PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

EPAS ID: PAT4515535

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	GRANT OF SECURITY INTEREST IN PATENT RIGHTS

CONVEYING PARTY DATA

Name	Execution Date
VERINT AMERICAS INC.	06/29/2017

RECEIVING PARTY DATA

Name:	JPMORGAN CHASE BANK, N.A., AS COLLATERAL AGENT
Street Address:	10 S. DEARBORN ST., 7TH FLOOR
City:	CHICAGO
State/Country:	ILLINOIS
Postal Code:	60603

PROPERTY NUMBERS Total: 341

Property Type	Number
Application Number:	14866080
Patent Number:	8880631
Patent Number:	9166881
Patent Number:	9172690
Patent Number:	9218410
Patent Number:	9014345
Application Number:	14083772
Application Number:	14083783
Application Number:	14084979
Application Number:	14465486
Application Number:	14557092
Application Number:	14589375
Application Number:	15057171
Application Number:	15088555
Application Number:	15155269
Patent Number:	7376735
Patent Number:	7424715
Patent Number:	7424718
Patent Number:	7466816
Patent Number:	7570755

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Patent Number:	7574000
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Patent Number:	7660307
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Application Number:	14996885
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Patent Number:	8259789
Patent Number:	9641684
Application Number:	15223656
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Patent Number:	9635067
Application Number:	11211875
Application Number:	11781255
Application Number:	12171196
Application Number:	12475681
Patent Number:	5493608
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Patent Number:	6278978
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Application Number:	11404342
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Application Number:	13898679
Application Number:	15292659
Application Number:	15395757
Application Number:	15386820
Application Number:	15244327
Application Number:	15174161
Application Number:	15161342
Patent Number:	9264650
Patent Number:	8942543
Application Number:	14263411
Application Number:	14280000
Application Number:	14604915
Application Number:	13934407
Patent Number:	8041019
Patent Number:	8180025

Property Type	Number
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Patent Number:	8682669
Patent Number:	8831208
Patent Number:	9558183
Patent Number:	RE43183
Patent Number:	6915314
Patent Number:	7962339
Patent Number:	7558322
Patent Number:	7325190
Patent Number:	6959405
Patent Number:	6952732
Patent Number:	6782093
Patent Number:	6757361

CORRESPONDENCE DATA

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Email: ksolomon@stblaw.com
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Address Line 2: 425 LEXINGTON AVENUE
Address Line 4: NEW YORK, NEW YORK 10017

ATTORNEY DOCKET NUMBER:	509265/2006
NAME OF SUBMITTER:	CECILLIA X. XIE
SIGNATURE:	/cx/
DATE SIGNED:	07/21/2017

Total Attachments: 32
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GRANT OF
SECURITY INTEREST IN PATENT RIGHTS

This GRANT OF SECURITY INTEREST IN PATENT RIGHTS (the "Agreement"), effective as of June 29, 2017 is made by Verint Americas Inc., a Delaware corporation (the "Grantor"), in favor of JPMorgan Chase Bank, N.A., as Collateral Agent (in such capacity, the "Collateral Agent") for the banks and other financial institutions or entities from time to time parties to the Credit Agreement as lenders (the "Lenders"), dated as of June 29, 2017 (as amended, restated, supplemented or otherwise modified from time to time, the "Credit Agreement"), among Verint Systems Inc., a Delaware corporation and parent of Grantor, the other Restricted Subsidiary Borrowers from time to time party thereto (together, the "Borrowers"), the Lenders, the Collateral Agent and the other Agents named therein and the other Secured Parties.

W I T N E S S E T H

WHEREAS, pursuant to the Credit Agreement, the Lenders have severally agreed to make extensions of credit to the Borrowers upon the terms and subject to the conditions set forth therein;

WHEREAS, the Grantor and the Borrowers have executed and delivered a Guarantee and Collateral Agreement, dated as of June 29, 2017 (together with all amendments and modifications, if any, from time to time thereafter made thereto, the "Guarantee and Collateral Agreement");

WHEREAS, pursuant to the Guarantee and Collateral Agreement, the Grantor assigned and transferred to the Collateral Agent, and thereby granted to the Collateral Agent, for the ratable benefit of the Secured Parties, a continuing security interest in all Intellectual Property, including Patents (including, without limitation, those material items listed in Schedule 1 hereto); and

WHEREAS, in connection with the Credit Agreement and the Guarantee and Collateral Agreement, the Grantor is required to execute and deliver this Agreement for recording with the United States Patent and Trademark Office;

NOW, THEREFORE, in consideration of the premises and to induce the Lenders to make their respective extensions of credit to the Borrower thereunder, the Grantor hereby agrees with the Collateral Agent, for the ratable benefit of the Secured Parties, as follows:

SECTION 1. Definitions. Unless otherwise defined herein, terms used in this Agreement, including its preamble and recitals, shall have the meanings given to them in the Guarantee and Collateral Agreement and, if not defined therein, in the Credit Agreement.

SECTION 2. Grant of Security Interest. The Grantor hereby assigns and transfers to the Collateral Agent, and hereby grants to the Collateral Agent, for the ratable benefit of the Secured Parties, a continuing security interest in all of the Grantor's rights, title and interest in, to and

under the Patents (including, without limitation, those material items listed on Schedule 1 hereto) (collectively, the "Collateral"), as collateral security for the prompt and complete payment and performance when due of the Grantor's Obligations.

SECTION 3. Purpose. This Agreement has been executed and delivered by the Grantor for the purpose of recording the grant of security interest herein with the United States Patent and Trademark Office. The security interest granted hereby has been granted to the Collateral Agent in connection with the Guarantee and Collateral Agreement and is expressly subject to the terms and conditions thereof. The Guarantee and Collateral Agreement (and all rights and remedies of the Lenders thereunder) shall remain in full force and effect in accordance with its terms.

SECTION 4. Acknowledgment. The Grantor does hereby further acknowledge and affirm that the rights and remedies of the Collateral Agent and the other Secured Parties with respect to the security interest in the Collateral granted hereby are more fully set forth in the Credit Agreement and the Guarantee and Collateral Agreement, the terms and provisions of which (including the remedies provided for therein) are incorporated by reference herein as if fully set forth herein. In the event of any conflict between the terms of this Agreement and the terms of the Guarantee and Collateral Agreement, the terms of the Guarantee and Collateral Agreement shall govern.
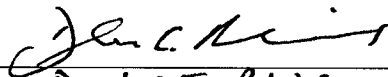
SECTION 5. Counterparts. This Agreement may be executed in counterparts, each of which will be deemed an original, but all of which together constitute one and the same original.

SECTION 6. Governing Law. THIS AGREEMENT AND ANY CLAIM, CONTROVERSY, DISPUTE OR CAUSE OF ACTION BASED UPON, ARISING OUT OF OR RELATED TO THIS AGREEMENT AND THE TRANSACTIONS CONTEMPLATED HEREBY (INCLUDING, WITHOUT LIMITATION, ANY CLAIMS SOUNDING IN CONTRACT LAW OR TORT LAW OR OTHERWISE ARISING OUT OF THE SUBJECT MATTER HEREOF) SHALL BE CONSTRUED IN ACCORDANCE WITH AND GOVERNED BY THE LAW OF THE STATE OF NEW YORK.

[Remainder of page intentionally left blank]

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be duly executed and delivered by their respective officers as of the date first written above.

VERINT AMERICAS INC.,
as Grantor

By: _____
Name: Douglas E. Robinson
Title: Treasurer

[Signature Page to Grant of Security Interest in Patents: Verint Americas Inc.]

JP MORGAN CHASE BANK, N.A.,
as Collateral Agent for the Lenders

By: _____
Name: Daglas P Panchal
Title: Executive Director

[Signature Page to Grant of Security Interest in Patents: Verint Americas Inc.]

SCHEDULE 1

U.S. Patent Registrations and Applications

Title	Application No. (Date)	Patent No. (Date)	Record Owner
APPARATUS AND METHODS FOR MULTI-MODE ASYNCHRONOUS COMMUNICATION	14/866,080 9/25/2015		Verint Americas Inc.
Apparatus and methods for multi-mode asynchronous communication	14/248,843 4/9/2014	8,880,631 11/4/2014	Verint Americas Inc.
Methods and apparatus for adaptive bandwidth-based communication management	14/587,558 12/31/2014	9,166,881 10/20/2015	Verint Americas Inc.
Apparatus and methods for multi-mode asynchronous communication	14/157,691 1/17/2014	9,172,690 10/27/2015	Verint Americas Inc.
Systems, apparatuses and methods for communication flow modification	14/616,037 2/6/2015	9,218,410 12/22/2015	Verint Americas Inc.
Systems and methods for secure recording in a customer center environment	14/275,786 5/12/2014	9,014,345 4/21/2015	Verint Americas Inc.
Predictive Modeling from Customer Interaction Analysis	14/083,772 11/19/2013		Verint Americas Inc.
Use of Analytics Methods for Personalized Guidance	14/083,783 11/19/2013		Verint Americas Inc.
Design and Analysis of Customer Feedback Surveys	14/084,979 11/20/2013		Verint Americas Inc.
System and Method of Work Assignment Management	14/465,486 8/21/2014		Verint Americas Inc.
COMMUNICATION SESSION ASSESSMENT	14/557,092 12/1/2014		Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
METHOD AND SYSTEM FOR GENERATING A FRAUD RISK SCORE USING TELEPHONY CHANNEL BASED AUDIO AND NON-AUDIO DATA	14/589,375 1/5/2015		Verint Americas Inc.
SYSTEMS AND METHODS FOR STORING AND SEARCHING DATA IN A CUSTOMER CENTER ENVIRONMENT	15/057,171 3/1/2016		Verint Americas Inc.
USING SECONDARY CHANNEL INFORMATION TO PROVIDE FOR GATEWAY RECORDING	15/088,555 4/1/2016		Verint Americas Inc.
SYSTEM AND METHOD FOR IMPROVED VIDEO OPERATIONS	15/155,269 5/16/2016		Verint Americas Inc.
Method, apparatus, and system for capturing data exchanged between a server and a user	11/534,410 9/22/2006	7,376,735 5/20/2008	Verint Americas Inc.
Method and system for presenting events associated with recorded data exchanged between a server and a user	10/136,705 4/30/2002	7,424,715 9/9/2008	Verint Americas Inc.
Method and system for presenting events associated with recorded data exchanged between a server and a user	11/389,471 3/23/2006	7,424,718 9/9/2008	Verint Americas Inc.
System and method for analysing communication streams	11/565,939 12/1/2006	7,466,816 12/16/2008	Verint Americas Inc.
Routine communication sessions for recording	11/541,252 9/29/2006	7,570,755 8/4/2009	Verint Americas Inc.
System and method for analysing communications streams	11/565,943 12/1/2006	7,574,000 8/11/2009	Verint Americas Inc.
System and method for analysing communications streams	11/565,948 12/1/2006	7,587,041 9/8/2009	Verint Americas Inc.
System and method for analysing communications streams	11/540,086 9/29/2006	7,613,290 11/3/2009	Verint Americas Inc.
Recording using proxy servers			Verint Americas Inc.
Systems and methods for capturing multimedia communication signals	11/396,061 3/31/2006	7,633,930 12/15/2009	Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
System and method for complex schedule generation	11/736,124 4/17/2007	7,634,422 12/15/2009	Verint Americas Inc.
System and method for workforce requirements management	10/832,509 4/27/2004	7,650,293 1/19/2010	Verint Americas Inc.
Systems and methods for providing recording as a network service	11/540,282 9/29/2006	7,660,307 2/9/2010	Verint Americas Inc.
Systems and methods for integrating outsourcers	11/529,842 9/29/2006	7,660,406 2/9/2010	Verint Americas Inc.
Systems and methods for scheduling contact center agents	11/768,349 6/26/2007	7,660,407 2/9/2010	Verint Americas Inc.
Systems and methods for automatic scheduling of a workforce	11/396,063 3/31/2006	7,672,746 3/2/2010	Verint Americas Inc.
Systems and methods for endpoint recording using a conference bridge	11/395,350 3/31/2006	7,680,264 3/16/2010	Verint Americas Inc.
Internet protocol analyzing	11/394,411 3/31/2006	7,701,972 4/20/2010	Verint Americas Inc.
Systems and methods for determining allocations for distributed multi-site contact centers	11/385,499 3/21/2010	7,734,783 6/8/2010	Verint Americas Inc.
Multi-pass speech analytics	11/540,322 9/29/2006	7,752,043 7/6/2010	Verint Americas Inc.
Method and system for concurrent error identification in resource scheduling	11/868,656 10/8/2007	7,752,508 7/6/2010	Verint Americas Inc.
Systems and methods for a secure recording environment	11/479,926 6/30/2006	7,769,176 8/3/2010	Verint Americas Inc.
Systems and methods for protecting information	11/395,514 3/31/2006	7,774,854 8/10/2010	Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Independent source recording	11/129,811 5/16/2005	7,787,974 8/31/2010	Verint Americas Inc.
Method and apparatus for multi-contact scheduling	11/037,604 1/18/2005	7,788,286 8/31/2010	Verint Americas Inc.
Integration of contact center surveys	11/395,992 3/31/2006	7,792,278 9/7/2010	Verint Americas Inc.
Augmentation and calibration of output from non-deterministic text generators by modeling its characteristics in specific environments	10/771,409 2/5/2004	7,792,671 9/7/2010	Verint Americas Inc.
Systems and methods for analyzing communication sessions using fragments	11/691,540 3/27/2007	7,801,055 9/21/2010	Verint Americas Inc.
Systems and methods for data synchronization in a customer center	11/529,942 9/29/2006	7,817,795 10/19/2010	Verint Americas Inc.
Duplicate media stream	11/394,496 3/31/2006	7,822,018 10/26/2010	Verint Americas Inc.
Systems and methods for calculating workforce staffing statistics	11/394,795 3/31/2006	7,826,608 11/2/2010	Verint Americas Inc.
Communication link interception using link fingerprint analysis	11/729,185 3/27/2007	7,836,171 11/16/2010	Verint Americas Inc.
Systems and methods for a secure recording environment	11/479,925 6/30/2006	7,848,524 12/7/2010	Verint Americas Inc.
Systems and methods for recording audio	11/395,498 3/31/2006	7,852,994 12/14/2010	Verint Americas Inc.
Systems and methods for scheduling call center agents using quality data and correlation-based discovery	11/359,909 2/22/2006	7,853,006 12/14/2010	Verint Americas Inc.
Distributive network control	11/772,440 7/2/2007	7,853,753 12/14/2010	Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Systems and methods for a secure recording environment	11/479,841 6/30/2006	7,853,800 12/14/2010	Verint Americas Inc.
Systems and methods for scheduling call center agents using quality data and correlation-based discovery	11/359,731 2/22/2006	7,864,946 1/4/2011	Verint Americas Inc.
Systems and methods for analyzing contact center interactions	11/540,306 9/29/2006	7,873,156 1/18/2011	Verint Americas Inc.
Systems and methods for recording an encrypted interaction	11/428,222 6/30/2006	7,881,471 2/1/2011	Verint Americas Inc.
Systems and methods for discovering customer center information	11/540,903 9/29/2006	7,899,176 3/1/2011	Verint Americas Inc.
Recording invocation of communication sessions	11/541,313 9/29/2006	7,899,178 3/1/2011	Verint Americas Inc.
System and method for analysing communications streams	11/565,946 12/1/2006	7,899,180 3/1/2011	Verint Americas Inc.
Systems and methods for providing recording as a network service	11/540,739 9/29/2006	7,903,568 3/8/2011	Verint Americas Inc.
System and method for complex schedule generation	12/612,487 11/4/2009	7,904,325 3/8/2011	Verint Americas Inc.
System and method for performance based call distribution	12/132,259 6/3/2008	7,913,063 3/22/2011	Verint Americas Inc.
Systems and methods for monitoring information corresponding to communication sessions	11/540,785 9/29/2006	7,920,482 4/5/2011	Verint Americas Inc.
Method and system for communications monitoring	10/525,260 2/22/2005	7,925,889 4/12/2011	Verint Americas Inc.
Systems and methods for storing and searching data in a customer center environment	11/693,899 3/30/2007	7,930,314 4/19/2011	Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Systems and methods for context drilling in workforce optimization	11/528,267 9/27/2006	7,949,552 5/24/2011	Verint Americas Inc.
Systems and methods for displaying agent activity exceptions	11/529,946 9/29/2006	7,953,621 5/31/2011	Verint Americas Inc.
Method, Apparatus, and System for Capturing Data Exchanged Between a Server and a User	12/118,781 5/12/2008	7,953,719 5/31/2011	Verint Americas Inc.
Systems and methods for storing and searching data in a customer center environment	11/693,857 3/30/2007	7,953,750 5/31/2011	Verint Americas Inc.
Call control presence	11/608,440 12/8/2006	7,965,828 6/21/2011	Verint Americas Inc.
Distributive data capture	11/540,171 9/29/2006	7,966,397 6/21/2011	Verint Americas Inc.
Analyzing audio components and generating text with integrated additional session information	11/540,904 9/29/2006	7,991,613 8/2/2011	Verint Americas Inc.
Systems and methods for capturing communication signals [32-bit or 128-bit addresses]	11/396,062 3/31/2006	7,995,612 8/9/2011	Verint Americas Inc.
Systems and methods for endpoint recording using gateways	11/529,947 9/29/2006	8,000,465 8/16/2011	Verint Americas Inc.
Speech analysis using statistical learning	11/540,281 9/29/2006	8,005,676 8/23/2011	Verint Americas Inc.
Methods for long-range contact center staff planning utilizing discrete event simulation	11/529,132 9/28/2006	8,015,042 9/6/2011	Verint Americas Inc.
Automated utterance search	11/616,490 12/27/2006	8,050,923 11/1/2011	Verint Americas Inc.
Systems and methods for recording using virtual machines	11/540,450 9/29/2006	8,068,602 11/29/2011	Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Systems and methods for providing workforce optimization to branch and back offices	12/171,090 7/10/2008	8,078,486 12/13/2011	Verint Americas Inc.
Systems and methods for trading track view	12/181,919 7/29/2008	8,102,976 1/24/2012	Verint Americas Inc.
Systems for integrating contact center monitoring, training and scheduling	11/359,532 2/22/2006	8,108,237 1/31/2012	Verint Americas Inc.
Systems and methods for workforce optimization	11/359,356 2/22/2006	8,112,298 2/7/2012	Verint Americas Inc.
System and method for facilitating triggers and workflows in workforce optimization	11/479,506 6/30/2006	8,112,306 2/7/2012	Verint Americas Inc.
Systems and methods for workforce optimization and analytics	11/359,358 2/22/2006	8,117,064 2/14/2012	Verint Americas Inc.
Systems and methods for scheduling of outbound agents	11/393,286 3/30/2006	8,126,134 2/28/2012	Verint Americas Inc.
Systems and methods for recording	11/608,340 12/8/2006	8,130,925 3/6/2012	Verint Americas Inc.
Systems and methods for recording	11/608,358 12/8/2006	8,130,926 3/6/2012	Verint Americas Inc.
Systems and methods for recording data	11/540,902 9/29/2006	8,130,938 3/6/2012	Verint Americas Inc.
Systems and methods for endpoint recording using recorders	11/478,714 6/30/2006	8,131,578 3/6/2012	Verint Americas Inc.
Systems and methods for automatic scheduling of a workforce	12/173,146 7/15/2008	8,132,089 3/6/2012	Verint Americas Inc.
Error checking at the re-sequencing stage	12/769,544 4/28/2010	8,139,741 3/20/2012	Verint Americas Inc.
Call control presence			Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Systems and methods for managing alarms from recorders	11/396,514 4/3/2006	8,155,275 4/10/2012	Verint Americas Inc.
System and method for detecting and displaying business transactions	11/359,319 2/22/2006	8,160,233 4/17/2012	Verint Americas Inc.
Systems and methods for recording resource association in a recording environment	11/693,933 3/30/2007	8,170,184 5/1/2012	Verint Americas Inc.
System and method for recording voice and the data entered by a call center agent and retrieval of these communication streams for analysis or correction	12/326,205 12/2/2009	8,189,763 5/29/2012	Verint Americas Inc.
Augmentation and calibration of output from non-deterministic text generators by modeling its characteristics in specific environments	12/876,207 9/6/2010	8,195,459 6/5/2012	Verint Americas Inc.
Call control recording	11/567,852 12/7/2006	8,199,886 6/12/2012	Verint Americas Inc.
Systems and methods for providing network services for recording	12/354,804 1/16/2009	8,204,053 6/19/2012	Verint Americas Inc.
Systems and methods for endpoint recording using a media application server	11/395,759 3/31/2006	8,204,056 6/19/2012	Verint Americas Inc.
Systems and methods for locating communication terminals in cellular networks	12/840,233 7/20/2010	8,238,915 8/7/2012	Verint Americas Inc.
Passive recording and load balancing	11/395,497 3/31/2006	8,254,262 8/28/2012	Verint Americas Inc.
Systems and methods for verification of wireless terminals on board vehicles using country-of-origin information	12/497,793 7/6/2009	8,258,945 9/4/2012	Verint Americas Inc.
Distributive network control	12/967,019 12/13/2010	8,275,944 9/25/2012	Verint Americas Inc.
Recording in a distributed environment	11/608,350 12/8/2006	8,280,011 10/2/2012	Verint Americas Inc.

NAI-1502809605v2

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Packet data recording method and system	10/467,899 6/10/2005	8,285,833 10/9/2012	Verint Americas Inc.
System and method for associating communication terminals to users based on spatial correlation	12/753,137 4/2/2010	8,290,469 10/16/2012	Verint Americas Inc.
Method and apparatus for automated time banking and workforce scheduling	12/852,144 8/6/2010	8,290,804 10/16/2012	Verint Americas Inc.
Systems and methods for a secure recording environment	12/769,541 4/28/2010	8,290,871 10/16/2012	Verint Americas Inc.
Systems and methods for analyzing communication sessions	11/691,521 3/27/2007	8,315,867 11/20/2012	Verint Americas Inc.
Integrating mobile device based communication session recordings	11/752,458 5/23/2007	8,320,886 11/27/2012	Verint Americas Inc.
Systems and methods for speech indexing	12/415,688 3/31/2009	8,326,631 12/4/2012	Verint Americas Inc.
Systems and methods for data synchronization in a customer center	12/891,620 9/27/2010	8,331,548 12/11/2012	Verint Americas Inc.
System and method for integrated workforce and quality management	11/742,733 5/1/2007	8,331,549 12/11/2012	Verint Americas Inc.
System and method for pooled IP recording	12/416,906 4/1/2009	8,345,828 1/1/2013	Verint Americas Inc.
Distributive network control	12/967,023 12/13/2010	8,359,434 1/22/2013	Verint Americas Inc.
System and method for determining commonly used communication terminals and for identifying noisy entities in large-scale link analysis	13/244,462 9/24/2011	8,364,147 1/29/2013	Verint Americas Inc.
Method and system for context-aware data prioritization using a common scale and logical transactions	12/464,694 5/12/2009	8,364,666 1/29/2013	Verint Americas Inc.

NAI-1502809605v2

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Systems and methods for endpoint recording using recorders	12/769,545 4/28/2010	8,379,835 2/19/2013	Verint Americas Inc.
System and method for integrated workforce and analytics	11/743,300 5/2/2007	8,396,732 3/12/2013	Verint Americas Inc.
Systems and methods for secure recording in a customer center environment	12/470,768 5/22/2009	8,401,155 3/19/2013	Verint Americas Inc.
Systems and methods for capturing communications data	11/693,814 3/30/2007	8,437,465 5/7/2013	Verint Americas Inc.
Distributed voice over internet protocol recording	11/394,408 3/31/2006	8,442,033 5/14/2013	Verint Americas Inc.
System and method for dynamically changing quality levels among a plurality of video scenes	12/643,559 12/21/2009	8,451,909 5/28/2013	Verint Americas Inc.
Systems and methods for automatic scheduling of a workforce	12/686,213 1/12/2010	8,463,638 6/11/2013	Verint Americas Inc.
Systems and methods for analyzing contact center interactions	13/005,906 1/13/2011	8,467,518 6/18/2013	Verint Americas Inc.
Systems and methods for providing recording as a network service	12/769,542 4/28/2010	8,483,074 7/9/2013	Verint Americas Inc.
System and method for selective monitoring of mobile communication terminals based on speech key-phrases	13/358,485 1/25/2012	8,483,672 7/9/2013	Verint Americas Inc.
System and method for determining commonly used communication terminals and for identifying noisy entities in large-scale link analysis	13/096,145 4/28/2011	8,509,733 8/13/2013	Verint Americas Inc.
Method and apparatus for cell-based workforce scheduling	13/278,519 10/21/2011	8,510,144 8/13/2013	Verint Americas Inc.
Determining and displaying application usage data in a contact center environment	13/182,672 7/14/2011	8,515,051 8/20/2013	Verint Americas Inc.

PATENT
REEL: 043293 FRAME: 0591

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Systems and methods for identification of mobile phones in a restricted environment	13/096,153 4/28/2011	8,532,616 9/10/2013	Verint Americas Inc.
System and method for target location profiling	12/628,089 11/30/2009	8,532,668 9/10/2013	Verint Americas Inc.
Classification and identification of computer use	12/725,166 3/16/2010	8,549,629 10/1/2013	Verint Americas Inc.
Systems and methods for discovering customer center information	13/036,923 2/28/2011	8,582,751 11/12/2013	Verint Americas Inc.
Systems and methods of partial shift swapping	11/540,320 9/29/2006	8,645,179 2/4/2014	Verint Americas Inc.
Systems and methods for secure recording in a customer center environment	12/968,236 12/14/2010	8,675,824 3/18/2014	Verint Americas Inc.
Systems and methods for secure recording in a customer center environment	12/968,240 12/14/2010	8,675,825 3/18/2014	Verint Americas Inc.
Routine communication sessions for recording	12/466,673 5/15/2009	8,699,700 4/15/2014	Verint Americas Inc.
Distributive data capture	13/164,725 6/20/2011	8,713,167 4/29/2014	Verint Americas Inc.
Internet protocol analyzing	12/762,402 4/19/2010	8,718,074 5/6/2014	Verint Americas Inc.
Recording invocation of communication sessions	12/967,028 12/13/2010	8,718,266 5/6/2014	Verint Americas Inc.
Speech analytics system and system and method for determining structured speech	12/755,549 4/7/2010	8,719,016 5/6/2014	Verint Americas Inc.
Monitoring and displaying the scheduled and actuated activities of a workforce	13/149,655 5/31/2011	8,719,067 5/6/2014	Verint Americas Inc.

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Title	Application No. (Date)	Patent No. (Date)	Record Owner
Systems and methods for enhancing recorded or intercepted calls using information from a facial recognition engine	12/245,785 10/6/2008	8,723,911 5/13/2014	Verint Americas Inc.
Systems and methods of recording solution interface	12/118,792 5/12/2008	8,724,521 5/13/2014	Verint Americas Inc.
Systems and methods for secure recording in a customer center environment	12/968,232 12/14/2010	8,724,778 5/13/2014	Verint Americas Inc.
Systems and methods for endpoint recording using a media application server	12/769,552 4/28/2010	8,730,959 5/20/2014	Verint Americas Inc.
Independent source recording	12/870,908 8/30/2010	8,738,162 5/27/2014	Verint Americas Inc.
Systems and methods for recording resource association for a communications environment	11/693,828 3/30/2007	8,743,730 6/3/2014	Verint Americas Inc.
Recording invocation of communication sessions	12/769,550 4/8/2010	8,744,064 6/3/2014	Verint Americas Inc.
Monitoring of computer events and steps linked by dependency relationships to generate completed processes data and determining the completed processed data meet trigger criteria	11/723,010 3/15/2007	8,752,062 6/10/2014	Verint Americas Inc.
Event processing using existing computer event capture modules	13/323,240 12/12/2011	8,782,668 7/15/2014	Verint Americas Inc.
Systems, methods, and media for determining fraud patterns and creating fraud behavioral models	13/290,011 11/4/2011	8,793,131 7/29/2014	Verint Americas Inc.
Increased quality of image objects based on depth in scene	13/354,919 1/20/2012	8,824,823 9/2/2014	Verint Americas Inc.
Call control presence and recording	11/567,808 12/7/2006	8,837,697 9/16/2014	Verint Americas Inc.
Interface system and method of building rules and constraints for a resource scheduling system	11/479,909 6/30/2006	8,850,303 9/30/2014	Verint Americas Inc.

NAI-1502809605v2

PATENT
REEL: 043293 FRAME: 0593

Title	Application No. (Date)	Patent No. (Date)	Record Owner
System and method for capturing, storing, analyzing and displaying data related to the movements of objects	13/853,208 3/29/2013	8,860,811 10/14/2014	Verint Americas Inc.
Method and apparatus for simultaneously monitoring computer user screen and telephone activity from a remote location	11/166,630 6/24/2005	8,861,707 10/14/2014	Verint Americas Inc.
System and method for capturing, storing, analyzing and displaying data related to the movements of objects	13/853,187 3/29/2013	8,872,922 10/28/2014	Verint Americas Inc.
Systems and methods for scheduling of outbound agents	13/406,506 2/27/2012	8,873,732 10/28/2014	Verint Americas Inc.
System and method for capturing, storing, analyzing and displaying data related to the movements of objects	13/856,178 4/3/2013	8,878,937 11/4/2014	Verint Americas Inc.
Object analysis using motion history	13/355,112 1/20/2012	8,879,789 11/4/2014	Verint Americas Inc.
Communication session assessment	11/621,134 1/9/2009	8,903,078 12/2/2014	Verint Americas Inc.
Systems, methods, and media for generating hierarchical fused risk scores	13/415,816 3/8/2012	8,903,859 12/2/2014	Verint Americas Inc.
Building whitelists comprising voiceprints not associated with fraud and screening calls using a combination of a whitelist and blacklist	12/352,530 1/12/2009	8,924,285 12/30/2014	Verint Americas Inc.
Method and system for generating a fraud risk score using telephony channel based audio and non-audio data	12/856,118 8/13/2010	8,930,261 1/6/2015	Verint Americas Inc.
Increased quality of image objects based on depth in scene	14/264,921 4/29/2014	8,948,533 2/3/2015	Verint Americas Inc.
Increased quality of image objects based on depth in scene	14/264,943 4/29/2014	8,953,900 2/10/2015	Verint Americas Inc.
Systems and methods for protecting information	12/768,194 4/27/2010	8,958,557 2/17/2015	Verint Americas Inc.

NAI-1502809605v2

Title	Application No. (Date)	Patent No. (Date)	Record Owner
System and method for capturing, storing, analyzing and displaying data related to the movements of objects	13/856,187 4/3/2013	8,964,036 2/24/2015	Verint Americas Inc.
System and method for processing agent interactions	12/879,868 9/10/2010	8,971,517 3/3/2015	Verint Americas Inc.
Recording invocation of communication sessions	12/967,029 12/13/2010	8,976,954 3/10/2015	Verint Americas Inc.
Complex recording trigger	11/361,208 2/24/2006	9,008,300 4/14/2015	Verint Americas Inc.
Recording invocation of communication sessions	12/967,025 12/13/2010	9,020,125 4/28/2015	Verint Americas Inc.
Systems, methods, and media for disambiguating call data to determine fraud	13/482,841 5/29/2012	9,113,001 8/18/2015	Verint Americas Inc.
Multi-pass speech analytics	13/271,681 10/12/2011	9,171,547 10/27/2015	Verint Americas Inc.
Systems and methods for identifying a caller	14/188,009 2/24/2014	9,172,808 10/27/2015	Verint Americas Inc.
Internet protocol analyzing	14/270,294 5/5/2014	9,197,492 11/24/2015	Verint Americas Inc.
Systems, methods, and media for determining fraud patterns and creating fraud behavioral models	14/337,106 7/21/2014	9,203,962 12/1/2015	Verint Americas Inc.
Systems and methods for updating schedules	12/727,468 3/19/2010	9,207,907 12/8/2015	Verint Americas Inc.
Monitoring of computer events and steps linked by dependency relationships to generate completed processes data and determining the completed processes data meet trigger criteria	14/220,249 3/20/2014	9,229,768 1/5/2016	Verint Americas Inc.

PATENT
REEL: 043293 FRAME: 0595

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Monitoring of computer events and steps linked by dependency relationships to generate completed processes data and determining the completed processes data meet trigger criteria	14/220,267 3/20/2014	9,229,769 1/5/2016	Verint Americas Inc.
Recording infrastructure having biometrics engine and analytics service	14/213,507 3/14/2014	9,237,232 1/12/2016	Verint Americas Inc.
Recording invocation of communication sessions	12/967,031 12/13/2010	9,253,316 2/2/2016	Verint Americas Inc.
Systems and methods for storing and searching data in a customer center environment	13/114,620 5/24/2011	9,304,995 4/5/2016	Verint Americas Inc.
Using secondary channel information to provide for gateway recording	13/252,986 10/4/2011	9,307,092 4/5/2016	Verint Americas Inc.
System and method for improved video operations	13/926,542 6/25/2013	9,344,724 5/17/2016	Verint Americas Inc.
Biometrics platform provider	14/213,535 3/14/2014	9,349,373 5/24/2016	Verint Americas Inc.
Embedded multi-channel knowledgebase	12/032,306 2/15/2008	9,355,354 5/31/2016	Verint Americas Inc.
Systems and methods of recording solution interface	14/275,773 5/12/2014	9,363,369 6/7/2016	Verint Americas Inc.
Video throttling based on individual client delay	13/314,879 12/8/2011	9,363,574 6/7/2016	Verint Americas Inc.
Independent source recording	14/288,339 5/27/2014	9,380,157 6/28/2016	Verint Americas Inc.
Recording invocation of communication sessions	14/270,287 5/5/2014	9,413,878 8/9/2016	Verint Americas Inc.
Complex recording trigger	14/605,099 1/26/2015	9,451,086 9/20/2016	Verint Americas Inc.

NAI-1502809605v2

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Dedicated network interface	12/015,621 1/17/2008	9,455,896 9/27/2016	Verint Americas Inc.
Remote agent capture and monitoring	12/914,991 10/28/2010	9,462,238 10/4/2016	Verint Americas Inc.
System and method for selecting portions of video data for high quality feed while continuing a low quality feed	14/604,251 1/23/2015	9,467,663 10/11/2016	Verint Americas Inc.
SYSTEMS, METHODS, AND MEDIA FOR DETERMINING FRAUD PATTERNS AND CREATING FRAUD BEHAVIORAL MODELS	14/926,998 10/26/2015	9,503,571 11/22/2016	Verint Americas Inc.
Utilizing spare processing capacity to analyze a call center interaction	11/509,554 8/24/2006	RE41,534 8/17/2010	Verint Americas Inc.
System and method to acquire audio data packets for recording and analysis	11/509,551 8/24/2006	RE41,608 8/31/2010	Verint Americas Inc.
Machine learning based upon feedback from contact center analysis	11/509,550 8/24/2006	RE43,255 3/20/2012	Verint Americas Inc.
VOIP voice interaction monitor	11/509,549 8/24/2006	RE43,324 4/24/2012	Verint Americas Inc.
Communication management system for network-based telephones	11/583,381 10/19/2006	RE43,386 5/15/2012	Verint Americas Inc.
METHOD AND APPARATUS TO TRANSMIT VIDEO DATA	14/580,364 12/23/2014		Verint Americas Inc.
EVENT DETECTION BASED ON VIDEO METADATA	14/996,885 1/15/2016		Verint Americas Inc.
EVALUATION OF MODELS GENERATED FROM OBJECTS IN VIDEO	15/048,237 2/19/2016		Verint Americas Inc.
Systems and methods for analyzing communication sessions using fragments	11/540,353 9/29/2006	7,881,216 2/1/2011	Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Methods and devices for archiving recorded interactions and retrieving stored recorded interactions	10/285,321 10/31/2002	7,882,212 2/1/2011	Verint Americas Inc.
Systems and methods for analyzing communication sessions	11/540,736 9/29/2006	7,885,813 2/8/2011	Verint Americas Inc.
Video tiling using multiple digital signal processors	12/014,155 1/15/2008	7,907,142 3/15/2011	Verint Americas Inc.
System and method for controlling the long term generation rate of compressed data	11/345,587 2/1/2006	8,160,156 4/17/2012	Verint Americas Inc.
Video recording failover	12/045,543 3/10/2008	8,249,413 8/21/2012	Verint Americas Inc.
System for selecting a video or audio path	12/015,375 1/16/2008	8,316,402 11/20/2012	Verint Americas Inc.
Systems and methods for triggering an out of focus alert	11/937,553 11/9/2007	8,345,162 1/1/2013	Verint Americas Inc.
Modifying the resolution of video before transferring to a display system	12/771,168 4/30/2010	8,587,653 11/19/2013	Verint Americas Inc.
Systems and methods for video rate control	12/782,542 5/18/2010	8,594,182 11/26/2013	Verint Americas Inc.
Systems and methods for endpoint recording using phones	11/394,410 3/31/2006	8,594,313 11/26/2013	Verint Americas Inc.
Method and apparatus for operating a video system	12/915,941 10/29/2010	8,625,973 1/7/2014	Verint Americas Inc.
System and method for integrated display of multiple types of call agent data	11/359,195 2/22/2006	8,670,552 3/11/2014	Verint Americas Inc.
Method and apparatus to search video data for an object of interest	12/916,006 10/29/2010	8,724,970 5/13/2014	Verint Americas Inc.

NAI-1502809605v2

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Video recording failover	13/589,611 8/20/2012	8,781,289 7/15/2014	Verint Americas Inc.
Trajectory matching across disjointed video views	13/351,493 1/17/2012	8,805,009 8/12/2014	Verint Americas Inc.
System and method for controlling the long term generation rate of compressed data	13/448,978 4/17/2012	8,817,890 8/26/2014	Verint Americas Inc.
Assemblies and methods for reducing the complexity of camera mounting assemblies	13/606,322 9/7/2012	8,866,964 10/21/2014	Verint Americas Inc.
System and method for capturing, storing, analyzing and displaying data relating to the movements of objects	12/504,492 7/16/2009	8,885,047 11/11/2014	Verint Americas Inc.
Systems and methods for triggering an out of focus alert	13/731,216 12/31/2012	8,902,366 12/2/2014	Verint Americas Inc.
System and method for selecting portions of video data for high quality feed while continuing a low quality feed	12/640,866 12/17/2009	8,970,654 3/3/2015	Verint Americas Inc.
Method and apparatus for operating a video system	12/915,868 10/29/2010	8,982,209 3/17/2015	Verint Americas Inc.
Systems and methods for sharing encoder output	13/439,820 4/4/2012	9,172,924 10/27/2015	Verint Americas Inc.
Video recording failover	14/331,126 7/14/2014	9,204,083 12/1/2015	Verint Americas Inc.
Evaluation of models generated from objects in video	13/355,285 1/20/2012	9,268,996 2/23/2016	Verint Americas Inc.
Event detection based on video metadata	11/844,759 8/24/2007	9,269,244 2/23/2016	Verint Americas Inc.
VIDEO RECORDING FAILOVER	14/942,189 11/16/2015	9,503,674 11/22/2016	Verint Americas Inc.

NAI-1502809605v2

PATENT

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Wireless enclosure	29/306,986 4/21/2008	D606,983 12/29/2009	Verint Americas Inc.
Event surveillance system	08/408,901 3/22/1995	5,689,442 11/18/1997	Verint Americas Inc.
Method and apparatus for simultaneously monitoring computer user screen and telephone activity from a remote location	08/657,765 5/31/1996	5,790,798 8/4/1998	Verint Americas Inc.
Method and apparatus for simultaneously monitoring computer user screen and telephone activity from a remote location	09/212,900 12/16/1998	6,370,574 4/9/2002	Verint Americas Inc.
Method and apparatus for simultaneously monitoring computer user screen and telephone activity from a remote location	09/041,460 3/12/1998	6,510,220 1/21/2003	Verint Americas Inc.
Method and system for selectively dedicating resources for recording data exchanged between entities attached to a network	10/137,480 4/30/2002	7,047,296 5/16/2006	Verint Americas Inc.
Method and system for providing access to captured multimedia data from a multimedia player	10/136,718 4/30/2002	7,149,788 12/12/2006	Verint Americas Inc.
System and method for complex schedule generation	09/825,589 4/3/2001	7,155,399 12/26/2006	Verint Americas Inc.
System and method for recording voice and the data entered by a call center agent and retrieval of these communication streams for analysis or correction	10/181,103 10/21/2002	7,203,285 4/10/2007	Verint Americas Inc.
Method, apparatus, and system for capturing data exchanged between a server and a user	10/061,469 1/31/2002	7,219,138 5/15/2007	Verint Americas Inc.
System and method for complex schedule generation	11/479,924 6/30/2006	7,254,546 8/7/2007	Verint Americas Inc.
Method and system for concurrent error identification in resource scheduling	11/237,456 11/15/2005	7,281,173 10/9/2007	Verint Americas Inc.
Selective dedication of active and passive contact center recording resources	11/388,854 3/23/2006	7,284,049 10/16/2007	Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Systems and methods for scheduling contact center agents	12/684,027 1/7/2010	8,705,723 4/22/2014	Verint Americas Inc.
Systems and Methods for Recording Resource Association for Recording	11/693,923 3/30/2007	9,106,737 8/11/2015	Verint Americas Inc.
System and Method for Measuring User Reactions Concerning One or More Particular Web Pages of a Website	09/385,256 8/30/1999	6,421,724 7/16/2002	Verint Americas Inc.
Method of Incorporating User Reaction Measurement Software into Particular Web Pages of a Website	09/595,337 6/14/2000	6,785,717 8/31/2004	Verint Americas Inc.
System and Method for Reporting to a Website Owner User Reactions to Particular Web Pages of a Website	09/595,050 6/14/2000	7,085,820 8/1/2006	Verint Americas Inc.
System and Method for Measuring and Reporting User Reactions to Particular Web Pages of a Website	09/595,141 6/14/2000	6,606,581 8/12/2003	Verint Americas Inc.
Measuring a Page-Specific Subjective User Reaction Concerning Each of Multiple Web Pages of a Website	10/136,919 5/1/2002	7,970,887 6/18/2011	Verint Americas Inc.
Receiving and Reporting Page-Specific User Feedback Concerning One or More Particular Web Pages of a Website	10/210,609 7/31/2002	7,478,121 1/13/2009	Verint Americas Inc.
Receiving and Reporting Page-Specific User Feedback Concerning One or More Particular Web Pages of a Website	10/210,256 7/31/2002	7,370,285 5/6/2008	Verint Americas Inc.
Collecting a User Response to an Explicit Question Specifically Concerning a Particular Web Page of a Website	10/358,064 2/3/2003	6,928,392 8/9/2005	Verint Americas Inc.
Soliciting User Feedback Regarding One or More Web Pages of a Website Without Obscuring Visual Content	10/870,024 6/16/2004	7,827,487 11/2/2010	Verint Americas Inc.
System and Method for Reporting to a Website Owner User Reactions to Particular Web Pages of a Website	11/458,625 7/19/2006	8,041,805 10/18/2011	Verint Americas Inc.

NAI-1502809605v2

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Computer-Implemented System and Method for Measuring and Reporting Business Intelligence Based on Comments Collected from Web Page Users Using Software Associated with Accessed Web Pages	11/847,676 8/30/2007	7,809,602 10/5/2010	Verint Americas Inc.
System and Method for Measuring and Reporting User Reactions to Advertisements on a Web Page	11/832,747 8/2/2007	8,775,237 7/8/2014	Verint Americas Inc.
System and Method for Providing Intelligent Support	12/048,136 3/13/2008	7,865,455 1/4/2011	Verint Americas Inc.
Receiving and Reporting Page-Specific User Feedback Concerning One or More Particular Web Pages of a Website	12/115,442 5/5/2008	8,024,668 9/20/2011	Verint Americas Inc.
Receiving Page-Specific User Feedback Concerning One or More Particular Web Pages of a Website	12/328,741 12/4/2008	8,037,128 10/11/2011	Verint Americas Inc.
Reporting to a Website Owner One or More Appearances of a Specified Word in One or More Page-Specific Open-Ended Comments Concerning One or More Particular Web Pages of a Website	12/328,733 12/4/2008	8,082,295 12/20/2011	Verint Americas Inc.
System and Method for Mobile Interaction	12/613,199 11/5/2009	8,332,232 12/11/2012	Verint Americas Inc.
Computer-Implemented System and Method for Measuring and Reporting Business Intelligence Based on Comments Collected from Web Page Users Using Software Associated with Accessed Web Pages	12/886,302 9/20/2010	8,538,790 9/17/2013	Verint Americas Inc.
Methods And Systems for Picture Rate Reduction of Stored Video While Under Continuous Record Load	11/671,483 2/6/2007	8,259,789 9/4/2012	Verint Americas Inc.
Tracing And Asynchronous Communication Network and Routing Method	15/388,471 12/22/2016	9,641,684 5/2/2017	Verint Americas Inc.

NAI-1502809605v2

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Systems, Apparatuses and Methods for Communication Flow Modification	15/223,656 7/29/2016		Verint Americas Inc.
Apparatus and Methods for Multi-Mode Asynchronous Communication	13/795,868 3/12/2013		Verint Americas Inc.
Tracing and Asynchronous Communication Network and Routing Method	14/820,001 8/6/2015	9,635,067 4/25/2017	Verint Americas Inc.
Adaptive Communications System	11/211,875 8/26/2005		Verint Americas Inc.
Adaptive Accent Voice Communications System (Aavcs)	11/781,255 7/22/2007		Verint Americas Inc.
Advanced Adaptive Communications System (ACS)	12/171,196 7/10/2008		Verint Americas Inc.
Adaptive Human Computer Interface (AAHCI)	12/475,681 6/1/2009		Verint Americas Inc.
System Architecture for Scheduling and Product Management	08/210,031 3/17/1994	5,493,608 2/20/1996	Verint Americas Inc.
Caller Adaptive Voice Response System	11/939,937 11/14/2007		Verint Americas Inc.
Organically Ranked Knowledge Categorization in a Knowledge Management System	14/311,312 6/22/2014	9,070,085 6/30/2015	Verint Americas Inc.
Organically Ranked Knowledge Categorization in a Knowledge Management System	13/722,202 12/20/2012	8,775,357 7/8/2014	Verint Americas Inc.
Multi-Source Searching in a Data Driven Application	13/250,152 9/30/2011	8,768,913 7/1/2014	Verint Americas Inc.
Dynamic Message Context Driven Application Assembly for Customer Service Agent Productivity Applications	13/447,355 4/16/2012	8,548,155 10/01/2013	Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Dynamic Message Context Driven Application Assembly for Customer Service Agent Productivity Applications	11/469,173 8/31/2006	8,160,232 4/17/2012	Verint Americas Inc.
Organically Ranked Knowledge Categorization in a Knowledge Management System	11/761,776 6/12/2007	8,078,565 12/13/2011	Verint Americas Inc.
Adaptive Multi-Channel Answering Service for Knowledge Management Systems	11/695,404 4/2/2007	7,904,414 3/8/2011	Verint Americas Inc.
Method and Apparatus for Performing Enterprise Email Management	09/193,833 11/17/1998	6,941,304 9/6/2005	Verint Americas Inc.
System and Method for Web Co-Navigation with Dynamic Content Including Incorporation of Business Rule Into Web Document	09/689,500 10/11/2000	6,871,213 3/22/2005	Verint Americas Inc.
Method and Apparatus for Multiple Tiered Matching of Natural Language Queries to Positions in a Text Corpus	09/503,983 2/14/2000	6,560,590 5/6/2003	Verint Americas Inc.
Organically Ranked Knowledge Categorization In A Knowledge Management System	13/323,777 12/12/2011	8,341,107 12/25/2012	Verint Americas Inc.
Form Processing in a User Interface Workflow Composition Tool	13/080,632 4/5/2011		Verint Americas Inc.
User Interface Workflow Composition Method, System and Computer Program Product	12/603,524 10/21/2009		Verint Americas Inc.
Method and Apparatus for Network Based Customer Service	09/137,989 8/21/1998	6,177,932 1/23/2001	Verint Americas Inc.
Method and Apparatus for Performing Enterprise Email Management	09/193,285 11/17/1998	6,249,807 6/19/2001	Verint Americas Inc.
Method and Apparatus for Performing Enterprise Email Management	09/193,290 11/17/1998	6,282,565 8/28/2001	Verint Americas Inc.
Systems and Methods for Automatically Categorizing Unstructured Text	11/286,572 11/23/2005	7,853,544 12/14/2010	Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Method for Identifying Emerging Issue From Textual Customer Feedback	11/623,694 1/16/2007	7,899,769 3/1/2011	Verint Americas Inc.
Voice Interaction Analysis Module	11/509,553 8/24/2006	RE40,634 2/10/2009	Verint Americas Inc.
System and Method of Workforce Optimization	14/263,403 4/28/14	9,684,881 6/20/2017	Verint Americas Inc.
Distributed Sensing and Video Capture System and Apparatus	14/280,005 5/16/2014	9,648,283 5/9/2017	Verint Americas Inc.
Trading Environment Recording	13/481,727 5/25/2012	9,609,137 3/28/2017	Verint Americas Inc.
Systems and Methods for Endpoint Recording Using a Media Application Server	14/281,310 5/19/2014	9,584,656 2/28/2017	Verint Americas Inc.
Enhanced Diarization Systems, Media and Methods of Use	13/442,767 4/9/2012	9,571,652 2/14/2017	Verint Americas Inc.
Video Content Analysis Using Point of Sale Data	13/315,764 12/09/2011	9,569,938 2/14/2017	Verint Americas Inc.
System And Method For The Time Representation Of Tasks	08/439,846 5/12/1995	5,659,768 8/19/1997	Verint Americas Inc.
Agent Scheduling System And Method Having Improved Post-Processing Step	09/056,219 4/7/1998	6,278,978 8/21/2001	Verint Americas Inc.
Method And Apparatus For Long-Range Planning	09/899,895 7/5/2001	7,478,051 1/13/2009	Verint Americas Inc.
Method And System For Enrolling A Voiceprint In A Fraudster Database	12/856,037 8/13/2010	8,510,215 8/13/2013	Verint Americas Inc.
Method And System For Screening Using Voice Data And Metadata	13/278,067 10/20/2011	8,311,826 11/13/2012	Verint Americas Inc.

Title	Application No. (Date)	Patent No. (Date)	Record Owner
Method And System For Screening Using Voice Data And Metadata	11/754,974 5/29/2007	8,073,691 12/06/2011	Verint Americas Inc.
Method And System To Detect Fraud Using Voice Data	11/404,342 4/14/2006		Verint Americas Inc.
Systems, Methods, And Media For Determining Fraud Risk From Audio Signals	13/415,809 3/8/2012		Verint Americas Inc.
Audio Encoding Device, Method And Program, And Audio Decoding Device, Method And Program	13/899,233 5/21/2013	9,508,350 11/29/2016	Verint Americas Inc.
Method And System For Enrolling A Voiceprint In A Fraudster Database	13/898,679 5/21/2013		Verint Americas Inc.
Systems, Methods, And Media For Determining Fraud Risk From Audio Signals	15/292,659 10/13/2016		Verint Americas Inc.
Evaluation Of Models Generated From Objects In Video	15/395,757 12/30/2016		Verint Americas Inc.
Video Content Analysis Using Point Of Sale Data	15/386,820 12/21/2016		Verint Americas Inc.
Dedicated Network Interface	15/244,327 8/23/2016		Verint Americas Inc.
Independent Source Recording	15/174,161 6/6/2016		Verint Americas Inc.
Biometrics Platform	15/161,342 5/23/2016		Verint Americas Inc.
Video Encoder System	12/768,948 4/28/2010	9,264,650 2/16/2016	Verint Americas Inc.
Systems, Methods, and Software for Improved Video Data Recovery Effectiveness	13/253,802 10/05/2011	8,942,543 1/27/2015	Verint Americas Inc.

NAI-1502809605v2

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REEL: 043293 FRAME: 0606

Title	Application No. (Date)	Patent No. (Date)	Record Owner
System and Method of Customer Interaction Monitoring	14/263,411 4/28/2014		Verint Americas Inc.
System and Method of Video Quality Adaptation	14/280,000 5/16/2014		Verint Americas Inc.
Systems, Methods, and Software for Improved Video Data Recovery Effectiveness	14/604,915 1/26/2015		Verint Americas Inc.
System and Method Of Video Capture and Search Optimization	13/934,407 7/3/2013		Verint Americas Inc.
METHODS AND APPARATUS FOR CALL BACK DISPOSITION AND RE-EVALUATION IN INTERACTIVE VOICE RESPONSE BASED CUSTOMER CARE	11/651,822 1/10/2007	8,041,019 10/18/2011	Verint Americas Inc.
METHODS AND APPARATUS FOR ENFORCING CALLER LISTENING BEHAVIOR ON INTERACTIVE VOICE RESPONSE APPLICATIONS	11/651,799 1/10/2007	8,180,025 5/15/2012	Verint Americas Inc.
METHOD FOR VARIABLE RESOLUTION AND ERROR CONTROL IN SPOKEN LANGUAGE UNDERSTANDING	13/102,103 5/6/2011	8,180,639 5/15/2012	Verint Americas Inc.
METHOD AND SYSTEM FOR EDGE DETECTION	12/107,976 4/23/2008	8,200,022 6/12/2012	Verint Americas Inc.
DATA PROCESSING SYSTEM AND METHOD	12/771,271 4/30/2010	8,446,944 5/21/2013	Verint Americas Inc.
SYSTEM AND METHOD FOR ROBUST EVALUATION OF THE USER EXPERIENCE IN AUTOMATED SPOKEN DIALOG SYSTEMS	12/575,801 10/08/2009	8,520,808 8/27/2013	Verint Americas Inc.
SYSTEM AND METHOD FOR IMPROVING PERFORMANCE OF SEMANTIC CLASSIFIERS IN SPOKEN DIALOG SYSTEMS	12/425,892 4/17/2009	8,543,401 9/24/2013	Verint Americas Inc.

NAI-1502809605v2

Title	Application No. (Date)	Patent No. (Date)	Record Owner
SYSTEM AND METHOD FOR BUILDING OPTIMAL STATE-DEPENDENT STATISTICAL UTTERANCE CLASSIFIERS IN SPOKEN DIALOG SYSTEMS	12/545,718 8/21/2009	8,682,669 3/25/2014	Verint Americas Inc.
METHOD AND APPARATUS TO SEARCH VIDEO DATA FOR AN OBJECT OF INTEREST	12/916,006 10/29/2010	8,724,970 5/13/2014	Verint Americas Inc.
SYSTEM AND METHOD FOR OPTIMIZING CALL FLOWS OF A SPOKEN DIALOG SYSTEM	13/242,695 9/23/2011	8,831,208 9/9/2014	Verint Americas Inc.
SYSTEM AND METHOD FOR THE LOCALIZATION OF STATISTICAL CLASSIFIERS BASED ON MACHINE TRANSLATION	13/393,977 3/2/2012	9,558,183 1/31/2017	Verint Americas Inc.
SIGNAL MONITORING APPARATUS ANALYZING VOICE COMMUNICATION CONTENT	11/477,124 6/28/2006	RE43,183 2/14/2012	Verint Americas Inc.
System for Archiving and Retrieving Data from a Database	10/014,695 12/11/2001	6,915,314 7/5/2005	Verint Americas Inc.
Method for Variable Resolution and Error Control in Spoken Language Understanding	12/075,566 3/12/2008	7,962,339 6/14/2011	Verint Americas Inc.
Method and Apparatus for Temporal Wavelet Compression	10/096,490 3/13/2002	7,558,322 7/7/2009	Verint Americas Inc.
Interface System and Method of Building Rules and Constraints for a Resource Scheduling System	09/680,131 10/2/2000	7,325,190 1/29/2008	Verint Americas Inc.
Method and System for Concurrent Error Identification in Resource Scheduling	09/837,251 4/18/2001	6,959,405 10/25/2005	Verint Americas Inc.
Method and Apparatus for Multi-Contact Scheduling	09/846,016 4/30/2001	6,952,732 10/4/2005	Verint Americas Inc.

NAI-1502809605v2

Title	Application No. (Date)	Patent No. (Date)	Record Owner
System for Archiving and Retrieving Data from a Database	10/014,695 12/11/2001	6,915,314 7/5/2005	Verint Americas Inc.
Graphical Method and System for Visualizing Performance Levels in Time-Varying Environment	09/894,227 6/27/2001	6,782,093 8/24/2004	Verint Americas Inc.
Signal Monitoring Apparatus	10/073,966 2/14/2002	6,757,361 6/29/2004	Verint Americas Inc.

NAI-1502809605v2