

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
 Stylesheet Version v1.2

EPAS ID: PAT4381623

SUBMISSION TYPE:	CORRECTIVE ASSIGNMENT
NATURE OF CONVEYANCE:	Corrective Assignment to correct the EXECUTION DATE OF ASSIGNOR CAMERON DAVID SMITH FROM 10/29/2010 TO 10/29/2014 previously recorded on Reel 038086 Frame 0081. Assignor(s) hereby confirms the ASSIGNMENT.
CONVEYING PARTY DATA	
Name	Execution Date
MATTHEW J. SURRIDGE	11/16/2014
ANDREW T.C. VERRALL	05/11/2014
CAMERON DAVID SMITH	10/29/2014
GREGORY J. HEDGES	07/11/2014
MERIJN TE BOOIJ	10/21/2014
RECEIVING PARTY DATA	
Name:	GENESYS TELECOMMUNICATIONS LABORATORIES, INC.
Street Address:	2001 JUNIPERO SERRA BLVD.
City:	DALY CITY
State/Country:	CALIFORNIA
Postal Code:	94014
PROPERTY NUMBERS Total: 1	
Property Type	Number
Patent Number:	9392116
CORRESPONDENCE DATA	
Fax Number:	(626)577-8800
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>	
Phone:	626-795-9900
Email:	pto@lrrc.com
Correspondent Name:	LEWIS ROCA ROTHGERBER CHRISTIE LLP
Address Line 1:	PO BOX 29001
Address Line 4:	GLENDALE, CALIFORNIA 91209
ATTORNEY DOCKET NUMBER:	73768/G711/JEC/AJC
NAME OF SUBMITTER:	ANDREW CAUDILL
SIGNATURE:	/Andrew Caudill/
DATE SIGNED:	04/24/2017

Total Attachments: 17

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PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
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EPAS ID: PAT3797732

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	ASSIGNMENT
CONVEYING PARTY DATA	
Name	Execution Date
MATTHEW J. SURRIDGE	11/16/2014
ANDREW T.C. VERRALL	05/11/2014
CAMERON DAVID SMITH	10/29/2010
GREGORY J. HEDGES	07/11/2014
MERIJN TE BOOIJ	10/21/2014
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Street Address:	2001 JUNIPERO SERRA BLVD.
City:	DALY CITY
State/Country:	CALIFORNIA
Postal Code:	94014
PROPERTY NUMBERS Total: 1	
Property Type	Number
Application Number:	14141405
CORRESPONDENCE DATA	
Fax Number:	(626)577-8800
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Phone:	626-795-9900
Email:	PTO@lrrc.com
Correspondent Name:	LEWIS ROCA ROTHGERBER CHRISTIE LLP
Address Line 1:	PO BOX 29001
Address Line 4:	GLENDALE, CALIFORNIA 91209
ATTORNEY DOCKET NUMBER:	73768/G711/JEC/DSF
NAME OF SUBMITTER:	DIANA FIGUEROA
SIGNATURE:	/Diana Figueroa/
DATE SIGNED:	03/23/2016
Total Attachments: 15	
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**INVENTOR'S DECLARATION AND ASSIGNMENT
FOR PATENT APPLICATION**

PATENT

Title of Invention: SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE
MANAGEMENT

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

INVENTOR'S DECLARATION

As a below named inventor, I hereby declare that:

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

☒ United States Application or PCT International Application Number 14/141,405 filed on
December 26, 2013.

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

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

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

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

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

ASSIGNMENT

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

(1) Matthew J. Surridge, Andrew T.C. Verrall, Cameron David Smith, Gregory J. Hedges, and
Merijn te Booij

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

(2) GENESYS TELECOMMUNICATIONS LABORATORIES, INC.

having a place of business at

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

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

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

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

(4) SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE MANAGEMENT

which application executed on even date
herewith or was

(a) executed on (5a): _____;

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

Application No.: 14/141,405;

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

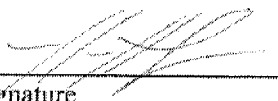
including any and all United States Patents which may be granted on said application, and any and all extensions, divisions, reissues, substitutes, renewals or continuations of said application and patents, and the right to all benefits under all international conventions for the protection of industrial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

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

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

Matthew J. Surridge
Legal Name of Inventor

16-11-2014
Date


Signature

Andrew T.C. Verrall
Legal Name of Inventor

Date

Signature

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

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

Cameron David Smith
Legal Name of Inventor

Date

Signature

Gregory J. Hedges
Legal Name of Inventor

Date

Signature

Merijn te Booij
Legal Name of Inventor

Date

Signature

WITNESSES:

Dario Torres Higuera
Danella May Booth

MMS PAS1289943.1-04/1/14 6:42 PM

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

PATENT

Title of Invention: SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE
MANAGEMENT

Docket No.: 73768/G711

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Matthew J. Surridge

Legal Name of Inventor

Date

Signature

Andrew T.C. Verrall

Legal Name of Inventor

5/10/14
Date



Signature

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

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

Cameron David Smith
Legal Name of Inventor

Date

Signature

Gregory J. Hedges
Legal Name of Inventor

Date

Signature

Merijn te Booij
Legal Name of Inventor

Date

Signature

WITNESSES:

Tim Breen

TRIFON GILCHRIS

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

PATENT

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

Docket No.: **73768/G711**

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

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FOR PATENT APPLICATION**

Docket No.: 73768/G711

Application No.: 14/141,405

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Matthew J. Surridge

Legal Name of Inventor

Date

Signature

Andrew T.C. Verrall

Legal Name of Inventor

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


Docket No.: 73768/G711

Application No.: 14/141,405

Cameron David Smith

Legal Name of Inventor

29/10/2010
Date


Signature

Gregory J. Hedges

Legal Name of Inventor

Date

Signature

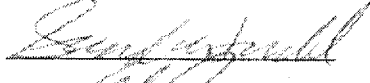

Merijn te Booij

Legal Name of Inventor

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WITNESSES:

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

PATENT

Title of Invention: **SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE
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Docket No.: 73768/G711

Application No. 14/141,405

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Matthew J. Surridge

Legal Name of Inventor

Date

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Andrew T.C. Verrall

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Date

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FOR PATENT APPLICATION**

Docket No.: 73768/G711
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Date

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Gregory J. Hedges
Legal Name of Inventor

07/11/2014
Date


Signature

Merijn te Booij
Legal Name of Inventor

Date

Signature

WITNESSES:

MMS PAS1289943.1*-04/1/14 6 42 PM

**INVENTOR'S DECLARATION AND ASSIGNMENT
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PATENT

Title of Invention: SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE
MANAGEMENT

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Andrew T.C. Verrall

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Docket No.: 73768/G711
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Cameron David Smith
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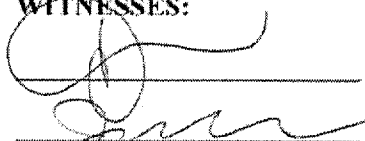
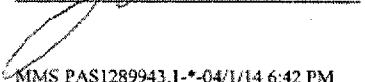
Signature

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