

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
 Stylesheet Version v1.2

EPAS ID: PAT5994405

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	RELEASE OF SECURITY INTEREST IN PATENT COLLATERAL AT REEL/FRAME NO. 43855/0947

CONVEYING PARTY DATA

Name	Execution Date
GOLDMAN SACHS SPECIALTY LENDING GROUP, L.P., AS COLLATERAL AGENT	03/02/2020

RECEIVING PARTY DATA

Name:	SERENOVA, LLC, FORMERLY KNOWN AS LIVEOPS CLOUD PLATFORM, LLC
Street Address:	7300 RANCH ROAD 2222, BUILDING III, SUITE 200
City:	AUSTIN
State/Country:	TEXAS
Postal Code:	78730
Name:	LO PLATFORM MIDCO, INC.
Street Address:	338 PIER AVENUE
City:	HERMOSA BEACH
State/Country:	CALIFORNIA
Postal Code:	90254
Name:	TELSTRAT LLC
Street Address:	7300 RANCH ROAD 2222, BUILDING III, SUITE 200
City:	AUSTIN
State/Country:	TEXAS
Postal Code:	78730

PROPERTY NUMBERS Total: 19

Property Type	Number
Patent Number:	7499530
Patent Number:	7054420
Patent Number:	9009785
Patent Number:	8949326
Patent Number:	8929536
Patent Number:	8825507
Patent Number:	8683547
Patent Number:	8677003

PATENT

Property Type	Number
Patent Number:	8395994
Patent Number:	8226477
Patent Number:	8126133
Patent Number:	8068598
Patent Number:	8059812
Patent Number:	8009821
Patent Number:	7706520
Patent Number:	7434204
Patent Number:	8275115
Patent Number:	7505415
Patent Number:	8537984

CORRESPONDENCE DATA

Fax Number: (213)891-8763
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.
Email: rhonda.deleon@lw.com
Correspondent Name: LATHAM & WATKINS LLP
Address Line 1: 355 SOUTH GRAND AVENUE
Address Line 4: LOS ANGELES, CALIFORNIA 90071-1560

ATTORNEY DOCKET NUMBER:	059242-0026
NAME OF SUBMITTER:	RHONDA DELEON
SIGNATURE:	/Rhonda DeLeon/
DATE SIGNED:	03/03/2020

Total Attachments: 4
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RELEASE OF SECURITY INTEREST IN PATENT COLLATERAL

This **RELEASE OF SECURITY INTEREST IN PATENT COLLATERAL** (the “Release”) is dated as of March 2, 2020 by GOLDMAN SACHS SPECIALTY LENDING GROUP, L.P., in its capacity as collateral agent (the “Collateral Agent”) for the Secured Parties in favor of SERENOVA, LLC, a Delaware limited liability company, formerly known as LIVEOPS CLOUD PLATFORM, LLC (“Company”), LO PLATFORM MIDCO, INC., a Delaware corporation (“Holdings”), and TELSTRAT LLC, a Delaware limited liability company (“TelStrat”, and together with Company and Holdings, the “Grantors” and each a “Grantor”). All capitalized terms used but not otherwise defined herein have the meanings given to them in the Security Agreement.

WITNESSETH

WHEREAS, Company, Holdings, certain Subsidiaries of Company, as Guarantors, the lenders from time to time party thereto and Goldman Sachs Specialty Lending Group, L.P., as administrative Agent, Collateral Agent and Lead Arranger entered into that certain Credit and Guaranty Agreement dated as of October 12, 2017 (including all annexes, exhibits or schedules thereto, as from time to time amended, restated, replaced, supplemented or otherwise modified, the “Credit Agreement”) and the Grantors and the Collateral Agent entered into that certain Pledge and Security Agreement dated as of October 12, 2017 (including all annexes, exhibits or schedules thereto, as from time to time amended, restated, supplemented or otherwise modified, the “Security Agreement”);

WHEREAS, pursuant to the Security Agreement, the Grantors executed and delivered to the Collateral Agent that certain Patent Security Agreement dated as of October 12, 2017 (the “Patent Security Agreement”) and recorded with the United States Patent and Trademark Office on October 13, 2017 at Reel/Frame No. 43855/0947, pursuant to which the Grantors granted to the Collateral Agent, on behalf of itself and the Secured Parties, a continuing first priority security interest in all of Grantors’ right, title and interest in, to and under the Patent Collateral (as defined in the Patent Security Agreement);

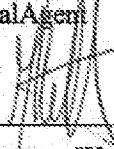
WHEREAS, the Grantors have requested that the Collateral Agent release its security interest in the Patent Collateral.

NOW, THEREFORE, in consideration of the foregoing, the Collateral Agent hereby DISCHARGES, TERMINATES and RELEASES, without recourse, representation or warranty, its security interest in the Patent Collateral, including the patents and patent applications set forth in Schedule I attached hereto and incorporated herein by reference, and agrees that all the security interest in the Patent Collateral is hereby discharged, terminated and released. The undersigned hereby transfers and assigns to the Grantors, without recourse, representation or warranty, any and all right, title and interest that the Collateral Agent may have obtained in, to and under the Patent Collateral under the Security Agreement and the Patent Security Agreement.

[SIGNATURE PAGE FOLLOWS]

IN WITNESS WHEREOF, the Collateral Agent has caused this Release to be duly executed and delivered as of the date first written above.

GOLDMAN SACHS SPECIALTY LENDING GROUP, L.P.,
as Collateral Agent

By: 
Name: _____
Title: _____

Greg Watts
Senior Vice President

GD

SCHEDULE I
to
RELEASE OF SECURITY INTEREST IN PATENT COLLATERAL

PATENT REGISTRATIONS

<i>PATENT</i>	<i>OWNER</i>	<i>REGISTRATION NO.</i>	<i>ISSUE DATE</i>
SYSTEM AND METHOD FOR ON-DEMAND RECORDING	TELSTRAT LLC	7,499,530	March 3, 2009
VOICE OVER IP TELEPHONE RECORDING ARCHITECTURE	TELSTRAT LLC	7,054,420	May 30, 2006
SYSTEM AND METHOD FOR IMPLEMENTING ADAPTIVE SECURITY ZONES	SERENOVA, LLC	9,009,785	April 14, 2015
ROUTING WORK TO RESOURCES IN A WEB-BASED SOCIAL WORK	SERENOVA, LLC	8,949,326	February 3, 2015
MULTI-CHANNEL PIVOTING	SERENOVA, LLC	8,929,536	January 6, 2015
SYSTEM AND METHOD FOR SELF-SCHEDULING OF SERVICE REPRESENTATIVES	SERENOVA, LLC	8,825,507	September 2, 2014
SYSTEM AND METHOD FOR IMPLEMENTING ADAPTIVE SECURITY ZONES	SERENOVA, LLC	8,683,547	March 25, 2014
DISTRIBUTED PROCESSING OF STREAMING DATA ON AN EVENT PROTOCOL	SERENOVA, LLC	8,677,003	March 18, 2014
SYSTEM AND METHOD FOR ADAPTIVE CALL MANAGEMENT	SERENOVA, LLC	8,395,994	March 12, 2013
AUTOMATIC SIMULATION OF CALL CENTER SCENARIOS	SERENOVA, LLC	8,226,477	July 24, 2012
RESULTS-BASED ROUTING OF ELECTRONIC COMMUNICATIONS	SERENOVA, LLC	8,126,133	February 28, 2012

AUTOMATIC AGENT TRAINING SYSTEM	SERENOVA, LLC	8,068,598	November 29, 2011
DISTRIBUTED CALL-ROUTING SYSTEMS	SERENOVA, LLC	8,059,812	November 15, 2011
STORES AS CALL CENTER RESOURCES	SERENOVA, LLC	8,009,821	August 30, 2011
SYSTEM AND METHOD FOR FACILITATING TRANSCRIPTION OF AUDIO RECORDINGS, WITH AUDITING	SERENOVA, LLC	7,706,520	April 27, 2010
METHOD AND APPARATUS FOR MANAGING SOFTWARE PROCESSES	SERENOVA, LLC	7,434,204	October 7, 2008
SYSTEM AND METHOD FOR SECURING DATA EXCHANGED DURING A TELEPHONE CALL	SERENOVA, LLC	8,275,115	September 25, 2012
PERFORMANCE MONITORING IN A COMMUNICATIONS NETWORK	LO PLATFORM MIDCO, INC. & SERENOVA, LLC*	7,505,415	March 17, 2009
VOICE OVER IP TELEPHONE RECORDING ARCHITECTURE	TELSTRAT LLC	8,537,984	September 17, 2013

*Owner on record is Lo Platform Midco, Inc. and LiveOps Cloud Platform, LLC now known as Serenova, LLC.