

<b>PATENT ASSIGNMENT COVER SHEET</b>
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Electronic Version v1.1  
 Stylesheet Version v1.2

EPAS ID: PAT6402481

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	ASSIGNMENT
<b>CONVEYING PARTY DATA</b>	
<b>Name</b>	<b>Execution Date</b>
CONOR MCGANN	03/02/2020
CANICE LAMBE	03/02/2020
FELIX IMMANUEL WYSS	03/13/2020
WENJIN GU	03/03/2020
SIMON DOYLE	03/02/2020
MICHAEL ORR	02/26/2020
PATRICK BRESLIN	03/20/2020
<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>	17098673
<b>CORRESPONDENCE DATA</b>	
<b>Fax Number:</b>	(317)493-4413
<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>	317-493-4413
<b>Email:</b>	shannon.cannizzaro@genesys.com
<b>Correspondent Name:</b>	GENESYS C/O MARGARET J. BAUMGARTNER
<b>Address Line 1:</b>	PO BOX 771949
<b>Address Line 4:</b>	MEMPHIS, TENNESSEE 38117
<b>ATTORNEY DOCKET NUMBER:</b>	P18035-US-02
<b>NAME OF SUBMITTER:</b>	MARGARET J. BAUMGARTNER
<b>SIGNATURE:</b>	/MJB66676/
<b>DATE SIGNED:</b>	11/16/2020

**Total Attachments: 11**

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## ASSIGNMENT

1. DEFINITIONS

- 1.1 ASSIGNOR means the one or more parties identified in the assignor signature section at the bottom of this assignment.
- 1.2 ASSIGNEE means Genesys Telecommunications Laboratories, Inc., a corporation of California having a principal place of business at 2001 Junipero Serra Blvd., Daly City, California 94014, as well as its successors and/or assigns.
- 1.3 PATENT APPLICATION means International Patent Cooperation Treaty (PCT) or United States Patent Application Number 62/938,951 which was filed on November 22, 2019 with the title of SYSTEM AND METHOD FOR MANAGING A DIALOG BETWEEN A CONTACT CENTER SYSTEM AND A USER THEREOF.
- 1.4 INVENTION means concepts, ideas, discoveries, solutions to problems, improvements, processes, machines, articles of manufacture, and/or anything else which is disclosed, claimed, illustrated, and/or otherwise described in the PATENT APPLICATION and/or any invention disclosure material associated with the PATENT APPLICATION.
- 1.5 RELATED PATENT CASES include, and is not limited to, any and all patent applications, patents, and/or patent proceedings:
- a. disclosing, illustrating, claiming, and/or otherwise describing the INVENTION, such as (but not limited to) statutory invention registrations, petty, provisional, non-provisional, utility, plant, design, and/or international applications;
  - b. claiming directly or indirectly priority to and/or from the PATENT APPLICATION, under domestic laws, the Paris Convention, PCT, and/or otherwise, such as (but not limited to) divisional, continuation, continuation-in-part, substitute, international, national phase, and/or regional phase applications; and/or
  - c. subject to, part of, resulting from, and/or otherwise associated with any and all pre-grant, post grant, and/or other patent related proceedings either directly or indirectly related to the INVENTION and/or the PATENT APPLICATION, such as (but not limited to) opposition, protest, reissue, extensions, reexamination, interference, and/or cancellation proceedings.
- 1.6 RELATED INTELLECTUAL PROPERTY includes, but is not limited to, copyrights, trademarks, service marks, trade dress, good will, trade secrets, mask works, and know-how developed and/or related to the INVENTION, PATENT APPLICATION, and/or RELATED PATENT CASES.
- 1.7 TRANSFERRED RIGHTS includes, but is not limited to, any and all rights, title, and/or interests assigned or otherwise transferred in this assignment.
- 1.8 GEOGRAPHIC SCOPE means worldwide including, but not limited to, member nations of the PCT and non-member nations of the PCT as well as their territories.
- 1.9 EFFECTIVE DATE means the earlier of the conception date of the INVENTION, the filing date of the PATENT APPLICATION, the filing date of the RELATED PATENT CASES, and/or the date this assignment is first signed by at least one of the parties hereto.

2. ASSIGNMENT OF RIGHTS

- 2.1 Consideration. The ASSIGNOR hereby acknowledges receipt of good, valuable, and sufficient consideration from the ASSIGNEE for this assignment.

2.2 Intellectual Property. The ASSIGNOR hereby assigns to the ASSIGNEE all rights, title, and interest in and/or to the INVENTION, PATENT APPLICATION, RELATED PATENT CASES, and RELATED INTELLECTUAL PROPERTY.

2.3 Future Improvements. The ASSIGNOR hereby assigns, and agrees this assignment hereby automatically assigns in the future, to the ASSIGNEE all right, title, and interest in future improvements in and/or to the INVENTION, PATENT APPLICATION, RELATED PATENT CASES, and RELATED INTELLECTUAL PROPERTY.

2.4 Right to Claim Priority. The ASSIGNOR hereby assigns to the ASSIGNEE all right, title, and interest to claim priority to and/or from the PATENT APPLICATION and the RELATED PATENT CASES.

2.5 Infringement and Misappropriation. The ASSIGNOR hereby assigns to the ASSIGNEE all past, present, and future causes of action for infringement and/or misappropriation of the INVENTION, PATENT APPLICATION, RELATED PATENT CASES and/or RELATED INTELLECTUAL PROPERTY, whether the infringement and/or misappropriation is committed and/or the cause of action comes into existence before, during, or after the EFFECTIVE DATE.

2.6 Remedies. The ASSIGNOR hereby assigns to the ASSIGNEE all past, present, and future remedies for infringement and/or misappropriation, including damages, royalties, profits, exceptional case awards, attorneys' fees, and costs.

2.7 Scope. All assignments and/or other transfers of rights and/or title, both legal and equitable, made herein are to the full extent of the GEOGRAPHIC SCOPE such that no right, title, and interest remain with the ASSIGNOR.

### 3. FUTURE PERFORMANCE

3.1 Communicate Information. The ASSIGNOR hereby agrees to and will communicate all facts and/or information known to the ASSIGNOR with respect to the TRANSFERRED RIGHTS to the ASSIGNEE and/or its legal representatives.

3.2 Sign Documents. The ASSIGNOR hereby agrees to and will sign and return any and all documents that ASSIGNEE desires to be signed that are directly or indirectly related to the TRANSFERRED RIGHTS. These documents can include, but are not limited to, assignments, oaths, declarations, affidavits, and powers of attorney.

3.3 Legal Proceedings. The ASSIGNOR hereby agrees to and will truthfully testify and/or participate in any legal and/or quasi-legal proceedings regarding any facts and/or information known to the ASSIGNOR related to the TRANSFERRED RIGHTS at the request of the ASSIGNEE and/or its legal representatives.

3.4 Generally Protect Assignee's Rights. The ASSIGNOR hereby agrees to and will do everything reasonable to help in securing, maintaining, and/or enforcing rights to the TRANSFERRED RIGHTS for the ASSIGNEE.

3.5 No Additional Consideration Required. The ASSIGNOR agrees to and will perform the acts mentioned herein without the requirement of any additional consideration.

### 4. PRIVILEGE

4.1 Assignment of Privilege. The ASSIGNOR hereby assigns to the ASSIGNEE all past, present, and future rights and privileges related to any attorney-client privilege, common interest privilege, and/or work product privilege of the ASSIGNOR in relation to the TRANSFERRED RIGHTS.

4.2 Prevent Waiver of Privilege. The ASSIGNOR hereby agrees to not engage in any acts resulting in the intentional or unintentional waiver of the attorney client privilege, work product privilege, and/or common interest privilege without the express written authorization from the ASSIGNEE and/or its legal representatives.

4.3 Partial Waiver of Privilege. The ASSIGNOR hereby agrees that any partial waiver of the attorney-client privilege, common interest privilege, and/or work product privilege of the ASSIGNOR does not constitute total waiver.

## 5. COVENANTS AND WARRANTIES

5.1 Authority to Convey. The ASSIGNOR hereby covenants and warrants that the ASSIGNOR has the full right and authority to convey the TRANSFERRED RIGHTS assigned by this assignment.

5.2 No Conflicts. The ASSIGNOR hereby covenants and warrants that the ASSIGNOR has not executed and will not execute any documents and/or perform any acts conflicting with this assignment.

## 6. MISCELLANEOUS

6.1 Insert Application Number and Filing Date. If blank in part 1.3 of this assignment, the ASSIGNOR and ASSIGNEE hereby authorize and request Genesys Telecommunications Laboratories, Inc., its successor in interest, or designee to insert the application number and/or filing date in part 1.3 of this assignment once known.

6.2 Issue Patent to Assignee. The ASSIGNOR hereby authorizes and requests that any and all patents based on the PATENT APPLICATION and/or RELATED PATENT CASES issue to the ASSIGNEE, its successors in interest, its assigns, and/or its legal representatives.

6.3 Severability. If any provision of this assignment is ruled invalid and/or unenforceable by a court or other tribunal, such decision shall not affect the validity and/or enforceability of the remaining provisions of this assignment.

6.4 Choice of Law. This assignment shall be interpreted and controlled by the laws of the United States, and in particular in accordance with the laws of the State of California, without reference to the conflict of law principles thereof. It is further understood that ASSIGNOR consents to the courts of California in connection with any dispute arising under the assignment.

6.5 Effective Date. This assignment is hereby made effective as of the EFFECTIVE DATE.

IN WITNESS WHEREOF, this Assignment has been duly executed by each of the below signed Assignor(s).

Signature: *Conor McNamee* Date: 3/2/20

Printed Name and Address: Conor McNamee, Genesys Telecommunications Laboratories, Inc., 2001 Junipero Serra Blvd., Daly City, California 94014, USA (a US citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Canice Lambie, Genesys Telecommunications Laboratories, Inc., 2nd and 3rd Floor Woodquay Court, Galway, H91Y (an Irish citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Felix Immanuel Woyss, Genesys Telecommunications Laboratories, Inc., 7601 Interactive Way, Indianapolis, Indiana 46278, USA (a US citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Wenjin Gu, Genesys Telecommunications Laboratories, Inc., 1380 Rodick Road Suite 201, Markham Ontario, L3R 4G5, Canada (a Canadian citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Simon Doyle, Genesys Telecommunications Laboratories, Inc., 2nd and 3rd Floor Woodquay Court, Galway, H91 Y674, Ireland (an Irish citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Michael Orr, Genesys Telecommunications Laboratories, Inc., 6th Floor The Lincolnhall, 32-38 Lincolnhall Street, Belfast, Antrim B12 8SG, United Kingdom (a British citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Patriete Broelin, Genesys Telecommunications Laboratories, Inc., 2nd and 3rd Floor Woodquay Court, Galway, H91 Y674, Ireland (an Irish citizen).

ASSIGNEE SIGNATURE:

Attorney Docket #: P18033-138-00

ASSIGNOR(S) SIGNATURE(S):

IN WITNESS WHEREOF, this Assignment has been duly executed by each of the below signed Assignor(s).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Craig McCann, General Telecommunications Laboratories, Inc., 2001 Juniper Nerve Blvd., Tustin, CA, California 92680, USA (a US citizen).

Signature: Craig McCann Date: 20/3/2020

Printed Name and Address: Craig Lamb, General Telecommunications Laboratories, Inc., 2nd and 3rd Floor Windward Court, Dublin, EIRE (an Irish citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Felix Invernizzi, General Telecommunications Laboratories, Inc., 7901 Limestone Way, Indianapolis, Indiana 46278, USA (a US citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Wesley Liu, General Telecommunications Laboratories, Inc., 1380 Redlick Road Suite 201, Menlo Park, CA 94025, Canada (a Canadian citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Shane Blake, General Telecommunications Laboratories, Inc., 2nd and 3rd Floor Windward Court, Dublin, EIRE (an Irish citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Michael Orr, General Telecommunications Laboratories, Inc., 8th Floor The Lincolns, 23-25 Lincolns Street, Belfast, Northern Ireland (a British citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Enick Huzlik, General Telecommunications Laboratories, Inc., 2nd and 3rd Floor Windward Court, Dublin, EIRE (an Irish citizen).

ASSIGNOR(S) SIGNATURE(S):


IN WITNESS WHEREOF, this Assignment has been duly executed by each of the below signed Assignor(s).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Conor McGann, Genesys Telecommunications Laboratories, Inc., 2001 Junipero Serra Blvd., Daly City, California 94014, USA (a US citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Canice Lambe, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway H91Y (an Irish citizen).

Signature:  Date: 05/13/2020

Printed Name and Address: Felix Immanuel Wyss, Genesys Telecommunications Laboratories, Inc., 7601 Interactive Way, Indianapolis, Indiana 46278, USA (a US citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Wenjin Gu, Genesys Telecommunications Laboratories, Inc., 1380 Rodick Road Suite 201, Markham Ontario L3R 4G5, Canada (a Canadian citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Simon Doyle, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway, H91 Y674, Ireland (an Irish citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Michael Orr, Genesys Telecommunications Laboratories, Inc., 8<sup>th</sup> Floor The Linenhall, 32-38 Linenhall Street, Belfast Antrim BT2 8SG, United Kingdom (a British citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Patrick Breslin, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway H91 Y674, Ireland (an Irish citizen).



ASSIGNOR(S) SIGNATURE(S):

IN WITNESS WHEREOF, this Assignment has been duly executed by each of the below signed Assignor(s).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Conor McGinn, Genesys Telecommunications Laboratories, Inc., 2001 Juniper Serra Blvd., Daly City, California 94014, USA (a US citizen)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Caoimhe Lambe, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway, Ireland (an Irish citizen)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Judy Immanuel West, Genesys Telecommunications Laboratories, Inc., 7601 International Way, Indianapolis, Indiana 46278, USA (a US citizen)

Signature: Wenbin Gu Date: March 2010

Printed Name and Address: Wenbin Gu, Genesys Telecommunications Laboratories, Inc., 1380 Pindar Road Suite 201, Markham Ontario L3R 9G5, Canada (a Canadian citizen)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Sigmin Doyle, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway, Ireland (an Irish citizen)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Michael Orr, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> Floor The Laneshall, 32-38 Llanerhall Street, Belfast, Northern BT2 8SQ, United Kingdom (a British citizen)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Patrick Bracklin, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway, Ireland (an Irish citizen)

ASSIGNOR(S) SIGNATURE(S):

IN WITNESS WHEREOF, this Assignment has been duly executed by each of the below signed Assignor(s).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Conor McGarr, Genesys Telecommunications Laboratories, Inc., 2001 Junipero Serra Blvd., Daly City, California 94014, USA (a US citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

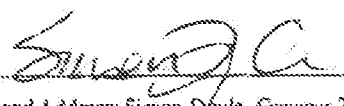
Printed Name and Address: Conce Lamba, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway, H91 Y (an Irish citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Felix Immanuel Wysz, Genesys Telecommunications Laboratories, Inc., 7601 Interactive Way, Indianapolis, Indiana 46278, USA (a US citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Wenjin Gu, Genesys Telecommunications Laboratories, Inc., 1380 Rodick Road Suite 201, Markham Ontario L3R 4G5, Canada (a Canadian citizen).

Signature:  Date: 2/3/2020 MARCH 2<sup>ND</sup>

Printed Name and Address: Simon Doyle, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway, H91 Y674, Ireland (an Irish citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Michael Orr, Genesys Telecommunications Laboratories, Inc., 8<sup>th</sup> Floor The Linnenhall, 32-38 Linnenhall Street, Belfast Antrim BT2 8SG, United Kingdom (a British citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Patrick Breslin, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway H91 Y674, Ireland (an Irish citizen).

ASSIGNOR(S) SIGNATURE(S):

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Conor McGann, Genesys Telecommunications Laboratories, Inc., 2001 Junipero Serra Blvd., Daly City California 94014, USA (a US citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Canice Lambe, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway H91 Y (an Irish citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Felix Immanuel Wyss, Genesys Telecommunications Laboratories, Inc., 7601 Interactive Way, Indianapolis, Indiana 46278, USA (a US citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Wenjin Gu, Genesys Telecommunications Laboratories, Inc., 1380 Rodick Road Suite 201, Markham Ontario L3R 4G5, Canada (a Canadian citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Simon Doyle, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway, H91 Y674, Ireland (an Irish citizen).

Signature: Michael Orr Date: 26 FEB 2020

Printed Name and Address: Michael Orr, Genesys Telecommunications Laboratories, Inc., 8<sup>th</sup> Floor, The Linerhall, 22-22 Linerhall Street, Belfast Antrim BT2 8SG, United Kingdom (a British citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Address: Patrick Breslin, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Woodquay Court, Galway H91 Y674, Ireland (an Irish citizen).

ASSIGNOR(S) SIGNATURE(S):

IN WITNESS WHEREOF, this Assignment has been duly executed by each of the below signed Assignor(s).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name and Address: Conor McGann, Genesys Telecommunications Laboratories, Inc., 2001 Junipero Serra Blvd., Daly City California 94014, USA (a US citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name and Address: Canice Lambé, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Wood Quay Court, Galway H91 Y (an Irish citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name and Address: Felix Immanuel Wvss, Genesys Telecommunications Laboratories, Inc., 7601 Interactive Way, Indianapolis, Indiana 46278, USA (a US citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name and Address: Wenjin Gu, Genesys Telecommunications Laboratories, Inc., 1380 Bollick Road Suite 201, Markham Ontario L3R 4Q2, Canada (a Canadian citizen).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name and Address: Simon Doyle, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Wood Quay Court, Galway, H91 Y674, Ireland (an Irish citizen).

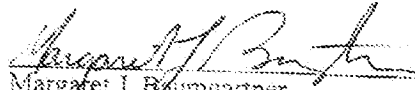
Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name and Address: Michael Orr, Genesys Telecommunications Laboratories, Inc., 8<sup>th</sup> Floor The Linenhall, 32-38 Linenhall Street, Belfast, Antrim BT2 8SQ, United Kingdom (a British citizen).

Signature: Patrick Braslin Date: 20/MARCH/2020  
Printed Name and Address: Patrick Braslin, Genesys Telecommunications Laboratories, Inc., 2<sup>nd</sup> and 3<sup>rd</sup> Floor Wood Quay Court, Galway H91 Y674, Ireland (an Irish citizen).



ASSIGNEE SIGNATURE:

Assignee hereby accepts the sale, transfer, and assignment of the TRANSFERRED RIGHTS.

  
Margaret J. Baumgartner

*Chief Patent and Intellectual Property Counsel*  
Genesys Telecommunications Laboratories, Inc.

Date: 21<sup>st</sup> day of March, 2020.