PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1 Stylesheet Version v1.2 EPAS ID: PAT6416663

SUBMISSION TYPE:	CORRECTIVE ASSIGNMENT
NATURE OF CONVEYANCE:	Corrective Assignment to correct the TYPOGRAPHICAL ERRORS AT PAGE ONE OF ASSIGNMENT DOCUMENT previously recorded on Reel 054204 Frame 0387. Assignor(s) hereby confirms the ASSIGNMENT.

CONVEYING PARTY DATA

Name	Execution Date
AFINITI EUROPE TECHNOLOGIES LIMITED	09/09/2020

RECEIVING PARTY DATA

Name:	AFINITI, LTD.
Street Address:	50 CEDAR AVENUE
Internal Address:	CRAWFORD HOUSE
City:	HAMILTON
State/Country:	BERMUDA
Postal Code:	HM11

PROPERTY NUMBERS Total: 135

Property Type	Number
Application Number:	12021251
Application Number:	12180382
Application Number:	12202091
Application Number:	12202101
Application Number:	12266418
Application Number:	12266446
Application Number:	12267459
Application Number:	12267471
Application Number:	12331181
Application Number:	12331186
Application Number:	12331195
Application Number:	12331201
Application Number:	12331210
Application Number:	12355602
Application Number:	12490949
Application Number:	13715765
Application Number:	13843541
Application Number:	13843724

PATENT

REEL: 054700 FRAME: 0324

Property Type	Number
Application Number:	13843807
Application Number:	13854825
Application Number:	14059248
Application Number:	14472998
Application Number:	14530058
Application Number:	14702656
Application Number:	14702657
Application Number:	14702658
Application Number:	14702659
Application Number:	14702663
Application Number:	14705215
Application Number:	14727271
Application Number:	14728521
Application Number:	14788442
Application Number:	14788457
Application Number:	14788495
Application Number:	14788517
Application Number:	14871658
Application Number:	14956074
Application Number:	14956086
Application Number:	14957039
Application Number:	15000739
Application Number:	15000762
Application Number:	15000775
Application Number:	15000797
Application Number:	15010319
Application Number:	15131915
Application Number:	15153553
Application Number:	15176899
Application Number:	15210779
Application Number:	15220822
Application Number:	15220830
Application Number:	15221698
Application Number:	15251591
Application Number:	15364699
Application Number:	15377397
Application Number:	15395469
Application Number:	15395505

- ' '	395517
Application Numbers 150	
Application Number.	395529
Application Number: 154	480034
Application Number: 155	582223
Application Number: 156	608718
Application Number: 156	633162
Application Number: 156	645277
Application Number: 156	648788
Application Number: 156	686945
Application Number: 156	687000
Application Number: 156	691106
Application Number: 156	691163
Application Number: 157	785933
Application Number: 157	785946
Application Number: 158	307215
Application Number: 158	308337
Application Number: 158	316821
Application Number: 158	392166
Application Number: 158	392886
Application Number: 159	918442
Application Number: 159	918469
Application Number: 159	952843
' '	993496
Application Number: 160	035428
Application Number: 16	114511
Application Number: 16	173997
Application Number: 16	193565
Application Number: 16	194598
Application Number: 16	198419
Application Number: 16	198428
Application Number: 163	363826
Application Number: 163	392413
Application Number: 164	413146
Application Number: 164	124348
Application Number: 164	438197
Application Number: 164	144972
Application Number: 164	445014
Application Number: 165	506784

Property Type	Number
Application Number:	16527588
Application Number:	16559065
Application Number:	16573627
Application Number:	16717724
Application Number:	16717765
Application Number:	16876678
Application Number:	16876689
Application Number:	16876880
Application Number:	16877143
Application Number:	16883686
Application Number:	16886396
Application Number:	16887591
Application Number:	16887693
Application Number:	16887750
Application Number:	16890235
Application Number:	16890391
Application Number:	16890411
Application Number:	16913724
Application Number:	16913730
Application Number:	16913881
Application Number:	16913888
Application Number:	16915106
Application Number:	16915119
Application Number:	16915139
Application Number:	16915545
Application Number:	16915776
Application Number:	16921643
Application Number:	16921649
Application Number:	16926404
Application Number:	16927001
Application Number:	16927007
Application Number:	16930624
Application Number:	16930626
Application Number:	16931101
Application Number:	16996669
Application Number:	16996687
Application Number:	61084201
Application Number:	61615772

Property Type	Number
Application Number:	61615779
Application Number:	61615788
Application Number:	62261780

CORRESPONDENCE DATA

Fax Number: (202)663-6363

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: 2026636000

Email: raquel.garcia@wilmerhale.com

Correspondent Name: WILMERHALE, LLP

Address Line 1: 1875 PENNSYLVANIA AVENUE, NW

Address Line 4: WASHINGTON, D.C. 20006

ATTORNEY DOCKET NUMBER:	2211471.00120US1
NAME OF SUBMITTER:	RAQUEL GARCIA
SIGNATURE:	/RAQUEL GARCIA/
DATE SIGNED:	11/24/2020

Total Attachments: 35

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PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1 Stylesheet Version v1.2 EPAS ID: PAT6372338

SUBMISSION TYPE:	RESUBMISSION
NATURE OF CONVEYANCE:	ASSIGNMENT
RESUBMIT DOCUMENT ID:	506294617

CONVEYING PARTY DATA

Name	Execution Date
AFINITI EUROPE TECHNOLOGIES LIMITED	09/09/2020

RECEIVING PARTY DATA

Name:	AFINITI, LTD.
Street Address:	50 CEDAR AVENUE
Internal Address:	CRAWFORD HOUSE
City:	HAMILTON
State/Country:	BERMUDA
Postal Code:	HM11

PROPERTY NUMBERS Total: 133

Property Type	Number	
Application Number:	12267459	
Application Number:	12267471	
Application Number:	12021251	
Application Number:	12180382	
Application Number:	12202091	
Application Number:	61084201	
Application Number:	13715765	
Application Number:	12266418	
Application Number:	12331186	
Application Number:	12331195	
Application Number:	12331210	
Application Number:	12331181	
Application Number:	12355602	
Application Number:	12490949	
Application Number:	12202101	
Application Number:	12331201	
Application Number:	13854825	
Application Number:	12266446	

ASSIGNMENT

Assignor	Initial: _	CM	
fter -ASSIGNEE) , a	Date:	11/23/20	

WHEREAS, Afiniti Europe Technologies Limited (hereinafter ASSIGNEE), a corporation organized and existing under the laws of the United Kingdom and having its principal place of business at 3rd Floor, 1 Ashley Road, Altrincham, Cheshire, United Kingdom WA14 2DT, is the sole and exclusive owner, by assignment, of the Patent Applications listed in Schedule A; and

Assignee Initial: __CM____s Assignor), a corporation Date: __11/23/20____

WHEREAS, Afiniti, Ltd., (hereinafter referred to as Assignor), a corporation organized and existing under the laws of the Territory of Bermuda and having its principal place of business at 50 Cedar Avenue, Crawford House, Hamilton HM11, Bermuda, is desirous of acquiring the entire right, title, and interest in to and under said Patent Applications and the inventions covered thereby;

NOW, THEREFORE, in consideration of other good and valuable consideration. receipt of which is hereby acknowledged, the said Assignor has sold, assigned, transferred and set over, and does hereby sell, assign, transfer and set over to the said Assignee, the entire right, title and interest in the United States of America and all other countries in and to said applications listed in Schedule A and the inventions covered thereby for all original, divisional, continuation, continuation-in-part, substitute or reissue applications and patents applied for or granted therefore in the United States of America and all other countries, and the U.S. Patent and Trademark Office and the patent offices of all other countries are hereby authorized and requested to issue all patents to said Assignee herein, as assignee of the entire interest therein; and the undersigned Assignor for itself and its legal representatives, heirs and assigns does hereby agree and covenant without further remuneration, to execute and deliver all divisional, continuation, continuation-in-part, reissue and other applications for Letters Patent and all assignments thereof to said Assignee or its assigns, to communicate to said Assignee or its representatives all facts known to the undersigned respecting said inventions whenever requested, to testify in any interferences or other legal proceedings in which said applications or patents may become involved, to sign all lawful papers, make all rightful oaths, and do generally everything necessary to aid assignee, its successors, assigns and nominees to obtain patent protection for said inventions in the United States of America and all other countries, the expenses incident to said applications listed in Schedule A to be borne and paid by said Assignee.

United States of America
State of Districted was ss.:
County of

On this day of September 1920 , before me personally came Caroline Miffa , to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

Notary Public

Printed Name: Caroline Mehta Title: Company Secretary

Afiniti Europe Technologies Limited

Reinted Name: Caroline Mehia

Title: Executive Vice President, General Counsel and Assistant Secretary Afiniti, Ltd.

Date:	4/2010_					
United States of Ame State of	orica Bustoict	of lolumber ss.:				
County of	3.3.2.2.3.3.2.2.					
On this personally came	day of	Syl conter			, be	efore me
personally came	<u>(aroline</u>	<u> </u>	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	to me known t	o be ti	ne individual
described in and who	executed the	foregoing instru	ment, a	nd acknowledge	ed exe	cution
of the same.				•		
50 30 50 50 50 50 50 50 50 50 50 50 50 50 50				Mals	ad	1pkens
		Š	Notary 1	Public	***************************************	***************************************

SCHEDULE A

Country	Appln. No.	Filing Date	Title of Invention	Ref. No.
US	12/021251	January 28, 2008	SYSTEMS AND METHODS FOR	2211471.126 US1
			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	12/180382	July 25, 2008	SYSTEMS AND METHODS FOR	2211471,127 US1
			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	12/202091	August 29, 2008	CALL ROUTING METHODS AND	2211471.128 US1
			SYSTEMS BASED ON MULTIPLE	
			VARIABLE STANDARDIZED	
			SCORING	
US	12/202101	August 29, 2008	SHADOW QUEUE FOR CALLERS	2211471.160 US1
		,	IN A PERFORMANCE/PATTERN	
			MATCHING BASED CALL	
			ROUTING SYSTEM	
US	12/266418	November 6, 2008	POOLING CALLERS FOR	2211471.142 US1
0.5	12/200110	11010110010, 2000	MATCHING TO AGENTS BASED	2271771.172 001
			ON PATTERN MATCHING	
			ALGORITHMS	
US	12/266446	November 6, 2008	SELECTIVE MAPPING OF	2211471.172 US1
US	12/200440	140Vember 0, 2008	CALLERS IN A CALL CENTER	22114/1.1/2 031
			ROUTING SYSTEM	
US	12/267459	November 7, 2008	ROUTING STSTEM ROUTING CALLERS TO AGENTS	2211471.123 US1
US	12/20/439	November 7, 2008	l .	22114/1.123 US1
			BASED ON PERSONALITY DATA OF AGENTS	
7.70	10/0/7/17/1	3.117 2000		2011/01/10/1701
US	12/267471	November 7, 2008	ROUTING CALLERS TO AGENTS	2211471.124 US1
TIC	10/221101	75 1 0 2000	BASED ON TIME EFFECT DATA	2011/01/1/07/01
US	12/331181	December 9, 2008	JUMPING CALLERS HELD IN	2211471.146 US1
			QUEUE FOR A CALL CENTER	
7.70	10/03/10/	F) 1 0 0000	ROUTING SYSTEM	AAAAA TATA AAA TIGA
US	12/331186	December 9, 2008	ROUTING CALLERS OUT OF	2211471.143 US1
			QUEUE ORDER FORA CALL	
			CENTER ROUTING SYSTEM	
US	12/331195	December 9, 2008	ROUTING CALLERS FROM A SET	2211471.144 US1
			OF CALLERS BASED ON CALLER	
	***************************************		DATA	
US	12/331201	December 9, 2008	SYSTEMS AND METHODS FOR	2211471.170 US1
			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	12/331210	December 9, 2008	POOLING CALLERS FOR A CALL	2211471.145 US1
			CENTER ROUTING SYSTEM	
US	12/355602	January 16, 2009	SKIPPING A CALLER IN QUEUE	2211471.147 US1
			FOR A CALL ROUTING CENTER	
US	12/490949	June 24, 2009	PROBABILITY MULTIPLIER	2211471.159 US1
			PROCESS FOR CALL CENTER	
			ROUTING	
US	13/715765	December 14, 2012	SYSTEMS AND METHODS FOR	2211471.141 US1
		1	ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	13/843541	March 15, 2013	CALL MAPPING SYSTEMS AND	2211471.195 US1
	20,0,00,1	1	METHODS USING VARIANCE	
			ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	13/843724	March 15, 2013	CALL MAPPING SYSTEMS AND	2211471.192 US1
0.0	エンバロオンドルオ	1710101113, 2013	METHODS USING VARIANCE	LELIT/1.1/2 USI

	T		ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	13/843807	March 15, 2013	CALL MAPPING SYSTEMS AND	2211471.198 US1
			METHODS USING VARIANCE	
			ALGORITHM (VA) AND/OR	
******************		***************************************	DISTRIBUTION COMPENSATION	***************************************
US	13/854825	April 1, 2013	SYSTEMS AND METHODS FOR	2211471.171 US1
			ROUTING CALLERS TO AN	
	11/0 70 7 10		AGENT IN A CONTACT CENTER	
US	14/059248	October 21, 2013	CALL MAPPING SYSTEMS AND	2211471.197 US1
			METHODS USING VARIANCE	
			ALGORITHM (VA) AND/OR	
US	14/472998	August 29, 2014	DISTRIBUTION COMPENSATION SELECTIVE MAPPING OF	2211471.184 US1
US	14/4/2990	August 29, 2014	CALLERS IN A CALL CENTER	22114/1.104 US1
			ROUTING SYSTEM	
US	14/530058	October 31, 2014	CALL MAPPING SYSTEMS AND	2211471.220 US1
US	14/550050	OCIODEI 51, 2014	METHODS USING VARIANCE	22114/1.220 031
			ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	14/702656	May 1, 2015	CALL MAPPING SYSTEMS AND	2211471.229 US1
00		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	METHODS USING BAYESIAN	
			MEAN REGRESSION (BMR)	
US	14/702657	May 1, 2015	SYSTEMS AND METHODS FOR	2211471.230 US1
		_ ′	ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	14/702658	May 1, 2015	SYSTEMS AND METHODS FOR	2211471.231 US1
			ROUTING A CONTACT TO AN	
			AGENT IN A CONTACT CENTER	
US	14/702659	May 1, 2015	SYSTEMS AND METHODS FOR	2211471.232 US1
			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	14/702663	May 1, 2015	SYSTEMS AND METHODS FOR	2211471.233 US1
			ROUTING CALLERS TO AN	
7.10	1.4/50.50.1.5	3.6 . 201.7	AGENT IN A CONTACT CENTER	2011 (71 07 17)
US	14/705215	May 6, 2015	SYSTEMS AND METHODS FOR	2211471.234 US1
			ROUTING CALLERS TO AN	
US	14/727271	June 1, 2015	AGENT IN A CONTACT CENTER SELECTIVE MAPPING OF	2211471.235 US1
US	1-4//2/2/1	June 1, 2015	CALLERS IN A CALL CENTER	22114/1.255 051
			ROUTING SYSTEM	
US	14/728521	June 2, 2015	SELECTIVE MAPPING OF	2211471.236 US1
00	147 / 2002	June 2, 2013	CALLERS IN A CALL CENTER	22114/1.250 051
			ROUTING SYSTEM	
US	14/788442	June 30, 2015	CALL MAPPING SYSTEMS AND	2211471.241 US1
0.0			METHODS USING VARIANCE	
			ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	14/788457	June 30, 2015	CALL MAPPING SYSTEMS AND	2211471.245 US1
			METHODS USING VARIANCE	
			ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	14/788495	June 30, 2015	CALL MAPPING SYSTEMS AND	2211471.246 US1
			METHODS USING VARIANCE	
			ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	14/788517	June 30, 2015	CALL MAPPING SYSTEMS AND	2211471.247 US1
	<u> </u>		METHODS USING VARIANCE	<u> </u>

			ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	
US	14/871658	September 30, 2015	TECHNIQUES FOR BEHAVIORAL	2211471.251 US
0.0	111071050	500000000000000000000000000000000000000	PAIRING IN A CONTACT CENTER	2211171.231 00
			SYSTEM	
US	14/956074	December 1, 2015	TECHNIQUES FOR HYBRID	2211471.260 US
0.5	111720011	Document, 2013	BEHAVIORAL PAIRING IN A	2211171200 00
			CONTACT CENTER SYSTEM	
US	14/956086	December 1, 2015	TECHNIQUES FOR HYBRID	2211471,261 US
03	14/250000	December 1, 2013	BEHAVIORAL PAIRING IN A	22114/1,201 05
			CONTACT CENTER SYSTEM	
US	14/957039	December 2, 2015	SYSTEMS AND METHODS FOR	2211471,263 US
CS	14/75/057	December 2, 2013	ROUTING CALLERS TO AN	22114/1,203 00
			AGENT IN A CONTACT CENTER	
US	15/000739	January 19, 2016	TECHNIQUES FOR BEHAVIORAL	2211471.264 US
US	15/000/39	January 19, 2010	PAIRING IN A CONTACT CENTER	22114/1.204 03
			SYSTEM	
TTC	15/0007/2	T 10 2016		0011401 000 110
US	15/000762	January 19, 2016	TECHNIQUES FOR BEHAVIORAL	2211471.275 US
			PAIRING IN A CONTACT CENTER	
X Y C 2	1.5/0.00	10.001	SYSTEM	0011471 077
US	15/000775	January 19, 2016	TECHNIQUES FOR BEHAVIORAL	2211471.276 US
			PAIRING IN A CONTACT CENTER	
			SYSTEM	
US	15/000797	January 19, 2016	TECHNIQUES FOR BEHAVIORAL	2211471.277 US
			PAIRING IN A CONTACT CENTER	
			SYSTEM	
US	15/010319	January 29, 2016	SYSTEMS AND METHODS FOR	2211471.278US
			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	15/131915	April 18, 2016	TECHNIQUES FOR	2211471.280 US
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	15/153553	May 12, 2016	ESTIMATING AGENT	2211471.282 US
			PERFORMANCE IN A CALL	
			ROUTING CENTER SYSTEM	
US	15/176899	June 8, 2016	TECHNIQUES FOR	2211471.283 US
			BENCHMARKING PERFORMANCE	
			IN A CONTACT CENTER SYSTEM	
US	15/210779	July 14, 2016	ESTIMATING AGENT	2211471.288 US
			PERFORMANCE IN A CALL	
			ROUTING CENTER SYSTEM	
US	15/220822	July 27, 2016	TECHNIQUES FOR	2211471.290 US
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	15/220830	July 27, 2016	TECHNIQUES FOR	2211471.289 US
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	15/221698	July 28, 2016	TECHNIQUES FOR	2211471.291 US
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	15/251591	August 30, 2016	TECHNIQUES FOR	2211471.293 US
	15,251571	110000000000000000000000000000000000000	BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
		,	I WILKIEL WILL HILL CONTRACTOR	1

US	15/364699	November 30, 2016	TECHNIQUES FOR CASE	2211471.302 US1
US	15/304099	November 30, 2010	ALLOCATION	22114/1.302 051
US	15/377397	December 13, 2016	TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN	2211471.304 US1
US	15/395469	December 30, 2016	A CONTACT CENTER SYSTEM TECHNIQUES FOR L3 PAIRING IN A CONTACT CENTER SYSTEM	2211471.306 US1
US	15/395505	December 30, 2016	TECHNIQUES FOR L3 PAIRING IN A CONTACT CENTER SYSTEM	2211471.307 US2
US	15/395517	December 30, 2016	TECHNIQUES FOR L3 PAIRING IN A CONTACT CENTER SYSTEM	2211471,308 US3
US	15/395529	December 30, 2016	TECHNIQUES FOR WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	2211471.309 US4
US	15/480034	April 5, 2017	TECHNIQUES FOR BEHAVIORAL PAIRING IN A DISPATCH CENTER SYSTEM	2211471.330 US1
US	15/582223	April 28, 2017	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.332 US1
US	15/608718	May 30, 2017	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.299 US4
US	15/633162	June 26, 2017	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.331 US2
US	15/645277	July 10, 2017	TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	2211471.333 US1
US	15/648788	July 13, 2017	TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	2211471.335 US2
US	15/686945	August 25, 2017	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.337 US2
US	15/687000	August 25, 2017	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.338 US2
US	15/691106	August 30, 2017	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.340 US2
US	15/691163	August 30, 2017	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.341 US2
US	15/785933	October 17, 2017	TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	2211471.342 US2
US	15/785946	October 17, 2017	TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	2211471.343 US3
US	15/807215	November 8, 2017	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	2211471.347 US1
US	15/808337	November 9, 2017	TECHNIQUES FOR BENCHMARKING PAIRING	2211471.349 US5

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			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	15/816821	November 17, 2017	TECHNIQUES FOR	2211471.350 US6
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
* T.C.	15/000177	E 1 0 2010	CENTER SYSTEM	00111010667700
US	15/892166	February 8, 2018	TECHNIQUES FOR CASE	2211471.366 US2
* T.C	15/002006	T. 1 0 2010	ALLOCATION	20114712671701
US	15/892886	February 9, 2018	TECHNIQUES FOR BEHAVIORAL	2211471.365 US1
			PAIRING IN A CONTACT CENTER	
Y 101	15/010440	3.6	SYSTEM	2011461 266 1162
US	15/918442	March 12, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER	2211471.367 US3
			i e	
US	15/918469	Month 12 2010	SYSTEM TECHNIQUES FOR REHAVIORAL	2211471.368 US4
US	15/918409	March 12, 2018	TECHNIQUES FOR BEHAVIORAL	22114/1.308 US4
			PAIRING IN A CONTACT CENTER	
	1.5/0.500.42	A	SYSTEM	0211471 204 TIDE
US	15/952843	April 13, 2018	SELECTIVE MAPPING OF	2211471.384 US5
			CALLERS IN A CALL CENTER	
US	15/993496	37. 20. 2010	ROUTING SYSTEM	2211471.449 US1
US	13/993490	May 30, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT	22114/1.449 US1
7.7.0	16/035428	I-1-12 2010	SYSTEM TECHNIQUES FOR DELIANTORAL	2211471.501 US6
US	16/035428	July 13, 2018	TECHNIQUES FOR BEHAVIORAL	22114/1.501 US6
			PAIRING IN A CONTACT CENTER	
US	16/114511	August 39, 2019	SYSTEM	2211471.511 US3
US	10/114511	August 28, 2018	TECHNIQUES FOR	22114/1.511 US3
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
US	16/173997	October 29, 2018	CENTER SYSTEM	2211471.510 US3
US	10/1/399/	October 29, 2018	TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A	22114/1.310 US3
			TASK ASSIGNMENT SYSTEM	
US	16/193565	November 16, 2018	SYSTEMS AND METHODS FOR	2211471.539
US	10/193303	1NOVEHIDE 10, 2016	ROUTING CALLERS TO AN	US12
			AGENT IN A CONTACT CENTER	0312
US	16/194598	November 19, 2018	TECHNIQUES FOR CASE	2211471,538 US3
0.5	10/154550	140 (Chiber 15, 2016	ALLOCATION	22114/1.336 003
US	16/198419	November 21, 2018	TECHNIQUES FOR	2211471.544 US2
0.5	10/170417	1000 moei 21, 2010	BENCHMARKING PERFORMANCE	22114/1.544 052
			IN A CONTACT CENTER SYSTEM	
US	16/198428	November 21, 2018	CALL MAPPING SYSTEMS AND	2211471.546 US7
0.5	10/170420	110101111001 21, 2010	METHODS USING VARIANCE	221171310 007
			ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	16/363826	March 25, 2019	TECHNIQUES FOR BEHAVIORAL	2211471.380 US5
			PAIRING IN A CONTACT CENTER	
			SYSTEM	
US	16/392413	April 23, 2019	SELECTIVE MAPPING OF	2211471.613 US6
		r,	CALLERS IN A CALL CENTER	
			ROUTING SYSTEM	
US	16/413146	May 15, 2019	TECHNIQUES FOR	2211471.641 US3
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/424348	May 28, 2019	CALL MAPPING SYSTEMS AND	2211471.642 US3
			METHODS USING BAYESIAN	
			MEAN REGRESSION (BMR)	

US	16/438197	June 11, 2019	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.622 US3
US	16/444972	June 18, 2019	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.595 US3
US	16/445014	June 18, 2019	TECHNIQUES FOR WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	2211471.648 US5
US	16/506784	July 9, 2019	TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	2211471.623 US5
US	16/527588	July 31, 2019	TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	2211471.632 US4
US	16/559065	September 3, 2019	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.671 US6
US	16/573627	September 17, 2019	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.659 US4
US	16/717724	December 17, 2019	TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	2211471.674 US2
US	16/717765	December 17, 2019	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	2211471.698 US3
US	16/876678	May 18, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.720 US4
US	16/876689	May 18, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.721 US5
US	16/876880	May 18, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.722 US6
US	16/877143	May 18, 2020	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.709 US7
US	16/883686	May 26, 2020	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.715 US8
US	16/886396	May 28, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.723 US7
US	16/887591	May 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.724 US8
US	16/887693	May 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING	2211471.725 US9

			STRATEGIES IN A CONTACT CENTER SYSTEM	
US	16/887750	May 29, 2020	TECHNIQUES FOR	2211471.726US1
		• /	BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/890235	June 2, 2020	TECHNIQUES FOR	2211471.727US1
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/890391	June 2, 2020	TECHNIQUES FOR	2211471.728US1
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/890411	June 2, 2020	TECHNIQUES FOR	2211471.729US1
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/913724	June 26, 2020	TECHNIQUES FOR	2211471.745US1
		•	BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/913730	June 26, 2020	TECHNIQUES FOR	2211471.746US1
		•	BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/913881	June 26, 2020	TECHNIQUES FOR	2211471.747US1
		ŕ	BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/913888	June 26, 2020	TECHNIQUES FOR	2211471.748US1
		ŕ	BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/915106	June 29, 2020	TECHNIQUES FOR	2211471.749US1
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/915119	June 29, 2020	TECHNIQUES FOR	2211471.750US1
		,	BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/915139	June 29, 2020	TECHNIQUES FOR	2211471.751US2
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/915545	June 29, 2020	TECHNIQUES FOR	2211471.752US2
		,	BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/915776	June 29, 2020	TECHNIQUES FOR	2211471.753US2
		*	BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/921643	July 6, 2020	TECHNIQUES FOR CASE	2211471.716 US
		9 - 7	ALLOCATION	
US	16/921649	July 6, 2020	TECHNIQUES FOR HYBRID	2211471.717 US4
-			BEHAVIORAL PAIRING IN A	
	1		CONTACT CENTER SYSTEM	i

US	16/926404	July 10, 2020	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER	2211471.754 US7
			SYSTEM	
US	16/927001	July 13, 2020	TECHNIQUES FOR BEHAVIORAL	2211471.755 US8
			PAIRING IN A CONTACT CENTER	
			SYSTEM	
US	16/927007	July 13, 2020	TECHNIQUES FOR BEHAVIORAL	2211471.757US10
			PAIRING IN A CONTACT CENTER	
			SYSTEM	
US	16/930624	July 16, 2020	TECHNIQUES FOR ESTIMATING	2211471.767 US5
			EXPECTED PERFORMANCE IN A	
			TASK ASSIGNMENT SYSTEM	
US	16/930626	July 16, 2020	TECHNIQUES FOR ESTIMATING	2211471.769 US7
			EXPECTED PERFORMANCE IN A	
			TASK ASSIGNMENT SYSTEM	
US	16/931101	July 16, 2020	TECHNIQUES FOR ESTIMATING	2211471.768 US6
			EXPECTED PERFORMANCE IN A	
			TASK ASSIGNMENT SYSTEM	
US	16/996669	August 18, 2020	TECHNIQUES FOR BEHAVIORAL	2211471.739 US4
			PAIRING IN A CONTACT CENTER	
			SYSTEM	
US	16/996687	August 18, 2020	TECHNIQUES FOR BEHAVIORAL	2211471.740 US6
			PAIRING MODEL EVALUATION IN	
			A CONTACT CENTER SYSTEM	
US	61/084201	July 28, 2008	SYSTEMS AND METHODS FOR	2211471.130 US1
			POOLING AND MATCHING A	
			CALLER TO AN AGENT IN A	
			CONTACT CENTER	
US	61/615772	March 26, 2012	CALL MAPPING SYSTEMS AND	2211471.189 US1
			METHODS USING BAYESIAN	
			MEAN REGRESSION (BMR)	
US	61/615779	March 26, 2012	CALL MAPPING SYSTEMS AND	2211471.191 US1
			METHODS UTILIZING TIME	
** T. 64			EFFECTS	
US	61/615788	March 26, 2012	CALL MAPPING SYSTEMS AND	2211471.190 US1
			METHODS USING VARIANCE	
* Y C C	CD (D C) MC ()	ļ	ALGORITHM (VA)	0.011.001.000.71001
US	62/261780	December 1, 2015	TECHNIQUES COLLABORATIVE	2211471.262 US1
			ALLOCATION	

ASSIGNMENT

WHEREAS, Afiniti Europe Technologies Limited (hereinafter ASSIGNEE), a corporation organized and existing under the laws of the United Kingdom and having its principal place of business at 3rd Floor, 1 Ashley Road, Altrincham, Cheshire, United Kingdom WA14 2DT, is the sole and exclusive owner, by assignment, of the Patent Applications listed in Schedule A; and

WHEREAS, Afiniti, Ltd., (hereinafter referred to as Assignor), a corporation organized and existing under the laws of the Territory of Bermuda and having its principal place of business at 50 Cedar Avenue, Crawford House, Hamilton HM11, Bermuda, is desirous of acquiring the entire right, title, and interest in to and under said Patent Applications and the inventions covered thereby;

NOW, THEREFORE, in consideration of other good and valuable consideration. receipt of which is hereby acknowledged, the said Assignor has sold, assigned, transferred and set over, and does hereby sell, assign, transfer and set over to the said Assignee, the entire right, title and interest in the United States of America and all other countries in and to said applications listed in Schedule A and the inventions covered thereby for all original, divisional, continuation, continuation-in-part, substitute or reissue applications and patents applied for or granted therefore in the United States of America and all other countries, and the U.S. Patent and Trademark Office and the patent offices of all other countries are hereby authorized and requested to issue all patents to said Assignee herein, as assignee of the entire interest therein; and the undersigned Assignor for itself and its legal representatives, heirs and assigns does hereby agree and covenant without further remuneration, to execute and deliver all divisional, continuation, continuation-in-part, reissue and other applications for Letters Patent and all assignments thereof to said Assignee or its assigns, to communicate to said Assignee or its representatives all facts known to the undersigned respecting said inventions whenever requested, to testify in any interferences or other legal proceedings in which said applications or patents may become involved, to sign all lawful papers, make all rightful oaths, and do generally everything necessary to aid assignee, its successors, assigns and nominees to obtain patent protection for said inventions in the United States of America and all other countries, the expenses incident to said applications listed in Schedule A to be borne and paid by said Assignee.

United States of America
State of Districted and ss.:
County of

On this day of September 1920, before me personally came Caroline 115 Fa , to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

Notary Public

Printed Name: Caroline Mehta Title: Company Secretary

Afiniti Europe Technologies Limited

Reinted Name: Caroline Mehia

Title: Executive Vice President, General Counsel and Assistant Secretary Afiniti, Ltd.

Date:	<u> 4/2020 </u>	······································		
United States of Am	erica	(// /)		
State of	- bistrict	of lolumber so.:		
County of	, was an			
On this personally came	day of	Sydember	, 1020	, before me
personally came	Caroline	1 190149	, to me known to	be the individual
described in and who	executed the	foregoing instrum	ent, and acknowledge	ed execution
of the same.			, .	
			Mals	ad Arkeni/
		No	tary Public	***************************************

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SCHEDULE A

Country	Appln. No.	Filing Date	Title of Invention	Ref. No.
US	12/021251	January 28, 2008	SYSTEMS AND METHODS FOR	2211471.126 US1
			ROUTING CALLERS TO AN	
	************************		AGENT IN A CONTACT CENTER	
US	12/180382	July 25, 2008	SYSTEMS AND METHODS FOR	2211471.127 US1
			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	12/202091	August 29, 2008	CALL ROUTING METHODS AND	2211471.128 US1
			SYSTEMS BASED ON MULTIPLE	
			VARIABLE STANDARDIZED	
			SCORING	
US	12/202101	August 29, 2008	SHADOW QUEUE FOR CALLERS	2211471.160 US1
			IN A PERFORMANCE/PATTERN	
			MATCHING BASED CALL	
			ROUTING SYSTEM	
US	12/266418	November 6, 2008	POOLING CALLERS FOR	2211471.142 US1
			MATCHING TO AGENTS BASED	
			ON PATTERN MATCHING	
			ALGORITHMS	***************************************
US	12/266446	November 6, 2008	SELECTIVE MAPPING OF	2211471.172 US1
			CALLERS IN A CALL CENTER	
			ROUTING SYSTEM	***************************************
US	12/267459	November 7, 2008	ROUTING CALLERS TO AGENTS	2211471.123 US1
			BASED ON PERSONALITY DATA	
			OF AGENTS	
US	12/267471	November 7, 2008	ROUTING CALLERS TO AGENTS	2211471.124 US1
			BASED ON TIME EFFECT DATA	
US	12/331181	December 9, 2008	JUMPING CALLERS HELD IN	2211471.146 US1
			QUEUE FOR A CALL CENTER	
			ROUTING SYSTEM	
US	12/331186	December 9, 2008	ROUTING CALLERS OUT OF	2211471.143 US1
			QUEUE ORDER FORA CALL	
			CENTER ROUTING SYSTEM	
US	12/331195	December 9, 2008	ROUTING CALLERS FROM A SET	2211471.144 US1
			OF CALLERS BASED ON CALLER	
			DATA	
US	12/331201	December 9, 2008	SYSTEMS AND METHODS FOR	2211471.170 US1
			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	12/331210	December 9, 2008	POOLING CALLERS FOR A CALL	2211471.145 US1
			CENTER ROUTING SYSTEM	
US	12/355602	January 16, 2009	SKIPPING A CALLER IN QUEUE	2211471.147 US1
			FOR A CALL ROUTING CENTER	
US	12/490949	June 24, 2009	PROBABILITY MULTIPLIER	2211471.159 US1
		, and the second	PROCESS FOR CALL CENTER	
			ROUTING	
US	13/715765	December 14, 2012	SYSTEMS AND METHODS FOR	2211471.141 US1
_			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	13/843541	March 15, 2013	CALL MAPPING SYSTEMS AND	2211471.195 US1
	, _ , _ , _ , _ , _ ,	1	METHODS USING VARIANCE	
			ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	13/843724	March 15, 2013	CALL MAPPING SYSTEMS AND	2211471.192 US1
0.5	301010121	1,100,10,2013	METHODS USING VARIANCE	

			ALGORITHM (VA) AND/OR	
TIC	12/012007	16 115 2012	DISTRIBUTION COMPENSATION	00111711007501
US	13/843807	March 15, 2013	CALL MAPPING SYSTEMS AND	2211471.198 US1
; ; ;			METHODS USING VARIANCE	
			ALGORITHM (VA) AND/OR	
	***************************************	***************************************	DISTRIBUTION COMPENSATION	***************************************
US	13/854825	April 1, 2013	SYSTEMS AND METHODS FOR	2211471.171 US1
			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	14/059248	October 21, 2013	CALL MAPPING SYSTEMS AND	2211471.197 US1
			METHODS USING VARIANCE	
			ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	14/472998	August 29, 2014	SELECTIVE MAPPING OF	2211471.184 US1
			CALLERS IN A CALL CENTER	
			ROUTING SYSTEM	
US	14/530058	October 31, 2014	CALL MAPPING SYSTEMS AND	2211471.220 US1
			METHODS USING VARIANCE	
			ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	14/702656	May 1, 2015	CALL MAPPING SYSTEMS AND	2211471.229 US1
	147702030	10th 1, 2015	METHODS USING BAYESIAN	22114/1.22/031
			MEAN REGRESSION (BMR)	
US	14/702657	May 1, 2015	SYSTEMS AND METHODS FOR	2211471.230 US1
US	14//0203/	Wiay 1, 2015		22114/1.230 081
			ROUTING CALLERS TO AN	
TYC	1.4/702/50	3.6. 1.0016	AGENT IN A CONTACT CENTER	0211471 221 1171
US	14/702658	May 1, 2015	SYSTEMS AND METHODS FOR	2211471.231 US1
			ROUTING A CONTACT TO AN	
L			AGENT IN A CONTACT CENTER	
US	14/702659	May 1, 2015	SYSTEMS AND METHODS FOR	2211471.232 US1
			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	14/702663	May 1, 2015	SYSTEMS AND METHODS FOR	2211471.233 US1
			ROUTING CALLERS TO AN	
! ! !			AGENT IN A CONTACT CENTER	
US	14/705215	May 6, 2015	SYSTEMS AND METHODS FOR	2211471.234 US1
			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	14/727271	June 1, 2015	SELECTIVE MAPPING OF	2211471.235 US1
		ĺ ,	CALLERS IN A CALL CENTER	
			ROUTING SYSTEM	
US	14/728521	June 2, 2015	SELECTIVE MAPPING OF	2211471.236 US1
			CALLERS IN A CALL CENTER	
			ROUTING SYSTEM	
US	14/788442	June 30, 2015	CALL MAPPING SYSTEMS AND	2211471.241 US1
	117.50112	June 20, 2010	METHODS USING VARIANCE	warren and the Coll
			ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	14/788457	June 30, 2015	CALL MAPPING SYSTEMS AND	2211471.245 US1
03	14//0043/	June 30, 2013	METHODS USING VARIANCE	22114/1.243 USL
			1	
			ALGORITHM (VA) AND/OR	
710	14/500405	Y 20 2017	DISTRIBUTION COMPENSATION	20114010467701
US	14/788495	June 30, 2015	CALL MAPPING SYSTEMS AND	2211471.246 US1
			METHODS USING VARIANCE	
			ALGORITHM (VA) AND/OR	
<u>-</u>			DISTRIBUTION COMPENSATION	
US	14/788517	June 30, 2015	CALL MAPPING SYSTEMS AND	2211471.247 US1
	<u> </u>		METHODS USING VARIANCE	

	T		ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	14/871658	September 30, 2015	TECHNIQUES FOR BEHAVIORAL	2211471.251 US1
05	1 1/0/1050	50ptember 30, 2013	PAIRING IN A CONTACT CENTER	2211171.231 001
			SYSTEM	
US	14/956074	December 1, 2015	TECHNIQUES FOR HYBRID	2211471.260 US1
		,	BEHAVIORAL PAIRING IN A	
			CONTACT CENTER SYSTEM	
US	14/956086	December 1, 2015	TECHNIQUES FOR HYBRID	2211471.261 US1
			BEHAVIORAL PAIRING IN A	
			CONTACT CENTER SYSTEM	
US	14/957039	December 2, 2015	SYSTEMS AND METHODS FOR	2211471.263 US1
			ROUTING CALLERS TO AN	
			AGENT IN A CONTACT CENTER	
US	15/000739	January 19, 2016	TECHNIQUES FOR BEHAVIORAL	2211471.264 US2
			PAIRING IN A CONTACT CENTER	
			SYSTEM	
US	15/000762	January 19, 2016	TECHNIQUES FOR BEHAVIORAL	2211471.275 US3
			PAIRING IN A CONTACT CENTER	
		<u> </u>	SYSTEM	
US	15/000775	January 19, 2016	TECHNIQUES FOR BEHAVIORAL	2211471.276 US4
			PAIRING IN A CONTACT CENTER	
	1.7.10.00.70.70	T 10 7016	SYSTEM	0.011.481.088.770.8
US	15/000797	January 19, 2016	TECHNIQUES FOR BEHAVIORAL	2211471.277 US5
			PAIRING IN A CONTACT CENTER	
US	15/010319	T20, 2016	SYSTEM SAME METHODS FOR	2211471.278US11
US	15/010319	January 29, 2016	SYSTEMS AND METHODS FOR	22114/1.2/80811
			ROUTING CALLERS TO AN	
US	15/131915	April 18, 2016	AGENT IN A CONTACT CENTER TECHNIQUES FOR	2211471,280 US1
US	13/131913	April 18, 2016	BENCHMARKING PAIRING	22114/1,200 US1
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	15/153553	May 12, 2016	ESTIMATING AGENT	2211471.282 US1
02	13,123335	17703 12, 2010	PERFORMANCE IN A CALL	2211111202001
			ROUTING CENTER SYSTEM	
US	15/176899	June 8, 2016	TECHNIQUES FOR	2211471,283 US1
		,	BENCHMARKING PERFORMANCE	
			IN A CONTACT CENTER SYSTEM	
US	15/210779	July 14, 2016	ESTIMATING AGENT	2211471.288 US4
			PERFORMANCE IN A CALL	
			ROUTING CENTER SYSTEM	
US	15/220822	July 27, 2016	TECHNIQUES FOR	2211471.290 US3
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	15/220830	July 27, 2016	TECHNIQUES FOR	2211471.289 US2
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
7 7 7 7	15/001500	T-1- 20 2016	CENTER SYSTEM	2311471 201 1101
US	15/221698	July 28, 2016	TECHNIQUES FOR	2211471.291 US1
			BENCHMARKING PAIRING STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	15/251591	August 30, 2016	TECHNIQUES FOR	2211471.293 US1
	131231371	114gust 50, 2010	BENCHMARKING PAIRING	22117/1.2/3 031
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
·	.4		1	.1

US	15/364699	November 30, 2016	TECHNIQUES FOR CASE ALLOCATION	2211471.302 US1
US	15/377397	December 13, 2016	TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	2211471.304 US1
US	15/395469	December 30, 2016	TECHNIQUES FOR L3 PAIRING IN A CONTACT CENTER SYSTEM	2211471.306 US1
US	15/395505	December 30, 2016	TECHNIQUES FOR L3 PAIRING IN A CONTACT CENTER SYSTEM	2211471.307 US2
US	15/395517	December 30, 2016	TECHNIQUES FOR L3 PAIRING IN A CONTACT CENTER SYSTEM	2211471.308 US3
US	15/395529	December 30, 2016	TECHNIQUES FOR WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	2211471.309 US4
US	15/480034	April 5, 2017	TECHNIQUES FOR BEHAVIORAL PAIRING IN A DISPATCH CENTER SYSTEM	2211471.330 US1
US	15/582223	April 28, 2017	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.332 US1
US	15/608718	May 30, 2017	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.299 US4
US	15/633162	June 26, 2017	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.331 US2
US	15/645277	July 10, 2017	TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	2211471.333 US1
US	15/648788	July 13, 2017	TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	2211471.335 US2
US	15/686945	August 25, 2017	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.337 US2
US	15/687000	August 25, 2017	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.338 US2
US	15/691106	August 30, 2017	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.340 US2
US	15/691163	August 30, 2017	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.341 US2
US	15/785933	October 17, 2017	TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	2211471.342 US2
US	15/785946	October 17, 2017	TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	2211471.343 US3
US	15/807215	November 8, 2017	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	2211471.347 US1
US	15/808337	November 9, 2017	TECHNIQUES FOR BENCHMARKING PAIRING	2211471.349 US5

			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	15/816821	November 17, 2017	TECHNIQUES FOR	2211471.350 US6
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
7.70	15/000177	T 1 0 2010	CENTER SYSTEM	02314712667770
US	15/892166	February 8, 2018	TECHNIQUES FOR CASE	2211471.366 US2
770	1.7.00000	77.1	ALLOCATION	2211/212/21
US	15/892886	February 9, 2018	TECHNIQUES FOR BEHAVIORAL	2211471.365 US1
			PAIRING IN A CONTACT CENTER	
7.10	15/010440	341-10-2010	SYSTEM	2011461 2667762
US	15/918442	March 12, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER	2211471.367 US3
US	15/918469	Monet 12 2019	SYSTEM TECHNIQUES FOR REHAVIORAL	2211471.368 US4
US	13/918409	March 12, 2018	TECHNIQUES FOR BEHAVIORAL	22114/1.306 US4
			PAIRING IN A CONTACT CENTER	
770	1.6/0.6/20.4.2	A	SYSTEM SELECTIVE MADDING OF	0211471 204 TICE
US	15/952843	April 13, 2018	SELECTIVE MAPPING OF	2211471.384 US5
			CALLERS IN A CALL CENTER	
US	15/993496	37. 20. 2010	ROUTING SYSTEM	2211471.449 US1
US	13/993490	May 30, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT	22114/1.449 US1
7.7.0	16/035428	T-1- 12 2010	SYSTEM TECHNIQUES FOR DELIA LIFORAL	2211471.501 US6
US	16/035428	July 13, 2018	TECHNIQUES FOR BEHAVIORAL	22114/1.501 US6
			PAIRING IN A CONTACT CENTER	
US	16/114511	A+ 30, 2010	SYSTEM	2211471.511 US3
US	16/114511	August 28, 2018	TECHNIQUES FOR	22114/1.511 083
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
US	16/173997	October 29, 2018	CENTER SYSTEM	2211471.510 US3
US	10/1/399/	OCIODEI 29, 2018	TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A	22114/1.310 083
			TASK ASSIGNMENT SYSTEM	
US	16/193565	November 16, 2018	SYSTEMS AND METHODS FOR	2211471.539
US	10/193303	1NOVEHIDEI 10, 2016	ROUTING CALLERS TO AN	US12
			AGENT IN A CONTACT CENTER	0312
US	16/194598	November 19, 2018	TECHNIQUES FOR CASE	2211471,538 US3
0.5	10/1/45/0	170 Chiber 17, 2016	ALLOCATION	22114/1.556 005
US	16/198419	November 21, 2018	TECHNIQUES FOR	2211471.544 US2
0.5	10/170417	November 21, 2010	BENCHMARKING PERFORMANCE	22114/1.544 0.52
			IN A CONTACT CENTER SYSTEM	
US	16/198428	November 21, 2018	CALL MAPPING SYSTEMS AND	2211471.546 US7
05	10/170420	1000cmbc1 21, 2010	METHODS USING VARIANCE	22114/1.540 03/
			ALGORITHM (VA) AND/OR	
			DISTRIBUTION COMPENSATION	
US	16/363826	March 25, 2019	TECHNIQUES FOR BEHAVIORAL	2211471.380 US5
	10,000000		PAIRING IN A CONTACT CENTER	
			SYSTEM	
US	16/392413	April 23, 2019	SELECTIVE MAPPING OF	2211471.613 US6
	10,00 0 11 0	1	CALLERS IN A CALL CENTER	
			ROUTING SYSTEM	
US	16/413146	May 15, 2019	TECHNIQUES FOR	2211471.641 US3
<i></i>			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/424348	May 28, 2019	CALL MAPPING SYSTEMS AND	2211471.642 US3
-		, , , , , , , , , , , , , , , , , , , ,	METHODS USING BAYESIAN	
1			MEAN REGRESSION (BMR)	

US	16/438197	June 11, 2019	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A	2211471.622 US3
US	16/444972	June 18, 2019	CONTACT CENTER SYSTEM TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A	2211471.595 US3
US	16/445014	June 18, 2019	CONTACT CENTER SYSTEM TECHNIQUES FOR WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	2211471.648 US5
US	16/506784	July 9, 2019	TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	2211471.623 US5
US	16/527588	July 31, 2019	TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	2211471.632 US4
US	16/559065	September 3, 2019	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.671 US6
US	16/573627	September 17, 2019	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.659 US4
US	16/717724	December 17, 2019	TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	2211471.674 US2
US	16/717765	December 17, 2019	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	2211471.698 US3
US	16/876678	May 18, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.720 US4
US	16/876689	May 18, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.721 US5
US	16/876880	May 18, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.722 US6
US	16/877143	May 18, 2020	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.709 US7
US	16/883686	May 26, 2020	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.715 US8
US	16/886396	May 28, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.723 US7
US	16/887591	May 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.724 US8
US	16/887693	May 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING	2211471.725 US9

			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/887750	May 29, 2020	TECHNIQUES FOR	2211471.726US10
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
US	1.6/999935	T 0. 0000	CENTER SYSTEM	0211471 7271 721
US	16/890235	June 2, 2020	TECHNIQUES FOR BENCHMARKING PAIRING	2211471.727US11
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/890391	June 2, 2020	TECHNIQUES FOR	2211471.728US12
		,	BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
******************		***********************************	CENTER SYSTEM	
US	16/890411	June 2, 2020	TECHNIQUES FOR	2211471.729US13
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
US	16/913724	June 26, 2020	CENTER SYSTEM	2211471.745US14
US	10/913/24	June 20, 2020	TECHNIQUES FOR BENCHMARKING PAIRING	22114/1./430814
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/913730	June 26, 2020	TECHNIQUES FOR	2211471.746US15
		*	BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/913881	June 26, 2020	TECHNIQUES FOR	2211471.747US16
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
US	16/913888	June 26, 2020	CENTER SYSTEM TECHNIQUES FOR	2211471.748US17
US	10/913000	June 20, 2020	BENCHMARKING PAIRING	22114/1./46051/
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/915106	June 29, 2020	TECHNIQUES FOR	2211471.749US18
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/915119	June 29, 2020	TECHNIQUES FOR	2211471.750US19
			BENCHMARKING PAIRING STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/915139	June 29, 2020	TECHNIQUES FOR	2211471.751US20
00	10/713137	J (3110 11.), 11.011.0	BENCHMARKING PAIRING	2211171.7310020
			STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/915545	June 29, 2020	TECHNIQUES FOR	2211471.752US21
			BENCHMARKING PAIRING	
			STRATEGIES IN A CONTACT	
Y TO	15/01/2005	Y 80 3030	CENTER SYSTEM	2011/61/6621/655
US	16/915776	June 29, 2020	TECHNIQUES FOR	2211471.753US22
			BENCHMARKING PAIRING STRATEGIES IN A CONTACT	
			CENTER SYSTEM	
US	16/921643	July 6, 2020	TECHNIQUES FOR CASE	2211471.716 US4
0.5	LUIDELUTS	5523 O, 2020	ALLOCATION	22.1.1.1.1.10004
US	16/921649	July 6, 2020	TECHNIQUES FOR HYBRID	2211471.717 US4
		₩	BEHAVIORAL PAIRING IN A	
			CONTACT CENTER SYSTEM	

US	16/926404	July 10, 2020	TECHNIQUES FOR BEHAVIORAL	2211471.754 US7
US	10/920404	July 10, 2020	PAIRING IN A CONTACT CENTER	22114/1./54 05/
			SYSTEM	
US	16/927001	July 13, 2020	TECHNIQUES FOR BEHAVIORAL	2211471.755 US8
03	10/92/001	July 15, 2020	PAIRING IN A CONTACT CENTER	22114/1./55 056
			SYSTEM	
US	16/927007	July 13, 2020	TECHNIQUES FOR BEHAVIORAL	2211471.757US10
03	10/72/00/	July 15, 2020	PAIRING IN A CONTACT CENTER	22114/1./5/0010
			SYSTEM	
US	16/930624	July 16, 2020	TECHNIQUES FOR ESTIMATING	2211471.767 US5
0.5	10/330024	July 10, 2020	EXPECTED PERFORMANCE IN A	22114/1./07 033
			TASK ASSIGNMENT SYSTEM	
US	16/930626	July 16, 2020	TECHNIQUES FOR ESTIMATING	2211471.769 US7
00	10/330020	July 10, 2020	EXPECTED PERFORMANCE IN A	22114/1./09 03/
			TASK ASSIGNMENT SYSTEM	
US	16/931101	July 16, 2020	TECHNIQUES FOR ESTIMATING	2211471.768 US6
0.5	10,751101	3ary 10, 2020	EXPECTED PERFORMANCE IN A	2211171700 000
			TASK ASSIGNMENT SYSTEM	
US	16/996669	August 18, 2020	TECHNIQUES FOR BEHAVIORAL	2211471.739 US4
0.0	10,330003	111121151 10, 2020	PAIRING IN A CONTACT CENTER	22111/11/29 001
			SYSTEM	
US	16/996687	August 18, 2020	TECHNIQUES FOR BEHAVIORAL	2211471.740 US6
0.0	10,77000	1 8	PAIRING MODEL EVALUATION IN	
			A CONTACT CENTER SYSTEM	
US	61/084201	July 28, 2008	SYSTEMS AND METHODS FOR	2211471,130 US1
			POOLING AND MATCHING A	
			CALLER TO AN AGENT IN A	
			CONTACT CENTER	
US	61/615772	March 26, 2012	CALL MAPPING SYSTEMS AND	2211471.189 US1
		, in the second of the second	METHODS USING BAYESIAN	
			MEAN REGRESSION (BMR)	
US	61/615779	March 26, 2012	CALL MAPPING SYSTEMS AND	2211471.191 US1
		<u></u>	METHODS UTILIZING TIME	
			EFFECTS	
US	61/615788	March 26, 2012	CALL MAPPING SYSTEMS AND	2211471.190 US1
		,	METHODS USING VARIANCE	
			ALGORITHM (VA)	
US	62/261780	December 1, 2015	TECHNIQUES COLLABORATIVE	2211471.262 US1
		,	ALLOCATION	