PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

EPAS ID: PAT5645451

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	SECURITY AGREEMENT

CONVEYING PARTY DATA

Name	Execution Date
GENESYS TELECOMMUNICATIONS LABORATORIES, INC.	07/25/2019

RECEIVING PARTY DATA

Name:	BANK OF AMERICA, N.A.
Street Address:	101 N. TRYON STREET
City:	CHARLOTTE
State/Country:	NORTH CAROLINA
Postal Code:	28255

PROPERTY NUMBERS Total: 75

Property Type	Number
Application Number:	15912434
Application Number:	15898476
Application Number:	15923908
Application Number:	15890293
Application Number:	15677927
Application Number:	15893436
Application Number:	15892364
Application Number:	15694160
Application Number:	15901784
Application Number:	15905789
Application Number:	15838328
Application Number:	16392455
Application Number:	16392448
Application Number:	16378452
Application Number:	16389745
Application Number:	16403348
Application Number:	16379110
Application Number:	16381452
Application Number:	62835656
Application Number:	62842550

Property Type	Number
Application Number:	62842552
Application Number:	16414885
Application Number:	16420258
Application Number:	62859262
Application Number:	62860346
Application Number:	16446092
Application Number:	16448384
PCT Number:	US1932782
PCT Number:	US1937420
PCT Number:	US1937429
PCT Number:	US1937435
Application Number:	15811311
Application Number:	15694009
Application Number:	15882970
Application Number:	15846105
Application Number:	15887505
Application Number:	15910828
Application Number:	15877220
Application Number:	15898174
Application Number:	15838077
Application Number:	15853088
Application Number:	15922784
Application Number:	14686404
Application Number:	15369358
Application Number:	15713283
Application Number:	15713342
Application Number:	15714869
Application Number:	15717509
Application Number:	15727480
Application Number:	15785090
Application Number:	15796542
Application Number:	15835318
Application Number:	15837980
Application Number:	15840295
Application Number:	15846111
Application Number:	15847724
Application Number:	15852665
Application Number:	15853064

Property Type	Number
Application Number:	15865142
Application Number:	15865161
Application Number:	15865167
Application Number:	15865198
Application Number:	15883441
Application Number:	15896012
Application Number:	15896026
Application Number:	15896835
Application Number:	15897967
Application Number:	15907121
Application Number:	15927698
Application Number:	15935813
Application Number:	16272130
Application Number:	16294767
Application Number:	16298404
Application Number:	16352022
Application Number:	16359512

CORRESPONDENCE DATA

Fax Number: (800)914-4240

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: 800-713-0755

Email: Michael.Violet@wolterskluwer.com, ECarrera@cahill.com

Correspondent Name: CT CORPORATION

Address Line 1: 4400 EASTON COMMONS WAY

Address Line 2: SUITE 125

Address Line 4: COLUMBUS, OHIO 43219

NAME OF SUBMITTER:	ELAINE CARRERA
SIGNATURE:	/Elaine Carrera/
DATE SIGNED:	07/31/2019

Total Attachments: 11

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RECORDATION FORM COVER SHEET
PATENTS ONLY

To the Director of the U.S. Patent and Trademark Office: Please record the attached documents or the new address(es) below.

1. Name of conveying party(ies) Genesys Telecommunications Laboratories, Inc. Additional name(s) of conveying party(ies) attached? ☐ Yes ☒ No	**2. Name and address of receiving party(ies)** Name: Bank of America, N.A. Internal Address:_____ _____ Street Address: 101 N. Tryon Street

3. Nature of conveyance/Execution Date(s):

Execution Date(s) July 25, 2019

☐ Assignment ☐ Merger

☒ Security Agreement ☐ Change of Name

☐ Joint Research Agreement

☐ Government Interest Assignment

☐ Executive Order 9424, Confirmatory License

☐ Other_____

City: Charlotte

State: NC

Country: USA Zip: 28255

Additional name(s) & address(es) attached? ☐ Yes ☒ No

4. Application or patent number(s): ☐ This document serves as an Oath/Declaration (37 CFR 1.63).

A. Patent Application No.(s)

See Schedule A

B. Patent No.(s)

See Schedule A

Additional numbers attached? ☒ Yes ☐ No

5. Name and address to whom correspondence concerning document should be mailed: Name: Elaine Carrera, Senior Paralegal Internal Address:_____ _____ Street Address: c/o Cahill Gordon & Reindel LLP, 80 Pine Street	**6. Total number of applications and patents involved:** 76

City: New York

State: NY Zip: 10005

Phone Number: (212) 701-3365

Docket Number:_____

Email Address: ecarrera@cahill.com

7. Total fee (37 CFR 1.21(h) & 3.41) $_____

☐ Authorized to be charged to deposit account

☐ Enclosed

☐ None required (government interest not affecting title)

8. Payment Information

Deposit Account Number _____

Authorized User Name _____

9. Signature: _Elaine Carrera_

Signature

Elaine Carrera

Name of Person Signing

July 30, 2019

Date

Total number of pages including cover sheet, attachments, and documents: 11

Documents to be recorded (including cover sheet) should be faxed to (571) 273-0140, or mailed to:
Mail Stop Assignment Recordation Services, Director of the USPTO, P.O.Box 1450, Alexandria, V.A. 22313-1450

PATENT SECURITY AGREEMENT

This PATENT SECURITY AGREEMENT (this "Patent Security Agreement"), dated as of July 25, 2019, among the Person listed on the signature pages hereof (the "Grantor"), and BANK OF AMERICA, N.A., as collateral agent for the Secured Parties (in such capacity, together with its successors in such capacity, the "Collateral Agent").

A.   Capitalized terms used herein and not otherwise defined herein (including terms used in the preamble and the recitals) shall have the meanings assigned to such terms in the Security Agreement, dated as of December 1, 2016 (as the same may be amended, supplemented, amended and restated or otherwise modified from time to time, the "Security Agreement") among **GREENEDEN U.S. HOLDINGS I, LLC**, a Delaware limited liability company ("Holdings"), **GREENEDEN U.S. HOLDINGS II, LLC**, a Delaware limited liability company (the "Borrower"), **GENESYS TELECOMMUNICATIONS LABORATORIES, INC.**, a California corporation (the "U.S. Co-Borrower"), each of the Subsidiaries of the Borrower listed on Annex A thereto or that becomes a party thereto pursuant to Section 7.13 thereof (each such Subsidiary, individually, a "Subsidiary Grantor" and, collectively, the "Subsidiary Grantors"; and together with Holdings, the Borrower and the Co-Borrower, collectively, the "Grantors") and **BANK OF AMERICA, N.A.**, as Collateral Agent.

B.   The rules of construction and other interpretive provisions specified in Sections 1.2, 1.5, 1.6, 1.7, 1.8 and 1.11 of the Credit Agreement shall apply to this Patent Security Agreement, including terms defined in the preamble and recitals hereto.

C.   Pursuant to Section 4.4(e) of the Security Agreement, the Grantor has agreed to execute or otherwise authenticate and deliver this Patent Security Agreement for recording the Security Interest granted under the Security Agreement to the Collateral Agent in such Grantor's U.S. Recordable Intellectual Property with, as applicable, the United States Patent and Trademark Office ("USPTO") or the United States Copyright Office ("USCO"), necessary to perfect the Security Interest hereunder in such U.S. Recordable Intellectual Property.

Accordingly, the Collateral Agent and the Grantor agree as follows:

SECTION 1.   Grant of Security. The Grantor hereby grants to the Collateral Agent for the benefit of the Secured Parties a security interest in all of such Grantor's right, title and interest in and to the United States patents and patent applications and exclusive licenses thereof of such Grantor, including those set forth in Schedule A hereto, including all rights to sue at law or in equity for any past, present, or future infringement, misappropriation, dilution, violation, misuse or other impairment thereof or unfair competition therewith, to receive and collect injunctive or other equitable relief and damages and compensation, and to receive and collect Proceeds therefrom (collectively, the "Patent Collateral").

SECTION 2.   Security for First Lien Obligations. The grant of a security interest in the Patent Collateral by the Grantor under this Patent Security Agreement secures the payment of all amounts that constitute part of the First Lien Obligations and would be owed to the Collateral Agent or the Secured Parties but for the fact that they are unenforceable or not allowable due to the existence of a bankruptcy, reorganization or similar proceeding involving the Grantor.

SECTION 3.   Recordation. The Grantor authorizes and requests that the Commissioner for Patents record this Patent Security Agreement.

SECTION 4.   Grants, Rights and Remedies. This Patent Security Agreement has been entered into in conjunction with the provisions of the Security Agreement. The Grantor does hereby acknowledge and confirm that the grant of the security interest hereunder to, and the rights and remedies of, the Collateral Agent with respect to the Patent Collateral are more fully set forth in the Security Agreement, the terms and provisions of which are incorporated herein by reference as if fully set forth

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

GRANTOR

GENESYS TELECOMMUNICATIONS
LABORATORIES, INC.

By: _____
    Name: Michelle Demarco
    Title: Treasurer

[Signature Page to Patent Security Agreement]

COLLATERAL AGENT

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

By: _____
Name: Liliana Claar
Title: Vice President

[Signature Page to Patent Security Agreement]

SCHEDULE A

U.S. Patents and Patent Applications

Owner	Title	Application Number	Patent Number
Genesys Telecommunications Laboratories, Inc.	WORKLOAD DISTRIBUTION WITH RESOURCE AWARENESS	15/912434	10298766
Genesys Telecommunications Laboratories, Inc.	BEST MATCH INTERACTION SET ROUTING	15/898476	10291781
Genesys Telecommunications Laboratories, Inc.	HYBRID CLOUD ARCHITECTURE WITH OPTIMIZED LOCAL DELIVERY	15/923908	10264129
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR PERFORMANCE-BASED ROUTING OF INTERACTIONS IN A CONTACT CENTER	15/890293	10277744
Genesys Telecommunications Laboratories, Inc.	AUTOMATIC QUALITY MANAGEMENT OF CHAT AGENTS VIA CHAT BOTS	15/677927	10313521
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR SCHEDULING ROUTING RULES IN A CONTACT CENTER BASED ON FORECASTED AND ACTUAL INTERACTION LOAD AND STAFFING REQUIREMENTS	15/893436	10313527
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR INTEGRATING AN INTERACTION MANAGEMENT SYSTEM WITH A BUSINESS RULES MANAGEMENT SYSTEM	15/892364	10250750
Genesys Telecommunications Laboratories, Inc.	PORTABLE CONTINUITY OBJECT	15/694160	10313525
Genesys Telecommunications Laboratories, Inc.	CONTEXT AWARE INTERACTION	15/901784	10289982
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR NEURAL NETWORK BASED FEATURE EXTRACTION FOR ACOUSTIC MODEL DEVELOPMENT	15/905789	10283112
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR NATURAL LANGUAGE PROCESSING	15/838328	10270910
Genesys Telecommunications Laboratories, Inc.	SYSTEMS AND METHODS FOR AUTOMATING CUSTOMER INTERACTIONS WITH ENTERPRISES	16/392455	
Genesys Telecommunications Laboratories, Inc.	SYSTEMS AND METHODS FOR AUTOMATING CUSTOMER INTERACTIONS WITH ENTERPRISES	16/392448	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR OPTIMIZATION OF AUDIO FINGERPRINT SEARCH	16/378452	
Genesys Telecommunications Laboratories, Inc.	AUTOMATIC QUALITY MANAGEMENT OF CHAT AGENTS VIA CHAT BOTS	16/389745	

Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR MANAGING AND SHARING DATA ACROSS UNAFFILIATED COMPUTING SYSTEMS	16/403348	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CUSTOMER JOURNEY EVENT REPRESENTATION LEARNING AND OUTCOME PREDICTION USING NEURAL SEQUENCE MODELS	16/379110	
Genesys Telecommunications Laboratories, Inc.	UNSUPERVISED ADAPTATION OF SENTIMENT LEXICON	16/381452	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR DISTRIBUTED AGGREGATION AND ANALYTICS OF NETWORK INTERFACE ANALYTICS IN WEB APPLICATIONS	62/835656	
Genesys Telecommunications Laboratories, Inc.	A Method for Measuring the Intelligence Quotient of Virtual Assistants/BOTs in Multichannel Environments	62/842550	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR PROVIDING CONTEXTUAL SUMMARY IN INTERACTION TRANSFER	62/842552	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR A MULTI-CLASS APPROACH FOR CONFIDENCE MODELING IN AUTOMATIC SPEECH RECOGNITION SYSTEMS	16/414885	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR MULTIMEDIA CONTACT CENTER INTERACTIONS VIA AN AUDIOVISUAL ASYNCHRONOUS CHANNEL	16/420258	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CONFIGURABLE, DYNAMIC, CONTEXT-SENSITIVE CONTENT FOR CONTACT CENTER INTERACTIONS	62/859262	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR A MULTI-MODAL CONVERSATION	62/860346	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR A REPLICATION PROTOCOL IN A REAL-TIME STATISTICAL ENGINE	16/446092	
Genesys Telecommunications Laboratories, Inc.	F0 TRANSFER LEARNING FOR IMPROVING F0 PREDICTION WITH DEEP NEURAL NETWORK MODELS	16/448384	

Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR A MULTI-CLASS APPROACH FOR CONFIDENCE MODELING IN AUTOMATIC SPEECH RECOGNITION SYSTEMS	PCT/US19/32782	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE AUTOMATION	PCT/US19/37420	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE AUTOMATION	PCT/US19/37429	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE AUTOMATION	PCT/US19/37435	
Genesys Telecommunications Laboratories, Inc.	GENERALIZED PHRASES IN AUTOMATIC SPEECH RECOGNITION SYSTEMS	15/811311	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD OF DISTRIBUTED MAINTENANCE OF CONTACT CENTER STATE	15/694009	10171661
Genesys Telecommunications Laboratories, Inc.	CUSTOMER CARE MOBILE APPLICATION	15/882970	10171664
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR ROUTING INTERACTIONS FOR A CONTACT CENTER BASED ON INTELLIGENT AND DYNAMIC ROUTING CONSIDERATIONS	15/846105	10171669
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR DYNAMIC CALL DIVERSION	15/887505	10171672
Genesys Telecommunications Laboratories, Inc.	GRAPHICAL USER INTERFACE FOR CONFIGURING CONTACT CENTER ROUTING STRATEGIES	15/910828	10194028
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS WITH TEXT MESSAGING	15/877220	10212284
Genesys Telecommunications Laboratories, Inc.	PINNING IN AN INTERACTIVE MEDIA/VOICE RESPONSE SYSTEM	15/898174	10225407
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR PROCESSING A CUSTOMER REQUEST THROUGH A PLURALITY OF COMMUNICATION INTERFACES AND FOR SUPERVISING SUCH PROCESSING	15/838077	10237406
Genesys Telecommunications Laboratories, Inc.	SYSTEM TO DEPLOY A DISASTER-PROOF GEOGRAPHICALLY-DISTRIBUTED CALL CENTER	15/853088	10348893

Genesys Telecommunications Laboratories, Inc.	INTERACTION REQUEST PROCESSING ACCORDING TO CLIENT PRE-CONFIGURED SCHEDULE	15/922784	10348899
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR INTERACTION ROUTING BY APPLYING PREDICTIVE ANALYTICS AND MACHINE LEARNING TO WEB AND MOBILE APPLICATION CONTEXT	14/686404	
Genesys Telecommunications Laboratories, Inc.	MEDIA CHANNEL MANAGEMENT APPARATUS FOR NETWORK COMMUNICATIONS SESSIONS	15/369358	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR AUTOMATIC QUALITY MANAGEMENT IN A CONTACT CENTER ENVIRONMENT	15/713283	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR AUTOMATIC QUALITY MANAGEMENT IN A CONTACT CENTER ENVIRONMENT	15/713342	
Genesys Telecommunications Laboratories, Inc.	RESOURCE SHARING IN A PEER-TO-PEER NETWORK OF CONTACT CENTER NODES	15/714869	
Genesys Telecommunications Laboratories, Inc.	CONTACT CENTER SYSTEM AND METHOD FOR ADVANCED OUTBOUND COMMUNICATIONS TO A CONTACT GROUP	15/717509	
Genesys Telecommunications Laboratories, Inc.	TECHNOLOGIES FOR MANAGING UNRESOLVED CUSTOMER INTERACTIONS	15/727480	
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR ROUTING INTERACTIONS USING BIO-PERFORMANCE ATTRIBUTES OF PERSONS AS DYNAMIC INPUT	15/785090	
Genesys Telecommunications Laboratories, Inc.	TAG-BASED PERFORMANCE FRAMEWORK FOR CONTACT CENTER	15/796542	
Genesys Telecommunications Laboratories, Inc.	GENERALIZED PHRASES IN AUTOMATIC SPEECH RECOGNITION SYSTEMS	15/811311	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR NEURAL NETWORK BASED SPEAKER CLASSIFICATION	15/835318	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR SEMANTICALLY EXPLORING CONCEPTS	15/837980	
Genesys Telecommunications Laboratories, Inc.	SYSTEMS AND METHODS FOR CHATBOT GENERATION	15/840295	
Genesys Telecommunications Laboratories, Inc.	LOG FILE MANAGEMENT TOOL	15/846111	

Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR ROUTING SOCIAL EXPRESSIONS	15/847724	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR IMPROVING INTERACTION ROUTING PERFORMANCE	15/852665	
Genesys Telecommunications Laboratories, Inc.	SERVICE CONTROL POINT FUNCTIONALITY IMPLEMENTED AT COMMUNICATION ENDPOINTS	15/853064	
Genesys Telecommunications Laboratories, Inc.	ROUTING USER COMMUNICATIONS TO AGENTS	15/865142	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CONTROLLED KNOWLEDGE SYSTEM MANAGEMENT	15/865161	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR PREDICTIVE ROUTING BASED ON A CUSTOMER JOURNEY PATIENCE	15/865167	
Genesys Telecommunications Laboratories, Inc.	DYNAMIC CALL CONTROL	15/865198	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR SPEECH-BASED INTERACTION RESOLUTION	15/883441	
Genesys Telecommunications Laboratories, Inc.	SCALABLE APPROACH TO AGENT-GROUP STATE MAINTENANCE IN A CONTACT CENTER	15/896012	
Genesys Telecommunications Laboratories, Inc.	NETWORK RECORDING AND SPEECH ANALYTICS SYSTEM AND METHOD	15/896026	
Genesys Telecommunications Laboratories, Inc.	VOICE ENABLED SOCIAL ARTIFACTS	15/896835	
Genesys Telecommunications Laboratories, Inc.	CUSTOMER CONTROLLED INTERACTION MANAGEMENT	15/897967	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR TRACKING UNRESOLVED CUSTOMER INVOLVEMENT WITH A SERVICE ORGANIZATION AND AUTOMATICALLY FORMULATING A DYNAMIC SERVICE SOLUTION	15/907121	
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR INSERTING CONTENT INTO CONVERSATIONS IN ON-LINE AND DIGITAL ENVIRONMENTS	15/927698	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR INTERACTING WITH A MULTIMEDIA PRESENTATION SERVED BY AN INTERACTIVE RESPONSE UNIT	15/935813	

Genesys Telecommunications Laboratories, Inc.	**METHOD FOR FORMING THE EXCITATION SIGNAL FOR A GLOTTAL PULSE MODEL BASED PARAMETRIC SPEECH SYNTHESIS SYSTEM**	16/272130	
Genesys Telecommunications Laboratories, Inc.	**SYSTEM AND METHOD FOR TRANSMITTING SIGNALING AND MEDIA FROM A HYBRID CONTACT CENTER OPERATIONS ENVIRONMENT**	16/294767	
Genesys Telecommunications Laboratories, Inc.	**CONNECTED MACHINE INITIATED SERVICE**	16/298404	
Genesys Telecommunications Laboratories, Inc.	**SYSTEM AND METHOD FOR INTERACTION ROUTING BY APPLYING PREDICTIVE ANALYTICS AND MACHINE LEARNING TO WEB AND MOBILE APPLICATION CONTEXT**	16/352022	
Genesys Telecommunications Laboratories, Inc.	**SYSTEM AND METHOD FOR KEY MANAGEMENT AND USER AUTHENTICATION**	16/359512	