

## PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

EPAS ID: PAT4838709

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	ASSIGNMENT
<b>CONVEYING PARTY DATA</b>	
<b>Name</b>	<b>Execution Date</b>
YOCHAI KONIG	07/28/2014
HERBERT WILLI ARTUR RISTOCK	07/31/2014
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<b>State/Country:</b>	CALIFORNIA
<b>Postal Code:</b>	94014
<b>PROPERTY NUMBERS Total: 1</b>	
<b>Property Type</b>	<b>Number</b>
Application Number:	15890293
<b>CORRESPONDENCE DATA</b>	
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<b>ATTORNEY DOCKET NUMBER:</b>	152292/JEC/AJC
<b>NAME OF SUBMITTER:</b>	ANDREW CAUDILL
<b>SIGNATURE:</b>	/Andrew Caudill/
<b>DATE SIGNED:</b>	02/23/2018
<b>Total Attachments: 3</b>	
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**INVENTOR'S DECLARATION AND ASSIGNMENT  
FOR PATENT APPLICATION**

PATENT

Title of Invention: SYSTEM AND METHOD FOR PERFORMANCE-BASED ROUTING OF INTERACTIONS IN A CONTACT CENTER

Docket No.: 73578/G711  
Application No. 14/068,959

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**INVENTOR'S DECLARATION**

As a below named inventor, I hereby declare that:

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

United States Application or PCT International Application Number 14/068,959 filed on October 31, 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) Yochai Konig and Herbert Willi Artur Ristock

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, CA 94014

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

Docket No.: 73578/G711  
Application No.: 14/068,959

(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 PERFORMANCE-BASED ROUTING OF INTERACTIONS IN A CONTACT CENTER

which application executed on even date herewith or was

- (a) executed on (5a): \_\_\_\_\_;
- (b) filed on (5b): October 31, 2013;
- Application No.: 14/068,959;

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

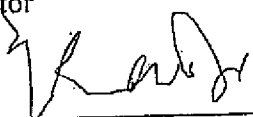
including any and all United States Patents which may be granted on said application, and any and all extensions, divisions, reissues, substitutes, renewals or continuations of said application and patents, and the right to all benefits under all international conventions for the protection of industrial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

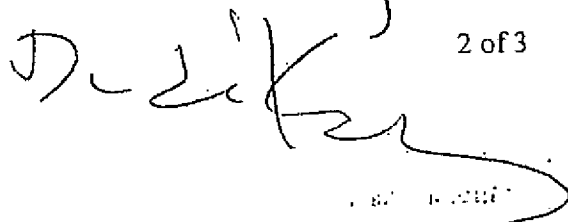
Yochai Konig  
Legal Name of Inventor

7/28/2014  
Date

  
Signature

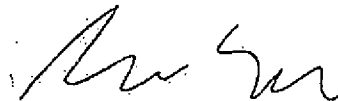
Witnesses:

David Konig



2 of 3

Rob Harter



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

Docket No.: 73578/G711  
Application No.: 14/068,959

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Herbert Willi Artur Ristock  
Legal Name of Inventor

07/31/14  
Date

  
Signature

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