

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
 Stylesheet Version v1.2

EPAS ID: PAT6425189

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 DELAWARE LLC		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: 29		
Property Type	Number	
Patent Number:	10055744	
Patent Number:	9549065	
Patent Number:	9414209	
Patent Number:	9406075	
Patent Number:	9218128	
Patent Number:	8918342	
Patent Number:	8738384	
Patent Number:	8687793	
Patent Number:	8638906	
Patent Number:	8588398	
Patent Number:	8504379	
Patent Number:	8452668	
Patent Number:	8422658	
Patent Number:	8379830	
Patent Number:	8335690	
Patent Number:	8325880	
Patent Number:	8260619	
Patent Number:	8200610	
Patent Number:	8200527	

PATENT

Property Type	Number
Patent Number:	8166460
Patent Number:	8139755
Patent Number:	8126723
Patent Number:	8055595
Patent Number:	8027457
Patent Number:	8023637
Patent Number:	7809663
Patent Number:	7599861
Patent Number:	7076032
Patent Number:	7031951

CORRESPONDENCE DATA

Fax Number: (704)331-1159

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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maryelizabethzaldivar@mvalaw.com

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Address Line 1: 100 NORTH TRYON STREET

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Address Line 4: CHARLOTTE, NORTH CAROLINA 28202

ATTORNEY DOCKET NUMBER: 017625.005263

NAME OF SUBMITTER: JOHN SLAUGHTER

SIGNATURE: /john slaughter/

DATE SIGNED: 12/01/2020

Total Attachments: 5

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NOTICE
OF
GRANT OF SECURITY INTEREST
IN
PATENTS

United States Patent and Trademark Office

Ladies and Gentlemen:

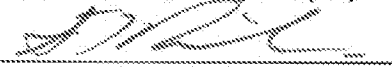
Please be advised that pursuant to the Security and Pledge Agreement dated as of November 30, 2020 (as the same may be amended, amended and restated, supplemented, extended or otherwise modified from time to time, the “Agreement”) by and among the Obligor party thereto (each an “Obligor” and collectively, 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
DELAWARE LLC,
a Delaware limited liability company

By: 

Name: Steven Linley Richie

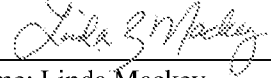
Title: Corporate Secretary, Executive Vice President, HR
and Legal

CONCENTRIX CORPORATION
IP NOTICE (PATENTS)

PATENT
REEL: 054555 FRAME: 0146

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: 0147

Schedule 1

**Concentrix CVG Customer Management Delaware LLC
(Delaware Limited Liability Company)**

U.S. Patents

Issued Patents

Title	Patent No.	Issue Date
SYSTEM FOR CLOSED LOOP DECISIONMAKING IN AN AUTOMATED CARE SYSTEM	10055744	08/21/2018
SYSTEM AND METHOD FOR AUTOMATED CUSTOMER SERVICE WITH CONTINGENT LIVE INTERACTION	9549065	01/17/2017
AUTOMATIC DELIVERY OF MESSAGES	9414209	08/09/2016
SYSTEM AND METHOD FOR IMPROVING TUNING USING USER PROVIDED SATISFACTION SCORES	9406075	08/02/2016
METHOD AND SYSTEM FOR TRAINING USERS TO UTILIZE MULTIMODAL USER INTERFACES	9218128	12/22/2015
SYSTEM FOR CLOSED LOOP DECISIONMAKING IN AN AUTOMATED CARE SYSTEM	8918342	12/23/2014
METHOD AND SYSTEM FOR CREATING NATURAL LANGUAGE UNDERSTANDING GRAMMARS	8738384	05/27/2014
SYSTEM AND METHOD FOR AUTOMATIC SELECTION OF INTERFACES	8687793	04/01/2014
AUTOMATED APPLICATION TESTING	8638906	01/28/2014
METHOD AND SYSTEM FOR HIERARCHY BASED CONTACT ROUTING	8588398	11/19/2013
SYSTEM AND METHOD FOR IMPROVING TUNING USING USER PROVIDED SATISFACTION SCORES	8504379	08/06/2013
SYSTEM FOR CLOSED LOOP DECISIONMAKING IN AN AUTOMATED CARE SYSTEM	8452668	05/28/2013
SYSTEM AND METHOD FOR THE AUTOMATIC SELECTION OF INTERFACES	8422658	04/16/2013
SYSTEM AND METHOD FOR AUTOMATED CUSTOMER SERVICE WITH CONTINGENT LIVE INTERACTION	8379830	02/19/2013
METHOD AND SYSTEM FOR CREATING NATURAL LANGUAGE UNDERSTANDING GRAMMARS	8335690	12/18/2012
AUTOMATED APPLICATION TESTING	8325880	12/04/2012
METHOD AND SYSTEM FOR CREATING NATURAL LANGUAGE UNDERSTANDING GRAMMARS	8260619	09/04/2012
SYSTEM AND METHOD FOR SUPPORTING THE UTILIZATION OF MACHINE LEARNING	8200610	06/12/2012
METHOD FOR PRIORITIZING AND PRESENTING RECOMMENDATIONS REGARDING ORGANIZATION'S CUSTOMER CARE CAPABILITIES	8200527	06/12/2012
SYSTEM AND METHOD FOR ANALYZING HTTP SESSIONS	8166460	04/24/2012

SYSTEM AND METHOD FOR THE AUTOMATIC SELECTION OF INTERFACES	8139755	03/20/2012
SYSTEM AND METHOD FOR IMPROVING TUNING USING CALLER PROVIDED SATISFACTION SCORES	8126723	02/28/2012
SYSTEM AND METHOD FOR SUPPORTING THE UTILIZATION OF MACHINE LEARNING	8055595	11/08/2011
PROCESS FOR AUTOMATED DEPLOYMENT OF NATURAL LANGUAGE	8027457	09/27/2011
METHOD AND SYSTEM FOR HIERARCHY BASED CONTACT ROUTING	8023637	09/20/2011
SYSTEM AND METHOD FOR SUPPORTING THE UTILIZATION OF MACHINE LANGUAGE	7809663	10/05/2010
SYSTEM AND METHOD FOR CLOSED LOOP DECISIONMAKING IN AN AUTOMATED CARE SYSTEM	7599861	10/06/2009
METHOD AND SYSTEM FOR PROCESSING TELEPHONE CALLS BY IVR	7076032	07/11/2006
EXPERT SYSTEM ADAPTED DEDICATED INTERNET ACCESS GUIDANCE ENGINE	7031951	04/18/2006