

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
 Stylesheet Version v1.2

EPAS ID: PAT5024506

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	ASSIGNMENT
CONVEYING PARTY DATA	
Name	Execution Date
JUERGEN TOLKSDORF	02/04/2015
CHRISTOPHER CONNOLLY	02/06/2015
CHARLOTTE K. TOERCK	02/11/2015
MERIJN TE BOOIJ	02/14/2015
HERBERT W.A. RISTOCK	02/03/2015
ROBERT KASSEL	02/03/2015
JOHN KEYES	02/03/2015
RECEIVING PARTY DATA	
Name:	GENESYS TELECOMMUNICATIONS LABORATORIES, INC.
Street Address:	2001 JUNIPERO SERRA BLVD.
City:	DALY CITY
State/Country:	CALIFORNIA
Postal Code:	94014
PROPERTY NUMBERS Total: 1	
Property Type	Number
Application Number:	16014951
CORRESPONDENCE DATA	
Fax Number:	(626)577-8800
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>	
Phone:	626-795-9900
Email:	pto@lrrc.com
Correspondent Name:	LEWIS ROCA ROTHGERBER CHRISTIE LLP
Address Line 1:	PO BOX 29001
Address Line 4:	GLENDALE, CALIFORNIA 91209
ATTORNEY DOCKET NUMBER:	158494/JEC/AJC
NAME OF SUBMITTER:	ANDREW CAUDILL
SIGNATURE:	/Andrew Caudill/
DATE SIGNED:	06/26/2018

Total Attachments: 28

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

PATENT

Title of Invention: **SYSTEM AND METHOD FOR MANAGING CUSTOMER
INTERACTIONS**

Docket No.: 75929/G711

Application No. 14/588,407

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 14/588,407 filed on
December 31, 2014.

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
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W.A. Ristock, Robert Kassel and John Keyes

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

(2) GENESYS TELECOMMUNICATIONS LABORATORIES, INC.

having a place of business at

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

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

Docket No.: 75929/G711
Application No.: 14/588,407

(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 MANAGING CUSTOMER INTERACTIONS

which application executed on even date
herewith or was

(a) executed on (5a): _____ ;
(b) filed on (5b): December 31, 2014 ,
Application No.: 14/588,407 ;

(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.

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Juergen Tolksdorf
Legal Name of Inventor

2/4/15
Date


Signature

Christopher Connolly
Legal Name of Inventor

Date

Signature

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FOR PATENT APPLICATION**

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Charlotte K. Toerck
Legal Name of Inventor

Date

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Merijn te Booij
Legal Name of Inventor

Date

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Herbert W.A. Ristock
Legal Name of Inventor

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Robert Kassel
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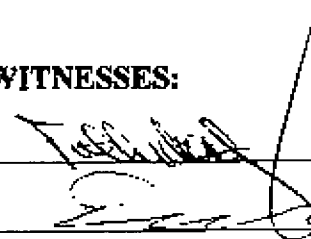
Docket No.: 75929/G711
Application No.: 14/588,407

John Keyes
Legal Name of Inventor

Date

Signature

WITNESSES:



SRH/PAS1334943.1-02/2/15 3:11 PM

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Legal Name of Inventor

Date

Signature

Christopher Connolly
Legal Name of Inventor

6-Feb-2015
Date



Signature

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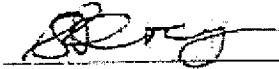
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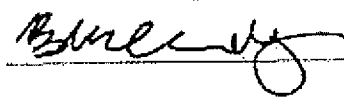
John Keyes
Legal Name of Inventor

Date

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WITNESSES:





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Legal Name of Inventor

Date

Signature

Christopher Connolly

Legal Name of Inventor

Date

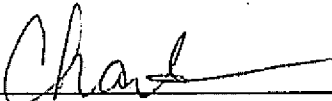
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John Keyes
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Date

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WITNESSES:

Jeanette Agui
Josa R Abbott

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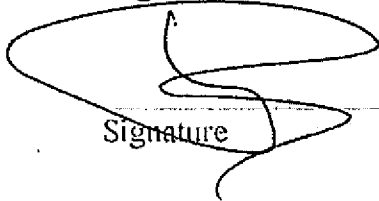
Charlotte K. Toerck
Legal Name of Inventor

_____ Date

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Legal Name of Inventor

02/14/2015
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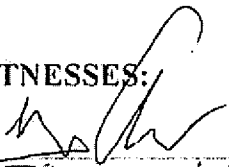
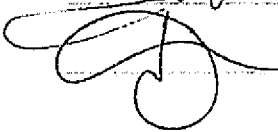
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John Keyes
Legal Name of Inventor

Date

Signature

WITNESSES:

 / Vadim Dymshyft
 Lanette Vallas

SRH PAS1334943.1-* -02/2/15 3:11 PM

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

PATENT

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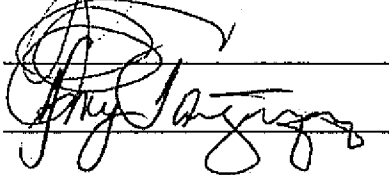
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Upon said consideration, it is further agreed that, when requested, without charge to but at the expense of said ASSIGNEE, the undersigned will execute all divisional, continuing, substitute, renewal, and reissue patent applications; execute all rightful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

Juergen Tolksdorf
Legal Name of Inventor

Date

Signature

Christopher Connolly
Legal Name of Inventor

Date

Signature

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

Docket No.: 75929/G711
Application No.: 14/588,407

Charlotte K. Toerck
Legal Name of Inventor

Date

Signature

Merijn te Booij
Legal Name of Inventor

Date

Signature

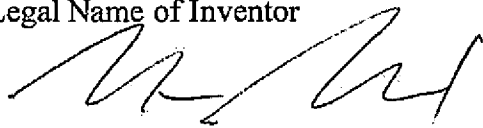
Herbert W.A. Ristock
Legal Name of Inventor

Date

Signature

Robert Kassel
Legal Name of Inventor

03 FEB 2015
Date



Signature

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

Docket No.: 75929/G711
Application No.: 14/588,407

John Keyes
Legal Name of Inventor

Date

Signature

WITNESSES:

Robert Cherry
David M. Schindler

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

PATENT

Title of Invention: SYSTEM AND METHOD FOR MANAGING CUSTOMER INTERACTIONS

Docket No.: 75929/G711
Application No. 14/588,407

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 14/588,407 filed on December 31, 2014.

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) Juergen Tolksdorf, Christopher Connolly, Charlotte K. Toerck, Merijn te Booij, Herbert W.A. Ristock, Robert Kassel and John Keyes

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

(2) GENESYS TELECOMMUNICATIONS LABORATORIES, INC.

having a place of business at

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

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

Docket No.: 75929/G711
Application No.: 14/588,407

(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 MANAGING CUSTOMER INTERACTIONS

which application executed on even date
herewith or was

- (a) executed on (5a): _____;
(b) filed on (5b): December 31, 2014,
Application No.: 14/588,407 _____;

(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.

Juergen Tolksdorf

Legal Name of Inventor

Date

Signature

Christopher Connolly

Legal Name of Inventor

Date

Signature

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

Docket No.: 75929/G711
Application No.: 14/588,407

Charlotte K. Toerck
Legal Name of Inventor

_____ Date

Signature

Merijn te Booij
Legal Name of Inventor

_____ Date

Signature

Herbert W.A. Ristock
Legal Name of Inventor

_____ Date

Signature

Robert Kassel
Legal Name of Inventor

_____ Date

Signature

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

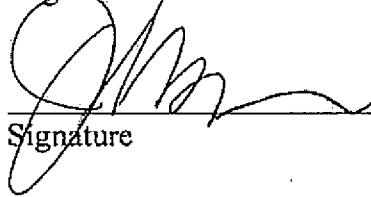
Docket No.: 75929/G711
Application No.: 14/588,407

John Keyes

Legal Name of Inventor


2/3/2015

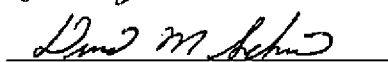
Date



Signature

WITNESSES:





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