLS TO REMOTE AGENTS AND FOR COLLECTING AND PROVIDING CALL DATA			
5	Patent #: 5940494	Issue Dt: 08/17/1999	Application #: 08501345	Filing Dt: 07/12/1995
	Title: DATA DISPLAY SYSTEM AND METHOD FOR DISPLAYING REAL-TIME DATA RELATING TO AN AUTOMATIC CALL DISTRIBUTOR			
6	Patent #: 5652791	Issue Dt: 07/29/1997	Application #: 08504158	Filing Dt: 07/19/1995
	Title: SYSTEM AND METHOD FOR SIMULATING OPERATION OF AN AUTOMATIC CALL DISTRIBUTOR			
7	Patent #: 5737405	Issue Dt: 04/07/1998	Application #: 08506502	Filing Dt: 07/25/1995
	Title: APPARATUS AND METHOD FOR DETECTING CONVERSATION INTERRUPTIONS IN A TELEPHONIC SWITCH			
8	Patent #: 5526417	Issue Dt: 06/11/1996	Application #: 08513063	Filing Dt: 08/09/1995
	Title: AUTOMATIC CALL DISTRIBUTOR WITH AUTOMATED POSTCONVERSATION MESSAGE SYSTEM			
9	Patent #: 5640577	Issue Dt: 06/17/1997	Application #: 08517803	Filing Dt: 08/22/1995
	Title: DATA PROCESSING SYSTEM WITH AUTOMATED FORMS GENERATION			
10	Patent #: 5648891	Issue Dt: 07/15/1997	Application #: 08518371	Filing Dt: 08/23/1995
	Title: CIRCUIT BOARD ASSEMBLY			
11	Patent #: 5712954	Issue Dt: 01/27/1998	Application #: 08518413	Filing Dt: 08/23/1995
	Title: SYSTEM AND METHOD FOR MONITORING AUDIO POWER LEVEL OF AGENT SPEECH IN A TELEPHONIC SWITCH			
12	Patent #: 5696818	Issue Dt: 12/09/1997	Application #: 08527670	Filing Dt: 09/13/1995
	Title: DELAY ANNOUNCEMENT GROUP AND TIME CONTROLLER FOR A TELEPHONE SYSTEM			
13	Patent #: 5790635	Issue Dt: 08/04/1998	Application #: 08533484	Filing Dt: 09/25/1995
	Title: SYSTEM AND METHOD FOR AUTOMATIC MONITORING OF ACTIVE TELEPHONE CALLS IN A TELEPHONIC SWITCH			
14	Patent #: 5815565	Issue Dt: 09/29/1998	Application #: 08535431	Filing Dt: 09/28/1995
	Title: SERVICE EVALUATION SYSTEM AND METHOD FOR A TELEPHONIC SWITCH			
15	Patent #: 5864615	Issue Dt: 01/26/1999	Application #: 08535696	Filing Dt: 09/28/1995
	Title: AUDIO COMMUNICATIONS INTERFACE, METHOD AND COMMUNICATIONS SYSTEM FOR CONNECTING A REMOTE AGENT TO A TELEPHONE SWITCH			
16	Patent #: 5586179	Issue Dt: 12/17/1996	Application #: 08550280	Filing Dt: 10/30/1995
	Title: SYSTEM AND METHOD FOR ADDING AND INTEGRATING OUTBOUND CALLING AND OVERALL SYSTEM CONTROL TO AN EXISTING INBOUND TELEPHONE SYSTEM			
17	Patent #: 5546456	Issue Dt: 08/13/1996	Application #: 08559732	Filing Dt: 11/15/1995
	Title: TELECOMMUNICATION SYSTEM WITH INBOUND CALL RESPONSIVE PREDICTIVE OUTDIALING SYSTEM AND METHOD			
18	Patent #: 5724424	Issue Dt: 03/03/1998	Application #: 08563745	Filing Dt: 11/29/1995
	Title: DIGITAL ACTIVE ADVERTISING			

19	Patent #: <u>6181366</u>	Issue Dt: 01/30/2001	Application #: 08581482	Filing Dt: 12/20/1995
	Title: VIDEO SWITCHING SYSTEM, VIDEO COMMUNICATIONS SYSTEM AND METHOD FOR ESTABLISHING VIDEO COMMUNICATIONS WITH A TELEPHONIC SWITCH			
20	Patent #: <u>5831665</u>	Issue Dt: 11/03/1998	Application #: 08590645	Filing Dt: 01/24/1996
	Title: VIDEO SWITCHING SYSTEM, VIDEO COMMUNICATIONS SYSTEM AND METHOD FOR AUTOMATICALLY ESTABLISHING VIDEO COMMUNICATIONS USING A TELEPHONIC SWITCH			
21	Patent #: <u>5852649</u>	Issue Dt: 12/22/1998	Application #: 08606357	Filing Dt: 02/23/1996
	Title: ALARM NOTIFICATION SYSTEM AND METHOD FOR A TELEPHONE SWITCH			
22	Patent #: <u>5666401</u>	Issue Dt: 09/09/1997	Application #: 08612610	Filing Dt: 03/08/1996
	Title: AUTOMATED ATTENDANT CALL PROCESSOR			
23	Patent #: <u>5592543</u>	Issue Dt: 01/07/1997	Application #: 08619164	Filing Dt: 03/21/1996
	Title: METHOD AND SYSTEM FOR ALLOCATING AGENT RESOURCES TO A TELEPHONE CALL CAMPAIGN			
24	Patent #: <u>5778359</u>	Issue Dt: 07/07/1998	Application #: 08634471	Filing Dt: 04/18/1996
	Title: A SYSTEM AND METHOD FOR DETERMINING AND VERIFYING A FILE RECORD FORMAT BASED UPON FILE CHARACTERISTICS			
25	Patent #: <u>5784452</u>	Issue Dt: 07/21/1998	Application #: 08634472	Filing Dt: 04/18/1996
	Title: TELEPHONY CALL CENTER WITH AGENT WORK GROUPS			
26	Patent #: <u>5790650</u>	Issue Dt: 08/04/1998	Application #: 08634473	Filing Dt: 04/18/1996
	Title: TELEPHONE CALL CENTER MANAGEMENT SYSTEM WHICH SUPPORTS MULTI-USER AND SEPARATE PRIVATE APPLICATIONS			
27	Patent #: <u>6141412</u>	Issue Dt: 10/31/2000	Application #: 08635028	Filing Dt: 04/19/1996
	Title: UNSCHEDULED EVENT TASK PROCESSING SYSTEM			
28	Patent #: <u>5715307</u>	Issue Dt: 02/03/1998	Application #: 08635117	Filing Dt: 04/19/1996
	Title: INTEGRATED VOICE AND BUSINESS TRANSACTION REPORTING FOR TELEPHONE CALL CENTERS			
29	Patent #: <u>RE36051</u>	Issue Dt: 01/19/1999	Application #: 08639300	Filing Dt: 04/24/1996
	Title: AUTOMATIC CALL DISTRIBUTION NETWORK WITH CALL OVERLOAD SYSTEM AND METHOD			
30	Patent #: <u>6026157</u>	Issue Dt: 02/15/2000	Application #: 08641932	Filing Dt: 05/01/1996
	Title: DEVICE FOR UPGRADING A REPORTING SYSTEM			
31	Patent #: <u>5946386</u>	Issue Dt: 08/31/1999	Application #: 08642171	Filing Dt: 03/11/1996
	Title: CALL MANAGEMENT SYSTEM WITH CALL CONTROL FROM USER WORKSTATION COMPUTERS			
32	Patent #: <u>5857014</u>	Issue Dt: 01/05/1999	Application #: 08657138	Filing Dt: 05/31/1996
	Title: SYSTEM AND METHOD FOR ESTABLISHING COMMUNICATIONS BETWEEN A REMOTE COMPUTER AND A COMPUTER SERVICE PROVIDER USING A TELEPHONIC SWITCH			
33	Patent #: <u>5724420</u>	Issue Dt: 03/03/1998	Application #: 08669665	Filing Dt: 06/24/1996
	Title: AUTOMATIC CALL DISTRIBUTION WITH ANSWER MACHINE DETECTION APPARATUS AND METHOD			
34	Patent #: <u>5812553</u>	Issue Dt: 09/22/1998	Application #: 08683164	Filing Dt: 07/18/1996
	Title: MULTI-PATH BUS DIGITAL PROCESSOR			
35	Patent #: <u>6084947</u>	Issue Dt: 07/04/2000	Application #: 08686046	Filing Dt: 07/24/1996
	Title: DIGITAL SIGNAL DETECTOR AND METHOD			
36	Patent #: <u>5970135</u>	Issue Dt: 10/19/1999	Application #: 08688656	Filing Dt: 07/29/1996
	Title: AUTOMATIC CALL DISTRIBUTOR WITH AGENT CONTROLLED CALL CONNECTION			
37	Patent #: <u>5729593</u>	Issue Dt: 03/17/1998	Application #: 08689472	Filing Dt: 08/08/1996
	Title: ANNOUNCEMENT SYSTEM AND METHOD IN A TELEPHONE CALL SWITCHING SYSTEM			
38	Patent #: <u>5832068</u>	Issue Dt: 11/03/1998	Application #: 08689816	Filing Dt: 08/14/1996
	Title: DATA PROCESSING SYSTEM WITH REAL TIME PRIORITY UPDATING OF DATA RECORDS AND DYNAMIC CALL RECORD EXCLUSION			

39	Patent #: <u>5822400</u>	Issue Dt: 10/13/1998	Application #: 08699292	Filing Dt: 08/19/1996
	Title: CALL RECORD SCHEDULING SYSTEM AND METHOD			
40	Patent #: <u>5923746</u>	Issue Dt: 07/13/1999	Application #: 08715510	Filing Dt: 09/18/1996
	Title: CALL RECORDING SYSTEM AND METHOD FOR USE WITH A TELEPHONIC SWITCH			
41	Patent #: <u>5818909</u>	Issue Dt: 10/06/1998	Application #: 08718668	Filing Dt: 09/27/1996
	Title: AGENT SPEECH DETECTOR SYSTEM AND METHOD FOR USE WITH A TELEPHONIC SWITCH			
42	Patent #: <u>5923747</u>	Issue Dt: 07/13/1999	Application #: 08720337	Filing Dt: 09/27/1996
	Title: COMMUNICATIONS SYSTEM AND INTERFACE CIRCUIT FOR INTERCONNECTING TELEPHONIC SWITCH AND AGENT COMPUTER			
43	Patent #: <u>6246759</u>	Issue Dt: 06/12/2001	Application #: 08721791	Filing Dt: 09/26/1996
	Title: CALL OVERFLOW SYSTEM AND METHOD FOR OVERFLOWING TELEPHONE CALLS BETWEEN TELEPHONIC SWITCHES			
44	Patent #: <u>5832059</u>	Issue Dt: 11/03/1998	Application #: 08723738	Filing Dt: 09/30/1996
	Title: CALL PATH SYSTEM AND METHOD FOR MODELING AND MODIFYING A CALL PATH OF A TELEPHONE CALL ROUTED BY A TELEPHONE SWITCH			
45	Patent #: <u>5870464</u>	Issue Dt: 02/09/1999	Application #: 08747831	Filing Dt: 11/13/1996
	Title: INTELLIGENT INFORMATION ROUTING SYSTEM AND METHOD			
46	Patent #: <u>5828731</u>	Issue Dt: 10/27/1998	Application #: 08754151	Filing Dt: 11/22/1996
	Title: 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			
47	Patent #: <u>5963635</u>	Issue Dt: 10/05/1999	Application #: 08764324	Filing Dt: 12/12/1996
	Title: METHOD AND APPARATUS FOR PROVIDING RESULT-ORIENTED CUSTOMER SERVICE			
48	Patent #: <u>5832070</u>	Issue Dt: 11/03/1998	Application #: 08775757	Filing Dt: 12/31/1996
	Title: DEVICE FOR PROGRAMMING SCRIPT SETS IN A TELEPHONE SYSTEM			
49	Patent #: <u>6046994</u>	Issue Dt: 04/04/2000	Application #: 08784715	Filing Dt: 01/16/1997
	Title: MODULAR SWITCHING SYSTEM			
50	Patent #: <u>5724419</u>	Issue Dt: 03/03/1998	Application #: 08803558	Filing Dt: 02/20/1997
	Title: CALL OVERFLOW SYSTEM AND METHOD FOR AN AUTOMATIC CALL DISTRIBUTION SYSTEM			
51	Patent #: <u>5754636</u>	Issue Dt: 05/19/1998	Application #: 08804233	Filing Dt: 02/21/1997
	Title: COMPUTER TELEPHONE SYSTEM			
52	Patent #: <u>6411682</u>	Issue Dt: 06/25/2002	Application #: 08809607	Filing Dt: 03/24/1997
	Title: COMPUTER CONTROLLED PAGING AND TELEPHONE COMMUNICATION SYSTEM AND METHOD			
53	Patent #: <u>6314089</u>	Issue Dt: 11/06/2001	Application #: 08840906	Filing Dt: 04/17/1997
	Title: CREATING AND USING AN ADAPTABLE MULTIPLE-CONTACT TRANSACTION OBJECT			
54	Patent #: <u>5907611</u>	Issue Dt: 05/25/1999	Application #: 08843021	Filing Dt: 04/11/1997
	Title: APPARATUS AND METHOD FOR IDENTIFYING RECORDS OF OVERFLOWED ACD CALLS			
55	Patent #: <u>6072806</u>	Issue Dt: 06/06/2000	Application #: 08850200	Filing Dt: 05/02/1997
	Title: MESSAGE- BASED COMMUNICATION SYSTEM			
56	Patent #: <u>6041116</u>	Issue Dt: 03/21/2000	Application #: 08850990	Filing Dt: 05/05/1997
	Title: METHOD AND APPARATUS FOR CONTROLLING OUTBOUND CALLS			
57	Patent #: <u>5978465</u>	Issue Dt: 11/02/1999	Application #: 08851479	Filing Dt: 05/05/1997
	Title: METHOD AND APPARATUS FOR ALLOCATING RESOURCES IN A CALL CENTER			
58	Patent #: <u>5798901</u>	Issue Dt: 08/25/1998	Application #: 08854865	Filing Dt: 05/12/1997
	Title: INTERRUPT SYSTEM			
59	Patent #: <u>5910983</u>	Issue Dt: 06/08/1999	Application #: 08858601	Filing Dt: 05/19/1997

Title: APPARATUS AND METHOD FOR IDENTIFYING RECORDS OF OVERFLOWED ACD CALLS

60 **Patent #:** 5923729 **Issue Dt:** 07/13/1999 **Application #:** 08859246 **Filing Dt:** 05/20/1997
Title: AUTOMATIC TONE FAULT DETECTION SYSTEM AND METHOD

61 **Patent #:** 5901215 **Issue Dt:** 05/04/1999 **Application #:** 08859534 **Filing Dt:** 05/20/1997
Title: APPARATUS AND METHOD FOR IDENTIFYING RECORDS OF OVERFLOWED ACD CALLS

62 **Patent #:** 6122161 **Issue Dt:** 09/19/2000 **Application #:** 08868630 **Filing Dt:** 06/04/1997
Title: IMPROVED CIRCUIT BOARD ASSEMBLY

63 **Patent #:** 5933828 **Issue Dt:** 08/03/1999 **Application #:** 08876855 **Filing Dt:** 06/16/1997
Title: METHOD OF STRUCTURING A DATABASE OF A CONTROL SYSTEM FOR ACCESS BY THIRD PARTY SOFTWARE

64 **Patent #:** 5909492 **Issue Dt:** 06/01/1999 **Application #:** 08878396 **Filing Dt:** 06/18/1997
Title: NETWORK SALES SYSTEM

65 **Patent #:** 5822265 **Issue Dt:** 10/13/1998 **Application #:** 08901889 **Filing Dt:** 07/29/1997
Title: DRAM CONTROLLER WITH BACKGROUND REFRESH

66 **Patent #:** 6362838 **Issue Dt:** 03/26/2002 **Application #:** 08908854 **Filing Dt:** 08/08/1997
Title: METHOD FOR CONSOLIDATION OF MULTIPLE DATA SOURCES

67 **Patent #:** 6356948 **Issue Dt:** 03/12/2002 **Application #:** 08915367 **Filing Dt:** 08/20/1997
Title: METHOD AND APPARATUS FOR MANAGING DATA

68 **Patent #:** 6385637 **Issue Dt:** 05/07/2002 **Application #:** 08915707 **Filing Dt:** 08/21/1997
Title: PERIODIC PROCESS TIMER

69 **Patent #:** 6678718 **Issue Dt:** 01/13/2004 **Application #:** 08920669 **Filing Dt:** 08/29/1997
Title: METHOD AND APPARATUS FOR ESTABLISHING CONNECTIONS

70 **Patent #:** 6044140 **Issue Dt:** 03/28/2000 **Application #:** 08923223 **Filing Dt:** 09/04/1997
Title: COMPUTER CONTROLLED CALL PROCESSOR

71 **Patent #:** 6118763 **Issue Dt:** 09/12/2000 **Application #:** 08934025 **Filing Dt:** 09/19/1997
Title: TRANSMISSION OF VOICE OVER AN ASYNCHRONOUS NETWORK

72 **Patent #:** 6083280 **Issue Dt:** 07/04/2000 **Application #:** 08937173 **Filing Dt:** 09/25/1997
Title: METHOD OF IMPROVING A PROCESSING EFFICIENCY OF AN AUTOMATIC DATA PROCESSING SYSTEM

73 **Patent #:** 5857018 **Issue Dt:** 01/05/1999 **Application #:** 08938040 **Filing Dt:** 09/26/1997
Title: AUTOMATIC CALL DISTRIBUTOR WITH PRIORITIZATION

74 **Patent #:** 6259770 **Issue Dt:** 07/10/2001 **Application #:** 08956832 **Filing Dt:** 10/23/1997
Title: DPNSS VRU WITH SINGLE CHANNEL TRANSFER

75 **Patent #:** 6038308 **Issue Dt:** 03/14/2000 **Application #:** 08967479 **Filing Dt:** 11/11/1997
Title: ISDN PRIMARY RATE INTERSWITCH MAIL USING NON-CALL ASSOCIATED TEMPORARY SIGNALLING

76 **Patent #:** 6359892 **Issue Dt:** 03/19/2002 **Application #:** 08977412 **Filing Dt:** 11/24/1997
Title: REMOTE ACCESS, EMULATION, AND CONTROL OF OFFICE EQUIPMENT, DEVICES AND SERVICES

77 **Patent #:** 6225998 **Issue Dt:** 05/01/2001 **Application #:** 08982716 **Filing Dt:** 12/02/1997
Title: VISUAL DESIGN OF WORKFLOWS FOR TRANSACTION PROCESSING

78 **Patent #:** 6243092 **Issue Dt:** 06/05/2001 **Application #:** 08982938 **Filing Dt:** 12/02/1997
Title: TRANSACTION FLOW EDITING TOOL

79 **Patent #:** 6286129 **Issue Dt:** 09/04/2001 **Application #:** 08984384 **Filing Dt:** 12/02/1997
Title: METHOD AND APPARATUS FOR COMPILING TRANSACTION PROCESSING WORKFLOWS

80 **Patent #:** 6160807 **Issue Dt:** 12/12/2000 **Application #:** 08990833 **Filing Dt:** 12/15/1997
Title: TIMESLOT INTERCHANGE NETWORK

81	Patent #: <u>6005932</u> Title: DYNAMIC SCHEDULE PROFILER FOR ACD	Issue Dt: 12/21/1999	Application #: 08998127	Filing Dt: 12/24/1997
82	Patent #: <u>6704409</u> Title: METHOD AND APPARATUS FOR PROCESSING REAL-TIME TRANSACTIONS AND NON-REAL-TIME TRANSACTIONS	Issue Dt: 03/09/2004	Application #: 09001263	Filing Dt: 12/31/1997
83	Patent #: <u>6094673</u> Title: METHOD AND APPARATUS FOR GENERATING AGENT SCRIPTS	Issue Dt: 07/25/2000	Application #: 09008025	Filing Dt: 01/16/1998
84	Patent #: <u>6256620</u> Title: METHOD AND APPARATUS FOR MONITORING INFORMATION ACCESS	Issue Dt: 07/03/2001	Application #: 09008523	Filing Dt: 01/16/1998
85	Patent #: <u>6044145</u> Title: TELECOMMUTABLE PLATFORM	Issue Dt: 03/28/2000	Application #: 09008737	Filing Dt: 01/19/1998
86	Patent #: <u>6151357</u> Title: METHOD AND APPARATUS FOR DISPLAYING A VISUAL INDICATION OF A TRANSMISSION STATUS	Issue Dt: 11/21/2000	Application #: 09008956	Filing Dt: 01/16/1998
87	Patent #: <u>6091801</u> Title: EMULATOR FOR A TELEPHONE SYSTEM	Issue Dt: 07/18/2000	Application #: 09018607	Filing Dt: 02/05/1998
88	Patent #: <u>5991394</u> Title: METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK	Issue Dt: 11/23/1999	Application #: 09019090	Filing Dt: 02/05/1998
89	Patent #: <u>6430271</u> Title: MESSAGE DELIVERY SYSTEM	Issue Dt: 08/06/2002	Application #: 09026863	Filing Dt: 02/20/1998
90	Patent #: <u>6934277</u> Title: INTERNET WEB SITE WITH AUDIO INTERCONNECT AND AUTOMATIC CALL DISTRIBUTOR	Issue Dt: 08/23/2005	Application #: 09032551	Filing Dt: 02/26/1998
91	Patent #: <u>6061347</u> Title: ACD WITH PACKET DATA BASED AGENT INTERCONNECT	Issue Dt: 05/09/2000	Application #: 09034604	Filing Dt: 03/03/1998
92	Patent #: <u>6453164</u> Title: INTELLIGENT TELEPHONE CONTROL SYSTEM WHICH ALLOWS SUBSCRIBERS TO REMOTELY CONTROL A PLURALITY OF CALL HANDLING UTILITIES	Issue Dt: 09/17/2002	Application #: 09034778	Filing Dt: 03/03/1998
93	Patent #: <u>6816880</u> Title: BROWSER USER INTER FACE FOR CLIENT WORKSTATION	Issue Dt: 11/09/2004	Application #: 09048630	Filing Dt: 03/26/1998
94	Patent #: <u>6102970</u> Title: SYSTEM AND METHOD FOR OPTIMIZING A PROGRAM CONTAINING A NUMBER OF THE FLOWS THROUGH FLOW BRANCHES s	Issue Dt: 08/15/2000	Application #: 09049361	Filing Dt: 03/27/1998
95	Patent #: <u>6330243</u> Title: 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	Issue Dt: 12/11/2001	Application #: 09052514	Filing Dt: 03/31/1998
96	Patent #: <u>6657990</u> Title: METHOD AND APPARATUS FOR PROVIDING NETWORK-BASED INTERACTION	Issue Dt: 12/02/2003	Application #: 09052824	Filing Dt: 03/31/1998
97	Patent #: <u>6438599</u> Title: METHOD AND APPARATUS FOR ESTABLISHING COMMUNICATION BETWEEN A TRANSACTION INITIATOR AND A TRANSACTION PROCESSING SYSTEM	Issue Dt: 08/20/2002	Application #: 09054755	Filing Dt: 04/03/1998
98	Patent #: <u>6751211</u> Title: METHOD AND APPARATUS FOR COMMUNICATING INFORMATION	Issue Dt: 06/15/2004	Application #: 09055037	Filing Dt: 04/03/1998
99	Patent #: <u>6026158</u> Title: COMPUTER TELEPHONE SYSTEM	Issue Dt: 02/15/2000	Application #: 09056507	Filing Dt: 04/07/1998

Total properties: 528

Page 3 of 6

Pages: 1 2 3 4 5 6

1	Patent #: <u>6192118</u> Title: COMPUTER TELEPHONE SYSTEM	Issue Dt: 02/20/2001	Application #: 09056597	Filing Dt: 04/07/1998
2	Patent #: <u>5991382</u> Title: COMPUTER TELEPHONE SYSTEM	Issue Dt: 11/23/1999	Application #: 09056672	Filing Dt: 04/07/1998
3	Patent #: <u>6100873</u> Title: COMPUTER TELEPHONE SYSTEM	Issue Dt: 08/08/2000	Application #: 09056717	Filing Dt: 04/07/1998
4	Patent #: <u>6047054</u> Title: COMPUTER TELEPHONE SYSTEM	Issue Dt: 04/04/2000	Application #: 09056718	Filing Dt: 04/07/1998
5	Patent #: <u>6879674</u> Publication #: <u>US20020141557</u> Title: SYSTEM AND METHOD FOR PROVIDING AN AUTOMATIC TELEPHONE CALL BACK TO A TELEPHONE LINE BEING USED TO ACCESS A COMPUTER NETWORK	Issue Dt: 04/12/2005 Pub Dt: 10/03/2002	Application #: 09057749	Filing Dt: 04/09/1998
6	Patent #: <u>6603775</u> Title: DYNAMIC ALLOCATION OF COMMUNICATION RESOURCES WITHIN A COMMUNICATION SYSTEM	Issue Dt: 08/05/2003	Application #: 09057967	Filing Dt: 04/09/1998
7	Patent #: <u>6370161</u> Title: TIME SYNCHRONIZATION OF DISTRIBUTED COMPUTER TELEPHONY COMMUNICATION APPLICATIONS IN A COMPUTER NETWORK	Issue Dt: 04/09/2002	Application #: 09082250	Filing Dt: 05/20/1998
8	Patent #: <u>6449356</u> Title: METHOD OF MULTI-MEDIA TRANSACTION PROCESSING	Issue Dt: 09/10/2002	Application #: 09084815	Filing Dt: 05/26/1998
9	Patent #: <u>6092036</u> Title: MULTI-LINGUAL DATA PROCESSING SYSTEM AND SYSTEM AND METHOD FOR TRANSLATING TEXT USED IN COMPUTER SOFTWARE UTILIZING AN EMBEDDED TRANSLATOR	Issue Dt: 07/18/2000	Application #: 09089203	Filing Dt: 06/02/1998
10	Patent #: <u>6411708</u> Title: SYSTEM AND METHOD FOR PURGING A CALL LIST	Issue Dt: 06/25/2002	Application #: 09089304	Filing Dt: 06/02/1998
11	Patent #: <u>6157932</u> Title: METHOD OF UPDATING A REDUNDANT SERVICE SYSTEM WHILE PRESERVING TRANSACTION DATA IN A DATABASE FEATURING ON-LINE RESYNCHRONIZATION	Issue Dt: 12/05/2000	Application #: 09090857	Filing Dt: 06/04/1998
12	Patent #: <u>6345094</u> Title: INBOUND/OUTBOUND CALL RECORD PROCESSING SYSTEM AND METHOD	Issue Dt: 02/05/2002	Application #: 09093264	Filing Dt: 06/08/1998
13	Patent #: <u>6233333</u> Title: CTI INTEGRATION OF TELEPHONIC CALLS MOVED BETWEEN SWITCHES OF AN AUTOMATIC CALL DISTRIBUTOR	Issue Dt: 05/15/2001	Application #: 09096334	Filing Dt: 06/11/1998
14	Patent #: <u>6295354</u> Title: IMPROVED METHOD FOR INCOMING CALL ANSWERING FOR AUTOMATIC CALL DISTRIBUTORS	Issue Dt: 09/25/2001	Application #: 09105066	Filing Dt: 06/26/1998
15	Patent #: <u>6236723</u> Title: COMPUTER/TELEPHONY INTEGRATION LOGGING APPLICATION	Issue Dt: 05/22/2001	Application #: 09106922	Filing Dt: 06/29/1998
16	Patent #: <u>5905779</u> Title: AUTOMATIC DIAL-UP SOFTWARE UPDATE SYSTEM	Issue Dt: 05/18/1999	Application #: 09111820	Filing Dt: 07/08/1998
17	Patent #: <u>6097806</u> Title: ACD WITH MULTI-LINGUAL AGENT POSITION	Issue Dt: 08/01/2000	Application #: 09114625	Filing Dt: 07/13/1998
18	Patent #: <u>6754327</u>	Issue Dt: 06/22/2004	Application #: 09136223	Filing Dt: 08/19/1998

Title: STANDALONE ACD SYSTEM WITH NATIVE SIGNALING SYSTEM 7 CAPABILITY

- 19 **Patent #:** 6477559 **Issue Dt:** 11/05/2002 **Application #:** 09137973 **Filing Dt:** 08/21/1998
Title: METHOD AND APPARATUS FOR REMOTELY ACCESSING AN AUTOMATIC TRANSACTION PROCESSING SYSTEM
- 20 **Patent #:** 6247142 **Issue Dt:** 06/12/2001 **Application #:** 09137978 **Filing Dt:** 08/21/1998
Title: APPARATUS AND METHOD FOR PROVIDING REDUNDANCY IN A TRANSACTION PROCESSING SYSTEM
- 21 **Patent #:** 6289373 **Issue Dt:** 09/11/2001 **Application #:** 09138619 **Filing Dt:** 08/24/1998
Title: METHOD OF PROCESSING E-MAIL IN AN AUTOMATIC CALL DISTRIBUTOR
- 22 **Patent #:** 6539538 **Issue Dt:** 03/25/2003 **Application #:** 09138973 **Filing Dt:** 08/24/1998
Title: INTELLIGENT INFORMATION ROUTING SYSTEM AND METHOD
- 23 **Patent #:** 6449286 **Issue Dt:** 09/10/2002 **Application #:** 09151386 **Filing Dt:** 09/10/1998
Title: R2 MULTI-FREQUENCY COMPELLED SIGNALLING USING A DSP ON A NETWORK TERMINATION CARD
- 24 **Patent #:** 6889195 **Issue Dt:** 05/03/2005 **Application #:** 09153684 **Filing Dt:** 09/15/1998
Publication #: US20020161589 **Pub Dt:** 10/31/2002
Title: SYSTEM AND METHOD FOR UTILIZING A COMPUTER NETWORK IN CONJUNCTION WITH TRADITIONAL TELEMARKETING
- 25 **Patent #:** 6614906 **Issue Dt:** 09/02/2003 **Application #:** 09156286 **Filing Dt:** 09/17/1998
Title: TELEPHONE TO COMPUTER AUDIO INTERFACE
- 26 **Patent #:** 7302051 **Issue Dt:** 11/27/2007 **Application #:** 09161816 **Filing Dt:** 09/28/1998
Title: SYSTEM AND METHOD FOR PROVIDING AN AUTOMATIC TELEPHONE CALL BACK FROM INFORMATION PROVIDED AT A DATA TERMINAL
- 27 **Patent #:** 6449646 **Issue Dt:** 09/10/2002 **Application #:** 09172182 **Filing Dt:** 10/13/1998
Title: METHOD AND APPARATUS FOR ALLOCATING MIXED TRANSACTION TYPE MESSAGES TO RESOURCES VIA AN INTEGRATED QUEUING MECHANISM
- 28 **Patent #:** 7110526 **Issue Dt:** 09/19/2006 **Application #:** 09172362 **Filing Dt:** 10/14/1998
Title: NEURAL NETWORK FOR CONTROLLING CALLS IN A TELEPHONE SWITCH
- 29 **Patent #:** 6026156 **Issue Dt:** 02/15/2000 **Application #:** 09175151 **Filing Dt:** 10/19/1998
Title: ENHANCED CALL WAITING
- 30 **Patent #:** 6754332 **Issue Dt:** 06/22/2004 **Application #:** 09184922 **Filing Dt:** 11/02/1998
Title: OBJECT ORIENTED SYSTEM AND METHOD FOR DIRECTING INCOMING TELEPHONE CALLS
- 31 **Patent #:** 6289333 **Issue Dt:** 09/11/2001 **Application #:** 09196892 **Filing Dt:** 11/20/1998
Title: METHODS AND APPARATUS ENABLING DYNAMIC RESOURCE COLLABORATION WHEN COLLABORATION SESSION HOST IS DISTINCT FROM RESOURCE HOST
- 32 **Patent #:** 6298356 **Issue Dt:** 10/02/2001 **Application #:** 09197011 **Filing Dt:** 11/20/1998
Title: METHOD AND APPARATUS FOR ENABLING DYNAMIC RESOURCE COLLABORATION
- 33 **Patent #:** 7068775 **Issue Dt:** 06/27/2006 **Application #:** 09203965 **Filing Dt:** 12/02/1998
Title: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE
- 34 **Patent #:** 6510180 **Issue Dt:** 01/21/2003 **Application #:** 09218316 **Filing Dt:** 12/22/1998
Title: EMBEDDED SOFTWARE NEGOTIATION OF PCM COMPANDING FORMAT
- 35 **Patent #:** 6266407 **Issue Dt:** 07/24/2001 **Application #:** 09219043 **Filing Dt:** 12/23/1998
Title: TELEPHONY SYSTEM COMMAND SCHEDULER AND PRECEDENT PROCESSOR
- 36 **Patent #:** 6144971 **Issue Dt:** 11/07/2000 **Application #:** 09219242 **Filing Dt:** 01/25/1999
Title: SYSTEM FOR COMPARING AN AGENT ACTIVITY WITH A WORK SCHEDULE BASED UPON SIGNED-OUT STATUS OF AGENT
- 37 **Patent #:** 6424711 **Issue Dt:** 07/23/2002 **Application #:** 09234399 **Filing Dt:** 01/20/1999
Title: COMPUTER SYSTEM

38	Patent #: <u>6760323</u>	Issue Dt: 07/06/2004	Application #: 09244446	Filing Dt: 02/04/1999
	Title: SYSTEM AND METHOD FOR PROVIDING AUDIO COMMUNICATION OVER A COMPUTER NETWORK USING DIFFERING COMMUNICATION FORMATS			
39	Patent #: <u>6084950</u>	Issue Dt: 07/04/2000	Application #: 09245831	Filing Dt: 02/05/1999
	Title: AUDIO COMMUNICATIONS DEVICE ADAPTER			
40	Patent #: <u>7095843</u>	Issue Dt: 08/22/2006	Application #: 09246389	Filing Dt: 02/09/1999
	Title: SELECTIVE MESSAGING IN A MULTIPLE MESSAGING LINK ENVIROMENT			
41	Patent #: <u>6618477</u>	Issue Dt: 09/09/2003	Application #: 09247719	Filing Dt: 02/09/1999
	Title: SYSTEM AND METHOD FOR NON-INTRUSIVELY DISPLAYING INFORMATION TO A USER IN A TELECOMMUNICATIONS SYSTEM			
42	Patent #: <u>6813636</u>	Issue Dt: 11/02/2004	Application #: 09259981	Filing Dt: 03/01/1999
	Title: METHOD AND APPARATUS FOR ROUTING A TRANSACTION WITHIN A NETWORK ENVIRONMENT			
43	Patent #: <u>6424709</u>	Issue Dt: 07/23/2002	Application #: 09273926	Filing Dt: 03/22/1999
	Title: SKILL-BASED CALL ROUTING			
44	Patent #: <u>6345093</u>	Issue Dt: 02/05/2002	Application #: 09290241	Filing Dt: 04/13/1999
	Title: SYSTEM AND METHOD FOR PROVIDING AUTOMATED TAKE BACK AND TRANSFER FUNCTIONALITY TO A COMPUTER TELEPHONY SYSTEM			
45	Patent #: <u>7133520</u>	Issue Dt: 11/07/2006	Application #: 09300676	Filing Dt: 04/27/1999
	Title: DYNAMIC SKILL-BASED CALL ROUTING			
46	Patent #: <u>6598078</u>	Issue Dt: 07/22/2003	Application #: 09303098	Filing Dt: 04/29/1999
	Title: METHOD AND APPARATUS FOR GENERATING A RECORD FROM A TIME-MARKED INFORMATION STREAM			
47	Patent #: <u>6721778</u>	Issue Dt: 04/13/2004	Application #: 09304765	Filing Dt: 05/04/1999
	Title: UNSCHEDULED EVENT TASK PROCESSING SYSTEM			
48	Patent #: <u>6546097</u>	Issue Dt: 04/08/2003	Application #: 09311614	Filing Dt: 05/13/1999
	Title: AUTOMATIC CALL DISTRIBUTION SYSTEM WITH SIGNAL GENERATOR AND METHOD			
49	Patent #: <u>7401112</u>	Issue Dt: 07/15/2008	Application #: 09320252	Filing Dt: 05/26/1999
	Title: METHODS AND APPARATUS FOR EXECUTING A TRANSACTION TASK WITHIN A TRANSACTION PROCESSING SYSTEM EMPLOYING SYMMETRIC MULTIPROCESSORS			
50	Patent #: <u>6496580</u>	Issue Dt: 12/17/2002	Application #: 09325502	Filing Dt: 06/03/1999
	Title: METHOD AND APPARATUS FOR SERVICING QUEUED REQUESTS			
51	Patent #: <u>6785379</u>	Issue Dt: 08/31/2004	Application #: 09340379	Filing Dt: 06/28/1999
	Title: CALL MANAGEMENT SYSTEM WITH CALL CONTROL FORM USER WORKSTATION COMPUTERS			
52	Patent #: <u>6330327</u>	Issue Dt: 12/11/2001	Application #: 09342782	Filing Dt: 06/29/1999
	Title: INTELLIGENT AREA CODE UPDATE SYSTEM AND METHOD			
53	Patent #: <u>6408302</u>	Issue Dt: 06/18/2002	Application #: 09344875	Filing Dt: 06/28/1999
	Title: SYSTEM AND METHOD OF MAPPING DATABASE FIELDS TO A KNOWLEDGE BASE USING A GRAPHICAL USER INTERFACE			
54	Patent #: <u>6850614</u>	Issue Dt: 02/01/2005	Application #: 09354837	Filing Dt: 07/16/1999
	Title: METHOD FOR PROVIDING CONSOLIDATED SPECIFICATION AND HANDLING OF MULTIMEDIA CALL PROMPTS			
55	Patent #: <u>7136475</u>	Issue Dt: 11/14/2006	Application #: 09360719	Filing Dt: 07/27/1999
	Title: CALL MANAGEMENT SYSTEM WITH CALL CONTROL FROM USER WORKSTATION COMPUTERS			
56	Patent #: <u>6349137</u>	Issue Dt: 02/19/2002	Application #: 09369215	Filing Dt: 08/05/1999
	Title: APPARATUS AND METHOD FOR PROVIDING SUPPORT SOFTWARE FOR AN AGENT WORKSTATION OF AN AUTOMATIC CALL DISTRIBUTOR			
57	Patent #: <u>7228281</u>	Issue Dt: 06/05/2007	Application #: 09379385	Filing Dt: 08/23/1999
	Title: METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR DEFINED TIME INTERVALS			

WITHIN A CUSTOMER INTERACTION SYSTEM

58	Patent #: <u>6442269</u> Title:	Issue Dt: 08/27/2002	Application #: 09379386	Filing Dt: 08/23/1999
	METHOD AND APPARATUS FOR INTEGRATING BUSINESS DATA AND TRANSACTION DATA IN A TRANSACTION PROCESSING ENVIRONMENT			
59	Patent #: <u>6718022</u> Title:	Issue Dt: 04/06/2004	Application #: 09379563	Filing Dt: 08/23/1999
	METHOD AND APPARATUS FOR UNIVERSAL CALL IDENTIFICATION			
60	Patent #: <u>6584191</u> Title:	Issue Dt: 06/24/2003	Application #: 09384789	Filing Dt: 08/27/1999
	STAFFING-BASED PERCENTAGE-ALLOCATION ROUTING USING REAL-TIME DATA			
61	Patent #: <u>6798766</u> Title:	Issue Dt: 09/28/2004	Application #: 09384840	Filing Dt: 08/27/1999
	NETWORK TRANSFER SYSTEM			
62	Patent #: <u>6438710</u> Title:	Issue Dt: 08/20/2002	Application #: 09386794	Filing Dt: 08/31/1999
	CIRCUIT AND METHOD FOR IMPROVING MEMORY INTEGRITY IN A MICROPROCESSOR BASED APPLICATION			
63	Patent #: <u>6731609</u> Title:	Issue Dt: 05/04/2004	Application #: 09387322	Filing Dt: 08/31/1999
	TELEPHONY SYSTEM FOR CONDUCTING MULTIMEDIA TELEPHONIC CONFERENCES OVER A PACKET-BASED NETWORK			
64	Patent #: <u>6587557</u> Title:	Issue Dt: 07/01/2003	Application #: 09391254	Filing Dt: 09/07/1999
	SYSTEM AND METHOD OF DISTRIBUTING OUTBOUND TELEPHONY SERVICES OVER A COMPUTER NETWORK			
65	Patent #: <u>7068642</u> Title:	Issue Dt: 06/27/2006	Application #: 09398222	Filing Dt: 09/17/1999
	SYSTEM AND METHOD OF PROPAGATING EXCLUSION RECORDS IN A NETWORKED COMPUTER TELEPHONY INTEGRATION SYSTEM			
66	Patent #: <u>6282284</u> Title:	Issue Dt: 08/28/2001	Application #: 09399528	Filing Dt: 09/20/1999
	METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK			
67	Patent #: <u>6546023</u> Title:	Issue Dt: 04/08/2003	Application #: 09405585	Filing Dt: 09/27/1999
	SWITCH VOICE/DATA SERVICE EXTENSION TO REMOTE FACILITIES			
68	Patent #: <u>6332082</u> Title:	Issue Dt: 12/18/2001	Application #: 09415090	Filing Dt: 10/08/1999
	PERSONAL COMMUNICATOR TELEPHONE SYSTEM			
69	Patent #: <u>6654458</u> Title:	Issue Dt: 11/25/2003	Application #: 09418178	Filing Dt: 10/13/1999
	ADMINISTRATION AND CONTROL OF AN AUTOMATIC CALL DISTRIBUTOR BY A REMOTELY LOCATED SUPERVISOR			
70	Patent #: <u>6766012</u> Title:	Issue Dt: 07/20/2004	Application #: 09421699	Filing Dt: 10/20/1999
	SYSTEM AND METHOD FOR ALLOCATING AGENT RESOURCES TO A TELEPHONE CALL CAMPAIGN BASED ON AGENT PRODUCTIVITY			
71	Patent #: <u>6600821</u> Title:	Issue Dt: 07/29/2003	Application #: 09426615	Filing Dt: 10/26/1999
	SYSTEM AND METHOD FOR AUTOMATICALLY DETECTING PROBLEMATIC CALLS			
72	Patent #: <u>6775378</u> Title:	Issue Dt: 08/10/2004	Application #: 09426677	Filing Dt: 10/25/1999
	BLENDED AGENT CONTACT CENTER			
73	Patent #: <u>6549769</u> Title:	Issue Dt: 04/15/2003	Application #: 09429822	Filing Dt: 10/29/1999
	SYSTEM AND METHOD FOR INTEGRATING TEXT MESSAGING TO AN OUTBOUND CALL SYSTEM			
74	Patent #: <u>7046789</u> Title:	Issue Dt: 05/16/2006	Application #: 09431017	Filing Dt: 11/01/1999
	TRACM-TASK & RESOURCE AUTOMATION FOR CALL CENTER MANAGEMENT			
75	Patent #: <u>6914896</u> Title:	Issue Dt: 07/05/2005	Application #: 09434640	Filing Dt: 11/05/1999
	EMERGENCY SERVICES MANAGEMENT NETWORK UTILIZING BROADBAND VOICE OVER DATA NETWORKS			
76	Patent #: <u>6832203</u> Title:	Issue Dt: 12/14/2004	Application #: 09435223	Filing Dt: 11/05/1999
	SKILLS BASED CONTACT ROUTING			
77	Patent #: <u>6480601</u>	Issue Dt: 11/12/2002	Application #: 09438445	Filing Dt: 11/12/1999

	Title: VOICE AND DATA TRANSFER FROM OUTBOUND CALL PLATFORM TO INBOUND CALL PLATFORM			
78	Patent #: <u>7230927</u>	Issue Dt: 06/12/2007	Application #: 09456166	Filing Dt: 12/07/1999
	Title: NON-BLOCKING EXPANDABLE CALL CENTER ARCHITECTURE			
79	Patent #: <u>6574330</u>	Issue Dt: 06/03/2003	Application #: 09460192	Filing Dt: 12/10/1999
	Title: BUS INTERFACE FOR AUTOMATIC CALL DISTRIBUTOR			
80	Patent #: <u>6868395</u>	Issue Dt: 03/15/2005	Application #: 09469587	Filing Dt: 12/22/1999
	Title: BUSINESS TRANSACTIONS USING THE INTERNET			
81	Patent #: <u>6816733</u>	Issue Dt: 11/09/2004	Application #: 09476750	Filing Dt: 12/30/1999
	Title: TRACKING AGENT CALL PROCESSING LOCATIONS IN CONNECTION WITH AN AUTOMATIC CALL DISTRIBUTION SYSTEM			
82	Patent #: <u>7349843</u>	Issue Dt: 03/25/2008	Application #: 09484140	Filing Dt: 01/18/2000
	Title: AUTOMATIC CALL DISTRIBUTOR WITH LANGUAGE BASED ROUTING SYSTEM AND METHOD			
83	Patent #: <u>6678266</u>	Issue Dt: 01/13/2004	Application #: 09487835	Filing Dt: 01/19/2000
	Title: ACD WITH PACKET DATA BASED AGENT INTERCONNECT			
84	Patent #: <u>6574332</u>	Issue Dt: 06/03/2003	Application #: 09489631	Filing Dt: 01/24/2000
	Title: AUTOMATIC CALL DISTRIBUTION SYSTEM AGENT LOG-ON WITH PSEUDO-PORT			
85	Patent #: <u>6771764</u>	Issue Dt: 08/03/2004	Application #: 09491828	Filing Dt: 01/26/2000
	Title: SCHEDULE BASED TRANSACTION ROUTING			
86	Patent #: <u>6744879</u>	Issue Dt: 06/01/2004	Application #: 09496639	Filing Dt: 02/02/2000
	Title: PROFIT-BASED METHOD OF ASSIGNING CALLS IN A TRANSACTION PROCESSING SYSTEM			
87	Patent #: <u>7043009</u>	Issue Dt: 05/09/2006	Application #: 09499817	Filing Dt: 02/08/2000
	Title: PROVIDING CUSTOMER DATA TO AN AUTOMATIC CALL DISTRIBUTION SYSTEM AGENT			
88	Patent #: <u>6366665</u>	Issue Dt: 04/02/2002	Application #: 09505206	Filing Dt: 02/16/2000
	Title: REMOTE ACD DATA BASE MODIFICATION VIA TELEPHONE			
89	Patent #: <u>6289083</u>	Issue Dt: 09/11/2001	Application #: 09505210	Filing Dt: 02/16/2000
	Title: Method of identifying a location of a source of an emergency call in a call center environment			
90	Patent #: <u>6990524</u>	Issue Dt: 01/24/2006	Application #: 09505318	Filing Dt: 02/16/2000
	Title: ACD MULTIMEDIA CUSTOMER CONTACT ROUTING WITH DELAY ANNOUNCEMENTS			
91	Patent #: <u>6577727</u>	Issue Dt: 06/10/2003	Application #: 09510740	Filing Dt: 02/22/2000
	Title: ACD TIER BASED ROUTING			
92	Patent #: <u>6901077</u>	Issue Dt: 05/31/2005	Application #: 09511526	Filing Dt: 02/23/2000
	Title: TIMESLOT INTERCHANGE CIRCUIT SUPPORTING PCM, ADPCM, AND MULTIPLE DATA CHANNEL CONNECTIVITY TO T1 AND E1 CIRCUITS			
93	Patent #: <u>6590971</u>	Issue Dt: 07/08/2003	Application #: 09516074	Filing Dt: 03/01/2000
	Title: AUTOMATIC CALL DISTRIBUTION SYSTEM CONTACT ROUTING WITH MEDIA-PORT			
94	Patent #: <u>6744878</u>	Issue Dt: 06/01/2004	Application #: 09517221	Filing Dt: 03/02/2000
	Title: REAL-TIME TRANSACTION ROUTING AUGMENTED WITH FORECAST DATA AND AGENT SCHEDULES			
95	Patent #: <u>6707906</u>	Issue Dt: 03/16/2004	Application #: 09524656	Filing Dt: 03/13/2000
	Title: OUTBOUND CALLING SYSTEM IN A CONTACT CENTER			
96	Patent #: <u>6625259</u>	Issue Dt: 09/23/2003	Application #: 09537141	Filing Dt: 03/29/2000
	Title: PACKET TELEPHONY GATEWAY FOR HEARING IMPAIRED RELAY SERVICES			
97	Patent #: <u>6751310</u>	Issue Dt: 06/15/2004	Application #: 09543698	Filing Dt: 04/05/2000
	Title: SYSTEM AND METHOD FOR PRIORITIZING TELEPHONE CALL CAMPAIGNS BASED ON CAMPAIGN PRODUCTIVITY			

98	Patent #: <u>6308154</u>	Issue Dt: 10/23/2001	Application #: 09549057	Filing Dt: 04/13/2000
	Title: Method of natural language communication using a mark-up language			
99	Patent #: <u>7221377</u>	Issue Dt: 05/22/2007	Application #: 09557264	Filing Dt: 04/24/2000
	Title: APPARATUS AND METHOD FOR COLLECTING AND DISPLAYING INFORMATION IN A WORKFLOW SYSTEM			
100	Patent #: <u>7739325</u>	Issue Dt: 06/15/2010	Application #: 09557334	Filing Dt: 04/24/2000
	Title: APPARATUS AND METHOD FOR EXTENSIBLE REAL-TIME WORKFLOWS			

Total properties: 528

Page 4 of 6

Pages: [1](#) [2](#) [3](#) [4](#) [5](#) [6](#)

1	Patent #: 6865716 Title: METHOD AND APPARATUS FOR DYNAMIC LOCALIZATION OF DOCUMENTS	Issue Dt: 03/08/2005	Application #: 09566242	Filing Dt: 05/05/2000
2	Patent #: 6944677 Title: COMMON USER PROFILE SERVER AND METHOD	Issue Dt: 09/13/2005	Application #: 09567255	Filing Dt: 05/09/2000
3	Patent #: 6760745 Title: WEB SERVER REPLICATED MINI-FILTER	Issue Dt: 07/06/2004	Application #: 09572016	Filing Dt: 05/16/2000
4	Patent #: 6430597 Title: METHOD AND APPARATUS FOR GENERATING AGENT SCRIPTS	Issue Dt: 08/06/2002	Application #: 09574389	Filing Dt: 05/19/2000
5	Patent #: 6925633 Title: METHOD AND APPARATUS FOR AUTOMATING TESTING OF JAVA BEANS	Issue Dt: 08/02/2005	Application #: 09583311	Filing Dt: 05/30/2000
6	Patent #: 6987846 Title: SYSTEM AND METHOD OF CHANGING ENTITY CONFIGURATION INFORMATION WHILE AUTOMATICALLY MONITORING AND DISPLAYING SUCH INFORMATION IN A CALL CENTER	Issue Dt: 01/17/2006	Application #: 09584306	Filing Dt: 05/31/2000
7	Patent #: 6766011 Title: METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER	Issue Dt: 07/20/2004	Application #: 09595697	Filing Dt: 06/16/2000
8	Patent #: 7406515 Title: SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT	Issue Dt: 07/29/2008	Application #: 09604199	Filing Dt: 06/27/2000
9	Patent #: 6654798 Title: AUTOMATIC CONTACT DISTRIBUTION SYSTEM DEFINABLE AGENT LOG-OFF REASONS	Issue Dt: 11/25/2003	Application #: 09611611	Filing Dt: 07/07/2000
10	Patent #: 7085719 Title: VOICE FILTER FOR NORMALIZING AN AGENT'S RESPONSE BY ALTERING EMOTIONAL AND WORD CONTENT	Issue Dt: 08/01/2006	Application #: 09615266	Filing Dt: 07/13/2000
11	Patent #: 6598021 Title: METHOD OF MODIFYING SPEECH TO PROVIDE A USER SELECTABLE DIALECT	Issue Dt: 07/22/2003	Application #: 09615392	Filing Dt: 07/13/2000
12	Patent #: 6708215 Title: METHOD AND SYSTEM FOR INITIATING AN OUTBOUND COMMUNICATION FROM A SERVICE PROVIDER RESPONSIVE TO A USER ACTIVITY WITH RESPECT TO A NETWORK RESOURCE	Issue Dt: 03/16/2004	Application #: 09632095	Filing Dt: 08/02/2000
13	Patent #: 6778951 Title: INFORMATION RETRIEVAL METHOD WITH NATURAL LANGUAGE INTERFACE	Issue Dt: 08/17/2004	Application #: 09634350	Filing Dt: 08/09/2000
14	Patent #: 6947988 Title: METHOD AND APPARATUS FOR ALLOCATING RESOURCES OF A CONTACT CENTER	Issue Dt: 09/20/2005	Application #: 09637969	Filing Dt: 08/11/2000
15	Patent #: 6883170 Title: METHOD AND SYSTEM TO MAINTAIN A HIERARCHY OF INSTANTIATED APPLICATION OBJECTS AND TO ENABLE RECOVERY FROM AN APPLICATIONS FAILURE	Issue Dt: 04/19/2005	Application #: 09651438	Filing Dt: 08/30/2000
16	Patent #: 6931112 Title: USER INVOKED DIRECTED OUTDIAL METHOD AND APPARATUS	Issue Dt: 08/16/2005	Application #: 09652978	Filing Dt: 08/31/2000
17	Patent #: 6810077 Title: SYSTEM AND METHOD FOR PROVIDING INFORMATIVE COMMUNICATION	Issue Dt: 10/26/2004	Application #: 09664620	Filing Dt: 09/19/2000
18	Patent #: 6804668 Title: NATURAL LANGUAGE AGENT FOR MONITORING A THREADED DISCUSSION	Issue Dt: 10/12/2004	Application #: 09669983	Filing Dt: 09/26/2000

- Doc#: US1:10649232v1

	Patent #: <u>6856680</u>	Issue Dt: 02/15/2005	Application #: 09961875	Filing Dt: 09/24/2001
35	Publication #: <u>US20030095652</u>	Pub Dt: 05/22/2003		
	Title: CONTACT CENTER AUTOPILOT ALGORITHMS			
	Patent #: <u>6968368</u>	Issue Dt: 11/22/2005	Application #: 09966688	Filing Dt: 09/28/2001
36	Publication #: <u>US20030065801</u>	Pub Dt: 04/03/2003		
	Title: STREAMING ANNOUNCEMENTS TO AGENTS OF AN ACD			
	Patent #: <u>7181492</u>	Issue Dt: 02/20/2007	Application #: 09981317	Filing Dt: 10/16/2001
37	Publication #: <u>US20020161896</u>	Pub Dt: 10/31/2002		
	Title: TRANSFER OF AN INTERNET CHAT SESSION BETWEEN SERVERS			
	Patent #: <u>6925607</u>	Issue Dt: 08/02/2005	Application #: 09982514	Filing Dt: 10/18/2001
38	Publication #: <u>US20020145624</u>	Pub Dt: 10/10/2002		
	Title: METHOD FOR CONSOLIDATION OF MULTIPLE DATA SOURCES			
	Patent #: NONE	Issue Dt:	Application #: 09992138	Filing Dt: 11/16/2001
39	Publication #: <u>US20030097339</u>	Pub Dt: 05/22/2003		
	Title: Method and apparatus for sharing customer data			
	Patent #: <u>6870926</u>	Issue Dt: 03/22/2005	Application #: 09992367	Filing Dt: 11/06/2001
40	Publication #: <u>US20030086557</u>	Pub Dt: 05/08/2003		
	Title: METHOD OF OPTIMIZING CALL CENTER RESOURCES BASED UPON STATISTICS			
	Patent #: <u>6865267</u>	Issue Dt: 03/08/2005	Application #: 09995027	Filing Dt: 11/27/2001
41	Publication #: <u>US20030099343</u>	Pub Dt: 05/29/2003		
	Title: METHOD AND SYSTEM FOR ROUTING TRANSACTIONS IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM BASED ON NON-VOICE DIALOG AGENT SKILL SET			
	Patent #: <u>7206400</u>	Issue Dt: 04/17/2007	Application #: 09997754	Filing Dt: 11/30/2001
42	Publication #: <u>US20030103616</u>	Pub Dt: 06/05/2003		
	Title: METHOD AND SYSTEM FOR DATA FIELD REUSE			
	Patent #: <u>7466686</u>	Issue Dt: 12/16/2008	Application #: 09997912	Filing Dt: 11/30/2001
43	Publication #: <u>US20030103489</u>	Pub Dt: 06/05/2003		
	Title: MULTI-PROTOCOL AGENT TELEPHONE SYSTEM			
	Patent #: <u>7050820</u>	Issue Dt: 05/23/2006	Application #: 09998249	Filing Dt: 11/30/2001
44	Publication #: <u>US20030104825</u>	Pub Dt: 06/05/2003		
	Title: TELEPHONY SYSTEM PAGING SYSTEM AND METHOD			
	Patent #: <u>6870925</u>	Issue Dt: 03/22/2005	Application #: 10008175	Filing Dt: 11/13/2001
45	Publication #: <u>US20030091178</u>	Pub Dt: 05/15/2003		
	Title: METHOD AND APPARATUS FOR PROVIDING MUSIC TO AN AGENT DURING NON-VOICE DIALOG COMMUNICATION IN AN AUTOMATIC CALL DISTRIBUTOR SYSTEM			
	Patent #: <u>7369653</u>	Issue Dt: 05/06/2008	Application #: 10011578	Filing Dt: 11/05/2001
46	Publication #: <u>US20030086553</u>	Pub Dt: 05/08/2003		
	Title: METHOD OF DELIVERING ENTERPRISE DATA THROUGH A CALL CENTER			
	Patent #: <u>6885744</u>	Issue Dt: 04/26/2005	Application #: 10027197	Filing Dt: 12/20/2001
47	Publication #: <u>US20030118173</u>	Pub Dt: 06/26/2003		
	Title: METHOD OF PROVIDING BACKGROUND AND VIDEO PATTERNS			
	Patent #: <u>7917623</u>	Issue Dt: 03/29/2011	Application #: 10037998	Filing Dt: 01/03/2002
48	Publication #: <u>US20030126206</u>	Pub Dt: 07/03/2003		
	Title: METHOD OF ALLOCATING DATA COMMUNICATION SESSIONS BASED UPON USER INFORMATION			
	Patent #: <u>7386115</u>	Issue Dt: 06/10/2008	Application #: 10044868	Filing Dt: 01/10/2002
49	Publication #: <u>US20030128833</u>	Pub Dt: 07/10/2003		

Title: COMBINED CALLER AND AGENT ENDPOINT MANAGER

Patent #: 7324528 **Issue Dt:** 01/29/2008 **Application #:** 10059872 **Filing Dt:** 01/29/2002

50 Publication #: US20020181398 **Pub Dt:** 12/05/2002

Title: REMOTE ACCESS, EMULATION, AND CONTROL OF OFFICE EQUIPMENT

Patent #: 7324528 **Issue Dt:** 01/29/2008 **Application #:** 10059872 **Filing Dt:** 01/29/2002

51 Publication #: US20020181398 **Pub Dt:** 12/05/2002

Title: REMOTE ACCESS, EMULATION, AND CONTROL OF OFFICE EQUIPMENT

Patent #: 7010115 **Issue Dt:** 03/07/2006 **Application #:** 10078049 **Filing Dt:** 02/19/2002

52 Publication #: US20030156704 **Pub Dt:** 08/21/2003

Title: SYSTEM AND METHOD FOR PREDICTIVE CONTACTS

Patent #: 7606909 **Issue Dt:** 10/20/2009 **Application #:** 10081560 **Filing Dt:** 02/20/2002

53 Title: METHOD AND APPARATUS FOR A BUSINESS CONTACT CENTER

Patent #: NONE **Issue Dt:** **Application #:** 10090499 **Filing Dt:** 03/04/2002

54 Publication #: US20040203629 **Pub Dt:** 10/14/2004

Title: Intelligent interactive voice response unit

Patent #: 6708039 **Issue Dt:** 03/16/2004 **Application #:** 10090533 **Filing Dt:** 03/04/2002

55 Publication #: US20020090964 **Pub Dt:** 07/11/2002

Title: SYSTEM AND METHOD FOR INTEGRATING TEXT MESSAGING TO AN OUTBOUND CALL SYSTEM

Patent #: NONE **Issue Dt:** **Application #:** 10093192 **Filing Dt:** 03/07/2002

56 Publication #: US20030172185 **Pub Dt:** 09/11/2003

Title: Method and system for adding text data to data communication sessions

Patent #: 6868153 **Issue Dt:** 03/15/2005 **Application #:** 10096235 **Filing Dt:** 03/12/2002

57 Publication #: US20030174829 **Pub Dt:** 09/18/2003

Title: CUSTOMER TOUCH-POINT SCORING SYSTEM

Patent #: 7324640 **Issue Dt:** 01/29/2008 **Application #:** 10099784 **Filing Dt:** 03/15/2002

58 Publication #: US20030174831 **Pub Dt:** 09/18/2003

Title: TRANSACTION OUTCOME STATE MAPPING

Patent #: 6748074 **Issue Dt:** 06/08/2004 **Application #:** 10100969 **Filing Dt:** 03/19/2002

59 Publication #: US20020191776 **Pub Dt:** 12/19/2002

Title: SYSTEM AND METHOD FOR PURGING A CALL LIST

Patent #: 7197132 **Issue Dt:** 03/27/2007 **Application #:** 10103454 **Filing Dt:** 03/21/2002

60 Publication #: US20030179877 **Pub Dt:** 09/25/2003

Title: ADAPTIVE TRANSACTION GUIDANCE

Patent #: 7043521 **Issue Dt:** 05/09/2006 **Application #:** 10103479 **Filing Dt:** 03/21/2002

61 Publication #: US20030217097 **Pub Dt:** 11/20/2003

Title: SEARCH AGENT FOR SEARCHING THE INTERNET

Patent #: 6961419 **Issue Dt:** 11/01/2005 **Application #:** 10114487 **Filing Dt:** 04/02/2002

62 Publication #: US20030185381 **Pub Dt:** 10/02/2003

Title: CONTACT CENTER DATA INTEGRATION WITH ENTERPRISE APPLICATIONS

Patent #: NONE **Issue Dt:** **Application #:** 10118882 **Filing Dt:** 04/09/2002

63 Publication #: US20030191632 **Pub Dt:** 10/09/2003

Title: Utilization of agent idle time in a communication system

Patent #: 6771746 **Issue Dt:** 08/03/2004 **Application #:** 10150890 **Filing Dt:** 05/16/2002

64 Publication #: US20030215066 **Pub Dt:** 11/20/2003

Title: METHOD AND APPARATUS FOR AGENT OPTIMIZATION USING SPEECH SYNTHESIS AND RECOGNITION

Patent #: 6941320 **Issue Dt:** 09/06/2005 **Application #:** 10151489 **Filing Dt:** 05/18/2002
65 Publication #: US20030145019 **Pub Dt:** 07/31/2003
Title: CONTACT CENTER DYNAMIC RECORD DELIVERY

Patent #: 7027585 **Issue Dt:** 04/11/2006 **Application #:** 10156406 **Filing Dt:** 05/28/2002
66 Publication #: US20030223571 **Pub Dt:** 12/04/2003
Title: WEB CALLBACK THROUGH MULTIMEDIA DEVICES

Patent #: 7395310 **Issue Dt:** 07/01/2008 **Application #:** 10188432 **Filing Dt:** 07/03/2002
67 Publication #: US20030223571 **Pub Dt:** 12/04/2003
Title: METHOD AND APPARATUS TO QUEUE A PLURALITY OF TRANSACTION MESSAGES

Patent #: 7190774 **Issue Dt:** 03/13/2007 **Application #:** 10196775 **Filing Dt:** 07/16/2002
68 Publication #: US20030068029 **Pub Dt:** 04/10/2003
Title: USER INVOKED DIRECTED OUTDIAL METHOD AND APPARATUS

Patent #: 7457403 **Issue Dt:** 11/25/2008 **Application #:** 10214674 **Filing Dt:** 08/08/2002
69 Publication #: US20040028211 **Pub Dt:** 02/12/2004
Title: METHOD AND APPARATUS FOR DETERMINING A REAL TIME AVERAGE SPEED OF ANSWER IN AN AUTOMATIC CALL DISTRIBUTION SYSTEM

Patent #: NONE **Issue Dt:** **Application #:** 10228980 **Filing Dt:** 08/27/2002
70 Publication #: US20040042611 **Pub Dt:** 03/04/2004
Title: Method and apparatus for inquiry resolution in a transaction processing system

Patent #: 6931119 **Issue Dt:** 08/16/2005 **Application #:** 10231623 **Filing Dt:** 08/30/2002
71 Publication #: US20040042612 **Pub Dt:** 03/04/2004
Title: APPARATUS AND METHOD FOR PROVIDING CALLER-SPECIFIC DATA TO AGENT STATION AND FOR AUTOMATICALLY LAUNCHING CORRESPONDING APPLICATION

Patent #: 7453830 **Issue Dt:** 11/18/2008 **Application #:** 10235751 **Filing Dt:** 09/05/2002
72 Publication #: US20040047302 **Pub Dt:** 03/11/2004
Title: INTERNET ARCHITECTURE FOR SOFTWARE BASED ACD

Patent #: 7058578 **Issue Dt:** 06/06/2006 **Application #:** 10253094 **Filing Dt:** 09/24/2002
73 Publication #: US20040059580 **Pub Dt:** 03/25/2004
Title: MEDIA TRANSLATOR FOR TRANSACTION PROCESSING SYSTEM

Patent #: 7492888 **Issue Dt:** 02/17/2009 **Application #:** 10253120 **Filing Dt:** 09/24/2002
74 Publication #: US20040057570 **Pub Dt:** 03/25/2004
Title: METHOD AND APPARATUS FOR ASSIGNING PRIORITIES BY APPLYING DYNAMICALLY-CHANGEABLE BUSINESS RULES

Patent #: 7151826 **Issue Dt:** 12/19/2006 **Application #:** 10259356 **Filing Dt:** 09/27/2002
75 Publication #: US20040062363 **Pub Dt:** 04/01/2004
Title: THIRD PARTY COACHING FOR AGENTS IN A COMMUNICATION SYSTEM

Patent #: 7460659 **Issue Dt:** 12/02/2008 **Application #:** 10259358 **Filing Dt:** 09/27/2002
76 Publication #: US20040062381 **Pub Dt:** 04/01/2004
Title: BEST PRACTICES LEARNING FOR AGENTS IN A COMMUNICATION SYSTEM

Patent #: 6959080 **Issue Dt:** 10/25/2005 **Application #:** 10259359 **Filing Dt:** 09/27/2002
77 Publication #: US20040062364 **Pub Dt:** 04/01/2004
Title: METHOD SELECTING ACTIONS OR PHASES FOR AN AGENT BY ANALYZING CONVERSATION CONTENT AND EMOTIONAL INFLECTION

Patent #: 6853721 **Issue Dt:** 02/08/2005 **Application #:** 10260831 **Filing Dt:** 09/30/2002
78 Publication #: US20030081757 **Pub Dt:** 05/01/2003
Title: CONTACT CENTER AUTOPILOT ARCHITECTURE

Patent #: 6970559 **Issue Dt:** 11/29/2005 **Application #:** 10261058 **Filing Dt:** 09/30/2002
79 Publication #: US20040062385 **Pub Dt:** 04/01/2004

Title: METHOD AND APPARATUS FOR DETECTING ECHO CANCELLERS

- 80 **Patent #:** 7739329 **Issue Dt:** 06/15/2010 **Application #:** 10278367 **Filing Dt:** 10/23/2002
Publication #: US20040083267 **Pub Dt:** 04/29/2004
Title: WEB ASSISTANT
- 81 **Patent #:** NONE **Issue Dt:** **Application #:** 10278368 **Filing Dt:** 10/23/2002
Publication #: US20040081311 **Pub Dt:** 04/29/2004
Title: Method abandoned call rescue
- 82 **Patent #:** 7363588 **Issue Dt:** 04/22/2008 **Application #:** 10285868 **Filing Dt:** 11/01/2002
Publication #: US20040085344 **Pub Dt:** 05/06/2004
Title: GUI FOR ORGANIZATIONAL ENVIRONMENT
- 83 **Patent #:** NONE **Issue Dt:** **Application #:** 10293666 **Filing Dt:** 11/12/2002
Publication #: US20030069937 **Pub Dt:** 04/10/2003
Title: Method and apparatus for establishing connections
- 84 **Patent #:** NONE **Issue Dt:** **Application #:** 10295275 **Filing Dt:** 11/15/2002
Publication #: US20040098274 **Pub Dt:** 05/20/2004
Title: System and method for predicting customer contact outcomes
- 85 **Patent #:** 7184540 **Issue Dt:** 02/27/2007 **Application #:** 10304872 **Filing Dt:** 11/26/2002
Publication #: US20040101127 **Pub Dt:** 05/27/2004
Title: PERSONALITY BASED MATCHING OF CALLERS TO AGENTS IN A COMMUNICATION SYSTEM
- 86 **Patent #:** NONE **Issue Dt:** **Application #:** 10304873 **Filing Dt:** 11/26/2002
Publication #: US20040103038 **Pub Dt:** 05/27/2004
Title: Virtual reality enabled transaction processing system
- 87 **Patent #:** 7274685 **Issue Dt:** 09/25/2007 **Application #:** 10306544 **Filing Dt:** 11/27/2002
Title: SYSTEM AND METHOD FOR RECORDING INCOMING CALLS ON DEMAND IN A TRANSACTION PROCESSING SYSTEM
- 88 **Patent #:** 7460651 **Issue Dt:** 12/02/2008 **Application #:** 10320002 **Filing Dt:** 12/16/2002
Publication #: US20040114573 **Pub Dt:** 06/17/2004
Title: CONTACT IDENTIFIER FOR MESSAGE TYPES
- 89 **Patent #:** 6703894 **Issue Dt:** 03/09/2004 **Application #:** 10341158 **Filing Dt:** 01/13/2003
Title: BASEBAND FILTER FOR RECEIVERS
- 90 **Patent #:** NONE **Issue Dt:** **Application #:** 10403583 **Filing Dt:** 03/31/2003
Publication #: US20040193468 **Pub Dt:** 09/30/2004
Title: System for optimizing business rule resources
- 91 **Patent #:** 7236583 **Issue Dt:** 06/26/2007 **Application #:** 10442000 **Filing Dt:** 05/20/2003
Publication #: US20040234066 **Pub Dt:** 11/25/2004
Title: SYSTEM AND METHOD FOR OPTIMIZING CALL ROUTING TO AN AGENT
- 92 **Patent #:** NONE **Issue Dt:** **Application #:** 10447250 **Filing Dt:** 05/27/2003
Publication #: US20050111653 **Pub Dt:** 05/26/2005
Title: Instant message processing in a customer interaction system
- 93 **Patent #:** 8402070 **Issue Dt:** 03/19/2013 **Application #:** 10449872 **Filing Dt:** 05/30/2003
Publication #: US20040111310 **Pub Dt:** 06/10/2004
Title: TRAINING, CERTIFYING, ASSIGNING AND COLLABORATING AGENTS AMONG MULTIPLE USERS
- 94 **Patent #:** NONE **Issue Dt:** **Application #:** 10459042 **Filing Dt:** 06/11/2003
Publication #: US20030198332 **Pub Dt:** 10/23/2003
Title: Method and apparatus for controlling a contact center

Patent #: NONE **Issue Dt:** **Application #:** 10459043 **Filing Dt:** 06/11/2003
95 Publication #: US20030198333 **Pub Dt:** 10/23/2003
 Title: Method and apparatus for controlling a contact center

Patent #: 6850613 **Issue Dt:** 02/01/2005 **Application #:** 10464305 **Filing Dt:** 06/17/2003
96 Publication #: US20030215083 **Pub Dt:** 11/20/2003
 Title: CUSTOMER SERVICE REQUEST ALLOCATIONS BASED UPON REAL-TIME DATA AND FORECAST DATA

Patent #: 7761323 **Issue Dt:** 07/20/2010 **Application #:** 10546460 **Filing Dt:** 08/19/2005
97 Publication #: US20060167729 **Pub Dt:** 07/27/2006
 Title: METHOD AND SYSTEM FOR SCHEDULING A CUSTOMER SERVICE CALLBACK

Patent #: 7773740 **Issue Dt:** 08/10/2010 **Application #:** 10616016 **Filing Dt:** 07/09/2003
98 Publication #: US20050008139 **Pub Dt:** 01/13/2005
 Title: AGENT REGISTRATION AND BIDDING SYSTEM

Patent #: NONE **Issue Dt:** **Application #:** 10624223 **Filing Dt:** 07/22/2003
99 Publication #: US20050021529 **Pub Dt:** 01/27/2005
 Title: Transaction time tracking and reporting system

Patent #: 7058169 **Issue Dt:** 06/06/2006 **Application #:** 10649539 **Filing Dt:** 08/27/2003
100 Publication #: US20050047583 **Pub Dt:** 03/03/2005
 Title: SKILL BASED CHAT FUNCTION IN A COMMUNICATION SYSTEM

Total properties: 528

Page 5 of 6

Pages: 1 2 3 4 5 6

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| | Patent #: NONE | Issue Dt: | Application #: 10651329 | Filing Dt: 08/28/2003 |
| 1 | Publication #: <u>US20050047394</u> | Pub Dt: 03/03/2005 | | |
| | Title: Automatic contact navigation system | | | |
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| | Patent #: <u>7095840</u> | Issue Dt: 08/22/2006 | Application #: 10659809 | Filing Dt: 09/11/2003 |
| 2 | Publication #: <u>US20050074108</u> | Pub Dt: 04/07/2005 | | |
| | Title: METHOD AND SYSTEM FOR ESTABLISHING VOICE COMMUNICATIONS USING A COMPUTER NETWORK | | | |
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| | Patent #: <u>7519689</u> | Issue Dt: 04/14/2009 | Application #: 10660418 | Filing Dt: 09/10/2003 |
| 3 | Publication #: <u>US20050055458</u> | Pub Dt: 03/10/2005 | | |
| | Title: METHOD AND SYSTEM TO PROVIDE MESSAGE COMMUNICATION BETWEEN DIFFERENT BROWSER BASED APPLICATIONS RUNNING ON A DESKTOP | | | |
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| | Patent #: <u>7552166</u> | Issue Dt: 06/23/2009 | Application #: 10660881 | Filing Dt: 09/11/2003 |
| 4 | Publication #: <u>US20040073670</u> | Pub Dt: 04/15/2004 | | |
| | Title: METHOD OF QUEUING REQUESTS TO ACCESS A COMMUNICATIONS NETWORK | | | |
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| | Patent #: <u>7929670</u> | Issue Dt: 04/19/2011 | Application #: 10673776 | Filing Dt: 09/29/2003 |
| 5 | Publication #: <u>US20050068940</u> | Pub Dt: 03/31/2005 | | |
| | Title: CONTACT MANIPULATON AND RETRIEVAL SYSTEM | | | |
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| | Patent #: <u>7095825</u> | Issue Dt: 08/22/2006 | Application #: 10675316 | Filing Dt: 09/30/2003 |
| 6 | Publication #: <u>US20050069094</u> | Pub Dt: 03/31/2005 | | |
| | Title: MULTI-MEDIA TRANSACTIONS PRESENTATION BASED ON USER PHYSICAL CHARACTERISTICS | | | |
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| | Patent #: <u>8655837</u> | Issue Dt: 02/18/2014 | Application #: 10675371 | Filing Dt: 09/30/2003 |
| 7 | Publication #: <u>US20050071178</u> | Pub Dt: 03/31/2005 | | |
| | Title: DATA SESSION NOTIFICATION MEANS AND METHOD | | | |
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| | Patent #: <u>7822016</u> | Issue Dt: 10/26/2010 | Application #: 10760577 | Filing Dt: 01/20/2004 |
| 8 | Publication #: <u>US20050157731</u> | Pub Dt: 07/21/2005 | | |
| | Title: IP ACD USING SIP FORMAT | | | |
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| | Patent #: <u>8028084</u> | Issue Dt: 09/27/2011 | Application #: 10761012 | Filing Dt: 01/20/2004 |
| 9 | Publication #: <u>US20050188110</u> | Pub Dt: 08/25/2005 | | |
| | Title: IP ACD USING BUFFER SERVER | | | |
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| | Patent #: <u>7373387</u> | Issue Dt: 05/13/2008 | Application #: 10788231 | Filing Dt: 02/26/2004 |
| 10 | Publication #: <u>US20050193071</u> | Pub Dt: 09/01/2005 | | |
| | Title: SESSION TO TRACK ACTUAL E-MAIL HANDLING TIME | | | |
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| | Patent #: <u>7149209</u> | Issue Dt: 12/12/2006 | Application #: 10818764 | Filing Dt: 04/06/2004 |
| 11 | Publication #: <u>US20040193404</u> | Pub Dt: 09/30/2004 | | |
| | Title: SYSTEM AND METHOD FOR PROVIDING AUDIO COMMUNICATION OVER A COMPUTER NETWORK USING DIFFERING COMMUNICATION FORMATS | | | |
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| | Patent #: NONE | Issue Dt: | Application #: 10825570 | Filing Dt: 04/15/2004 |
| 12 | Publication #: <u>US20050232408</u> | Pub Dt: 10/20/2005 | | |
| | Title: System for contact system entities beyond end-points to track state availability and capabilities by implementing SIP presence technologies | | | |
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| 13 | Patent #: <u>8068597</u> | Issue Dt: 11/29/2011 | Application #: 10831993 | Filing Dt: 04/26/2004 |

Publication #: US20050238162 **Pub Dt:** 10/27/2005
Title: METHOD AND APPARATUS FOR PROCESSING CUSTOMER CONTACTS USING A STATE MACHINE

Patent #: 7562052 **Issue Dt:** 07/14/2009 **Application #:** 10862286 **Filing Dt:** 06/07/2004

14 **Publication #:** US20050273443 **Pub Dt:** 12/08/2005
Title: SECURE CUSTOMER COMMUNICATION METHOD AND SYSTEM

Patent #: 7995611 **Issue Dt:** 08/09/2011 **Application #:** 10879691 **Filing Dt:** 06/29/2004

15 **Publication #:** US20050286494 **Pub Dt:** 12/29/2005
Title: METHOD AND APPARATUS FOR DYNAMIC VOIP PHONE PROTOCOL SELECTION

Patent #: 7813489 **Issue Dt:** 10/12/2010 **Application #:** 10883153 **Filing Dt:** 06/30/2004

16 **Publication #:** US20060002538 **Pub Dt:** 01/05/2006
Title: SYSTEM AND METHOD FOR MINIMIZING QUEUE CALLBACK FAULTS

Patent #: 7085368 **Issue Dt:** 08/01/2006 **Application #:** 10888061 **Filing Dt:** 07/09/2004

17 **Publication #:** US20060008070 **Pub Dt:** 01/12/2006
Title: METHOD OF PROVIDING A SCREEN-POP VIA SIP

Patent #: 7532615 **Issue Dt:** 05/12/2009 **Application #:** 10900223 **Filing Dt:** 07/27/2004

18 **Publication #:** US20060023864 **Pub Dt:** 02/02/2006
Title: UNIVERSAL AGENT LOG-IN USING A SIP REGISTRAR

Patent #: 8073130 **Issue Dt:** 12/06/2011 **Application #:** 10900842 **Filing Dt:** 07/28/2004

19 **Publication #:** US20060023866 **Pub Dt:** 02/02/2006
Title: CUSTOMER AUTOMATED RESPONSE SYSTEM

Patent #: 7809118 **Issue Dt:** 10/05/2010 **Application #:** 10901930 **Filing Dt:** 07/29/2004

20 **Publication #:** US20060023867 **Pub Dt:** 02/02/2006
Title: SYSTEM AND METHOD FOR VOICE AND DATA CONVERGENCE

Patent #: 8539034 **Issue Dt:** 09/17/2013 **Application #:** 10902451 **Filing Dt:** 07/29/2004

21 **Publication #:** US20060026241 **Pub Dt:** 02/02/2006
Title: System and method for bulk data messaging

Patent #: 7961867 **Issue Dt:** 06/14/2011 **Application #:** 10902621 **Filing Dt:** 07/29/2004

22 **Publication #:** US20060023868 **Pub Dt:** 02/02/2006
Title: PEER TO PEER APPLICATION PROCESSOR

Patent #: NONE **Issue Dt:** **Application #:** 10903466 **Filing Dt:** 07/30/2004

23 **Publication #:** US20060026053 **Pub Dt:** 02/02/2006
Title: Goal tender system and method

Patent #: 8634537 **Issue Dt:** 01/21/2014 **Application #:** 10919166 **Filing Dt:** 08/16/2004

24 **Publication #:** US20060034257 **Pub Dt:** 02/16/2006
Title: Method of routing calls from a contact center

Patent #: 7751550 **Issue Dt:** 07/06/2010 **Application #:** 10919194 **Filing Dt:** 08/16/2004

25 **Publication #:** US20060036607 **Pub Dt:** 02/16/2006
Title: METHOD OF PROVIDING STATUS INFORMATION WITHIN AN ACD

Patent #: 7564846 **Issue Dt:** 07/21/2009 **Application #:** 10929872 **Filing Dt:** 08/30/2004

26 **Publication #:** US20060045067 **Pub Dt:** 03/02/2006
Title: METHOD OF COLLECTING COMMUNICATION SYSTEM INFORMATION

Patent #: NONE **Issue Dt:** **Application #:** 10930997 **Filing Dt:** 08/31/2004

27 **Publication #:** US20060048135 **Pub Dt:** 03/02/2006
Title: Method of monitoring and controlling applications in an ACD

28 **Patent #:** 7668303 **Issue Dt:** 02/23/2010 **Application #:** 10930999 **Filing Dt:** 08/31/2004

Publication #: US20060045255 **Pub Dt:** 03/02/2006
Title: CALL TRACKING USING SIP PRESENCE MECHANISM

Patent #: 7688961 **Issue Dt:** 03/30/2010 **Application #:** 10948951 **Filing Dt:** 09/24/2004

29 Publication #: US20050091444 **Pub Dt:** 04/28/2005
Title: EFFICIENT MULTIPLEX CONFERENCING ENGINE

Patent #: 7003462 **Issue Dt:** 02/21/2006 **Application #:** 10955880 **Filing Dt:** 09/30/2004

30 Publication #: US20050119893 **Pub Dt:** 06/02/2005
Title: VOICE FILTER FOR NORMALIZING AND AGENT'S EMOTIONAL RESPONSE

Patent #: 7975009 **Issue Dt:** 07/05/2011 **Application #:** 10973000 **Filing Dt:** 10/25/2004

31 Publication #: US20060089971 **Pub Dt:** 04/27/2006
Title: INSTANT MESSAGE CONTACT ROUTER

Patent #: 7330429 **Issue Dt:** 02/12/2008 **Application #:** 10974342 **Filing Dt:** 10/27/2004

32 Publication #: US20060088024 **Pub Dt:** 04/27/2006
Title: METHOD AND APPARATUS FOR INTERNET PROTOCOL TRANSACTION ROUTING

Patent #: NONE **Issue Dt:** **Application #:** 10979533 **Filing Dt:** 11/02/2004

33 Publication #: US20060093125 **Pub Dt:** 05/04/2006
Title: Messaging presence for non-messaging devices

Patent #: 7853653 **Issue Dt:** 12/14/2010 **Application #:** 10981292 **Filing Dt:** 11/03/2004

34 Publication #: US20060093126 **Pub Dt:** 05/04/2006
Title: METHOD OF TRACKING E-MAIL HANDLING BY A REMOTE AGENT OF AN AUTOMATIC CONTACT DISTRIBUTOR

Patent #: 7590107 **Issue Dt:** 09/15/2009 **Application #:** 10984103 **Filing Dt:** 11/09/2004

35 Publication #: US20060098637 **Pub Dt:** 05/11/2006
Title: TCP/IP TRANSPORT INTERFACE FOR ISDN TELEPHONE

Patent #: 7215745 **Issue Dt:** 05/08/2007 **Application #:** 10988790 **Filing Dt:** 11/15/2004

36 Publication #: US20060104425 **Pub Dt:** 05/18/2006
Title: GREETINGS AND ANNOUNCEMENTS FOR A MULTIMEDIA IP COMMUNICATION SYSTEM

Patent #: 8184547 **Issue Dt:** 05/22/2012 **Application #:** 10991757 **Filing Dt:** 11/18/2004

37 Publication #: US20060104213 **Pub Dt:** 05/18/2006
Title: DISCRETE CHOICE METHOD OF REPORTING AND PREDICTING MULTIPLE TRANSACTION TYPES

Patent #: 7778405 **Issue Dt:** 08/17/2010 **Application #:** 10999403 **Filing Dt:** 11/30/2004

38 Publication #: US20060115073 **Pub Dt:** 06/01/2006
Title: CONTACT CENTER SYSTEM INDEPENDENT OF LINE KEY STATUS OR CURRENT AGENT ACTIVITY/STATE

Patent #: 7702094 **Issue Dt:** 04/20/2010 **Application #:** 10999426 **Filing Dt:** 11/30/2004

39 Publication #: US20060115074 **Pub Dt:** 06/01/2006
Title: METHOD OF STORING INFORMATION WITHIN AN ACD

Patent #: 7729479 **Issue Dt:** 06/01/2010 **Application #:** 10999445 **Filing Dt:** 11/30/2004

40 Publication #: US20060117098 **Pub Dt:** 06/01/2006
Title: AUTOMATIC GENERATION OF MIXED MEDIA MESSAGES

Patent #: 7864945 **Issue Dt:** 01/04/2011 **Application #:** 10999517 **Filing Dt:** 11/30/2004

41 Publication #: US20060115071 **Pub Dt:** 06/01/2006
Title: METHOD FOR DETECTING AVAILABILITY OF NON-TRADITIONAL AGENT

Patent #: NONE **Issue Dt:** **Application #:** 10999533 **Filing Dt:** 11/30/2004

42 Publication #: US20060117187 **Pub Dt:** 06/01/2006
Title: Internet method of protecting subscriber information

43	Patent #:	NONE	Issue Dt:		Application #:	11005501	Filing Dt:	12/06/2004
	Publication #:	<u>US20060133596</u>	Pub Dt:	06/22/2006				
	Title:	Centrex replacement ACD						
44	Patent #:	<u>8180043</u>	Issue Dt:	05/15/2012	Application #:	11006151	Filing Dt:	12/07/2004
	Publication #:	<u>US20080008309</u>	Pub Dt:	01/10/2008				
	Title:	METHOD AND APPARATUS FOR CUSTOMER KEY ROUTING						
45	Patent #:	<u>7681127</u>	Issue Dt:	03/16/2010	Application #:	11008829	Filing Dt:	12/10/2004
	Publication #:	<u>US20050102616</u>	Pub Dt:	05/12/2005				
	Title:	DYNAMIC LOCALIZATION FOR DOCUMENTS USING LANGUAGE SETTING						
46	Patent #:	<u>7535479</u>	Issue Dt:	05/19/2009	Application #:	11012391	Filing Dt:	12/14/2004
	Publication #:	<u>US20050093881</u>	Pub Dt:	05/05/2005				
	Title:	APPARATUS AND METHOD FOR COLLECTING AND DISPLAYING INFORMATION IN A WORKFLOW SYSTEM						
47	Patent #:	<u>7215758</u>	Issue Dt:	05/08/2007	Application #:	11013853	Filing Dt:	12/15/2004
	Publication #:	<u>US20050123124</u>	Pub Dt:	06/09/2005				
	Title:	GENERATING MEDIA-SPECIFIC INTERACTION CONTROL PROGRAMS						
48	Patent #:	<u>7912205</u>	Issue Dt:	03/22/2011	Application #:	11015410	Filing Dt:	12/17/2004
	Publication #:	<u>US20060147025</u>	Pub Dt:	07/06/2006				
	Title:	CONTACT CENTER BUSINESS MODELER						
49	Patent #:	<u>8667052</u>	Issue Dt:	03/04/2014	Application #:	11017457	Filing Dt:	12/20/2004
	Publication #:	<u>US20060147024</u>	Pub Dt:	07/06/2006				
	Title:	BUSINESS RULE WEB SERVICE						
50	Patent #:	NONE	Issue Dt:		Application #:	11022742	Filing Dt:	12/27/2004
	Publication #:	<u>US20060143116</u>	Pub Dt:	06/29/2006				
	Title:	Business analytics strategy transaction reporter method and system						
51	Patent #:	<u>7831033</u>	Issue Dt:	11/09/2010	Application #:	11025166	Filing Dt:	12/23/2004
	Publication #:	<u>US20060140390</u>	Pub Dt:	06/29/2006				
	Title:	METHOD OF PREFERENCE DRIVEN SEGMENTATION ROUTING						
52	Patent #:	<u>8400948</u>	Issue Dt:	03/19/2013	Application #:	11038566	Filing Dt:	01/18/2005
	Publication #:	<u>US20060159027</u>	Pub Dt:	07/20/2006				
	Title:	METHOD AND SYSTEM FOR UPDATING REAL-TIME DATA BETWEEN INTERVALS						
53	Patent #:	<u>7043007</u>	Issue Dt:	05/09/2006	Application #:	11049481	Filing Dt:	02/01/2005
	Publication #:	<u>US20050129217</u>	Pub Dt:	06/16/2005				
	Title:	SYSTEM AND METHOD TO ALLOCATE TRANSACTIONS						
54	Patent #:	<u>7688804</u>	Issue Dt:	03/30/2010	Application #:	11053396	Filing Dt:	02/08/2005
	Publication #:	<u>US20060176805</u>	Pub Dt:	08/10/2006				
	Title:	METHOD OF PROVIDING FAULT TOLERANCE IN A SIP BASED CONTACT HANDLING ENVIRONMENT						
55	Patent #:	<u>7634722</u>	Issue Dt:	12/15/2009	Application #:	11075793	Filing Dt:	03/08/2005
	Publication #:	<u>US20060206804</u>	Pub Dt:	09/14/2006				
	Title:	REVERSIBLE LOGIC FOR WIDGET AND MARKUP LANGUAGE GENERATION						
56	Patent #:	<u>7669182</u>	Issue Dt:	02/23/2010	Application #:	11093923	Filing Dt:	03/29/2005
	Publication #:	<u>US20050172297</u>	Pub Dt:	08/04/2005				
	Title:	METHOD AND SYSTEM TO MAINTAIN A HIERARCHY OF INSTANTIATED APPLICATION OBJECTS AND PROCESS A FAILED PROCESS						
57	Patent #:	NONE	Issue Dt:		Application #:	11108555	Filing Dt:	04/18/2005
	Publication #:	<u>US20060233345</u>	Pub Dt:	10/19/2006				
	Title:	Automatic contact distributor with workflow system integration						

	Patent #: <u>7349529</u>	Issue Dt: 03/25/2008	Application #: 11111251	Filing Dt: 04/21/2005
58	Publication #: <u>US20060239420</u>	Pub Dt: 10/26/2006		
	Title: CONTACT CENTER CONFERENCING OF E-MAIL MESSAGE			
	Patent #: NONE	Issue Dt:	Application #: 11115517	Filing Dt: 04/27/2005
59	Publication #: <u>US20060245577</u>	Pub Dt: 11/02/2006		
	Title: System and method for providing agent directed automatic call backs			
	Patent #: NONE	Issue Dt:	Application #: 11117662	Filing Dt: 04/28/2005
60	Publication #: <u>US20060248002</u>	Pub Dt: 11/02/2006		
	Title: Business strategy transaction router			
	Patent #: <u>7764779</u>	Issue Dt: 07/27/2010	Application #: 11124644	Filing Dt: 05/06/2005
61	Publication #: <u>US20060251236</u>	Pub Dt: 11/09/2006		
	Title: SIP ACD MULTI-TENANT MECHANISM THAT FACILITATES MULTIPLE LEVELS OF PARTITIONS OR TENANTS			
	Patent #: <u>8358774</u>	Issue Dt: 01/22/2013	Application #: 11128045	Filing Dt: 05/12/2005
62	Publication #: <u>US20060256955</u>	Pub Dt: 11/16/2006		
	Title: ENTERPRISE-WIDE OCCUPANCY BASED ROUTING			
	Patent #: NONE	Issue Dt:	Application #: 11141747	Filing Dt: 06/01/2005
63	Publication #: <u>US20060274758</u>	Pub Dt: 12/07/2006		
	Title: Adaptive skills-based routing			
	Patent #: <u>7373374</u>	Issue Dt: 05/13/2008	Application #: 11149053	Filing Dt: 06/08/2005
64	Publication #: <u>US20050228901</u>	Pub Dt: 10/13/2005		
	Title: METHOD AND SYSTEM TO REGISTER A USER ON AN APPLICATION SYSTEM			
	Patent #: <u>7778861</u>	Issue Dt: 08/17/2010	Application #: 11209568	Filing Dt: 08/22/2005
65	Publication #: <u>US20070043542</u>	Pub Dt: 02/22/2007		
	Title: METHODS AND SYSTEMS TO COMPLETE TRANSACTION DATE			
	Patent #: NONE	Issue Dt:	Application #: 11210047	Filing Dt: 08/22/2005
66	Publication #: <u>US20070043604</u>	Pub Dt: 02/22/2007		
	Title: Methods and systems to obtain a relative frequency distribution describing a distribution of counts			
	Patent #: <u>8270591</u>	Issue Dt: 09/18/2012	Application #: 11211113	Filing Dt: 08/23/2005
67	Publication #: <u>US20070055777</u>	Pub Dt: 03/08/2007		
	Title: MULTI-MEDIA CONTACT CHANNEL IN AGENT STATE CONTROL SYSTEM AND METHOD FOR USE IN A CONTACT CENTER			
	Patent #: NONE	Issue Dt:	Application #: 11212080	Filing Dt: 08/24/2005
68	Publication #: <u>US20070050228</u>	Pub Dt: 03/01/2007		
	Title: Schedule management			
	Patent #: <u>8199900</u>	Issue Dt: 06/12/2012	Application #: 11274226	Filing Dt: 11/14/2005
69	Publication #: <u>US20070112953</u>	Pub Dt: 05/17/2007		
	Title: AUTOMATED PERFORMANCE MONITORING FOR CONTACT MANAGEMENT SYSTEM			
	Patent #: <u>8312146</u>	Issue Dt: 11/13/2012	Application #: 11280603	Filing Dt: 11/15/2005
70	Publication #: <u>US20060080664</u>	Pub Dt: 04/13/2006		
	Title: METHODS AND APPARATUS FOR ENABLING DYNAMIC RESOURCE COLLABORATION			
	Patent #: <u>8457297</u>	Issue Dt: 06/04/2013	Application #: 11322355	Filing Dt: 12/30/2005
71	Publication #: <u>US20070153996</u>	Pub Dt: 07/05/2007		
	Title: DISTRIBUTING TRANSACTIONS AMONG TRANSACTION PROCESSING SYSTEMS			
	Patent #: NONE	Issue Dt:	Application #: 11347792	Filing Dt: 02/03/2006
72	Publication #: <u>US20070160187</u>	Pub Dt: 07/12/2007		

Title: System and method for redirecting a telecommunicating party to an information source over a computer network

	Patent #: NONE	Issue Dt:	Application #: 11362347	Filing Dt: 02/24/2006
73	Publication #: <u>US20070201676</u>	Pub Dt: 08/30/2007		
	Title: Supervising monitoring of agents			
	Patent #: <u>8199899</u>	Issue Dt: 06/12/2012	Application #: 11400342	Filing Dt: 04/06/2006
74	Publication #: <u>US20060188084</u>	Pub Dt: 08/24/2006		
	Title: CALL MANAGEMENT SYSTEM WITH CALL CONTROL FROM USER WORKSTATION COMPUTERS			
	Patent #: <u>7523082</u>	Issue Dt: 04/21/2009	Application #: 11429774	Filing Dt: 05/08/2006
75	Publication #: <u>US20070260587</u>	Pub Dt: 11/08/2007		
	Title: ESCALATING ONLINE EXPERT HELP			
	Patent #: NONE	Issue Dt:	Application #: 11430502	Filing Dt: 05/09/2006
76	Publication #: <u>US20070274298</u>	Pub Dt: 11/29/2007		
	Title: Voice over IP adapter			
	Patent #: NONE	Issue Dt:	Application #: 11452529	Filing Dt: 06/14/2006
77	Publication #: <u>US20070294344</u>	Pub Dt: 12/20/2007		
	Title: Automatic scheduling system			
	Patent #: <u>8498402</u>	Issue Dt: 07/30/2013	Application #: 11455440	Filing Dt: 06/19/2006
78	Publication #: <u>US20070291737</u>	Pub Dt: 12/20/2007		
	Title: Customer support using managed real-time communities			
	Patent #: <u>RE43205</u>	Issue Dt: 02/21/2012	Application #: 11484829	Filing Dt: 07/11/2006
79				
	Title: SKILL BASED CHAT FUNCTION IN A COMMUNICATION SYSTEM			
	Patent #: NONE	Issue Dt:	Application #: 11488938	Filing Dt: 07/18/2006
80	Publication #: <u>US20080021999</u>	Pub Dt: 01/24/2008		
	Title: Remote expert screen pop via data message			
	Patent #: <u>8401170</u>	Issue Dt: 03/19/2013	Application #: 11497891	Filing Dt: 08/02/2006
81	Publication #: <u>US20080043981</u>	Pub Dt: 02/21/2008		
	Title: METHOD OF USING VOIP FOR CALLBACK FROM AN ACD			
	Patent #: NONE	Issue Dt:	Application #: 11549344	Filing Dt: 10/13/2006
82	Publication #: <u>US20080127069</u>	Pub Dt: 05/29/2008		
	Title: Reusable class library for multi-threaded application			
	Patent #: <u>8351593</u>	Issue Dt: 01/08/2013	Application #: 11556749	Filing Dt: 11/06/2006
83	Publication #: <u>US20080107247</u>	Pub Dt: 05/08/2008		
	Title: EMERGENCY RECORDING DURING VOIP SESSION			
	Patent #: NONE	Issue Dt:	Application #: 11582272	Filing Dt: 10/17/2006
84	Publication #: <u>US20070124161</u>	Pub Dt: 05/31/2007		
	Title: Method of evaluating contact center performance			
	Patent #: NONE	Issue Dt:	Application #: 11669349	Filing Dt: 01/31/2007
85	Publication #: <u>US20080183540</u>	Pub Dt: 07/31/2008		
	Title: METHOD AND SYSTEM FOR MATCHING RESOURCES AND CO-RESOURCES			
	Patent #: <u>9214001</u>	Issue Dt: 12/15/2015	Application #: 11674500	Filing Dt: 02/13/2007
86	Publication #: <u>US20080195659</u>	Pub Dt: 08/14/2008		
	Title: AUTOMATIC CONTACT CENTER AGENT ASSISTANT			
	Patent #: <u>8483383</u>	Issue Dt: 07/09/2013	Application #: 11681241	Filing Dt: 03/02/2007
87	Publication #: <u>US20080212760</u>	Pub Dt: 09/04/2008		

Title: METHOD OF SCHEDULING CALLS

Patent #: NONE **Issue Dt:** **Application #:** 11739255 **Filing Dt:** 04/24/2007
88 Publication #: US20080267093 **Pub Dt:** 10/30/2008

Title: METHOD AND APPARATUS FOR ESTABLISHING CONFERENCES BASED ON THE LEVEL OF INTEREST

Patent #: 7748987 **Issue Dt:** 07/06/2010 **Application #:** 11769186 **Filing Dt:** 06/27/2007
89 Publication #: US20090003224 **Pub Dt:** 01/01/2009

Title: METHOD AND APPARATUS FOR PERFORMING TURNAROUND TESTING ON A DIGITAL SIGNAL 1 BOARD

Patent #: 8503660 **Issue Dt:** 08/06/2013 **Application #:** 11851931 **Filing Dt:** 09/07/2007
90 Publication #: US20090067611 **Pub Dt:** 03/12/2009

Title: Unified Command and Control of a Multiplicity of Heterogeneous Systems Supporting Call Center Functionality

Patent #: NONE **Issue Dt:** **Application #:** 11853299 **Filing Dt:** 09/11/2007
91 Publication #: US20090067615 **Pub Dt:** 03/12/2009

Title: ECHO CANCELLATION USING GAIN CONTROL

Patent #: NONE **Issue Dt:** **Application #:** 11857574 **Filing Dt:** 09/19/2007
92 Publication #: US20090074169 **Pub Dt:** 03/19/2009

Title: Multi-Line Multi-handset Communication System

Patent #: 9330050 **Issue Dt:** 05/03/2016 **Application #:** 11865923 **Filing Dt:** 10/02/2007
93 Publication #: US20090089407 **Pub Dt:** 04/02/2009

Title: Deployment Wizard

Patent #: 8660016 **Issue Dt:** 02/25/2014 **Application #:** 11888985 **Filing Dt:** 08/02/2007
94 Publication #: US20080031153 **Pub Dt:** 02/07/2008

Title: TESTING AND MONITORING VOICE OVER INTERNET PROTOCOL (VOIP) SERVICE USING INSTRUMENTED TEST STREAMS TO DETERMINE THE QUALITY, CAPACITY AND UTILIZATION OF THE VOIP NETWORK

Patent #: 8416764 **Issue Dt:** 04/09/2013 **Application #:** 11888986 **Filing Dt:** 08/02/2007
95 Publication #: US20080031230 **Pub Dt:** 02/07/2008

Title: SYSTEM AND METHOD FOR OBJECT REGISTRATION IN A VOIP ENVIRONMENT

Patent #: 8582559 **Issue Dt:** 11/12/2013 **Application #:** 11888987 **Filing Dt:** 08/02/2007
96 Publication #: US20080031231 **Pub Dt:** 02/07/2008

Title: SYSTEM AND METHOD FOR HANDLING MEDIA STREAMS

Patent #: 8797888 **Issue Dt:** 08/05/2014 **Application #:** 11890009 **Filing Dt:** 08/02/2007
97 Publication #: US20080031425 **Pub Dt:** 02/07/2008

Title: VOIP QUALITY BAR AND "TOAST" NOTIFICATIONS

Patent #: 8635275 **Issue Dt:** 01/21/2014 **Application #:** 11890010 **Filing Dt:** 08/02/2007
98 Publication #: US20080034373 **Pub Dt:** 02/07/2008

Title: Session application records

Patent #: 8488592 **Issue Dt:** 07/16/2013 **Application #:** 11890016 **Filing Dt:** 08/03/2007
99 Publication #: US20080056241 **Pub Dt:** 03/06/2008

Title: UNIFIED SESSION DETAIL RECORDS

Patent #: 8179791 **Issue Dt:** 05/15/2012 **Application #:** 11890029 **Filing Dt:** 08/02/2007
100 Publication #: US20080031436 **Pub Dt:** 02/07/2008

Title: SEQUENTIALLY CALLING GROUPS OF MULTIPLE COMMUNICATION DEVICES BASED ON USER-SPECIFIED LISTS OF COMMUNICATION DEVICE HAVING ASSIGNED PRIORITIES

Total properties: 528

Page 6 of 6

Pages: [1](#) [2](#) [3](#) [4](#) [5](#) [6](#)

	Patent #: NONE	Issue Dt:	Application #: 11890169	Filing Dt: 08/02/2007
1	Publication #: US20080031232	Pub Dt: 02/07/2008		
	Title: Web services and plug-in framework in VOIP environment			
	Patent #: 8522332	Issue Dt: 08/27/2013	Application #: 11954527	Filing Dt: 12/12/2007
2	Publication #: US20090158412	Pub Dt: 06/18/2009		
	Title: SECURE AUTOMATICALLY CONFIGURING, SELF-AUTHENTICATING ADMINISTRATIVE USER WITHOUT A PASSWORD			
	Patent #: NONE	Issue Dt:	Application #: 11970825	Filing Dt: 01/08/2008
3	Publication #: US20090175437	Pub Dt: 07/09/2009		
	Title: CALL TRANSFER BETWEEN DIFFERING EQUIPMENT			
	Patent #: 7925002	Issue Dt: 04/12/2011	Application #: 11977589	Filing Dt: 10/25/2007
4	Publication #: US20090110181	Pub Dt: 04/30/2009		
	Title: ADMINISTERING MULTIPLE TARGET ACD SYSTEMS			
	Patent #: 8588396	Issue Dt: 11/19/2013	Application #: 12016065	Filing Dt: 01/17/2008
5	Publication #: US20090185672	Pub Dt: 07/23/2009		
	Title: Method for Reporting Activity of Multi-Appearance Call-Center Agent			
	Patent #: 8418232	Issue Dt: 04/09/2013	Application #: 12044735	Filing Dt: 03/07/2008
6	Publication #: US20090228958	Pub Dt: 09/10/2009		
	Title: EXTENSIBLE PERMISSIONS FOR ADMINISTRATIVE AND TARGET PERMISSIONS			
	Patent #: 8199895	Issue Dt: 06/12/2012	Application #: 12054209	Filing Dt: 03/24/2008
7	Publication #: US20090238359	Pub Dt: 09/24/2009		
	Title: LEVERAGING A SIP FORKING MODEL FOR DISTRIBUTED CONTACT CENTER ROUTING			
	Patent #: 8745142	Issue Dt: 06/03/2014	Application #: 12075022	Filing Dt: 03/07/2008
8	Publication #: US20090225978	Pub Dt: 09/10/2009		
	Title: METHOD AND SYSTEM FOR PUBLISHING ACD SPECIFIC DATA			
	Patent #: NONE	Issue Dt:	Application #: 12100103	Filing Dt: 04/09/2008
9	Publication #: US20090260066	Pub Dt: 10/15/2009		
	Title: Single Sign-On To Administer Target Systems with Disparate Security Models			
	Patent #: 8229098	Issue Dt: 07/24/2012	Application #: 12114357	Filing Dt: 05/02/2008
10	Publication #: US20090274293	Pub Dt: 11/05/2009		
	Title: NETWORK ROUTER FOR HETEROGENEOUS ACD SYSTEM			
	Patent #: 8503661	Issue Dt: 08/06/2013	Application #: 12114396	Filing Dt: 05/02/2008
11	Publication #: US20090274291	Pub Dt: 11/05/2009		
	Title: SINGLE WORKFLOW FOR COLLOBORATIVE NETWORK ROUTING OVER HETEOGENEOUS SYSTEM			
	Patent #: 8693670	Issue Dt: 04/08/2014	Application #: 12114422	Filing Dt: 05/02/2008
12	Publication #: US20090274290	Pub Dt: 11/05/2009		
	Title: Synchronization of Data Within An ACD System			
	Patent #: 8718264	Issue Dt: 05/06/2014	Application #: 12125392	Filing Dt: 05/22/2008
13	Publication #: US20090290702	Pub Dt: 11/26/2009		
	Title: AUTOMATED AGENT AVAILABILITY DETECTION			
14	Patent #: 8520831	Issue Dt: 08/27/2013	Application #: 12141687	Filing Dt: 06/18/2008

Publication #: US20090316879 **Pub Dt:** 12/24/2009
Title: Method of Unifying Control of Contact Center System

Patent #: 9213699 **Issue Dt:** 12/15/2015 **Application #:** 12150624 **Filing Dt:** 04/30/2008

15 **Publication #:** US20090276452 **Pub Dt:** 11/05/2009
Title: Super-object in administering system

Patent #: NONE **Issue Dt:** **Application #:** 12167409 **Filing Dt:** 07/03/2008

16 **Publication #:** US20100017251 **Pub Dt:** 01/21/2010
Title: Method and Apparatus for Describing and Profiling Employee Schedules

Patent #: NONE **Issue Dt:** **Application #:** 12167416 **Filing Dt:** 07/03/2008

17 **Publication #:** US20100076898 **Pub Dt:** 03/25/2010
Title: Method of Scheduling a Workforce Constrained By Work Rules and Labor Laws

Patent #: 8245222 **Issue Dt:** 08/14/2012 **Application #:** 12170180 **Filing Dt:** 07/09/2008

18 **Publication #:** US20100011353 **Pub Dt:** 01/14/2010
Title: IMAGE INSTALLER

Patent #: 8064589 **Issue Dt:** 11/22/2011 **Application #:** 12214754 **Filing Dt:** 06/20/2008

19 **Publication #:** US20090316873 **Pub Dt:** 12/24/2009
Title: ESTIMATING NUMBER OF AGENTS FOR MULTIPLE CHAT CHANNELS

Patent #: 9088659 **Issue Dt:** 07/21/2015 **Application #:** 12258618 **Filing Dt:** 10/27/2008

20 **Publication #:** US20090129581 **Pub Dt:** 05/21/2009
Title: METHOD AND APPARATUS FOR PROVISIONING CONTACT HANDLING RESOURCES IN A CONTACT CENTER

Patent #: 8437462 **Issue Dt:** 05/07/2013 **Application #:** 12264395 **Filing Dt:** 11/04/2008

21 **Publication #:** US20100111284 **Pub Dt:** 05/06/2010
Title: SYNCHRONIZATION OF MULTIPLE TARGET SYSTEM DATA

Patent #: 8249243 **Issue Dt:** 08/21/2012 **Application #:** 12270238 **Filing Dt:** 11/13/2008

22 **Publication #:** US20100119052 **Pub Dt:** 05/13/2010
Title: METHOD OF REMOTELY OPERATING CONTACT CENTER SYSTEMS

Patent #: 8533234 **Issue Dt:** 09/10/2013 **Application #:** 12287172 **Filing Dt:** 10/07/2008

23 **Publication #:** US20100088347 **Pub Dt:** 04/08/2010
Title: CUSTOM DATA DISPLAY

Patent #: NONE **Issue Dt:** **Application #:** 12325794 **Filing Dt:** 12/01/2008

24 **Publication #:** US20090210394 **Pub Dt:** 08/20/2009
Title: Enterprise Entity for Use in a Call Center

Patent #: 8411840 **Issue Dt:** 04/02/2013 **Application #:** 12356664 **Filing Dt:** 01/21/2009

25 **Publication #:** US20100008492 **Pub Dt:** 01/14/2010
Title: METHOD OF UNIFYING CONTROL OF CONTACT CENTER SYSTEM

Patent #: 8560649 **Issue Dt:** 10/15/2013 **Application #:** 12403749 **Filing Dt:** 03/13/2009

26 **Publication #:** US20100235482 **Pub Dt:** 09/16/2010
Title: Virtual Appliance Automation Tool

Patent #: 8520834 **Issue Dt:** 08/27/2013 **Application #:** 12423088 **Filing Dt:** 04/14/2009

27 **Publication #:** US20100260331 **Pub Dt:** 10/14/2010
Title: METHOD OF DISPLAYING COMPLEX RELATIONSHIPS

Patent #: NONE **Issue Dt:** **Application #:** 12556917 **Filing Dt:** 09/10/2009

28 **Publication #:** US20100002689 **Pub Dt:** 01/07/2010
Title: VOICE OVER IP ADAPTER

Patent. App. No.	Patent Title
<u>09379548</u>	M&A FOR PUBLISHING TRANSACTION RECORD FROM A PRODUCER ENTITY TO A PLURALITY OF SUBSCRIBED CONSUMER ENTITIES WITHIN A TRANSACTION PROCESSING ENVIRONMENT
<u>09382288</u>	M&A FOR DATA BACKUP AND DATA RECOVERY IN A CLIENT-SERVER ENVIRONMENT
<u>09651546</u>	APPARATUS & METHOD FOR USING A PROXY SERVER FOR WEB COLLABORATION