

## PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1  
 Stylesheet Version v1.2

EPAS ID: PAT5066859

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT	
<b>NATURE OF CONVEYANCE:</b>	ASSIGNMENT	
<b>CONVEYING PARTY DATA</b>		
	<b>Name</b>	<b>Execution Date</b>
	RANJEET SAINI	12/15/2017
	PARTHA PRATIM ROY	12/15/2017
	VIKAS SRIVASTAVA	12/15/2017
<b>RECEIVING PARTY DATA</b>		
<b>Name:</b>	GENESYS TELECOMMUNICATIONS LABORATORIES, INC.	
<b>Street Address:</b>	2001 JUNIPERO SERRA BLVD.	
<b>City:</b>	DALY CITY	
<b>State/Country:</b>	CALIFORNIA	
<b>Postal Code:</b>	94014	
<b>PROPERTY NUMBERS Total: 1</b>		
<b>Property Type</b>	<b>Number</b>	
<b>Application Number:</b>	15727480	
<b>CORRESPONDENCE DATA</b>		
<b>Fax Number:</b>	(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>		
<b>Phone:</b>	626-795-9900	
<b>Email:</b>	PTO@LRRRC.COM	
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<b>Address Line 4:</b>	GLENDALE, CALIFORNIA 91209-9001	
<b>ATTORNEY DOCKET NUMBER:</b>	147024 (405240-02800)	
<b>NAME OF SUBMITTER:</b>	STACEY DAWSON	
<b>SIGNATURE:</b>	/Stacey Dawson/	
<b>DATE SIGNED:</b>	07/25/2018	
<b>Total Attachments: 2</b>		
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Docket No. 147024 (405240-02800)  
Application No. 15/727,480

Joint

#### ASSIGNMENT

**WHEREAS, WE, RANJEET SAINI, PARTHA PRATIM ROY, AND VIKAS SRIVASTAVA,** residing at Hyderabad, India; Hyderabad, India; and Hyderabad, India, respectively, have invented certain new and useful improvements disclosed in an application for United States Letters Patent entitled **TECHNOLOGIES FOR MANAGING UNRESOLVED CUSTOMER INTERACTIONS**, filed October 6, 2017, Application No. 15/727,480;

**AND WHEREAS GENESYS TELECOMMUNICATIONS LABORATORIES, INC.,** a California corporation, having a place of business at 2001 Junipero Serra Blvd., Daly City, California 94014 (hereafter, together with any successors, legal representatives or assigns thereof, called "ASSIGNEE") wants to acquire the entire right, title and interest in and to said improvements and application;

**NOW, THEREFORE,** in consideration of the sum of One Dollar (\$1.00) to us in hand paid, and other good and valuable consideration, the receipt of which is hereby acknowledged, we have sold, assigned, transferred and set over, and do hereby sell, assign, transfer and set over to ASSIGNEE the entire right, title and interest in and to said improvements, and said application and all divisions and continuations thereof, and all United States Letters Patents which may be granted thereon and all reissues, reexaminations and extensions thereof, including the right to sue or otherwise bring action and to collect and receive damages therefrom, for past infringement thereof, and all priority rights under all available International Agreements, Treaties and Conventions for the protection of intellectual property in its various forms in every participating country, and all applications for patents (including related rights such as utility-model registrations, inventor's certificates, and the like) heretofore or hereafter filed for said improvements in any foreign countries, and all patents (including all continuations, divisions, extensions, renewals, substitutes, and reissues thereof) granted for said improvements in any foreign countries; and we hereby authorize and request the United States Commissioner of Patents and Trademarks, and any officials of foreign countries whose duty it is to issue patents on applications as aforesaid, to issue all patents for said improvements to ASSIGNEE in accordance with the terms of this Assignment;

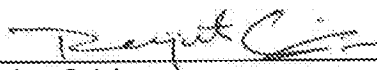
**AND WE HEREBY** covenant that we have full right to convey the entire interest herein assigned, and that we have not executed, and will not execute, any agreement in conflict herewith;

**AND WE HEREBY** further covenant and agree that we will communicate to ASSIGNEE any facts known to us respecting said improvements, and testify in any legal proceeding, sign all lawful papers, execute all divisional, continuation, substitute and reissue applications, make all rightful oaths and generally do everything possible to aid ASSIGNEE to obtain and enforce proper patent protection for said improvements in all countries.

ASSIGNMENT  
Docket No. 147024 (405240-02800)  
Application No. 15/727,480


Joint

IN TESTIMONY WHEREOF, I hereunto set my hand this 15<sup>th</sup> day of December,  
2017.

  
Ranjeet Saini

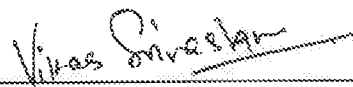
\*\*\*\*\*

IN TESTIMONY WHEREOF, I hereunto set my hand this 15<sup>th</sup> day of DECEMBER,  
2017.

  
Partha Pratim Roy

\*\*\*\*\*

IN TESTIMONY WHEREOF, I hereunto set my hand this 15 day of December,  
2017.

  
Vikas Srivastava

SAH/srd

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