

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

EPAS ID: PAT6830603

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| SUBMISSION TYPE: | NEW ASSIGNMENT |
| NATURE OF CONVEYANCE: | ASSIGNMENT |
| CONVEYING PARTY DATA | |
| | |
| Name | Execution Date |
| SANKETH SHETTY | 07/14/2021 |
| SWATI KADU | 07/13/2021 |
| YUVRAJ SAWANT | 07/19/2021 |
| RECEIVING PARTY DATA | |
| Name: | INCONTACT INC. |
| Street Address: | 75 WEST TOWNE RIDGE PARKWAY |
| City: | SANDY |
| State/Country: | UTAH |
| Postal Code: | 84070 |
| PROPERTY NUMBERS Total: 1 | |
| Property Type | Number |
| Application Number: | 17380046 |
| CORRESPONDENCE DATA | |
| Fax Number: | |
| <i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i> | |
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| Address Line 1: | 8 HAHOSHLIM ST., P.O.B 12425 |
| Address Line 4: | HERZLIYA, ISRAEL 4672408 |
| ATTORNEY DOCKET NUMBER: | 7565/8.2 |
| NAME OF SUBMITTER: | SHARONE R. GODESH |
| SIGNATURE: | /SHARONE R. GODESH/ |
| DATE SIGNED: | 07/25/2021 |
| Total Attachments: 4 | |
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| source=Assign#page3.tif | |
| source=Assign#page4.tif | |

ASSIGNMENT OF PATENT APPLICATION

Whereas We, **Sanketh SHETTY, Swati KADU and Yuvraj SAWANT**, citizens of India (hereinafter: the "Assignors"), are co-inventors of a certain invention entitled **SYSTEM AND METHOD TO CONDUCT STAGGERED MAINTENANCE ACTIVITY BASED ON CUSTOMER PRIORITIZATION IN A CLOUD BASED SAAS PLATFORM CONTACT CENTER** (hereinafter: the "Invention"), desirous to transfer the entire right, title and interest in and to (1) the Invention, (2) any and all patent applications filed on the invention in any country or jurisdiction worldwide, including but not limited to a United States Patent Application filed herewith (hereinafter: the "Patent Applications"); and, (3) to any and all patents which may be granted on the Patent Applications in any country or jurisdiction worldwide (hereinafter: the "Patents"):

And whereas **inContact INC.**, a corporation organized under and existing by virtue of the laws of the State of Utah, and having a place of business at **75 West Towne Ridge Parkway, Sandy, UT 84070, United States** (hereinafter: the "Assignee") is desirous of acquiring the entire right, title and interest in and to the Invention, the Patent Applications and the Patents;

Now, therefore, in consideration of the sum of one dollar (\$1.00), and other good and valuable consideration the receipt of which is hereby acknowledged, the Assignors, by these presents, do hereby sell, assign and transfer unto the Assignee the entire right, title and interest in and to (1) the Invention; (2) the Patent Applications; (3) the Patents; (4) any and all divisional, continuation, continuation-in-part, substitute, and reissue applications for Letters Patent resulting from any of the Patent Applications including all priority rights under the Patent Cooperation Treaty (PCT) an International Convention, and all other International Conventions (hereinafter: the "Related Applications").

The Assignors agree that, when requested, without charge to but at the expense of the Assignee, the Assignor's successors, assigns and legal representatives, in order to carry out in good faith the intent and purpose of this assignment, shall apply for and execute all original, divisional, continuing, continuing-in-part, substitute or reissue patent applications for the Invention; execute all rightful oaths, assignments, powers of attorney and other papers; communicate to the Assignee, its successors, assigns, and representatives, all facts known to the Assignors relating to the Invention and/or any Patent Applications and/or any Patents and/or any Related Applications; and generally do everything possible which the Assignee, its successors, assigns or representatives shall consider desirable for aiding in securing and maintaining proper patent protection for the Invention and for

vesting title in and to the Invention and in and to any and all applications for patents thereon in the Assignee, its successors, assigns and legal representatives.

The Assignors hereby request and authorize any and all official patent authorities worldwide, to issue Letters Patent on the Patent Applications, and Letters Patent on any and all Related Applications, to the Assignee as the assignee of the entire right, title, and interest in and to the same, for the Assignee's sole use and benefit, and for the use and benefit of the Assignee's legal representatives, to the full end of the term for which said Letters Patent may be granted, as fully and entirely as the same would have been held by the Assignors had this assignment and sale not been made.

Executed by us on the below indicated beside our signatures.

Sanketh SHETTY

B-602, Suyog Aura Phase 2 Appt, Pune
411058, India

Signature:

Date:

DocuSigned by:
Sanketh Shetty
3B751CA34E344B0...

July 14, 2021

Witness Name:

Signature of Witness:

Date:

Moty Cory

DocuSigned by:
Moty Cory
9C8E843A5836499...

July 14, 2021

Swati KADU

A-901, N.D Tower, Opposite
Cambridge International School,
Dnyaneshwar nagar, Pune 411035,
India

Signature:

Date:

DocuSigned by:
Swati kadu
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July 13, 2021

Witness Name:

Signature of Witness:

Date:

Moty Cory

DocuSigned by:
Moty Cory
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July 13, 2021

Yuvraj SAWANT

'Amrutraj', Plot No: 301, Sector No: 24,
Pune 411044, India

Signature:

Date:

DocuSigned by:
Yuvraj Sawant
5953B0C56FCE4E8...

July 19, 2021

Witness Name:

Signature of Witness:

Date:

Moty Cory

DocuSigned by:
Moty Cory
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July 19, 2021

STATEMENT UNDER 37 CFR 3.73(c)Applicant/Patent Owner: inContact INC.Application No./Patent No.: 17380046Filed/Issue Date: 2021-07-20Titled: SYSTEM AND METHOD TO CONDUCT STAGGERED MAINTENANCE ACTIVITY BASED ON CUSTOMER PRIORITIZATION IN A CLOUD BASED SAAS PLATFORM CONTACT CENTERinContact INC., a corporation

(Name of Assignee)

(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

states that, for the patent application/patent identified above, it is (choose **one** of options 1, 2, 3 or 4 below):

1. The assignee of the entire right, title, and interest.
2. An assignee of less than the entire right, title, and interest (check applicable box):
- The extent (by percentage) of its ownership interest is _____%. Additional Statement(s) by the owners holding the balance of the interest must be submitted to account for 100% of the ownership interest.
- There are unspecified percentages of ownership. The other parties, including inventors, who together own the entire right, title and interest are:

Additional Statement(s) by the owner(s) holding the balance of the interest must be submitted to account for the entire right, title, and interest.

3. The assignee of an undivided interest in the entirety (a complete assignment from one of the joint inventors was made). The other parties, including inventors, who together own the entire right, title, and interest are:

Additional Statement(s) by the owner(s) holding the balance of the interest must be submitted to account for the entire right, title, and interest.

4. The recipient, via a court proceeding or the like (e.g., bankruptcy, probate), of an undivided interest in the entirety (a complete transfer of ownership interest was made). The certified document(s) showing the transfer is attached.

The interest identified in option 1, 2 or 3 above (not option 4) is evidenced by either (choose **one** of options A or B below):

- A. An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel _____, Frame _____, or for which a copy thereof is attached.

- B. A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as follows:

1. From: _____ To: _____

The document was recorded in the United States Patent and Trademark Office at

Reel _____, Frame _____, or for which a copy thereof is attached.

2. From: _____ To: _____

The document was recorded in the United States Patent and Trademark Office at

Reel _____, Frame _____, or for which a copy thereof is attached.

[Page 1 of 2]

This collection of information is required by 37 CFR 3.73(b). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

STATEMENT UNDER 37 CFR 3.73(c)

3. From: To:

The document was recorded in the United States Patent and Trademark Office at
Reel: _____, Frame _____, or for which a copy thereof is attached.

4. From: To:

The document was recorded in the United States Patent and Trademark Office at
Reel: _____, Frame _____, or for which a copy thereof is attached.

5. From: To:

The document was recorded in the United States Patent and Trademark Office at
Reel: _____, Frame _____, or for which a copy thereof is attached.

6. From: To:

The document was recorded in the United States Patent and Trademark Office at
Reel: _____, Frame _____, or for which a copy thereof is attached.

Additional documents in the chain of title are listed on a supplemental sheet(s).

As required by 37 CFR 3.73(c)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

[NOTE: A separate copy (i.e., a true copy of the original assignment document(s)) must be submitted to Assignment Division in accordance with 37 CFR Part 3, to record the assignment in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

/SHARONE R. GODESH/

2021-07-20

Signature

Date

Sharone R. Godesh

76335

Printed or Typed Name

Title or Registration Number