# PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

EPAS ID: PAT4971645

| SUBMISSION TYPE: | NEW ASSIGNMENT |
|---|---|
| **NATURE OF CONVEYANCE:** | TERM LOAN SUPPLEMENT NO. 1 |
| **SEQUENCE:** | 3 |

**CONVEYING PARTY DATA**

| Name | Execution Date |
|---|---|
| INTELLISIST, INC. | 05/08/2018 |

**RECEIVING PARTY DATA**

| Name: | GOLDMAN SACHS BANK USA, AS COLLATERAL AGENT |
|---|---|
| **Street Address:** | 200 WEST STREET |
| **City:** | NEW YORK |
| **State/Country:** | NEW YORK |
| **Postal Code:** | 10282 |

**PROPERTY NUMBERS Total: 157**

| Property Type | Number |
|---|---|
| **Patent Number:** | 9237237 |
| **Patent Number:** | 9858929 |
| **Patent Number:** | 9860384 |
| **Patent Number:** | 9881604 |
| **Patent Number:** | 9560196 |
| **Patent Number:** | 8929516 |
| **Patent Number:** | 8625752 |
| **Patent Number:** | 9159054 |
| **Patent Number:** | 9781256 |
| **Patent Number:** | 8032373 |
| **Patent Number:** | 9484035 |
| **Patent Number:** | 8583433 |
| **Patent Number:** | 9819798 |
| **Patent Number:** | 9819799 |
| **Patent Number:** | 9503574 |
| **Patent Number:** | 8068595 |
| **Patent Number:** | 9509845 |
| **Patent Number:** | 8577684 |
| **Patent Number:** | 7292689 |

| Property Type | Number |
| --- | --- |
| Patent Number: | 8306211 |
| Patent Number: | 9218808 |
| Patent Number: | 8341013 |
| Patent Number: | 9224389 |
| Patent Number: | 9514329 |
| Patent Number: | 8954332 |
| Patent Number: | 7330538 |
| Patent Number: | 8116445 |
| Patent Number: | 9264545 |
| Patent Number: | 7496353 |
| Patent Number: | 8948368 |
| Patent Number: | 8948371 |
| Patent Number: | 8645136 |
| Patent Number: | 9565310 |
| Patent Number: | 9258414 |
| Patent Number: | 9288323 |
| Patent Number: | 8972261 |
| Patent Number: | 8666032 |
| Patent Number: | 9621726 |
| Patent Number: | 9014362 |
| Patent Number: | 9633658 |
| Patent Number: | 8433915 |
| Patent Number: | 8170197 |
| Patent Number: | 9336409 |
| Patent Number: | 8442209 |
| Patent Number: | 8731938 |
| Patent Number: | 9667789 |
| Patent Number: | 9667793 |
| Patent Number: | 9667796 |
| Patent Number: | 9357382 |
| Patent Number: | 8462935 |
| Patent Number: | 8467519 |
| Patent Number: | 8204746 |
| Patent Number: | 7391860 |
| Patent Number: | 9380161 |
| Patent Number: | 8457296 |
| Patent Number: | 9674355 |
| Patent Number: | 8218737 |

| Property Type | Number |
|---|---|
| Patent Number: | 9392108 |
| Patent Number: | 9392117 |
| Patent Number: | 7403601 |
| Patent Number: | 8494151 |
| Patent Number: | 9699315 |
| Patent Number: | 8774392 |
| Patent Number: | 8804938 |
| Patent Number: | 9418659 |
| Patent Number: | 9742908 |
| Patent Number: | 9426298 |
| Patent Number: | 7783513 |
| Patent Number: | 9116884 |
| Patent Number: | 8520813 |
| Patent Number: | 8521527 |
| Patent Number: | 8521528 |
| Patent Number: | 8239197 |
| Patent Number: | 7996230 |
| Patent Number: | 8265932 |
| Patent Number: | 8837706 |
| Patent Number: | 8837687 |
| Patent Number: | 8023638 |
| Patent Number: | 8842811 |
| Patent Number: | 9438734 |
| Patent Number: | 7472075 |
| Patent Number: | 8160930 |
| Patent Number: | 7406421 |
| Patent Number: | 7801731 |
| Patent Number: | 8249880 |
| Patent Number: | 6748244 |
| Patent Number: | 7912512 |
| Patent Number: | 8335544 |
| Patent Number: | 8175886 |
| Patent Number: | 6885735 |
| Patent Number: | 7634064 |
| Patent Number: | 7769143 |
| Patent Number: | 8379802 |
| Patent Number: | 7236777 |
| Patent Number: | 7877088 |

| Property Type | Number |
|---|---|
| **Patent Number:** | 8027672 |
| **Patent Number:** | 7392191 |
| **Patent Number:** | 6591168 |
| **Patent Number:** | 6671617 |
| **Patent Number:** | 6691026 |
| **Patent Number:** | 6757651 |
| **Patent Number:** | 6766233 |
| **Patent Number:** | 7092816 |
| **Patent Number:** | 7164922 |
| **Patent Number:** | 7330786 |
| **Application Number:** | 60403354 |
| **Application Number:** | 60428533 |
| **Application Number:** | 60364555 |
| **Application Number:** | 60757356 |
| **Application Number:** | 60921711 |
| **Application Number:** | 60838101 |
| **Application Number:** | 60838074 |
| **Application Number:** | 60838102 |
| **Application Number:** | 60904296 |
| **Application Number:** | 60920849 |
| **Application Number:** | 60368644 |
| **Application Number:** | 61266969 |
| **Application Number:** | 61618582 |
| **Application Number:** | 61508002 |
| **Application Number:** | 61970283 |
| **Application Number:** | 61970275 |
| **Application Number:** | 61720954 |
| **Application Number:** | 61972150 |
| **Application Number:** | 14300087 |
| **Application Number:** | 14281842 |
| **Application Number:** | 14493090 |
| **Application Number:** | 14612220 |
| **Application Number:** | 14667603 |
| **Application Number:** | 15150276 |
| **Application Number:** | 14880122 |
| **Application Number:** | 62339033 |
| **Application Number:** | 62417967 |
| **Application Number:** | 62417979 |

| Property Type | Number |
|---|---|
| Application Number: | 62368805 |
| Application Number: | 15237583 |
| Application Number: | 15339788 |
| Application Number: | 15362728 |
| Application Number: | 15369797 |
| Application Number: | 15425972 |
| Application Number: | 15598984 |
| Application Number: | 15483555 |
| Application Number: | 15606399 |
| Application Number: | 15606710 |
| Application Number: | 15614428 |
| Application Number: | 15641183 |
| Application Number: | 15661347 |
| Application Number: | 15682496 |
| Application Number: | 15723093 |
| Application Number: | 15803288 |
| Application Number: | 15803350 |
| Application Number: | 15809404 |
| Application Number: | 15811551 |
| Application Number: | 15859176 |
| Application Number: | 15859215 |
| Application Number: | 13726484 |
| Application Number: | 13418164 |
| Application Number: | 13568371 |

## CORRESPONDENCE DATA

**Fax Number:** (800)494-7512

*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.*

**Phone:** 800-494-5225

**Email:** ipteam@cogencyglobal.com

**Correspondent Name:** STEWART WALSH

**Address Line 1:** 1025 VERMONT AVE NW, SUITE 1130

**Address Line 2:** COGENCY GLOBAL INC.

**Address Line 4:** WASHINGTON, D.C. 20005

| | |
|---|---|
| **ATTORNEY DOCKET NUMBER:** | F176955 PAT TL SUPP 1 |
| **NAME OF SUBMITTER:** | EMILY OHANNESSIAN |
| **SIGNATURE:** | /Emily Ohannessian/ |
| **DATE SIGNED:** | 05/22/2018 |

**Total Attachments: 32**

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SUPPLEMENT (this "**Supplement**"), dated as of May 8, 2018, to the TERM LOAN SECURITY AGREEMENT (as amended, restated, supplemented or otherwise modified from time to time the "**Security Agreement**") dated as of December 15, 2017, among each of the Grantors listed on the signature pages thereto (each such subsidiary individually, a "**Grantor**" and, collectively, the "**Grantors**"), Goldman Sachs Bank USA, as Collateral Agent under the Credit Agreement (as defined below) (in such capacity, the "**Collateral Agent**") for the benefit of the Secured Parties.

1.      Reference is made to the Term Loan Credit Agreement, dated as of December 15, 2017 (as the same may be amended, restated, amended and restated, supplemented or otherwise modified or replaced from time to time, the "**Credit Agreement**"), among Avaya Inc., a Delaware corporation (the "**Company**"), Avaya Holdings Corp., a Delaware corporation ("**Holdings**"), the lending institutions from time to time parties thereto and the Collateral Agent

2.      Capitalized terms used herein and not otherwise defined herein shall have the meanings assigned to such terms in the Security Agreement.

3.      Section 8.13 of the Security Agreement provides that additional Subsidiaries may become Grantors under the Security Agreement by execution and delivery of this Supplement. Each undersigned Domestic Subsidiary (each a "**New Grantor**") is executing this Supplement in accordance with the requirements of the Security Agreement to become a Subsidiary Grantor under the Security Agreement.

Accordingly, the Collateral Agent and the New Grantors agree as follows:

SECTION 1.  In accordance with subsection 8.13 of the Security Agreement, each New Grantor by its signature below becomes a Grantor under the Security Agreement with the same force and effect as if originally named therein as a Grantor and each New Grantor hereby (a) agrees to all the terms and provisions of the Security Agreement applicable to it as a Grantor thereunder and (b) represents and warrants that the representations and warranties made by it as a Grantor thereunder are true and correct in all material respects on and as of the date hereof (except where such representations and warranties expressly related to an earlier date, in which case such representations and warranties shall have been true and correct in all material respects as of such earlier date).  In furtherance of the foregoing, each New Grantor, as security for the payment and performance in full of the Obligations, does hereby bargain, sell, convey, assign, set over, mortgage, pledge, hypothecate and transfer to the Collateral Agent, for the benefit of the Secured Parties, and hereby grants to the Collateral Agent, for the benefit of the Secured Parties, a Security Interest in all of the Collateral of such New Grantor, in each case whether now or hereafter existing or in which it now has or hereafter acquires an interest.  Each reference to a "**Grantor**" in the Security Agreement shall be deemed to include each New Grantor.  The Security Agreement is hereby incorporated herein by reference.

SECTION 2.  Each New Grantor represents and warrants to the Collateral Agent and the other Secured Parties that this Supplement has been duly authorized, executed and delivered by it and constitutes its legal, valid and binding obligation, enforceable against it in accordance with its terms, subject to the effects of bankruptcy, insolvency, fraudulent conveyance, reorganization or

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similar laws affecting creditors' rights generally and general equitable principles (whether considered in a proceeding in equity or law).

SECTION 3.  This Supplement may be executed by one or more of the parties to this Supplement on any number of separate counterparts (including by facsimile or other electronic transmission (e.g. a "pdf" or "tif" file)), and all of said counterparts taken together shall be deemed to be originals and constitute one and the same instrument.  A set of the copies of this Supplement signed by all the parties shall be lodged with the Collateral Agent and the Company.  This Supplement shall become effective as to each New Grantor when the Collateral Agent shall have received counterparts of this Supplement that, when taken together, bear the signatures of such New Grantor and the Collateral Agent.

SECTION 4.  Each New Grantor hereby represents and warrants that (a) set forth on Schedule I hereto is (i) the legal name of such New Grantor, (ii) the jurisdiction of incorporation or organization of such New Grantor, (iii) the type of organization or corporate structure of such New Grantor (iv) the Federal Taxpayer Identification Number and organizational number of such New Grantor and (v) the true and correct location of the chief executive office and principal place of business and any office in which it maintains books of records relating to Collateral owned by it and (b) as of the date hereof (i) Schedule II hereto sets forth, in proper form for filing with the United States Copyright Office, all of each New Grantor's Copyrights registered or applied for with the United States Copyright Office, (ii) Schedule III hereto sets forth, in proper form for filing with the United States Patent and Trademark Office, all of each New Grantor's Patents registered or applied for with the United States Patent and Trademark Office, (iii) Schedule IV hereto sets forth, in proper form for filing with the United States Patent and Trademark Office, all of each New Grantor's Trademarks (and all applications therefor).

SECTION 5.  Except as expressly supplemented hereby, the Security Agreement shall remain in full force and effect.

SECTION 6.  **THIS SUPPLEMENT AND THE RIGHTS AND OBLIGATIONS OF THE PARTIES HEREUNDER SHALL BE GOVERNED BY, AND CONSTRUED AND INTERPRETED IN ACCORDANCE WITH, THE LAWS OF THE STATE OF NEW YORK.**

SECTION 7.  Any provision of this Supplement that is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof and in the Security Agreement, and any such prohibition or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provision in any other jurisdiction.  The parties hereto shall endeavor in good-faith negotiations to replace the invalid, illegal or unenforceable provisions with valid provisions, the economic effect of which comes as close as possible to that of the invalid, illegal or unenforceable provisions.

SECTION 8.  All notices, requests and demands pursuant hereto shall be made in accordance with Section 8.2 of the Security Agreement.  All communications and notices hereunder to each New Grantor shall be given to it in care of the Company at the Company's address set forth in Section 13.2 of the Credit Agreement.

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SECTION 9.  Each New Grantor agrees to reimburse the Collateral Agent for its respective reasonable and documented out-of-pocket costs and expenses in connection with this Supplement to the extent set forth in the Credit Agreement.

[Signature Pages Follow]

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IN WITNESS WHEREOF, each New Grantor and the Collateral Agent have duly executed this Supplement to the Security Agreement as of the day and year first above written.

CAAS TECHNOLOGIES, LLC
HYPERQUALITY II, LLC
HYPERQUALITY, INC.
INTELLISIST, INC., each as a Grantor
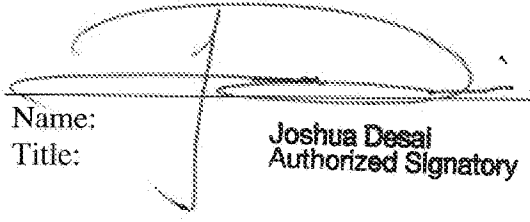
By: _____

    Name:    Tamara K. Anthony
    Title:    Assistant Treasurer

[SIGNATURE PAGE TO SUPPLEMENT NO. 1 TO SECURITY AGREEMENT]

GOLDMAN SACHS BANK USA, as Collateral
Agent

By: _____
Name:
Title:
         Joshua Desai
         Authorized Signatory

[SIGNATURE PAGE TO SUPPLEMENT NO. 1 TO SECURITY AGREEMENT]

**COLLATERAL**

| Legal Name | Jurisdiction of Incorporation or Organization | Type of Organization of Corporate Structure | Federal Taxpayer Identification Number and Organizational Identification Number | Chief Executive Office and Principal Place of Business |
|---|---|---|---|---|
| CAAS Technologies, LLC | Nevada | Limited liability company | Org ID: E0170882015-0 | c/o Avaya, 350 Mount Kemble Avenue, PO Box 1934, Morristown, NJ 07960 |
| HyperQuality II, LLC | Washington | Limited liability company | Org ID: 602323816 | 2101 4th Avenue, Suite 620, Seattle, WA 98121-2328, USA |
| HyperQuality, Inc. | Delaware | Corporation | Tax ID: 47-0952924<br><br>Org ID: 3953307 | c/o Avaya, 350 Mount Kemble Avenue, PO Box 1934, Morristown, NJ 07960 |
| Intellisist, Inc. | Washington | Corporation | Tax ID: 20-3550029<br><br>Org ID: 602542933 | 2101 4th Avenue, Suite 620, Seattle, WA 98121-2328, USA |

## Copyrights

**UNITED STATES COPYRIGHTS:**

None.

## Patents

**UNITED STATES PATENTS:**

**Registrations**:

| ASSIGNEE | STATUS, FILING DATE, APP. SERIAL NO. PUB NO. & DATE | PAT/REG NO. ISSUE/REG DATE | TITLE |
|---|---|---|---|
| INTELLISIST, INC. | Status: Issued<br>Filed: 1/5/2015<br>Serial #: 14/589,818<br>Pub #: 20150119001<br>Pub Date: 4/30/2015 | Issued: 1/12/2016<br>Pat. #: 9,237,237<br>Expires: 11/21/2023 | Title: Computer-Implemented System And Method For Providing Messages To Users In A Discussion Group |
| INTELLISIST, INC. | Status: Issued<br>Filed: 4/24/2017<br>Serial #: 15/495,919<br>Pub #: 20170229123<br>Pub Date: 8/10/2017 | Issued: 1/2/2018<br>Pat. #: 9,858,929<br>Expires: 7/20/2030 | Title: Computer-Implemented System And Method For Transcription Error Reduction |
| INTELLISIST, INC. | Status: Issued<br>Filed: 5/26/2017<br>Serial #: 15/606,688<br>Pub #: 20170264748<br>Pub Date: 9/14/2017 | Issued: 1/2/2018<br>Pat. #: 9,860,384<br>Expires: 11/21/2023 | Title: Computer-Implemented System And Method For Delivery Of Group Messages |
| INTELLISIST, INC. | Status: Issued<br>Filed: 2/09/2015<br>Serial #: 14/617,823<br>Pub #: 20150302849<br>Pub Date: 10/22/2015 | Issued: 1/30/2018<br>Pat. #: 9,881,604<br>Expires: 7/28/2025 | Title: System And Method For Identifying Special Information |
| INTELLISIST, INC. | Status: Issued<br>Filed: 5/30/2016<br>Serial #: 15/168,193<br>Pub #: 20160277566<br>Pub Date: 9/22/2016 | Issued: 1/31/2017<br>Pat. #: 9,560,196<br>Expires: 10/30/2033 | Title: Computer-Implemented System and Method for Determining Call Connection Status |

| INTELLISIST, INC. | Status: Issued<br>Filed: 8/26/2013<br>Serial #: 14/010,510<br>Pub #: 20130344850<br>Pub Date: 12/26/2013 | Issued: 1/6/2015<br>Pat. #: 8,929,516<br>Expires: 11/21/2023 | Title: System And Method For Transmitting Voice Messages To A Discussion Group |
| --- | --- | --- | --- |
| INTELLISIST, INC. | Status: Issued<br>Filed: 2/28/2007<br>Serial #: 11/680,058<br>Pub #: 2007-0140440<br>Pub Date: 6/21/2007 | Issued: 1/7/2014 Pat. #: 8,625,752 Expires: 11/12/2028 | Title: Closed-Loop Command And Response System For Automatic Communications Between Interacting Computer Systems Over An Audio Communications Channel |
| INTELLISIST, INC. | Status: Issued<br>Filed: 9/12/2014<br>Serial #: 14/485,589<br>Pub #: 20150003605<br>Pub Date: 1/1/2015 | Issued: 10/13/2015<br>Pat. #: 9,159,054<br>Expires: 10/17/2032 | Title: System And Method For Providing Guidance To Persuade A Caller |
| INTELLISIST, INC. | Status: Issued<br>Filed: 1/30/2017<br>Serial #: 15/420,027<br>Pub #: 20170223182<br>Pub Date: 8/3/2017 | Issued: 10/3/2017<br>Pat. #: 9,781,256<br>Expires: 10/30/2033 | Title: Computer-Implemented System And Method For Determining A Status Of A Call Connection |
| INTELLISIST, INC. | Status: Issued<br>Filed: 2/28/2007<br>Serial #: 11/680,024<br>Pub #: 2007-0143106<br>Pub Date: 6/21/2007 | Issued: 10/4/2011 Pat. #: 8,032,373 Expires: 10/20/2025 | Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL |
| INTELLISIST, INC. | Status: Issued<br>Filed: 12/28/2015<br>Serial #: 14/980,934<br>Pub #: 20160111092<br>Pub Date: 4/21/2016 | Issued: 11/1/2016<br>Pat. #: 9,484,035<br>Expires: 3/28/2028 | Title: System And Method For Distributed Speech Recognition |

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| INTELLISIST, INC. | Status: Issued<br>Filed: 8/6/2012<br>Serial #: 13/568,065<br>Pub #: 20130035937<br>Pub Date: 2/7/2013 | Issued: 11/12/2013<br>Pat. #: 8,583,433<br>Expires: 3/27/2023 | Title: System And Method For Efficiently Transcribing Verbal Messages To Text |
| --- | --- | --- | --- |
| INTELLISIST, INC. | Status: Issued<br>Filed: 1/17/2017<br>Serial #: 13/802,710<br>Pub #: 20140270135<br>Pub Date: 9/18/2014 | Issued: 11/14/2017<br>Pat. #: 9,819,798<br>Expires: 3/14/2033 | Title: Computer-Implemented System And Method For Efficiently Scheduling Appointments Within A Call Center Staff Via An Automatic Call Distributor |
| INTELLISIST, INC. | Status: Issued<br>Filed: 6/22/2015<br>Serial #: 14/746,506<br>Pub #: 20160373577<br>Pub Date: 12/22/2016 | Issued: 11/14/2017<br>Pat. #: 9,819,799<br>Expires: 6/22/2035 | Title: System And Method For Monitoring Customer Satisfaction In An Ongoing Call Center Interaction |
| INTELLISIST, INC. | Status: Issued<br>Filed: 2/2/2015<br>Serial #: 14/612,226<br>Pub #: 20150156317<br>Pub Date: 6/4/2015 | Issued: 11/22/2016<br>Pat. #: 9,503,574<br>Expires: 10/6/2027 | Title: System And Method For Selecting Call Recordings For Storage |
| INTELLISIST, INC. | Status: Issued<br>Filed: 10/31/2007<br>Serial #: 11/981,860 | Issued: 11/29/2011<br>Pat. #: 8,068,595<br>Expires: 12/15/2024 | Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation |
| INTELLISIST, INC. | Status: Issued<br>Filed: 9/12/2014<br>Serial #: 14/485,596<br>Pub #: 20150003603<br>Pub Date: 1/1/2015 | Issued: 11/29/2016<br>Pat. #: 9,509,845<br>Expires: 7/13/2032 | Title: System And Method For Pairing Agents And Callers Within A Call Center |

| INTELLISIST, INC. | Status: Issued<br>Filed: 7/13/2005<br>Serial #: 11/181,572 | Issued: 11/5/2013<br>Pat. #: 8,577,684<br>Expires: 3/25/2027 | Title: Selective Security Masking Within Recorded Speech Utilizing Speech Recognition Techniques |
|---|---|---|---|
| INTELLISIST, INC. | Status: Issued<br>Filed: 2/14/2003<br>Serial #: 10/367,533 | Issued: 11/6/2007<br>Pat. #: 7,292,689<br>Expires: 3/14/2024 | Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation |
| INTELLISIST, INC. | Status: Issued<br>Filed: 9/20/2007<br>Serial #: 11/903,240 | Issued: 11/6/2012 Pat. #: 8,306,211 Expires: 10/16/2030 | Title: System And Method For Retaining Calls Into A Call Center |
| INTELLISIST, INC. | Status: Issued<br>Filed: 3/2/2015<br>Serial #: 14/636,087<br>Pub #: 20150170639<br>Pub Date: 6/18/2015 | Issued: 12/22/2015<br>Pat. #: 9,218,808<br>Expires: 7/9/2032 | Title: Computer-Implemented System And Method For Reducing Voice Transcription Error |
| INTELLISIST, INC. | Status: Issued<br>Filed: 8/23/2010<br>Serial #: 12/861,733 | Issued: 12/25/2012<br>Pat. #: 8,341,013<br>Expires: 10/22/2023 | Title: System And Method For Analyzing Agent Interactions |
| INTELLISIST, INC. | Status: Issued<br>Filed: 8/26/2013<br>Serial #: 14/010,501<br>Pub #: 20130346080<br>Pub Date: 12/26/2013 | Issued: 12/29/2015<br>Pat. #: 9,224,389<br>Expires: 10/3/2028 | Title: System And Method For Performing Distributed Speech Recognition |
| INTELLISIST, INC. | Status: Issued<br>Filed: 3/29/2013<br>Serial #: 13/853,972<br>Pub #: 20140129831<br>Pub Date: 5/8/2014 | Issued: 12/6/2016<br>Pat. #: 9,514,329<br>Expires: 4/9/2034 | Title: System And Method For Analyzing Agent Interactions |

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| INTELLISIST, INC. | Status: Issued<br>Filed: 11/4/2013<br>Serial #: 14/071,639<br>Pub #: 20140129219<br>Pub Date: 5/8/2014 | Issued: 2/10/2015<br>Pat. #: 8,954,332<br>Expires: 7/13/2025 | Title: Computer-Implemented System And Method For Masking Special Data |
| INTELLISIST, INC. | Status: Issued<br>Filed: 3/27/2003<br>Serial #: 10/403,350 | Issued: 2/12/2008 Pat. #: 7,330,538 Expires: 10/20/2025 | Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL |
| INTELLISIST, INC. | Status: Issued<br>Filed: 4/3/2007<br>Serial #: 11/732,626 | Issued: 2/14/2012<br>Pat. #: 8,116,445<br>Expires: 6/6/2025 | Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation |
| INTELLISIST, INC. | Status: Issued<br>Filed: 3/3/2014<br>Serial #: 14/195,804<br>Pub #: 20140177820<br>Pub Date: 6/26/2014 | Issued: 2/16/2016<br>Pat. #: 9,264,545<br>Expires: 3/28/2022 | Title: Computer-Implemented System And Method For Automating Call Center Phone Calls |
| INTELLISIST, INC. | Status: Issued<br>Filed: 11/21/2003<br>Serial #: 10/719,452 | Issued: 2/24/2009<br>Pat. #: 7,496,353<br>Expires: 7/20/2026 | Title: System and Method For Providing Multi-Party Message-Based Voice Communications |
| INTELLISIST, INC. | Status: Issued<br>Filed: 11/5/2012<br>Serial #: 13/669,388<br>Pub #: 20130064356<br>Pub Date: 3/14/2013 | Issued: 2/3/2015 Pat. #: 8,948,368 Expires: 12/15/2027 | Title: System And Method For Retaining Calls Into A Call Center |

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| INTELLISIST, INC. | Status: Issued<br>Filed: 2/28/2008<br>Serial #: 12/039,558 | Issued: 2/3/2015<br>Pat. #: 8,948,371<br>Expires: 2/12/2032 | Title: Computer-Implemented System And Method For Masking Special Data |
| INTELLISIST, INC. | Status: Issued<br>Filed: 7/20/2010<br>Serial #: 12/840,190<br>Pub #: 20120022865<br>Pub Date: 1/26/2012 | Issued: 2/4/2014<br>Pat. #: 8,645,136<br>Expires: 7/9/2032 | Title: System and Method for Efficiently Reducing Transcription Error Using Hybrid Voice Transcription |
| INTELLISIST, INC. | Status: Issued<br>Filed: 2/12/2016<br>Serial #: 15/043,490<br>Pub #: 20160165050<br>Pub Date: 6/9/2016 | Issued: 2/7/2017<br>Pat. #: 9,565,310<br>Expires: 3/15/2022 | Title: System And Method For Message-Based Call Communication |
| INTELLISIST, INC. | Status: Issued<br>Filed: 4/20/2015<br>Serial #: 14/691,519<br>Pub #: 20150222751<br>Pub Date: 8/6/2015 | Issued: 2/9/2016<br>Pat. #: 9,258,414<br>Expires: 3/15/2022 | Title: Computer-Implemented System and Method for Facilitating Agent-Customer Calls |
| INTELLISIST, INC. | Status: Issued<br>Filed: 7/7/2014<br>Serial #: 14/325,337<br>Pub #: 20140307864<br>Pub Date: 10/16/2014 | Issued: 3/15/2016<br>Pat. #: 9,288,323<br>Expires: 3/15/2022 | Title: Computer-Implemented System And Method For Simultaneously Precessing Multiple Call Sessions |
| INTELLISIST, INC. | Status: Issued<br>Filed: 2/3/2014<br>Serial #: 14/171,732<br>Pub #: 20140149115<br>Pub Date: 5/29/2014 | Issued: 3/3/2015<br>Pat. #: 8,972,261<br>Expires: 7/9/2032 | Title: Computer-Implemented System And Method For Voice Transcription Error Reduction |
| INTELLISIST, INC. | Status: Issued<br>Filed: 4/30/2012<br>Serial #: 13/460,701<br>Pub #: 20120219126<br>Pub Date: 8/30/2012 | Issued: 3/4/2014<br>Pat. #: 8,666,032<br>Expires: 3/28/2022 | Title: System And Method For Providing Automated Call Center Post-Call Processing |

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| INTELLISIST, INC. | Status: Issued<br>Filed: 12/12/2016<br>Serial #: 14/667,549<br>Pub #: 20150281449<br>Pub Date: 10/1/2015 | Issued: 4/11/2017<br>Pat. #: 9,621,726<br>Expires: 3/24/2035 | Title: Computer-Implemented System And Method For Detecting Events For Use In An Automated Call Center Environment |
| --- | --- | --- | --- |
| INTELLISIST, INC. | Status: Issued<br>Filed: 8/11/2014<br>Serial #: 14/457,050<br>Pub #: 20140348320<br>Pub Date: 11/27/2014 | Issued: 4/21/2015<br>Pat. #: 9,014,362<br>Expires: 3/15/2022 | Title: System And Method For Processing Multi-Modal Communications Within A Call Center |
| INTELLISIST, INC. | Status: Issued<br>Filed: 7/11/2016<br>Serial #: 15/207,440<br>Pub #: 20160322051<br>Pub Date: 11/3/2016 | Issued: 4/25/2017<br>Pat. #: 9,633,658<br>Expires: 7/20/2030 | Title: Computer-Implemented System And Method For Transcription Error Reduction During A Live Call |
| INTELLISIST, INC. | Status: Issued<br>Filed: 8/28/2006<br>Serial #: 11/477,899 | Issued: 4/30/2013<br>Pat. #: 8,433,915<br>Expires: 3/26/2030 | Title: Selective security masking within recorded speech |
| INTELLISIST, INC. | Status: Issued<br>Filed: 3/17/2005<br>Serial #: 11/083,657 | Issued: 5/1/2012<br>Pat. #: 8,170,197<br>Expires: 8/18/2024 | Title: System And Method For Providing Automated Call Center Post-Call Processing |
| INTELLISIST, INC. | Status: Issued<br>Filed: 8/07/2009<br>Serial #: 12/462,750 | Issued: 5/10/2016<br>Pat. #: 9,336,409<br>Expires: 7/5/2030 | Title: Selective Security Masking Within Recorded Speech |
| INTELLISIST, INC. | Status: Issued<br>Filed:8/15/2007<br>Serial #: 11/893,442 | Issued: 5/14/2013<br>Pat. #: 8,442,209<br>Expires: 5/26/2031 | Title: System And Method For Processing Out-Of-Order Caller Responses During Automated Call Processing |
| INTELLISIST, INC. | Status: Issued<br>Filed: 4/26/2013<br>Serial #: 13/871,903<br>Pub #: 20130231936<br>Pub Date: 9/5/2013 | Issued: 5/20/2014<br>Pat. #: 8,731,938<br>Expires: 6/28/2026 | Title: Computer-Implemented System And Method For Identifying And Masking Special Information Within Recorded Speech |

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| INTELLISIST, INC. | Status: Issued<br>Filed: 2/8/2016<br>Serial #: 15/018,836<br>Pub #: 20160227038<br>Pub Date: 8/4/2016 | Issued: 5/30/2017<br>Pat. #: 9,667,789<br>Expires: 3/15/2022 | Title: System And Method For Facilitating Agent-Caller Communication During A Call |
|---|---|---|---|
| INTELLISIST, INC. | Status: Issued<br>Filed: 7/11/2016<br>Serial #: 15/207,391<br>Pub #: 20160323451<br>Pub Date: 11/3/2016 | Issued: 5/30/2017<br>Pat. #: 9,667,793<br>Expires: 3/25/2035 | Title: System and Method for Providing Ongoing Call Center Call Assistance with the Aid of a Digital Computer |
| INTELLISIST, INC. | Status: Issued<br>Filed: 8/22/2016<br>Serial #: 15/243,912<br>Pub #: 20170171391<br>Pub Date: 6/15/2017 | Issued: 5/30/2017<br>Pat. #: 9,667,796<br>Expires: 11/21/2023 | Title: Computer-Implemented System and Method for Group Message Delivery |
| INTELLISIST, INC. | Status: Issued<br>Filed: 10/30/2013<br>Serial #: 14/067,853<br>Pub #: 20140128030<br>Pub Date: 5/8/2014 | Issued: 5/31/2016<br>Pat. #: 9,357,382<br>Expires: 2/8/2034 | Title: System And Method For Transmitting Voice Messages To A Discussion Group |
| INTELLISIST, INC. | Status: Issued<br>Filed: 2/10/2012<br>Serial #: 13/371,289<br>Pub #: 2012/0140906<br>Pub Date: 6/7/2012 | Issued: 6/11/2013<br>Pat. #: 8,462,935<br>Expires: 3/15/2022 | Title: System And Method For Monitoring An Automated Voice Response System |
| INTELLISIST, INC. | Status: Issued<br>Filed: 10/19/2011<br>Serial #: 12/144,560 | Issued: 6/18/2013<br>Pat. #: 8,467,519<br>Expires: 11/6/2024 | Title: System And Method For Processing Calls In A Call Center |
| INTELLISIST, INC. | Status: Issued<br>Filed: 3/28/2008<br>Serial #: 12/058,501<br>Pub #: US 2008/0243515<br>Pub Date: 10/2/2008 | Issued: 6/19/2012<br>Pat. #: 8,204,746<br>Expires: 4/20/2031 | Title: System And Method For Providing An Automated Call Center Inline Architecture |

| INTELLISIST, INC. | Status: Issued<br>Filed: 10/19/2007<br>Serial #: 11/875,744<br>Pub #: US-2008-0056460<br>Pub Date: 3/6/2008 | Issued: 6/24/2008<br>Pat. #: 7,391,860<br>Expires: 2/14/2023 | Title: Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation |
| INTELLISIST, INC. | Status: Issued<br>Filed: 8/26/2013<br>Serial #: 14/010,471<br>Pub #: 20130346083<br>Pub Date: 12/26/2013 | Issued: 6/28/2016<br>Pat. #: 9,380,161<br>Expires: 3/1/2024 | Title: Computer-Implemented System And Method For User-Controlled Processing Of Audio Signals |
| INTELLISIST, INC. | Status: Issued<br>Filed: 11/28/2011<br>Serial #: 13/305,671<br>Pub #: 2012-0069975<br>Pub Date: 3/22/2012 | Issued: 6/4/2013<br>Pat. #: 8,457,296<br>Expires: 3/15/2022 | Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation |
| INTELLISIST, INC. | Status: Issued<br>Filed: 3/10/2016<br>Serial #: 15/067,101<br>Pub #: 20160205249<br>Pub Date: 7/14/2016 | Issued: 6/6/2017<br>Pat. #: 9,674,355<br>Expires: 3/15/2022 | Title: System And Method For Processing Call Data |
| INTELLISIST, INC. | Status: Issued<br>Filed: 2/23/2009<br>Serial #: 12/391,191<br>Pub #: 2009-0161841<br>Pub Date: 6/25/2009 | Issued: 7/10/2012<br>Pat. #: 8,218,737<br>Expires: 8/14/2025 | Title: System and Method For Providing Message-Based Communications Via A Centralized Voice Message Server |
| INTELLISIST, INC. | Status: Issued<br>Filed: 12/21/2015<br>Serial #: 14/977,549<br>Pub #: 20160112561<br>Pub Date: 4/21/2016 | Issued: 7/12/2016<br>Pat. #: 9,392,108<br>Expires: 7/20/2030 | Title: Computer-Implemented System And Method For Efficiently Reducing Transcription Error During A Call |

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| INTELLISIST, INC. | Status: Issued<br>Filed: 3/25/2015<br>Serial #: 14/668,806<br>Pub #: 20150281454<br>Pub Date: 10/1/2015 | Issued: 7/12/2016<br>Pat. #: 9,392,117<br>Expires: 3/25/2035 | Title: Computer-Implemented Call Center Architecture And Method For Optimizing Customer Experience Through In-Band Expert Intervention |
| INTELLISIST, INC. | Status: Issued<br>Filed: 2/28/2007<br>Serial #: 11/680,076<br>Pub #: 2007/0140441<br>Pub Date: 6/21/2007 | Issued: 7/22/2008<br>Pat. #: 7,403,601<br>Expires: 3/27/2023 | Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL |
| INTELLISIST, INC. | Status: Issued<br>Filed: 9/19/2011<br>Serial #: 13/236,508<br>Pub #: 20120008763<br>Pub Date: 1/12/2012 | Issued: 7/23/2013<br>Pat. #: 8,494,151<br>Expires: 8/15/2027 | Title: System And Method For Balancing Call Session Assignments On An Agent Console |
| INTELLISIST, INC. | Status: Issued<br>Filed: 5/13/2015<br>Serial #: 13/893,231<br>Pub #: 20130251118<br>Pub Date: 9/26/2013 | Issued: 7/4/2017<br>Pat. #: 9,699,315<br>Expires: 12/8/2027 | Title: Computer-Implemented System And Method For Processing Caller Responses |
| INTELLISIST, INC. | Status: Issued<br>Filed: 6/17/2013<br>Serial #: 13/920,020<br>Pub #: 20140010363<br>Pub Date: 1/9/2014 | Issued: 7/8/2014<br>Pat. #: 8,774,392<br>Expires: 3/15/2022 | Title: System And Method For Processing Calls In A Call Center |
| INTELLISIST, INC. | Status: Issued<br>Filed: 6/3/2013<br>Serial #: 13/909,062<br>Pub #: 20130259212<br>Pub Date: 10/3/2013 | Issued: 8/12/2014<br>Pat. #: 8,804,938<br>Expires: 3/15/2022 | Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation |

| INTELLISIST, INC. | Status: Issued<br>Filed: 11/7/2013<br>Serial #: 14/074,653<br>Pub #: 20140067390<br>Pub Date: 3/6/2014 | Issued: 8/16/2016<br>Pat. #: 9,418,659<br>Expires: 1/28/2024 | Title: Computer-Implemented System And Method For Masking Special Data |
|---|---|---|---|
| INTELLISIST, INC. | Status: Issued<br>Filed: 11/21/2016<br>Serial #: 15/358,090<br>Pub #: 20170134572<br>Pub Date: 5/11/2017 | Issued: 8/22/2017<br>Pat. #: 9,742,908<br>Expires: 9/20/2027 | Title: Computer-Implemented System And Method For Identifying Call Recordings For Retention |
| INTELLISIST, INC. | Status: Issued<br>Filed: 1/11/2016<br>Serial #: 14/993,050<br>Pub #: 20160127558<br>Pub Date: 5/5/2016 | Issued: 8/23/2016<br>Pat. #: 9,426,298<br>Expires: 11/21/2023 | Title: Computer-Implemented System And Method For Distributing Messages By Discussion Group |
| INTELLISIST, INC. | Status: Issued<br>Filed: 10/22/2003<br>Serial #: 10/691,777 | Issued: 8/24/2010<br>Pat. #: 7,783,513<br>Expires: 9/23/2026 | Title: Business performance and customer care quality measurement |
| INTELLISIST, INC. | Status: Issued<br>Filed: 12/03/2010<br>Serial #: 12/960,392<br>Pub #: 20110135071<br>Pub Date: 6/9/2011 | Issued: 8/25/2015<br>Pat. #: 9,116,884<br>Expires: 4/13/2032 | Title: System And Method For Converting A Message Via A Posting Converter |
| INTELLISIST, INC. | Status: Issued<br>Filed: 7/9/2012<br>Serial #: 13/544,976<br>Pub #: 20120275582<br>Pub Date: 11/1/2012 | Issued: 8/27/2013<br>Pat. #: 8,520,813<br>Expires: 11/21/2023 | Title: System and Method For Transmitting Voice Messages Via A Centralized Voice Message Server |
| INTELLISIST, INC. | Status: Issued<br>Filed: 9/10/2012<br>Serial #: 13/609,241<br>Pub #: 20130003944<br>Pub Date: 1/3/2013 | Issued: 8/27/2013<br>Pat. #: 8,521,527<br>Expires: 3/27/2023 | Title: System and Method for Identifying Audio Command Prompts for Use in a Voice Response Environment |

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| INTELLISIST, INC. | Status: Issued<br>Filed: 6/18/2012<br>Serial #: 13/526,451<br>Pub #: 20120253806<br>Pub Date: 10/4/2012 | Issued: 8/27/2013<br>Pat. #: 8,521,528<br>Expires: 3/28/2028 | Title: System And Method For Distributed Speech Recognition |
| INTELLISIST, INC. | Status: Issued<br>Filed: 10/29/2008<br>Serial #: 12/260,923<br>Pub #: 20090052636<br>Pub Date: 2/26/2009 | Issued: 8/7/2012 Pat. #: 8,239,197 Expires: 10/20/2025 | Title: Efficient Conversion Of Voice Messages Into Text |
| INTELLISIST, INC. | Status: Issued<br>Filed: 8/6/2009<br>Serial #: 12/462,626<br>Pub #: 2009-0295536<br>Pub Date: 12/3/2009 | Issued: 8/9/2011<br>Pat. #: 7,996,230<br>Expires: 7/4/2026 | Title: Selective Security Masking Within Recorded Speech |
| INTELLISIST, INC. | Status: Issued<br>Filed: 10/3/2011<br>Serial #: 13/252,185<br>Pub #: 20120020466<br>Pub Date: 1/26/2012 | Issued: 9/11/2012<br>Pat. #: 8,265,932<br>Expires: 3/27/2023 | Title: System and Method for Identifying Audio Command Prompts for Use in a Voice Response Environment |
| INTELLISIST, INC. | Status: Issued<br>Filed: 7/13/2012<br>Serial #: 13/549,249<br>Pub #: 20130016823<br>Pub Date: 1/17/2013 | Issued: 9/16/2014 Pat. #: 8,837,706 Expires: 10/17/2032 | Title: Computer-Implemented System And Method For Providing Coaching To Agents In An Automated Call Center Environment Based On User Traits |
| INTELLISIST, INC. | Status: Issued<br>Filed: 7/13/2012<br>Serial #: 13/549,238<br>Pub #: 20130016816<br>Pub Date: 1/17/2013 | Issued: 9/16/2014<br>Pat. #: 8,837,687<br>Expires: 8/22/2032 | Title: Computer-Implemented System And Method For Matching Agents With Callers In An Automated Call Center Environment Based On User Traits |

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| INTELLISIST, INC. | Status: Issued<br>Filed: 8/15/2007<br>Serial #: 11/893,542<br>Pub #: US-2008-0043987<br>Pub Date: 2/21/2008 | Issued: 9/20/2011<br>Pat. #: 8,023,638<br>Expires: 7/20/2030 | Title: System And Method For Balancing Agent Console Load During Automated Call Processing |
| INTELLISIST, INC. | Status: Issued<br>Filed: 7/13/2012<br>Serial #: 13/549,101<br>Pub #: 20130016815<br>Pub Date: 1/17/2013 | Issued: 9/23/2014<br>Pat. #: 8,842,811<br>Expires: 8/21/2032 | Title: Computer-Implemented System And Method For Providing Recommendations Regarding Hiring Agents In An Automated Call Center Environment Based On User Traits |
| INTELLISIST, INC. | Status: Issued<br>Filed: 9/25/2015<br>Serial #: 11/893,552 | Issued: 9/6/2016<br>Pat. #: 9,438,734<br>Expires: 4/4/2033 | Title: System And Method For Managing A Dynamic Call Flow During Automated Call Processing |

| ASSIGNEE | PAT/REG NO.<br>ISSUE/REG DATE | TITLE |
| --- | --- | --- |
| INTELLISIST, INC. | 7,472,075<br>Issued: 12-30-08 | System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server |
| INTELLISIST, INC. | 8,160,930<br>Issued: 04-17-12 | System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server |
| INTELLISIST, INC. | 7,406,421<br>Issued: 07-29-08 | Real time display of system instructions |
| INTELLISIST, INC. | 7,801,731<br>Issued: 09-21-10 | Processing Voice Instructions in a Vehicle |

**PATENT**
**REEL: 046204 FRAME: 0490**

| INTELLISIST, INC. | 8,249,880 Issued: 08-21-12 | Processing Voice Instructions in a Vehicle |
|---|---|---|
| INTELLISIST, INC. | 6,748,244 Issued: 06-08-04 | Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone |
| INTELLISIST, INC. | 7,912,512 Issued: 03-22-11 | Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone |
| INTELLISIST, INC. | 8,335,544 Issued: 12-18-12 | Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone |
| INTELLISIST, INC. | 8,175,886 Issued: 05-08-12 | Determination of Signal- Processing Approach Based on Signal Destination Characteristics |
| INTELLISIST, INC. | 6,885,735 Issued: 04-26-05 | System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel |
| INTELLISIST, INC. | 7,634,064 Issued: 12-15-09 | System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel |
| INTELLISIST, INC. | 7,769,143 Issued: 08-03-10 | System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel |
| INTELLISIST, INC. | 8,379,802 Issued: 02-19-13 | System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel |
| INTELLISIST, INC. | 7,236,777 Issued: 06-26-07 | System and Method for Dynamically Configuring Wireless Network |

| INTELLISIST, INC. | 7,877,088 Issued: 01-25-11 | Geographic Coverage or Service Levels |
|---|---|---|
| INTELLISIST, INC. | 8,027,672 Issued: 09-27-11 | Geographic Coverage or Service Levels |
| INTELLISIST, INC. | 7,392,191 Issued: 06-24-08 | Method and Device to Distinguish Between Voice Conversation and Automated Speech Recognition |
| INTELLISIST, INC. | 6,591,168 Issued: 07-08-03 | System and method for adaptable mobile user interface |
| INTELLISIST, INC. | 6,671,617 Issued: 12-30-03 | System and method for reducing the amount of repetitive data sent by a server to a client for vehicle navigation |
| INTELLISIST, INC. | 6,691,026 Issued: 02-10-02 | Vehicle navigation system and method |
| INTELLISIST, INC. | 6,757,651 Issued: 06-29-04 | Speech detection system and method |
| INTELLISIST, INC. | 6,766,233 Issued: 07-20-04 | Modular telematic control unit |
| INTELLISIST, INC. | 7,092,816 Issued: 08-15-06 | System and method for reducing the amount of repetitive data sent by a server to a client for vehicle navigation |
| INTELLISIST, INC. | 7,164,922 Issued: 01-16-07 | Local phone number lookup and cache |
| INTELLISIST, INC. | 7,330,786 Issued: 02-12-08 | Vehicle navigation system and method |

**Applications**:

| APPLICANT | STATUS, FILING DATE, APP. SERIAL NO. PUB NO. & DATE | TITLE |
|---|---|---|
| INTELLISIST, INC. | Status: Converted<br>Filed: 8/13/2002<br>Serial #: 60/403,354 | Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation |
| INTELLISIST, INC. | Status: Converted<br>Filed: 11/22/2002<br>Serial #: 60/428,533 | Title: System and Method for providing multi-party message-based voice communications |
| INTELLISIST, INC. | Status: Converted<br>Filed: 3/15/2002<br>Serial #: 60/364,555<br>Conf #: None | Title: System And Method For Mobile Messaging |
| INTELLISIST, INC. | Status: Converted<br>Filed: 1/9/2006<br>Serial #: 60/757,356 | Title: System And Method For Performing Distributed Speech Recognition |
| INTELLISIST, INC. | Status: Converted<br>Filed: 4/3/2007<br>Serial #: 60/921,711 | Title: System and Method for Managing Customer Queuing |
| INTELLISIST, INC. | Status: Converted<br>Filed: 8/15/2006<br>Serial #: 60/838,101 | Title: System And Method For Managing A Dynamic Call Flow During Automated Call Processing |
| INTELLISIST, INC. | Status: Converted<br>Filed: 8/15/2006<br>Serial #: 60/838,074 | Title: System And Method For Balancing Agent Console Load During Automated Call Processing |
| INTELLISIST, INC. | Status: Converted<br>Filed: 8/15/2006<br>Serial #: 60/838,102 | Title: System And Method For Processing Out-Of-Order Caller Responses During Automated Call Processing |

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INTELLISIST,      Status: Converted      Title: System And Method For Managing Hold
INC.              Filed: 2/28/2007           Times During Automated Call Processing
                  Serial #: 60/904,296


INTELLISIST,      Status: Converted      Title: System And Method For Providing An
INC.              Filed: 3/29/2007           Automated Call Center Inline Architecture
                  Serial #: 60/920,849


INTELLISIST,      Status: Converted      Title: CLOSED-LOOP COMMAND AND
INC.              Filed: 3/28/2002           RESPONSE SYSTEM FOR AUTOMATIC
                  Serial #: 60/368,644        COMMUNICATIONS BETWEEN
                                              INTERACTING COMPUTER SYSTEMS OVER
                                              AN AUDIO COMMUNICATIONS CHANNEL


INTELLISIST,      Status: Converted      Title: System And Method For Converting A
INC.              Filed: 12/4/2009           Message Via A Posting Converter
                  Serial #: 61/266,969


INTELLISIST,      Status: Converted      Title: Computer-Implemented System Adn Method
INC.              Filed: 3/30/2012           For Individual Record Encryption
                  Serial #: 61/618,582


INTELLISIST,      Status: Converted      Title: Computer-Implemented System And Method
INC.              Filed: 7/14/2011           For Assessing and Utilizing User Traits In An
                  Serial #: 61/508,002        Automated Call Center Environment


INTELLISIST,      Status: Converted      Title: Computer-Implemented System And Method
INC.              Filed: 3/25/2014           For Detecting Events For Use In An Automated
                  Serial #: 61/970,283        Call Center Environment


INTELLISIST,      Status: Converted      Title: Computer-Implemented System And Method
INC.              Filed: 3/25/2014           For Protecting Sensitive Information
                  Serial #: 61/970,275


INTELLISIST,      Status: Converted      Title: Computer-Implemented System And Method
INC.              Filed: 10/31/2012          For Validating Secure Connections
                  Serial #: 61/720,954

| INTELLISIST, INC. | Status: Converted<br>Filed: 3/28/2014<br>Serial #: 61/972,150 | Title: Computer-Implemented Call Center Architecture And Method For Optimizing Customer Experience Through In-Band Expert Intervention |
|---|---|---|
| INTELLISIST, INC. | Status: New<br>Filed: No Date<br>Serial #: None | Title: Computer-Implemented System and Method for Improving Distributed Call Center Efficiency by Determining Call Connection |
| INTELLISIST, INC. | Status: Pending<br>Filed: 8/21/2017<br>Serial #: 14/300,087<br>Pub #: 2015/0356568<br>Pub Date: 12/10/2015 | Title: Computer-Implemented System and Method for Dynamically Providing Guidance During Customer Interactions |
| INTELLISIST, INC. | Status: Allowed<br>Filed: 3/13/2017<br>Serial #: 14/281,842<br>Pub #: 20140331331<br>Pub Date: 11/6/2014 | Title: Computer-Implemented System And Method For Correlating Activity Within A User Interface With Special Information |
| INTELLISIST, INC. | Status: Pending<br>Filed: 12/29/2016<br>Serial #: 14/493,090<br>Pub #: 20150012453<br>Pub Date: 1/8/2015 | Title: System And Method For Providing Hiring Recommendations Of Agents Within A Call Center |
| INTELLISIST, INC. | Status: Pending<br>Filed: 2/2/2015<br>Serial #: 14/612,220<br>Pub #: 20150146867<br>Pub Date: 5/28/2015 | Title: System And Method For Determining Customer Hold Times |
| INTELLISIST, INC. | Status: Pending<br>Filed: 9/19/2017<br>Serial #: 14/667,603<br>Pub #: 20150281446<br>Pub Date: 10/1/2015 | Title: Computer-Implemented System And Method For Protecting Sensitive Information Within A Call Center In Real Time |

| INTELLISIST, INC. | Status: Pending<br>Filed: 5/10/2016<br>Serial #: 15/150,276<br>Pub #: 20160328546<br>Pub Date: 11/10/2016 | Title: SYSTEM AND METHOD FOR IDENTIFYING SPECIAL INFORMATION VERBALIZATION TIMING WITH THE AID OF A DIGITAL COMPUTER |
| --- | --- | --- |
| INTELLISIST, INC. | Status: Pending<br>Filed: 10/19/2017<br>Serial #: 14/880,122<br>Pub #: 20160036976<br>Pub Date: 2/4/2016 | Title: System And Method For Providing Agent Guidance |
| INTELLISIST, INC. | Status: Converted<br>Filed: 5/19/2016<br>Serial #: 62/339,033 | Title: Computer-Implemented System And Method For Facilitating Interactions Via Automatic Agent Responses |
| INTELLISIST, INC. | Status: Converted<br>Filed: 11/4/2016<br>Serial #: 62/417,967 | Title: System and Method for Performing Caller Identity Verification Using Multi-Step Voice Analysis |
| INTELLISIST, INC. | Status: Converted<br>Filed: 11/4/2016<br>Serial #: 62/417,979 | Title: System and Method for Performing Screen Capture-Based Sensitive Information Protection Within a Call Center Environment |
| INTELLISIST, INC. | Status: Converted<br>Filed: 7/29/2016<br>Serial #: 62/368,805 | Title: Computer-Implemented System And Method For Storing And Retrieving Sensitive Information |
| INTELLISIST, INC. | Status: Pending<br>Filed: 8/15/2016<br>Serial #: 15/237,583<br>Pub #: 20170032790<br>Pub Date: 2/2/2017 | Title: Computer-Implemented System and Method for Efficient Voice Transcription |
| INTELLISIST, INC. | Status: Pending<br>Filed: 10/31/2016<br>Serial #: 15/339,788<br>Pub #: 20170047070<br>Pub Date: 2/16/2017 | Title: Computer-Implemented System And Method For Performing Distributed Speech Recognition |

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| INTELLISIST, INC. | Status: Pending<br>Filed: 11/28/2016<br>Serial #: 15/362,728<br>Pub #: 20170195491<br>Pub Date: 7/6/2017 | Title: Computer-Implemented System And Method For Assigning Call Agents To Callers |
| --- | --- | --- |
| INTELLISIST, INC. | Status: Pending<br>Filed: 12/5/2016<br>Serial #: 15/369,797<br>Pub #: 20170161513<br>Pub Date: 6/8/2017 | Title: Computer-Implemented System and Method For Encrypting Call Recordings |
| INTELLISIST, INC. | Status: Pending<br>Filed: 2/6/2017<br>Serial #: 15/425,972<br>Pub #: 20170244835<br>Pub Date: 8/24/2017 | Title: Computer-Implemented System And Method For Facilitating Call Sessions Via Messages |
| INTELLISIST, INC. | Status: Pending<br>Filed: 5/18/2017<br>Serial #: 15/598,984<br>Pub #: 20170339274<br>Pub Date: 11/23/2017 | Title: Computer-Implemented System And Method For Facilitating Interactions Via Automatic Agent Responses |
| INTELLISIST, INC. | Status: Pending<br>Filed: 4/10/2017<br>Serial #: 15/483,555<br>Pub #: 20170279964<br>Pub Date: 9/28/2017 | Title: System and Method For User Notification Regarding Detected Events |
| INTELLISIST, INC. | Status: Pending<br>Filed: 5/26/2017<br>Serial #: 15/606,399<br>Pub #: 20170264746<br>Pub Date: 9/14/2017 | Title: System And Method For Providing Customer-specific Ongoing Call Center Assistance With The Aid Of A Digital Computer |

| INTELLISIST, INC. | Status: Allowed<br>Filed: 5/26/2017<br>Serial #: 15/606,710<br>Pub #: 20170264745<br>Pub Date: 9/14/2017 | Title: System And Method For Automated Call Center Operation Facilitating Agent-Caller Communication |
| --- | --- | --- |
| INTELLISIST, INC. | Status: Pending<br>Filed: 6/5/2017<br>Serial #: 15/614,428<br>Pub #: 20170272573<br>Pub Date: 9/21/2017 | Title: System And Method For Call Data Processing |
| INTELLISIST, INC. | Status: Pending<br>Filed: 7/3/2017<br>Serial #: 15/641,183<br>Pub #: 20170302797<br>Pub Date: 10/19/2017 | Title: Computer-Implemented System And Method For Processing Caller Responses |
| INTELLISIST, INC. | Status: Pending<br>Filed: 7/27/2017<br>Serial #: 15/661,347 | Title: Computer-Implemented System And Method For Storing And Retrieving Sensitive Information |
| INTELLISIST, INC. | Status: Pending<br>Filed: 8/21/2017<br>Serial #: 15/682,496<br>Pub #: 20170346943<br>Pub Date: 11/30/2017 | Title: Computer-Implemented System And Method For Identifying Call Recordings For Retention |
| INTELLISIST, INC. | Status: Allowed<br>Filed: 10/2/2017<br>Serial #: 15/723,093 | Title: Computer-Implemented System And Method For Determining Call Status |
| INTELLISIST, INC. | Status: Pending<br>Filed: 11/3/2017<br>Serial #: 15/803,288 | Title: System and Method for Performing Caller Identity Verification Using Multi-Step Voice Analysis |
| INTELLISIST, INC. | Status: Pending<br>Filed: 11/3/2017<br>Serial #: 15/803,350 | Title: System and Method for Performing Screen Capture-Based Sensitive Information Protection Within a Call Center Environment |

| INTELLISIST, INC. | Status: Pending<br>Filed: 11/10/2017<br>Serial #: 15/809,404 | Title: System And Method For Performing Circumstance-specific Customer Satisfaction Monitoring In An Ongoing Call Center Interaction |
| INTELLISIST, INC. | Status: Pending<br>Filed: 11/13/2017<br>Serial #: 15/811,551 | Title: Computer-Implemented System And Method For Efficiently Facilitating Appointments Within A Call Center Via An Automatic Call Distributor |
| INTELLISIST, INC. | Status: Pending<br>Filed: 12/29/2017<br>Serial #: 15/859,176 | Title: Computer-Implemented System And Method For Transcription Error Reduction |
| INTELLISIST, INC. | Status: Pending<br>Filed: 12/29/2017<br>Serial #: 15/859,215 | Title: Computer-Implemented System And Method For Delivery Of Group Messages |
| INTELLISIST, INC. | Status: Pending<br>Filed: 12/24/2012<br>Serial #: 13/726,484 | System And Method For Analyzing Agent Interactions |
| INTELLISIST, INC. | Status: Pending<br>Filed: 03/12/2012<br>Serial #: 13/418,164 | SYSTEM AND METHOD TO ASSOCIATE BROADCAST RADIO CONTENT WITH A TRANSACTION VIA AN INTERNET SERVER |
| INTELLISIST, INC. | Status: Pending<br>Filed: 08/07/2012<br>Serial #: 13/568,371 | REAL-TIME DISPLAY OF SYSTEM INSTRUCTIONS |

**Trademarks**

**UNITED STATES TRADEMARKS:**

Registrations:

| OWNER | TITLE | SERIAL NO. & REG. NO. |
|---|---|---|
| INTELLISIST, INC. | GOTVOICE (STANDARD CHARACTERS) | 78/443,281<br>3013217 |
| INTELLISIST, INC. | GOTVOICE (STYLIZED AND DESIGN) | 78/443,229<br>2976251 |
| INTELLISIST, INC. | INTELLISIST | 76/452,541<br>2911426 |
| INTELLISIST, INC. | SPEECHFORMS | 78/358,398<br>2920882 |
| INTELLISIST, INC. | VOICE WORKFLOW | 78/593,782<br>3319837 |
| INTELLISIST, INC. | YOUR PEOPLE. OUR TECHNOLOGY. REAL RESULTS. | 78/593,793<br>3303621 |
| INTELLISIST, INC. | SPOKEN SYSTEM | 78/906,308<br>3383616 |
| INTELLISIST, INC. | SPOKEN COMMUNICATIONS | 78/906,317<br>3400400 |
| INTELLISIST, INC. | SELF-SERVICE GUARANTEED | 78/906,323<br>3361134 |

INTELLISIST, INC.    GUIDED SPEECH IVR                    78/906,330
                                                         3393750


INTELLISIST, INC.    GUIDED SPEECH IVR                    78/906,334
                                                         3374605


INTELLISIST, INC.    GUIDED SPEECH PLATFORM               77/354,122
                                                         3552291


INTELLISIST, INC.    WHEN THE CALLER EXPERIENCE           77/378,884
                     MATTERS                             3880296


INTELLISIST, INC.    VOICE TO ACTION                      85/054,387
                                                         4000970


INTELLISIST, INC.    GOTSEARCH (IC 009)                   77/932,902
                                                         3955683


INTELLISIST, INC.    GOTSEARCH (IC 042)                   77/935,132
                                                         3936532


Applications:

| OWNER | DESCRIPTION | APP. SERIAL NO. |
|---|---|---|
| INTELLISIST, INC. | SPOKEN | 87767380 |
| INTELLISIST, INC. | SPOKEN (DESIGN) | 87766999 |
| INTELLISIST, INC. | CONVERSATIONCENTER | 87603910 |
| INTELLISIST, INC. | INTELLIGENTWIRE | 87603922 |
| INTELLISIST, INC. | W | 87603925 |


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