

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
 Stylesheet Version v1.2

EPAS ID: PAT6425143

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	NOTICE OF GRANT OF SECURITY INTEREST IN PATENTS
CONVEYING PARTY DATA	
Name	Execution Date
CONCENTRIX CVG CUSTOMER MANAGEMENT GROUP INC.	11/30/2020
RECEIVING PARTY DATA	
Name:	BANK OF AMERICA, N.A., AS ADMINISTRATIVE AGENT
Street Address:	555 CALIFORNIA STREET, 4TH FLOOR
Internal Address:	AGENCY MANAGEMENT, MAIL CODE: CA5-705-04-09
City:	SAN FRANCISCO
State/Country:	CALIFORNIA
Postal Code:	94104
PROPERTY NUMBERS Total: 11	
Property Type	Number
Patent Number:	8675826
Patent Number:	8636515
Patent Number:	8416941
Patent Number:	8160211
Patent Number:	8096809
Patent Number:	7995735
Patent Number:	7844907
Patent Number:	7787601
Patent Number:	7614014
Patent Number:	6928157
Patent Number:	6744881
CORRESPONDENCE DATA	
Fax Number:	(704)331-1159
<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>	
Phone:	7043311000
Email:	PTO_TMconfirmation@mvalaw.com, maryelizabethzaldivar@mvalaw.com
Correspondent Name:	MOORE & VAN ALLEN PLLC
Address Line 1:	100 NORTH TRYON STREET

PATENT

Address Line 2:	SUITE 4700, ATTN: IP DEPARTMENT
Address Line 4:	CHARLOTTE, NORTH CAROLINA 28202

ATTORNEY DOCKET NUMBER:	017625.005263
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NAME OF SUBMITTER:	JOHN SLAUGHTER
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SIGNATURE:	/john slaughter/
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DATE SIGNED:	12/01/2020
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Total Attachments: 4

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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 30, 2020 (as the same may be amended, amended and restated, supplemented, extended or otherwise modified from time to time, the “Agreement”) by and among the Obligor 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, pledged and assigned to the Administrative Agent, for the benefit of the holders of the Secured Obligations, 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 set forth on Schedule 1 hereto.

[signature pages to follow]

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 patents set forth on Schedule 1 hereto (a) may only be terminated in accordance with the terms of the Agreement and (b) is not to be construed as an assignment of any patent or patent application.

Very truly yours,

CONCENTRIX CVG CUSTOMER MANAGEMENT
GROUP INC.,
an Ohio corporation

By: 

Name: Steven Linley Richie

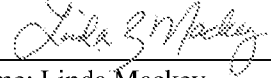
Title: Corporate Secretary, Executive Vice President, HR
and Legal

CONCENTRIX CORPORATION
IP NOTICE (PATENTS)

PATENT
REEL: 054555 FRAME: 0124

Acknowledged and Accepted:

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

By: _____

Name: Linda Mackey

Title: Vice President

CONCENTRIX CORPORATION
IP NOTICE (PATENTS)

PATENT

REEL: 054555 FRAME: 0125

Schedule 1

**Concentrix CVG Customer Management Group Inc.
(Ohio Corporation)**

U.S. Patents

Issued Patents

Title	Patent No.	Issue Date
SYSTEM AND METHOD FOR IVR SIGNATURE DETECTION AND EVENT MANAGEMENT	8675826	03/18/2014
SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT	8636515	01/28/2014
METHOD AND APPARATUS FOR MANAGING CUSTOMER DATA	8416941	04/09/2013
SYSTEM AND METHOD FOR IVR SIGNATURE DETECTION AND EVENT MANAGEMENT	8160211	04/17/2012
SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT	8096809	01/17/2012
METHOD AND APPARATUS FOR MANAGING CUSTOMER DATA	7995735	08/09/2011
SYSTEM AND METHOD FOR DYNAMIC MODIFICATION OF WEB CONTENT	7844907	11/30/2010
SYSTEM AND METHOD FOR IVR SIGNATURE DETECTION AND EVENT MANAGEMENT	7787601	08/31/2010
SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT	7614014	11/03/2009
SYSTEM AND METHOD FOR AUTOMATED CUSTOMER CALLING	6928157	08/09/2005
SYSTEM AND METHOD FOR AUTOMATED CUSTOMER CALLING	6744881	06/01/2004