

<b>PATENT ASSIGNMENT COVER SHEET</b>
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EPAS ID: PAT4206310

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	ASSIGNMENT
<b>CONVEYING PARTY DATA</b>	
<b>Name</b>	<b>Execution Date</b>
ZIA CHISHTI	12/29/2016
<b>RECEIVING PARTY DATA</b>	
<b>Name:</b>	AFINITI INTERNATIONAL HOLDINGS, LTD.
<b>Street Address:</b>	50 CEDAR AVENUE, CRAWFORD HOUSE
<b>City:</b>	HAMILTON
<b>State/Country:</b>	BERMUDA
<b>Postal Code:</b>	HM11
<b>PROPERTY NUMBERS Total: 1</b>	
<b>Property Type</b>	<b>Number</b>
<b>Application Number:</b>	15395529
<b>CORRESPONDENCE DATA</b>	
<b>Fax Number:</b>	(617)526-5000
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>	
<b>Phone:</b>	617-526-6000
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<b>Correspondent Name:</b>	BECKY DOUGLAS / WILMERHALE
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<b>NAME OF SUBMITTER:</b>	BECKY DOUGLAS
<b>SIGNATURE:</b>	/Becky Douglas/
<b>DATE SIGNED:</b>	12/30/2016
<b>Total Attachments: 4</b>	
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source=2016-12-30_309_US4_Executed_Assignment_USSN_15_395529#page2.tif	
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**ASSIGNMENT**

WHEREAS, the undersigned, to wit:

Zia CHISHTI residing at 910 15th Street, NW, Washington, DC 20005

(hereinafter collectively ASSIGNOR), has made a certain new and useful invention as set forth in an application for United States Letters Patent, entitled:

**“TECHNIQUES FOR WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM”**

(a)  which is being filed herewith in the United States Patent and Trademark Office;

(b)  which was filed as U.S. Patent Application No. 15/395529  
on 30 December 2016 ;

AND WHEREAS, Afiniti International Holdings, Ltd. (hereinafter ASSIGNEE), a corporation organized and existing under the laws of the Territory of Bermuda, and having its principal place of business at 50 Cedar Avenue, Crawford House, Hamilton HM11, BERMUDA, is desirous of acquiring the entire right, title, and interest in and to said invention and any and all patents that may be obtained therefor, and in and to said application and any and all patents that may issue therefrom;

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, ASSIGNOR does hereby sell, assign, transfer, and set over unto said ASSIGNEE, its successors, assigns, and legal representatives, all right, title, and interest in and to said invention throughout the world, and any and all patents of the United States and foreign countries that may be obtained therefor, including the right to sue for past infringement and obtain past damages, and in and to said application, including any and all non-provisionals, continuations, continuations-in-part, divisionals, reissues, re-examinations, substitutions, and extensions thereof, and any and all patents of the United States and foreign countries that may issue therefrom, such right, title, and interest including the right to file applications and obtain patents, utility models, industrial models, and designs for said invention in the name of said ASSIGNEE, its successors, assigns, and legal representatives, throughout the world, including all rights of priority, all rights to publish cautionary notices reserving ownership of said invention, and all rights to register said invention in appropriate registries;

ASSIGNOR also does hereby covenant that he has the full right to convey the entire right, title, and interest herein assigned, and that he has not and will not execute any agreement in conflict herewith;

ASSIGNOR also does hereby authorize and request the Commissioner of Patents and Trademarks to issue any and all Letters Patent of the United States on said invention or resulting from said application, including any continuations, continuations-in-part, divisions, reissues, re-examinations, substitutions, and extensions thereof, to said ASSIGNEE, its successors, assigns, and legal representatives as the ASSIGNEE of the entire right, title, and interest herein assigned;

ASSIGNOR also does hereby agree to, at any time, upon request, without further or additional consideration but at the expense of said ASSIGNEE, its successors, assigns, or legal representatives, execute and deliver any and all papers, make all rightful oaths, and do all lawful acts that may be necessary or desirable to perfect the entire right, title, and interest in said application, including any and all continuations, continuations-in-part, divisionals, reissues, re-examinations, substitutions, and extensions thereof, and any and all patents of the United States and foreign countries that may issue therefrom said ASSIGNEE, its successors, assigns, and legal representatives, and generally do everything possible to vest the entire right, title, and interest herein assigned in said ASSIGNEE, its successors, assigns, and legal representatives;

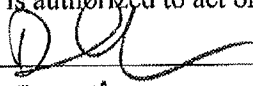
ASSIGNOR also does hereby grant the following individuals the power to insert on this Assignment any further identification which may be necessary or desirable in order to comply with the rules of the United States Patent and Trademark Office for recordation of this document:

AFINITI INTERNATIONAL HOLDINGS, LTD.

All practitioners at Customer Number 132689.

ASSIGNEE hereby acknowledges and accepts the foregoing assignment.

The undersigned is authorized to act on behalf of ASSIGNEE, Afiniti International Holdings, Ltd.

Signature:  Date: 27 Dec 16

Name: ZAC HUDSON

Title: EXECUTIVE VICE PRESIDENT AND GENERAL COUNSEL

IN WITNESS WHEREOF, I have hereunto set my hand and seal this 29<sup>th</sup> day of  
December, 2016.

Sign: Zia Chishti  
Name: Zia Chishti  
ASSIGNOR