

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

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

Property Type	Number
Application Number:	15395517
Application Number:	15395529
Application Number:	15480034
Application Number:	15582223
Application Number:	15608718
Application Number:	15633162
Application Number:	15645277
Application Number:	15648788
Application Number:	15686945
Application Number:	15687000
Application Number:	15691106
Application Number:	15691163
Application Number:	15785933
Application Number:	15785946
Application Number:	15807215
Application Number:	15808337
Application Number:	15816821
Application Number:	15892166
Application Number:	15892886
Application Number:	15918442
Application Number:	15918469
Application Number:	15952843
Application Number:	15993496
Application Number:	16035428
Application Number:	16114511
Application Number:	16173997
Application Number:	16193565
Application Number:	16194598
Application Number:	16198419
Application Number:	16198428
Application Number:	16363826
Application Number:	16392413
Application Number:	16413146
Application Number:	16424348
Application Number:	16438197
Application Number:	16444972
Application Number:	16445014
Application Number:	16506784

Property Type	Number
Application Number:	16527588
Application Number:	16559065
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Application Number:	16876678
Application Number:	16876689
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Application Number:	16883686
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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
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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

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

Date: 11/23/20

Assignee

Initial: CM

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;

Date: 11/23/20

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.

Caroline Mehta

Printed Name: Caroline Mehta
Title: Company Secretary
Afiniti Europe Technologies Limited

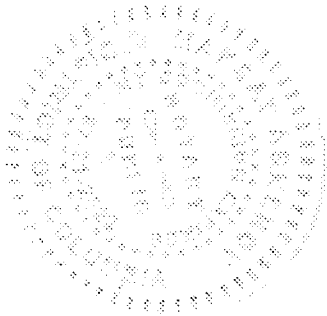
Date: 09/09/2020

United States of America
State of District of Columbia ss.:
County of —

On this 9th day of September, 2020, before me
personally came Caroline Mehta, to me known to be the individual
described in and who executed the foregoing instrument, and acknowledged execution
of the same.

Markost Akerson

Notary Public



Caroline Mehta

Printed Name: Caroline Mehta
Title: Executive Vice President, General
Counsel and Assistant Secretary
Afiniti, Ltd.

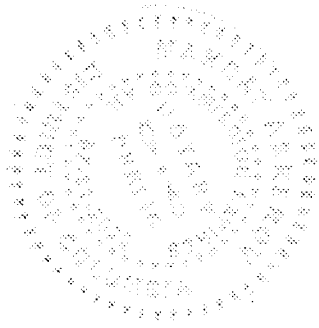
Date: 09/09/2020

United States of America
State of District of Columbia ss.:
County of

On this 9th day of September, 2020, before me
personally came Caroline Mehta, to me known to be the individual
described in and who executed the foregoing instrument, and acknowledged execution
of the same.

Malsat Akera

Notary Public



SCHEDULE A

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

			ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	
US	13/843807	March 15, 2013	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.198 US1
US	13/854825	April 1, 2013	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.171 US1
US	14/059248	October 21, 2013	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.197 US1
US	14/472998	August 29, 2014	SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	2211471.184 US1
US	14/530058	October 31, 2014	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.220 US1
US	14/702656	May 1, 2015	CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	2211471.229 US1
US	14/702657	May 1, 2015	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.230 US1
US	14/702658	May 1, 2015	SYSTEMS AND METHODS FOR ROUTING A CONTACT TO AN AGENT IN A CONTACT CENTER	2211471.231 US1
US	14/702659	May 1, 2015	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.232 US1
US	14/702663	May 1, 2015	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.233 US1
US	14/705215	May 6, 2015	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.234 US1
US	14/727271	June 1, 2015	SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	2211471.235 US1
US	14/728521	June 2, 2015	SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	2211471.236 US1
US	14/788442	June 30, 2015	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.241 US1
US	14/788457	June 30, 2015	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.245 US1
US	14/788495	June 30, 2015	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.246 US1
US	14/788517	June 30, 2015	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE	2211471.247 US1

			ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	
US	14/871658	September 30, 2015	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.251 US1
US	14/956074	December 1, 2015	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.260 US1
US	14/956086	December 1, 2015	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.261 US1
US	14/957039	December 2, 2015	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.263 US1
US	15/000739	January 19, 2016	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.264 US2
US	15/000762	January 19, 2016	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.275 US3
US	15/000775	January 19, 2016	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.276 US4
US	15/000797	January 19, 2016	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.277 US5
US	15/010319	January 29, 2016	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.278US11
US	15/131915	April 18, 2016	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.280 US1
US	15/153553	May 12, 2016	ESTIMATING AGENT PERFORMANCE IN A CALL ROUTING CENTER SYSTEM	2211471.282 US1
US	15/176899	June 8, 2016	TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	2211471.283 US1
US	15/210779	July 14, 2016	ESTIMATING AGENT PERFORMANCE IN A CALL ROUTING CENTER SYSTEM	2211471.288 US4
US	15/220822	July 27, 2016	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.290 US3
US	15/220830	July 27, 2016	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.289 US2
US	15/221698	July 28, 2016	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.291 US1
US	15/251591	August 30, 2016	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.293 US1

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 BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.350 US6
US	15/892166	February 8, 2018	TECHNIQUES FOR CASE ALLOCATION	2211471.366 US2
US	15/892886	February 9, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.365 US1
US	15/918442	March 12, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.367 US3
US	15/918469	March 12, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.368 US4
US	15/952843	April 13, 2018	SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	2211471.384 US5
US	15/993496	May 30, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	2211471.449 US1
US	16/035428	July 13, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.501 US6
US	16/114511	August 28, 2018	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.511 US3
US	16/173997	October 29, 2018	TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	2211471.510 US3
US	16/193565	November 16, 2018	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.539 US12
US	16/194598	November 19, 2018	TECHNIQUES FOR CASE ALLOCATION	2211471.538 US3
US	16/198419	November 21, 2018	TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	2211471.544 US2
US	16/198428	November 21, 2018	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.546 US7
US	16/363826	March 25, 2019	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.380 US5
US	16/392413	April 23, 2019	SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	2211471.613 US6
US	16/413146	May 15, 2019	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.641 US3
US	16/424348	May 28, 2019	CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	2211471.642 US3

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 BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.726US10
US	16/890235	June 2, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.727US11
US	16/890391	June 2, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.728US12
US	16/890411	June 2, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.729US13
US	16/913724	June 26, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.745US14
US	16/913730	June 26, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.746US15
US	16/913881	June 26, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.747US16
US	16/913888	June 26, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.748US17
US	16/915106	June 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.749US18
US	16/915119	June 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.750US19
US	16/915139	June 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.751US20
US	16/915545	June 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.752US21
US	16/915776	June 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.753US22
US	16/921643	July 6, 2020	TECHNIQUES FOR CASE ALLOCATION	2211471.716 US4
US	16/921649	July 6, 2020	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.717 US4

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

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.

Caroline Mehta

Printed Name: Caroline Mehta
Title: Company Secretary
Afiniti Europe Technologies Limited

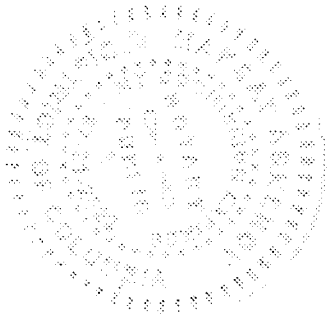
Date: 09/09/2020

United States of America
State of District of Columbia ss.:
County of —

On this 9th day of September, 2020, before me
personally came Caroline Mehta, to me known to be the individual
described in and who executed the foregoing instrument, and acknowledged execution
of the same.

Markost Akerson

Notary Public



Caroline Mehta

Printed Name: Caroline Mehta
Title: Executive Vice President, General
Counsel and Assistant Secretary
Afiniti, Ltd.

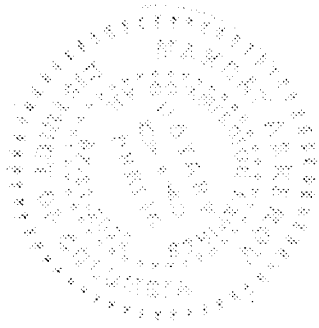
Date: 09/09/2020

United States of America
State of District of Columbia ss.:
County of _____

On this 9th day of September, 2020, before me
personally came Caroline Mehta, to me known to be the individual
described in and who executed the foregoing instrument, and acknowledged execution
of the same.

Malsot Akera

Notary Public



SCHEDULE A

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

			ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	
US	13/843807	March 15, 2013	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.198 US1
US	13/854825	April 1, 2013	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.171 US1
US	14/059248	October 21, 2013	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.197 US1
US	14/472998	August 29, 2014	SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	2211471.184 US1
US	14/530058	October 31, 2014	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.220 US1
US	14/702656	May 1, 2015	CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	2211471.229 US1
US	14/702657	May 1, 2015	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.230 US1
US	14/702658	May 1, 2015	SYSTEMS AND METHODS FOR ROUTING A CONTACT TO AN AGENT IN A CONTACT CENTER	2211471.231 US1
US	14/702659	May 1, 2015	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.232 US1
US	14/702663	May 1, 2015	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.233 US1
US	14/705215	May 6, 2015	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.234 US1
US	14/727271	June 1, 2015	SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	2211471.235 US1
US	14/728521	June 2, 2015	SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	2211471.236 US1
US	14/788442	June 30, 2015	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.241 US1
US	14/788457	June 30, 2015	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.245 US1
US	14/788495	June 30, 2015	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.246 US1
US	14/788517	June 30, 2015	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE	2211471.247 US1

			ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	
US	14/871658	September 30, 2015	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.251 US1
US	14/956074	December 1, 2015	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.260 US1
US	14/956086	December 1, 2015	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.261 US1
US	14/957039	December 2, 2015	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.263 US1
US	15/000739	January 19, 2016	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.264 US2
US	15/000762	January 19, 2016	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.275 US3
US	15/000775	January 19, 2016	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.276 US4
US	15/000797	January 19, 2016	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.277 US5
US	15/010319	January 29, 2016	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.278US11
US	15/131915	April 18, 2016	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.280 US1
US	15/153553	May 12, 2016	ESTIMATING AGENT PERFORMANCE IN A CALL ROUTING CENTER SYSTEM	2211471.282 US1
US	15/176899	June 8, 2016	TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	2211471.283 US1
US	15/210779	July 14, 2016	ESTIMATING AGENT PERFORMANCE IN A CALL ROUTING CENTER SYSTEM	2211471.288 US4
US	15/220822	July 27, 2016	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.290 US3
US	15/220830	July 27, 2016	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.289 US2
US	15/221698	July 28, 2016	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.291 US1
US	15/251591	August 30, 2016	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.293 US1

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 BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.350 US6
US	15/892166	February 8, 2018	TECHNIQUES FOR CASE ALLOCATION	2211471.366 US2
US	15/892886	February 9, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.365 US1
US	15/918442	March 12, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.367 US3
US	15/918469	March 12, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.368 US4
US	15/952843	April 13, 2018	SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	2211471.384 US5
US	15/993496	May 30, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	2211471.449 US1
US	16/035428	July 13, 2018	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.501 US6
US	16/114511	August 28, 2018	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.511 US3
US	16/173997	October 29, 2018	TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	2211471.510 US3
US	16/193565	November 16, 2018	SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	2211471.539 US12
US	16/194598	November 19, 2018	TECHNIQUES FOR CASE ALLOCATION	2211471.538 US3
US	16/198419	November 21, 2018	TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	2211471.544 US2
US	16/198428	November 21, 2018	CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	2211471.546 US7
US	16/363826	March 25, 2019	TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.380 US5
US	16/392413	April 23, 2019	SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	2211471.613 US6
US	16/413146	May 15, 2019	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.641 US3
US	16/424348	May 28, 2019	CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	2211471.642 US3

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
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US	16/573627	September 17, 2019	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.659 US4
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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

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US	16/887750	May 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.726US10
US	16/890235	June 2, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.727US11
US	16/890391	June 2, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.728US12
US	16/890411	June 2, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.729US13
US	16/913724	June 26, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.745US14
US	16/913730	June 26, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.746US15
US	16/913881	June 26, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.747US16
US	16/913888	June 26, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.748US17
US	16/915106	June 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.749US18
US	16/915119	June 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.750US19
US	16/915139	June 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.751US20
US	16/915545	June 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.752US21
US	16/915776	June 29, 2020	TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	2211471.753US22
US	16/921643	July 6, 2020	TECHNIQUES FOR CASE ALLOCATION	2211471.716 US4
US	16/921649	July 6, 2020	TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	2211471.717 US4

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