

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
 Stylesheet Version v1.2

EPAS ID: PAT5176432

SUBMISSION TYPE:	NEW ASSIGNMENT	
NATURE OF CONVEYANCE:	SECURITY INTEREST	
CONVEYING PARTY DATA		
Name		Execution Date
CONVERGYS CUSTOMER MANAGEMENT DELAWARE LLC		11/27/2013
RECEIVING PARTY DATA		
Name:	BANK OF AMERICA, N.A.	
Street Address:	101 N. TRYON STREET, 5TH FLOOR	
City:	CHARLOTTE	
State/Country:	NORTH CAROLINA	
Postal Code:	28255-0001	
PROPERTY NUMBERS Total: 37		
Property Type	Number	
Patent Number:	7076032	
Patent Number:	7809663	
Patent Number:	8687793	
Patent Number:	9414209	
Patent Number:	8918342	
Patent Number:	7062020	
Patent Number:	6829348	
Patent Number:	6760727	
Patent Number:	7031951	
Patent Number:	9218128	
Patent Number:	9549065	
Patent Number:	8738384	
Patent Number:	9406075	
Patent Number:	8638906	
Patent Number:	8027457	
Patent Number:	7599861	
Patent Number:	8452668	
Patent Number:	8166460	
Patent Number:	8139755	
Patent Number:	8422658	

PATENT

Property Type	Number
Patent Number:	8200527
Patent Number:	8055595
Patent Number:	8200610
Patent Number:	8379830
Patent Number:	8260619
Patent Number:	8335690
Patent Number:	8023637
Patent Number:	8588398
Patent Number:	8126723
Patent Number:	8504379
Patent Number:	8325880
Patent Number:	10055744
Patent Number:	5966429
Patent Number:	6122632
Patent Number:	6137870
Application Number:	14970204
Application Number:	13866742

CORRESPONDENCE DATA

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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.

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Address Line 2: COGENCY GLOBAL INC.

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ATTORNEY DOCKET NUMBER:	F179757
NAME OF SUBMITTER:	BRANDON OKUN
SIGNATURE:	/Brandon Okun/
DATE SIGNED:	10/05/2018

Total Attachments: 6

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NOTICE
OF
GRANT OF SECURITY INTEREST
IN
PATENTS

United States Patent and Trademark Office

Ladies and Gentlemen:


Please be advised that pursuant to the Security and Pledge Agreement dated as of November 27, 2013 (as the same may be amended, modified, extended or restated from time to time, the “Agreement”) by and among the Obligors party thereto (each an “Obligor” and collectively, the “Obligors”) and Bank of America, N.A., as administrative agent (the “Administrative Agent”) for the holders of the Secured Obligations referenced therein, the undersigned Obligor has granted a continuing security interest in, and a right to set off against, any and all right, title and interest of such Obligor in and to the patents and patent applications set forth on Schedule 1 hereto to the Administrative Agent for the ratable benefit of the holders of the Secured Obligations.

The undersigned Obligor and the Administrative Agent, on behalf of the holders of the Secured Obligations, hereby acknowledge and agree that the security interest in the foregoing patents and patent applications (i) may only be terminated in accordance with the terms of the Agreement and (ii) is not to be construed as an assignment of any patent or patent application.

[SIGNATURE PAGES FOLLOW]

Very truly yours,

CONVERGYS CUSTOMER MANAGEMENT
DELAWARE LLC

By: 
Name: David Wiedwald
Title: Treasurer

Acknowledged and Accepted:

BANK OF AMERICA, N.A., as Administrative Agent

By: _____
Name:
Title:

[Signature Page to the Notice of Grant of Security Interest in Patents (BofA)]

Very truly yours,

CONVERGYS CUSTOMER MANAGEMENT
DELAWARE LLC

By: _____
Name:
Title:

Acknowledged and Accepted:

BANK OF AMERICA, N.A., as Administrative Agent

By: Brenda Schiner
Name: Brenda Schiner
Title: Vice President

{Signature Page to the Notice of Grant of Security Interest in Patents (BoFA)}

PATENT
REEL: 047086 FRAME: 0030

SCHEDULE I

A. Patents

Appl. No.	Reg. No.	Title/Mark	Reg. Date
09/593,795	7,076,032	METHOD AND SYSTEM FOR PROCESSING TELEPHONE CALLS BY IVR	7/11/2006
11/751,680	7,809,663	SYSTEM AND METHOD FOR SUPPORTING THE UTILIZATION OF MACHINE LANGUAGE	10/5/2010
13/826,149	8,687,793	SYSTEM AND METHOD FOR THE AUTOMATIC SELECTION OF INTERFACES	4/1/2014
14/643,877	9,414,209	AUTOMATIC DELIVERY OF MESSAGES	8/9/2016
13/872,365	8,918,342	SYSTEM FOR CLOSED LOOP DECISIONMAKING IN AN AUTOMATED CARE SYSTEM	12/23/2014
09/223,993	7,062,020	SYSTEM AND APPARATUS FOR IVR PORT SHARING	6/13/2006
09/559,837	6,829,348	SYSTEM FOR CUSTOMER CONTACT INFORMATION MANAGEMENT AND METHODS FOR USING SAME	12/7/2004
09/467,378	6,760,727	SYSTEM FOR CUSTOMER CONTACT INFORMATION MANAGEMENT AND METHODS FOR USING SAME	7/6/2004
09/909,241	7,031,951	EXPERT SYSTEM AND ADAPTED DEDICATED INTERNET ACCESS GUIDANCE ENGINE	4/18/2006
12/394,508	9218128	METHOD AND SYSTEM FOR TRAINING USERS TO UTILIZE MULTIMODAL USER INTERFACES	12/22/2015
13/659,366	9,549,065	SYSTEM AND METHOD FOR AUTOMATED CUSTOMER SERVICE WITH CONTINGENT LIVE INTERACTION	1/17/2017
13/679,250	8,738,384	METHOD AND SYSTEM FOR CREATING NATURAL LANGUAGE UNDERSTANDING GRAMMARS	5/27/2014
13/938,806	9406075	A SYSTEM AND METHOD FOR IMPROVING TUNING USING USER PROVIDED SATISFACTION SCORES	8/2/2016
13/662,983	8,638,906	AUTOMATED APPLICATION TESTING	1/28/2014
11/565,702	8,027,457	PROCESS FOR AUTOMATED DEPLOYMENT OF NATURAL LANGUAGE	9/27/2011
11/276,497	7,599,861	SYSTEM AND METHOD FOR CLOSED LOOP DECISIONMAKING IN AN AUTOMATED CARE SYSTEM	10/6/2009
12/539,980	8,452,668	SYSTEM FOR CLOSED LOOP DECISIONMAKING IN AN AUTOMATED CARE SYSTEM	5/28/2013

Appl. No.	Reg. No.	Title/Mark	Reg. Date
11/860,113	8,166,460	SYSTEM AND METHOD FOR ANALYZING HTTP SESSIONS	4/24/2012
12/055,712	8,139,755	SYSTEM AND METHOD FOR THE AUTOMATIC SELECTION OF INTERFACES	3/20/2012
13/314,896	8,422,658	SYSTEM AND METHOD FOR THE AUTOMATIC SELECTION OF INTERFACES	4/16/2013
11/741,284	8,200,527	METHOD FOR PRIORITIZING AND PRESENTING RECOMMENDATIONS REGARDING ORGANIZATION'S CUSTOMER CARE CAPABILITIES	6/12/2012
12/842,495	8,055,595	SYSTEM AND METHOD FOR SUPPORTING THE UTILIZATION OF MACHINE LEARNING	11/8/2011
13/236,079	8,200,610	SYSTEM AND METHOD FOR SUPPORTING THE UTILIZATION OF MACHINE LEARNING	6/12/2012
11/751,976	8,379,830	SYSTEM AND METHOD FOR AUTOMATED CUSTOMER SERVICE WITH CONTINGENT LIVE INTERACTION	2/19/2013
12/414,060	8,260,619	METHOD AND SYSTEM FOR CREATING NATURAL LANGUAGE UNDERSTANDING GRAMMARS	9/4/2012
13/351,383	8,335,690	METHOD AND SYSTEM FOR CREATING NATURAL LANGUAGE UNDERSTANDING GRAMMARS	12/18/2012
11/865,193	8,023,637	METHOD AND SYSTEM FOR HIERARCHY BASED CONTACT ROUTING	9/20/2011
13/208,052	8,588,398	METHOD AND SYSTEM FOR HIERARCHY BASED CONTACT ROUTING	11/19/2013
12/338,064	8,126,723	SYSTEM AND METHOD FOR IMPROVING TUNING USING CALLER PROVIDED SATISFACTION SCORES	2/28/2012
13/352,499	8,504,379	SYSTEM AND METHOD FOR IMPROVING TUNING USING USER PROVIDED SATISFACTION SCORES	8/6/2013
12/839,627	8,325,880	AUTOMATED APPLICATION TESTING	12/4/2012
14/579,811	10,055,744	CALL PROCESSING SYSTEM WITH CALL SCREENING	8/21/2018
09/170,929	5,966,429	TELEPHONE TRANSACTION PROCESSING AS A PART OF A CALL TRANSPORT	10/12/2009
08/897,777	6,122,632	ELECTRONIC MESSAGE MANAGEMENT SYSTEM	7/21/1997
08/612,452	6,137,870	SYSTEM FOR PROVIDING CALLER INFORMATION TO CALLED PARTY VIA CALL STANDARD DATA	10/24/2000

Appl. No.	Reg. No.	Title/Mark	Reg. Date
		FIELD	
11/276,497	7,599,861	SYSTEM AND METHOD FOR CLOSED LOOP DECISIONMAKING IN AN AUTOMATED CARE SYSTEM	10/6/2009

B. Pending Patent Applications

Appl. No.	Title	Application Date
14/970,204	METHOD AND SYSTEM FOR TRAINING USERS TO UTILIZE MULTIMODAL USER INTERFACES	12/15/2015
13/866,742	ELECTRONIC COACHING	04/19/2013