

## PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

EPAS ID: PAT7960321

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT	
<b>NATURE OF CONVEYANCE:</b>	RELEASE OF SECURITY INTEREST IN PATENTS (REEL/FRAME 46202/0467)	
<b>CONVEYING PARTY DATA</b>		
<b>Name</b>		<b>Execution Date</b>
GOLDMAN SACHS BANK USA., as Collateral Agent		05/01/2023
<b>RECEIVING PARTY DATA</b>		
<b>Name:</b>	AVAYA INC.	
<b>Street Address:</b>	350 MOUNT KEMBLE AVENUE	
<b>City:</b>	MORRISTOWN	
<b>State/Country:</b>	NEW JERSEY	
<b>Postal Code:</b>	07960	
<b>Name:</b>	INTELLISIST, INC.	
<b>Street Address:</b>	350 MOUNT KEMBLE AVENUE	
<b>City:</b>	MORRISTOWN	
<b>State/Country:</b>	NEW JERSEY	
<b>Postal Code:</b>	07960	
<b>Name:</b>	AVAYA INTEGRATED CABINET SOLUTIONS LLC	
<b>Street Address:</b>	350 MOUNT KEMBLE AVENUE	
<b>City:</b>	MORRISTOWN	
<b>State/Country:</b>	NEW JERSEY	
<b>Postal Code:</b>	07960	
<b>Name:</b>	OCTEL COMMUNICATIONS LLC	
<b>Street Address:</b>	350 MOUNT KEMBLE AVENUE	
<b>City:</b>	MORRISTOWN	
<b>State/Country:</b>	NEW JERSEY	
<b>Postal Code:</b>	07960	
<b>Name:</b>	VPNet Technologies, Inc.	
<b>Street Address:</b>	350 MOUNT KEMBLE AVENUE	
<b>City:</b>	MORRISTOWN	
<b>State/Country:</b>	NEW JERSEY	
<b>Postal Code:</b>	07960	
<b>Name:</b>	ZANG, INC. (FORMER NAME OF AVAYA CLOUD INC.)	
<b>Street Address:</b>	350 MOUNT KEMBLE AVENUE	

PATENT

<b>City:</b>	MORRISTOWN
<b>State/Country:</b>	NEW JERSEY
<b>Postal Code:</b>	07960
<b>Name:</b>	HYPERQUALITY, INC.
<b>Street Address:</b>	350 MOUNT KEMBLE AVENUE
<b>City:</b>	MORRISTOWN
<b>State/Country:</b>	NEW JERSEY
<b>Postal Code:</b>	07960
<b>Name:</b>	HYPERQUALITY II, LLC
<b>Street Address:</b>	350 MOUNT KEMBLE AVENUE
<b>City:</b>	MORRISTOWN
<b>State/Country:</b>	NEW JERSEY
<b>Postal Code:</b>	07960
<b>Name:</b>	CAAS TECHNOLOGIES, LLC
<b>Street Address:</b>	350 MOUNT KEMBLE AVENUE
<b>City:</b>	MORRISTOWN
<b>State/Country:</b>	NEW JERSEY
<b>Postal Code:</b>	07960
<b>Name:</b>	AVAYA MANAGEMENT L.P.
<b>Street Address:</b>	350 MOUNT KEMBLE AVENUE
<b>City:</b>	MORRISTOWN
<b>State/Country:</b>	NEW JERSEY
<b>Postal Code:</b>	07960

**PROPERTY NUMBERS Total: 157**

<b>Property Type</b>	<b>Number</b>
<b>Patent Number:</b>	9237237
<b>Patent Number:</b>	9858929
<b>Patent Number:</b>	9860384
<b>Patent Number:</b>	9881604
<b>Patent Number:</b>	9560196
<b>Patent Number:</b>	8929516
<b>Patent Number:</b>	8625752
<b>Patent Number:</b>	9159054
<b>Patent Number:</b>	9781256
<b>Patent Number:</b>	8032373
<b>Patent Number:</b>	9484035
<b>Patent Number:</b>	8583433
<b>Patent Number:</b>	9819798

Property Type	Number
Patent Number:	9819799
Patent Number:	9503574
Patent Number:	8068595
Patent Number:	9509845
Patent Number:	8577684
Patent Number:	7292689
Patent Number:	8306211
Patent Number:	9218808
Patent Number:	8341013
Patent Number:	9224389
Patent Number:	7330538
Patent Number:	9514329
Patent Number:	8954332
Patent Number:	8116445
Patent Number:	9264545
Patent Number:	7496353
Patent Number:	8948368
Patent Number:	8948371
Patent Number:	8645136
Patent Number:	9565310
Patent Number:	9258414
Patent Number:	9288323
Patent Number:	8972261
Patent Number:	8666032
Patent Number:	9621726
Patent Number:	9014362
Patent Number:	9633658
Patent Number:	8433915
Patent Number:	8170197
Patent Number:	9336409
Patent Number:	8442209
Patent Number:	8731938
Patent Number:	9667789
Patent Number:	9667793
Patent Number:	9667796
Patent Number:	9357382
Patent Number:	8462935
Patent Number:	8467519

Property Type	Number
Patent Number:	8204746
Patent Number:	7391860
Patent Number:	9380161
Patent Number:	8457296
Patent Number:	9674355
Patent Number:	8218737
Patent Number:	9392108
Patent Number:	9392117
Patent Number:	7403601
Patent Number:	8494151
Patent Number:	9699315
Patent Number:	8774392
Patent Number:	8804938
Patent Number:	9418659
Patent Number:	9742908
Patent Number:	9426298
Patent Number:	7783513
Patent Number:	9116884
Patent Number:	8520813
Patent Number:	8521527
Patent Number:	8521528
Patent Number:	8239197
Patent Number:	7996230
Patent Number:	8265932
Patent Number:	8837706
Patent Number:	8837687
Patent Number:	8023638
Patent Number:	8842811
Patent Number:	9438734
Patent Number:	7472075
Patent Number:	8160930
Patent Number:	7406421
Patent Number:	7801731
Patent Number:	8249880
Patent Number:	6748244
Patent Number:	7912512
Patent Number:	8335544
Patent Number:	8175886



Property Type	Number
Patent Number:	6885735
Patent Number:	7634064
Patent Number:	7769143
Patent Number:	8379802
Patent Number:	7236777
Patent Number:	7877088
Patent Number:	8027672
Patent Number:	7392191
Patent Number:	6591168
Patent Number:	6671617
Patent Number:	6691026
Patent Number:	6757651
Patent Number:	6766233
Patent Number:	7092816
Patent Number:	7164922
Patent Number:	7330786
Application Number:	60403354
Application Number:	60428533
Application Number:	60364555
Application Number:	60757356
Application Number:	60921711
Application Number:	60838101
Application Number:	60838074
Application Number:	60838102
Application Number:	60904296
Application Number:	60368644
Application Number:	61266969
Application Number:	61618582
Application Number:	61508002
Application Number:	61970275
Application Number:	61720954
Application Number:	61972150
Application Number:	14300087
Application Number:	14281842
Application Number:	14493090
Application Number:	14612220
Application Number:	14667603
Application Number:	15150276

Property Type	Number
Application Number:	14880122
Application Number:	62339033
Application Number:	62417979
Application Number:	62368805
Application Number:	15237583
Application Number:	15339788
Application Number:	15362728
Application Number:	15369797
Application Number:	15425972
Application Number:	15598984
Application Number:	15483555
Application Number:	15606399
Application Number:	15606710
Application Number:	15614428
Application Number:	15641183
Application Number:	15661347
Application Number:	15682496
Application Number:	15803288
Application Number:	15803350
Application Number:	15809404
Application Number:	15811551
Application Number:	15859176
Application Number:	15859215
Application Number:	13726484
Application Number:	15723093
Application Number:	60920849
Application Number:	61970283
Application Number:	62417967
Application Number:	13418164
Application Number:	13568371

#### **CORRESPONDENCE DATA**

**Fax Number:**

*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:** 8004945225

**Email:** ipteam@cogencyglobal.com

**Correspondent Name:** STEWART WALSH

**Address Line 1:** 1025 CONNECTICUT AVE NW, SUITE 712

**Address Line 2:** COGENCY GLOBAL INC.

**Address Line 4:** WASHINGTON, D.C. 20036

**ATTORNEY DOCKET NUMBER:** 1993085 PAT REL 9

**NAME OF SUBMITTER:** DAHLIA GOTTLIEB

**SIGNATURE:** /Dahlia Gottlieb/

**DATE SIGNED:** 05/18/2023

**Total Attachments: 274**

source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page3.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page4.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page5.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page6.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page7.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page8.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page9.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page10.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page11.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page12.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page13.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page14.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page15.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page16.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page17.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page18.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page19.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page20.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page21.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page22.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page23.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page24.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page25.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page26.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page27.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page28.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page29.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page30.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page31.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page32.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page33.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page34.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page35.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page36.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page37.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page38.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page39.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page40.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page41.tif  
source=9. Avaya Term Loan - Patent Lien Release [Executed] RF 046202.0467#page42.tif

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]



Release of Security Interest in Patents

This RELEASE OF SECURITY INTEREST IN PATENTS (this “**Release**”), effective as of May 1, 2023 is made by GOLDMAN SACHS BANK USA., in its capacity as collateral agent (referred to herein as the “**Collateral Agent**”) in favor of AVAYA INC., AVAYA INTEGRATED CABINET SOLUTIONS LLC, OCTEL COMMUNICATIONS LLC, VPNET TECHNOLOGIES, INC., ZANG, INC., INTELLISIST, INC., CAAS TECHNOLOGIES, LLC, HYPERQUALITY II, LLC, HYPERQUALITY, INC. and AVAYA MANAGEMENT L.P. (each a “**Grantor**”, collectively the “**Grantors**”), pursuant to that certain Term Loan Security Agreement, dated December 15, 2017 (as amended, amended and restated, supplemented or otherwise modified from time to time, the “**Security Agreement**”). Terms used herein and not otherwise defined shall have the meanings assigned to such terms in the 2017 Patent Security Agreement, 2018 Patent Security Agreement, the 2018 Supplement, the 2019 Patent Security Agreement and the Security Agreement (each as defined below), as applicable.

**WHEREAS**, pursuant to (i) that certain Intellectual Property Security Agreement, dated as of December 15, 2017 (as amended, amended and restated, supplemented or otherwise modified from time to time prior to the date hereof, the “**2017 Patent Security Agreement**”), (ii) that certain Intellectual Property Security Agreement, dated as of May 8, 2018 (as amended, amended and restated, supplemented or otherwise modified from time to time prior to the date hereof, the “**2018 Patent Security Agreement**”), (iii) that certain Supplement to the Term Loan Security Agreement dated as of May 8, 2018 (as amended, amended and restated, supplemented or otherwise modified from time to time prior to the date hereof, the “**2018 Supplement**”), (iv) that certain Intellectual Property Security Agreement, dated as of March 15, 2019 (as amended, amended and restated, supplemented or otherwise modified from time to time prior to the date hereof, the “**2019 Patent Security Agreement**”, collectively with the 2017 Patent Security Agreement, the 2018 Patent Security Agreement and the 2018 Supplement, the “**Patent Security Agreements**”), each Grantor pledged and granted a continuing security interest in all of such Grantor’s right, title and interest in, to and under certain intellectual property constituting Collateral (as defined in the Patent Security Agreements) including without limitation each Patent registration and application therefor referred to in Schedule I hereto (the “**Patent Collateral**”) to the Collateral Agent and its successors and assigns for the benefit of the Secured Parties.

**WHEREAS**, the Collateral Agent recorded the 2017 Patent Security Agreement with the United States Patent and Trademark Office (the “**USPTO**”) on January 10, 2018 on reel 045034 frame 0001;

**WHEREAS**, the Collateral Agent recorded the 2018 Patent Security Agreement with the USPTO on May 22, 2018 on reel 046202 frame 0467;

**WHEREAS**, the Collateral Agent recorded the 2018 Supplement with the USPTO on May 22, 2018 on reel 046204 frame 0465; and

**WHEREAS**, the Collateral Agent recorded the 2019 Patent Security Agreement with the USPTO on March 15, 2019 on reel 048612 frame 0598.

**WHEREAS**, the Collateral Agent has agreed at the request of the Grantors to release its security interest in and lien on the Patent Collateral.

**NOW, THEREFORE**, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto agree as follows:

SECTION 1. *Release of Security Interest in Patent Collateral.*

(a) Collateral Agent hereby fully releases, discharges, terminates and cancels its liens and security interest in all right, title and interest in, to and under the Patent Collateral and all proceeds of the foregoing.

(b) Collateral Agent hereby reassigns, grants and conveys to the Grantors, without any representation, recourse or undertaking by Collateral Agent, any and all of Collateral Agent's right, title and interest in and to the Patent Collateral and hereby terminates the Patent Security Agreements.

(c) The Collateral Agent shall take all further actions, and provide to each Grantor and its successors, assigns or other legal representatives, all such cooperation and assistance (including, without limitation, the execution and delivery of any and all documents or other instruments), reasonably requested by such Grantors to more fully and effectively effectuate the purposes of this Release of Security Interest in Patents, in each case at the Grantors' sole expense.

(d) The Collateral Agent acknowledges and affirms that upon execution hereof, it shall have no rights and remedies with respect to the Patent Collateral or any other property related thereto.

SECTION 2. *Recordation of Release.* The Collateral Agent hereby authorizes and requests that the Commissioner for Patents in the USPTO, and any other necessary United States government officer, record this Release of Security Interest in Patents; it being understood that such recordation shall be at the Grantors' sole expense.

SECTION 3. *Counterparts.* This Release of Security Interest in Patents may be executed in any number of counterparts, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same agreement. This Release of Security Interest in Patents shall become effective only when signed by the Collateral Agent. This letter agreement may be executed in counterparts (and by different parties hereto on different counterparts), each of which shall constitute an original but all of which when taken together shall constitute a single contract. Delivery of an executed signature page to this letter agreement by facsimile or electronic transmission (e.g., a "pdf" or "tif" file) shall be as effective as delivery of a manually signed counterpart of this letter agreement. The words "execution," "signed," "signature," and words of like import in this Release of Security Interest in Patents shall be deemed to include electronic signatures or the keeping of records in electronic form, each of which shall be of the same legal effect, validity or enforceability as a manually executed signature or the use of a paper-based recordkeeping system, as the case may be, to the extent and as provided for in any Applicable Law, including the Federal Electronic Signatures in Global and National Commerce Act, the New York State Electronic Signatures and Records Act, or any other similar state laws based on the Uniform Electronic Transactions Act.

SECTION 4. *Governing Law.* This Release of Security Interest in Patents shall be governed by and construed in accordance with the laws of the State of New York.

[Remainder of page intentionally left blank.]

IN WITNESS WHEREOF, each of the undersigned has duly executed and delivered this Release of Security Interest in Patents effective on the date hereof.

GOLDMAN SACHS BANK USA, as  
Collateral Agent



By: \_\_\_\_\_

Name: Maria Riaz

Title: Authorized Signatory

*[Signature Page to Release of Security Interest in Patents]*

**PATENT**  
**REEL: 063695 FRAME: 0159**

Title	Patent No./	Issue Date	Grantor
Locking mechanism for a rotatable fastener	5931621	8/3/1999	Avaya Inc.
Method and apparatus for installing fiber optic jumper cables in an equipment cabinet	5937130	8/10/1999	Avaya Inc.
Multi-functional clip for vertically stacked multi-layer magnetic transformers	5943744	8/31/1999	Avaya Inc.
Ergonomically mounted trackball	5944292	8/31/1999	Avaya Inc.
Method and apparatus for implementing a 32-bit operating system which supports 16-bit code	5968174	10/19/1999	Avaya Inc.
Switching network for circuit with multiple power sources	5977656	11/2/1999	Avaya Inc.
Switch distribution via an intermediary switching network	5982783	11/9/1999	Avaya Inc.
Recognition system for determining whether speech is confusing or inconsistent	5987411	11/16/1999	Avaya Inc.
Low profile backplane jumper board	5989061	11/23/1999	Avaya Inc.
Planar magnetic continuous-tone transducer	5991423	11/23/1999	Avaya Inc.
Omnidirectional work table fixture for printed circuit board repair	5992835	11/30/1999	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Control circuit arrangement for limiting output current in power switching transistors	5995386	11/30/1999	Granted	Avaya Inc.
System for implementing multiple simultaneous meetings in a virtual reality mixed media meeting room	5999208	12/7/1999	Granted	Avaya Inc.
Telecommunications network with heterogeneous operation codings	6011842	1/4/2000	Granted	Avaya Inc.
Management of speech and audio prompts in multimodal interfaces	6012030	1/4/2000	Granted	Avaya Inc.
Communication system user interface with animated representation of time remaining for input to recognizer	6018711	1/25/2000	Granted	Avaya Inc.
Rules-based synchronization of mailboxes in a data network	6018762	1/25/2000	Granted	Avaya Inc.
Automated voice terminal protocol identification system	6026146	2/15/2000	Granted	Avaya Inc.
Audible noise suppressor for planar magnetic devices	6028500	2/22/2000	Granted	Avaya Inc.
Secure virtual LANS	6035405	3/7/2000	Granted	Avaya Inc.
System and method for maintenance arbitration at a switching node	6038288	3/14/2000	Granted	Avaya Inc.
Methods and apparatus for processing phantom calls placed via computer-telephony integration (CTI)	6038302	3/14/2000	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System for controlling the provisioning of long distance service from different network carriers	6052449	4/18/2000	Granted	Avaya Inc.
Arrangement for equalizing levels of service among skills	6052460	4/18/2000	Granted	Avaya Inc.
Connection device and method for connecting printed circuit boards oriented in non-parallel planes	6053747	4/25/2000	Granted	Avaya Inc.
Enhanced exclusion filter	6059861	5/9/2000	Granted	Avaya Inc.
Integrated exclusion filter and pressurizing means	6063154	5/16/2000	Granted	Avaya Inc.
Arrangement for improving retention of call center's customers	6064731	5/16/2000	Granted	Avaya Inc.
Injection molded insulator	6066006	5/23/2000	Granted	Avaya Inc.
Adaptive method and apparatus for detecting a stutter dial tone signal	6072869	6/6/2000	Granted	Avaya Inc.
Low power child locator system	6075442	6/13/2000	Granted	Avaya Inc.
Method and apparatus for managing a virtual private network	6079020	6/20/2000	Granted	VPNet Technologies, Inc.
Arrangement for equalizing levels of service among skills	6088441	7/11/2000	Granted	Avaya Inc.
Automatic wireless alerting on an automatic call distribution center	6088442	7/11/2000	Granted	Avaya Inc.
Loudspeaker system having back pressure equalization	6094497	7/25/2000	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for providing an improved user interface in speech recognition systems	6098043	8/1/2000	Granted	Avaya Inc.
Dynamic call coverage paths based on auxiliary units	6101396	8/8/2000	Granted	Avaya Inc.
Dynamically reconfigurable DSP architecture for multi-channel telephony	6108343	8/22/2000	Granted	Avaya Inc.
Multi-function packing insert	6109444	8/29/2000	Granted	Avaya Inc.
Method and apparatus for assignment of shortcut key combinations in a computer software application	6114978	9/5/2000	Granted	Avaya Inc.
Display screen management apparatus and meth	6115041	9/5/2000	Granted	Avaya Inc.
System for mediating delivery of a document between two network sit	6115699	9/5/2000	Granted	Avaya Inc.
Adaptive speaker verification apparatus and method including alternative access control	6119084	9/12/2000	Granted	Avaya Inc.
Caller ID logging: entry storage on a per line basis	6134308	10/17/2000	Granted	Avaya Inc.
Low cost pin retention socket	6142794	11/7/2000	Granted	Avaya Inc.
Subscriber activated wireless telephone call rerouting system	6151503	11/21/2000	Granted	Avaya Inc.
Non-redundant browsing of a sequence of web pages	6151630	11/21/2000	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Switchless network	6154449	11/28/2000	Granted	Avaya Inc.
Digital phase lock loop with control for enabling and disabling synchronization	6154512	11/28/2000	Granted	Avaya Inc.
Translating packet addresses based upon a user identifier	6154839	11/28/2000	Granted	VPNet Technologies, Inc.
System and method for transferring encrypted sections of documents across a computer network	6154840	11/28/2000	Granted	Avaya Inc.
Method and apparatus for restricting outbound access to remote equipment	6161182	12/12/2000	Granted	Avaya Inc.
Optimizing call-center performance by using predictive data to distribute agents among calls	6163607	12/19/2000	Granted	Avaya Inc.
Coordination of message waiting indications among a plurality of independent communication systems	6167254	12/26/2000	Granted	Avaya Inc.
Network apparatus with Java co-processor	6170015	1/2/2001	Granted	Avaya Inc.
System for enabling personal computer access to an interactive voice response system	6173042	1/9/2001	Granted	Avaya Inc.
Optimizing call-center performance by using predictive data to distribute calls among agents	6173053	1/9/2001	Granted	Avaya Inc.
Multi-layer printed-wiring boards with inner power and ground layers	6175088	1/16/2001	Granted	Avaya Inc.
Sender-defined time for reporting on the status of a sent message or of the message's recipient	6175859	1/16/2001	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for automatically configuring a network switch	6175868	1/16/2001	Granted	Avaya Inc.
Method and apparatus for swapping a computer operating system	6175917	1/16/2001	Granted	VPNet Technologies, Inc.
Arrangement for synchronization of multiple streams of synchronous traffic delivered by an asynchronous medium	6178184	1/23/2001	Granted	Avaya Inc.
Network management of automatic call distributor resources	6181776	1/30/2001	Granted	Avaya Inc.
A text-to-speech based reminder system	6182041	1/30/2001	Granted	Avaya Inc.
Universal access to audio maintenance for IVR systems using internet technology	6182045	1/30/2001	Granted	Avaya Inc.
Method and apparatus for precisely registering solder paste in a printed circuit board repair operation	6182883	2/6/2001	Granted	Avaya Inc.
Communication of transaction data via the inter	6185542	2/6/2001	Granted	Avaya Inc.
Server based voice call offer while telephone in data session	6188886	2/13/2001	Granted	Avaya Inc.
Circuit card mounting structure	6191953	2/20/2001	Granted	Avaya Inc.
Abstracting system for multi-media messages	6192111	2/20/2001	Granted	Avaya Inc.
Call center agent selection that optimizes all wait times	6192122	2/20/2001	Granted	Avaya Inc.
Short term internet access	6192132	2/20/2001	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Automatic call coverage administration by wireless terminals	6192234	2/20/2001	Granted	Avaya Inc.
Interaction of a wireless telephone with a transaction unit	6195541	2/27/2001	Granted	Avaya Inc.
Identification by a central computer of a wireless telephone functioning as a transaction device	6195542	2/27/2001	Granted	Avaya Inc.
Proximity-based registration in a communication system	6195545	2/27/2001	Granted	Avaya Inc.
Automatic reassignment of a telephone number of a wireless terminal based on location of the wireless terminal	6195558	2/27/2001	Granted	Avaya Inc.
Dynamic associative group pickup	6195560	2/27/2001	Granted	Avaya Inc.
Dynamic associative terminating extension groups	6198938	3/6/2001	Granted	Avaya Inc.
Method and system for storing and retrieving information in a communications node	6201755	3/13/2001	Granted	Avaya Inc.
Multiple terminal message indicator for a telecommunications network	6201858	3/13/2001	Granted	Avaya Inc.
Transitioning between redundant computer systems on a network	6202169	3/13/2001	Granted	Avaya Inc.
Method and apparatus for providing unsupervised adaptation of phonetic transcriptions in a speech recognition dictionary	6208964	3/27/2001	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and system for estimation of a source of a voice signal	6208970	3/27/2001	Granted	Avaya Inc.
Automated test system and method for device having circuit and ground connections	6211513	4/3/2001	Granted	Avaya Inc.
Bracket mount for precise antenna adjustment	6211845	4/3/2001	Granted	Avaya Inc.
Automated selection of a protocol by a communicating entity to match the protocol of a communications network	6212160	4/3/2001	Granted	Avaya Inc.
Arrangement for minimizing cell-delay variations in a communications system that supports multiple constant- bit-rate connections	6212189	4/3/2001	Granted	Avaya Inc.
Prioritized Transaction Server Allocation	6226377	5/1/2001	Granted	Avaya, Inc.
Apparatus and method for displaying caller attributes	6226512	5/1/2001	Granted	Avaya, Inc.
Method And Apparatus For Configuring A Virtual Private Network	6226751	5/1/2001	Granted	Avaya, Inc.
Telephone Calling Card Having A Wireless Receiver For Receiving Notification Of Arrived Messages	6230003	5/8/2001	Granted	Avaya, Inc.
System For Context Based Media Independent Communications Processing	6233332	5/15/2001	Granted	Avaya, Inc.
Wireless Terminal Automatically Alerting User Upon Wireless Terminal Entering A Specified Physical Location	6236858	5/22/2001	Granted	Avaya, Inc.
A Method And System For Dynamic Speech Recognition Using Word Scoring And Free-Phone Scoring	6243678	6/5/2001	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method And Apparatus For Obtaining A Transcription Of Phrases Through Text And Spoken Utterances	6243680	6/5/2001	Granted	Avaya, Inc.
Method And Apparatus For Installing Drivers Without Requiring System Re-Boot	6247081	6/12/2001	Granted	Avaya, Inc.
Connector Having Improved High-Voltage Surge Performance	6247940	6/19/2001	Granted	Avaya, Inc.
Automatic Service Provider Notification Of Unauthorized Terminal Activity	6256299	7/3/2001	Granted	Avaya, Inc.
Apparatus And Methods For Routerless Layer 3 Forwarding In A Network	6256314	7/3/2001	Granted	Avaya, Inc.
System And Method For Identifying A Data Record Associated With A Transferred Telephone Call	6256381	7/3/2001	Granted	Avaya, Inc.
Method And Apparatus For Providing Network Access Control Using A Domain Name System	6256671	7/3/2001	Granted	Avaya, Inc.
Coil Former	6262650	7/17/2001	Granted	Avaya, Inc.
Customer Self Routing Call Center	6272216	8/8/2001	Granted	Avaya, Inc.
Guide builder for documentation management in computer applications	6272508	8/7/2001	Granted	Avaya, Inc.
Dynamically Assigning Priorities For The Allocation Of Server Resources To Completing Classes Of Work Based Upon Achievement Of Server Level Goals	6272544	8/7/2001	Granted	Avaya, Inc.
Speech Playback With Prebuffered Openings	6275793	8/14/2001	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System For Producing Communication Codes Responsive To Communication Signals, Translating Communication Codes Into Peripheral Codes, And Producing Signals For Communicating With Peripheral Responsive To Peripheral Codes	6275874	8/14/2001	Granted	Avaya, Inc.
Selective Memory Duplication Arrangement	6275915	8/14/2001	Granted	Avaya, Inc.
Active-Passive Flow Switch Failover Technology	6285656	9/4/2001	Granted	Avaya, Inc.
Method And Apparatus For Filtering A Notification Message From A Database	6289339	9/11/2001	Granted	Avaya, Inc.
Dynamic Call Vectoring	6292550	9/18/2001	Granted	Avaya, Inc.
Call Reestablishment System	6292551	9/18/2001	Granted	Avaya, Inc.
Call Pickup Group Controlled By Wireless Terminals	6292672	9/18/2001	Granted	Avaya, Inc.
Application-Independent Language Module For Language-Independent Applications	6292773	9/18/2001	Granted	Avaya, Inc.
Apparatus And Method For Stripping Wire	6293171	9/25/2001	Granted	Avaya, Inc.
Arrangement For Efficiently Updating Status Information Of A Network Call-Routing System	6295353	9/25/2001	Granted	Avaya, Inc.
Dynamic Binding And Bridging In A Communication System	6295456	9/25/2001	Granted	Avaya, Inc.
Call Transfer And Conference With Separate Billing Records Per Leg	6298127	10/2/2001	Granted	Avaya, Inc.
Terminating Extension Groups Controlled By Wireless Terminals	6298240	10/2/2001	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Automated Test System And Method For Device Having Circuit And Ground Connections	6300772	10/9/2001	Granted	Avaya, Inc.
Method And Apparatus For Analyzing Dual Tone Multi-Frequency (Dtmf) Signals On A Private Branch Exchange (Pbx) Switch	6301355	10/9/2001	Granted	Avaya, Inc.
Dual-Slope Current Battery-Feed Circuit	6301358	10/9/2001	Granted	Avaya, Inc.
Method For Transforming State-Based Ivr Applications Into Executable Sequences Of Code	6301703	10/9/2001	Granted	Avaya, Inc.
Pack Designed To Take, In Particular, An Electrical And/Or Electronic Board, Method For The Manufacture And Assembly Of A System Comprising A Corresponding Pack And Board	6303855	10/16/2001	Granted	Avaya, Inc.
Method And Apparatus For Input Based Control Of Discards In A Lossy Packet Network	6304552	10/16/2001	Granted	Avaya, Inc.
System And Method For Laying Out Wireless Cells To Account For Cell Handoff	6304754	10/16/2001	Granted	Avaya, Inc.
System And Method For Allowing Communication Between Networks Having Incompatible Addressing Formats	6307931	10/23/2001	Granted	Avaya, Inc.
End-User Control Of Audio Delivery Endpoint In A Multimedia Environment	6307932	10/23/2001	Granted	Avaya, Inc.
Method Of Servicing Data Access Requests From Users	6310889	10/30/2001	Granted	Avaya, Inc.
Automatic Shutoff For Wireless Endpoints In Motion	6311078	10/30/2001	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for cell switching with a peripheral component interconnect bus and decentralized, computer-controlled cell switch	6311230	10/30/2001	Granted	Avaya, Inc.
Method Of Using A Packing Insert As An Assembly Fixture	6311460	11/6/2001	Granted	Avaya, Inc.
Folded Tables: A Method Of Viewing Wide Tables With Reduced Need For Horizontal Scrolling	6313848	11/6/2001	Granted	Avaya, Inc.
Digital Telephone Link Margin Verification	6314162	11/6/2001	Granted	Avaya, Inc.
Communications Handling Center And Communications Forwarding Method Using Agent Attributes	6314177	11/6/2001	Granted	Avaya, Inc.
Infrastructure For Developing Application-Independent Language Modules For Language-Independent Applications	6321190	11/20/2001	Granted	Avaya, Inc.
Attribute inheritance schema for network switches	6321259	11/20/2001	Granted	Avaya, Inc.
Circuit Card Enclosure With Integral Circuit Card Guides And Heat Dissipation Apertures	6322175	11/27/2001	Granted	Avaya, Inc.
Originator Disposition Options For Communications Session Termination	6324265	11/27/2001	Granted	Avaya, Inc.
TCP Admission Control	6330226	12/11/2001	Granted	Avaya, Inc.
TCP Resegmentation	6341129	1/22/2002	Granted	Avaya, Inc.
Efficient Search And Organization Of A Forwarding Database Or The Like	6343289	1/29/2002	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Apparatus And Methods For Path Identification In A Communication Network	6347079	2/12/2002	Granted	Avaya, Inc.
System For Automatically Routing Calls To Call Center Agents In An Agent Surplus Condition Based On Agent Occupancy	6347139	2/12/2002	Granted	Avaya, Inc.
Method And Apparatus For Transmitting A Synchronization Beacon In A Wireless Communication Network	6351463	2/26/2002	Granted	Avaya, Inc.
Minimum Interruption Cycle Time Threshold For Reserve Call Center Agents	6353667	3/5/2002	Granted	Avaya, Inc.
Call Selection And Agent Selection In A Call Center Based On Agent Staffing Schedule	6356632	3/12/2002	Granted	Avaya, Inc.
Wireless Telephone As A Transaction Device	6356752	3/12/2002	Granted	Avaya, Inc.
Method And Apparatus For Discourse Management	6356869	3/12/2002	Granted	Avaya, Inc.
Generic (Database-Independent) And Dynamically-Modifiable Schema	6356913	3/12/2002	Granted	Avaya, Inc.
Method And Apparatus For Testing An Electronic Assembly	6359452	3/19/2002	Granted	Avaya, Inc.
Dynamic Selection Of Interworking Functions In A Communication System	6359896	3/19/2002	Granted	Avaya, Inc.
Methods And Apparatus For Determining Measures Of Agent-Related Occupancy In A Call Center	6359982	3/19/2002	Granted	Avaya, Inc.
Protected Keepalive Message Through The Internet	6360269	3/19/2002	Granted	Avaya, Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Loss Metrics In A Communication Network	6360335	3/19/2002	Granted	Avaya, Inc.
Graphical And Schedule-Based Definition Of A Call-Coverage Path	6363143	3/26/2002	Granted	Avaya, Inc.
Communication Device Having Capability To Convert Between Voice And Text Message	6366651	4/2/2002	Granted	Avaya, Inc.
Adjustment Of Call Selection To Achieve Target Values For Interval-Based Performance Metrics In A Call Center	6366666	4/2/2002	Granted	Avaya, Inc.
Method Of Routing Calls In An Automatic Call Distribution Network	6366668	4/2/2002	Granted	Avaya, Inc.
Active Edge User Interface	6369803	4/9/2002	Granted	Avaya, Inc.
Apparatus And Method For Optimizing Congestion Control Information In A Multi-Protocol Network	6370114	4/9/2002	Granted	Avaya, Inc. <sup>17</sup>
Dynamic Call Coverage Paths Based On Terminal Location	6374113	4/16/2002	Granted	Avaya, Inc.
Internet To Voice Mail Messaging	6374223	4/16/2002	Granted	Avaya, Inc.
Expert System Knowledge-Deficiency Reduction Through Automated Database Updates From Semi-Structured Natural Language Documents	6374261	4/16/2002	Granted	Avaya, Inc.
Server Manager For A Configuration Database And Method Therefor	6374295	4/16/2002	Granted	Avaya, Inc.
Wireless Telephone For Visually Displaying Progress Messages	6377822	4/23/2002	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Web Response Unit Including Computer Network Based Communication	6377944	4/23/2002	Granted	Avaya, Inc.
Electromagnetic Compatibility Sleeve For Electrical Interconnections	6380482	4/30/2002	Granted	Avaya, Inc.
System For Processing Incoming Calls Based On Call Priority For Telephone Stations Having Multiple Lines	6381322	4/30/2002	Granted	Avaya, Inc.
Automatic Reassignment Of A Telephone Number Of A Wireless Terminal Based On Location Of The Wireless Terminal	6381470	4/30/2002	Granted	Avaya, Inc.
Multi-Tasking, Web-Based Call Center	6389132	5/14/2002	Granted	Avaya, Inc.
Telephone Call Center Monitoring System Allowing Real-Time Display Of Summary Views And Interactively Defined Detailed Views	6392666	5/21/2002	Granted	Avaya, Inc.
Multimedia Communications Network	6392760	5/21/2002	Granted	Avaya, Inc.
Fixtures And Methods For Increasing The Efficiency Of Manufacturing Lines	6397481	6/4/2002	Granted	Avaya, Inc.
EMI Shield	6400548	6/4/2002	Granted	Avaya, Inc.
Integrated Audio And Video Agent System In An Automatic Call Distribution Environment	6404747	6/11/2002	Granted	Avaya, Inc.
Interfacing A Communication Switch To A Non-Embedded Device Driver Via A Virtual Device Interface	6408061	6/18/2002	Granted	Avaya, Inc.
Synthetic Stereo Conferencing Over Lan/Wan	6408327	6/18/2002	Granted	Avaya, Inc.
Personal Alert Device	6411207	6/25/2002	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Apparatus For Grounding A Securing Printed Circuit Boards In A Carrier	6411521	6/25/2002	Granted	Avaya, Inc.
Switching Between Active-Replication And Active-Standby For Data Synchronization In Virtual Synchrony	6421741	7/16/2002	Granted	Avaya, Inc.
Battery Charging Indication Message From A Wireless Terminal	6427074	7/30/2002	Granted	Avaya, Inc.
Inter-Class Schedulers Utilizing Statistical Priority Guaranteed Queuing And Generic Cell-Rate Algorithm Priority Guaranteed Queuing	6438106	8/20/2002	Granted	Avaya, Inc.
Dynamically Scaleable Conference System	6438111	8/20/2002	Granted	Avaya, Inc.
Power Indicating Ethernet Outlet And Method Therefore	6448899	9/10/2002	Granted	Avaya, Inc.
Selective Remote Access Of An Audio Messaging System	6449345	9/10/2002	Granted	Avaya, Inc.
Card-Based Voice Messaging System	6452937	9/17/2002	Granted	Avaya, Inc.
System For Integrating Agent Database Access Skills In Call Center Agent Assignment Applications	6453038	9/17/2002	Granted	Avaya, Inc.
Detection Of Devices On A Local Area Network	6459275	10/1/2002	Granted	Avaya, Inc.
Method For The Definition Of A Call Forward Operation Within A Telecommunications System	6459784	10/1/2002	Granted	Avaya, Inc.
Automated Directory Look-Up Over Multiple Switching Systems	6463147	10/8/2002	Granted	Avaya, Inc.
Method And Apparatus Providing An Integral Computer And Telephone System	6463299	10/8/2002	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Workflow-Scheduling Optimization Driven By Target Completion Time	6463346	10/8/2002	Granted	Avaya, Inc.
Personal Virtual Assistant With Semantic Tagging	6466654	10/15/2002	Granted	Avaya, Inc.
Shared Text-To-Speech Resource	6466909	10/15/2002	Granted	Avaya, Inc.
Apparatus And Method For Storage And Accelerated Playback Of Voice Samples In A Call Center	6470077	10/22/2002	Granted	Avaya, Inc.
Unified Messaging System With Voice Messaging And Text Messaging Using Text-To-Speech Conversion	6477494	11/5/2002	Granted	Avaya, Inc.
Arrangement For Synchronization Of A Stream Of Synchronous Traffic Delivered By An Asynchronous Medium	6480511	11/12/2002	Granted	Avaya, Inc.
Internet Differentiated Services Service For Transaction Applications	6483805	11/19/2002	Granted	Avaya, Inc.
Exclusion List Of Senders To An Autonomous System	6487167	11/26/2002	Granted	Avaya, Inc.
Unified Messaging System With Automatic Language Identification For Text-To-Speech Conversion	6487533	11/26/2002	Granted	Avaya, Inc.
Message Forwarding Of Multiple Types Of Messages Based Upon A Criteria	6493696	12/10/2002	Granted	Avaya, Inc.
Distributed Multi-Link Trunking Method And Apparatus	6496502	12/17/2002	Granted	Avaya, Inc.
Method And Apparatus For Providing Automated Notification To A Customer Of A Real-Time Notification System	6496568	12/17/2002	Granted	Avaya, Inc.
Electrical Cable Apparatus And Method For Making	6506976	1/14/2003	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Methods and systems for forwarding anonymous and unknown calls	6510217	1/21/2003	Granted	Avaya, Inc.
Alternate Network Fallback For Ip Telephony	6510219	1/21/2003	Granted	Avaya, Inc.
System For Automatically Routing Calls To Call Center Agents In An Agent Surplus Condition Based On Delay Probabilities	6510221	1/21/2003	Granted	Avaya, Inc.
Securing Feature Activation In A Telecommunication System	6513121	1/28/2003	Granted	Avaya, Inc.
Use Of Immediate Handover To Achieve Multi-Head Zones	6519459	2/11/2003	Granted	Avaya, Inc.
Resource management facilitation	6526397	2/25/2003	Granted	Avaya, Inc.
Identifying Voice Mail Messages Using Speaker Identification	6529870	3/4/2003	Granted	Avaya, Inc.
System For Automatically Routing Calls To Call Center Agents In An Agent Surplus Condition Based On Service Levels	6535600	3/18/2003	Granted	Avaya, Inc.
Skill-Value Queuing In A Call Center	6535601	3/18/2003	Granted	Avaya, Inc.
Software For Seamless Interconnectivity Between Active Program Modules On Integrated Arrangement Of Cd Drive, Data Server, And Pc Hard Disk Drive	6536039	3/18/2003	Granted	Avaya, Inc.
Policy-Enabled Communications Networks	6539425	3/25/2003	Granted	Avaya, Inc.
Method For The Management Of An Automatic Branch Exchange With The Creation Of A Table Of Users, And Corresponding Automatic Branch Exchange	6542594	4/1/2003	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method And Apparatus For Distributing Access Devices For Voice/Data Communication In A Communication System Over Packet Based Networks	6546004	4/8/2003	Granted	Avaya, Inc.
Providing Power To A Device Over A Network Transmission Medium	6546494	4/8/2003	Granted	Avaya, Inc.
System For Automatically Predicting Call Center Agent Work Time In A Multi-Skilled Agent Environment	6553114	4/22/2003	Granted	Avaya, Inc.
Scheduled Internet Protocol Telephone Instrument System	6556564	4/29/2003	Granted	Avaya, Inc.
Adapter Card Implementing A Time-Shared Digital Signal Processor	6556676	4/29/2003	Granted	Avaya, Inc.
Hierarchical Service Level Remediation For Competing Classes Based Upon Achievement Of Service Level Goals	6560649	5/6/2003	Granted	Avaya, Inc.
Software Installation Verification Tool	6560776	5/6/2003	Granted	Avaya, Inc.
Application Module Interface For Hardware Control Signals In A Private Branch Exchange (PBX) Environment	6563799	5/13/2003	Granted	Avaya, Inc.
Method And Apparatus For Controlling The Operation Of A Digital Telephone Switchboard	6563814	5/13/2003	Granted	Avaya, Inc.
Server Manager	6564216	5/13/2003	Granted	Avaya, Inc.
Method Of And Apparatus For Providing Multi-Level Security Access To System	6564325	5/13/2003	Granted	Avaya, Inc.
Arrangement For Redefining An Interface While Maintaining Backwards Compatibility	6574233	6/3/2003	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Load Balancing For Cellular And Wireless Systems	6574474	6/3/2003	Granted	Avaya, Inc.
Communications Of Telephony Control Signaling Over Data Networks	6584190	6/24/2003	Granted	Avaya, Inc.
System For Updating Firmware In A Computer System Including Performing A Plurality Of Checks For Validity Of New Firmware Data Before New Firmware Is Used	6584559	6/24/2003	Granted	Avaya, Inc.
Dynamic-Rate, Differential Class-Based Quality Of Service Agent For Internet Protocol Exchange Systems	6594277	7/15/2003	Granted	Avaya, Inc.
Active Database Trigger Processing Using A Trigger Gateway	6594656	7/15/2003	Granted	Avaya, Inc.
Port Switch	6598088	7/22/2003	Granted	Avaya, Inc.
Multi-User Internet Access And Security System	6601173	7/29/2003	Granted	Avaya, Inc.
Methods, Systems And Devices For Displaying Live 3-D, Parallax And Panoramic Images	6603503	8/5/2003	Granted	Avaya, Inc.
Advertised Ring Back In A Telecommunication Switching System	6603844	8/5/2003	Granted	Avaya, Inc.
Bump In The Wire Transparent Internet Protocol	6606650	8/12/2003	Granted	Avaya, Inc.
Hierarchical Multicast Traffic Security System In An Internetwork	6606706	8/12/2003	Granted	Avaya, Inc.
Enterprise-Wide Intelligent Call Center Routing	6611590	8/26/2003	Granted	Avaya, Inc.
Methods And Apparatus For Service State-Based Processing Of Communications In A Call Center	6614903	9/2/2003	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System And Method For Dynamic Ip Address Management	6618757	9/9/2003	Granted	Avaya, Inc.
Method Of Communication Between An Automatic Branch Exchange And A Messaging System Providing At Least One Voice Service, Automatic Branch Exchange And Messaging System Implementing A Method Of This Kind	6621898	9/16/2003	Granted	Avaya, Inc.
Optimal Dynamic Agent State Assignment	6621901	9/16/2003	Granted	Avaya, Inc.
Receiver Based Congestion Control	6625118	9/23/2003	Granted	Avaya, Inc.
Modification Of Re- Registration By A Wireless Handset In Response To A Change Of Logical Coverage Area	6628948	9/30/2003	Granted	Avaya, Inc.
Methods and apparatus for operating on non-text messages	6631368	10/7/2003	Granted	Avaya, Inc.
Methods And Apparatus For Analysis Of Load-Balanced Multi-Site Call Processing Systems	6633640	10/14/2003	Granted	Avaya, Inc.
Automated Transaction Distribution System And Method Implementing Transaction Distribution To Unavailable Agents	6636598	10/21/2003	Granted	Avaya, Inc.
Reserving Resources For Anticipated Work Items Via Simulated Work Items	6636599	10/21/2003	Granted	Avaya, Inc.
Method And Apparatus For Providing Virtual Facility Communication Service	6643253	11/4/2003	Granted	Avaya, Inc.
Apparatus And Method For Authenticating Messages In A Multicast	6643773	11/4/2003	Granted	Avaya, Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method And Apparatus For Quality Of Service Translation	6650644	11/18/2003	Granted	Avaya, Inc.
Method And Apparatus For Dynamically Exchanging Data Among Participants To A Conference Call	6650745	11/18/2003	Granted	Avaya, Inc.
Customized Presence Information Delivery	6658095	12/2/2003	Granted	Avaya, Inc.
Method And Apparatus For Alerting Users	6658104	12/2/2003	Granted	Avaya, Inc.
Method And System For Memory Resident Transient Storage Of Data Associated With A Plurality Of Collaborating Computer Processes	6658450	12/2/2003	Granted	Avaya, Inc.
Methods And Apparatus For Multi-Variable Work Assignment In A Call Center	6661889	12/9/2003	Granted	Avaya, Inc.
Automatic Call Distribution System Using Computer Network-Based Communication	6665395	12/16/2003	Granted	Avaya, Inc.
Priority Incoming Call Alerting System For A Wireless Communication System	6665534	12/16/2003	Granted	Avaya, Inc.
Integration Of Remote Access And Service	6674853	1/6/2004	Granted	Avaya, Inc.
Direct Customer Control Of A Network Router	6678371	1/13/2004	Granted	Avaya, Inc.
Call Waiting Notification	6687338	2/3/2004	Granted	Avaya, Inc.
Method And Apparatus For Placing An Intelligent Telephone Call Using An Internet Browser	6690672	2/10/2004	Granted	Avaya, Inc.
Integrated Work Management Engine For Customer Care In A Communication System	6690788	2/10/2004	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Estimation Of A Work Item's Wait-Time From The Present Stages Of Processing Of Preceding Work Items	6694009	2/17/2004	Granted	Avaya, Inc.
Speech Analysis Based Answer Detection For Ip Based Telephones	6697456	2/24/2004	Granted	Avaya, Inc.
Arrangement For Using Dynamic Metrics To Monitor Contact Center Performance	6700971	3/2/2004	Granted	Avaya, Inc.
Providing Communications Services	6701366	3/2/2004	Granted	Avaya, Inc.
Method And Apparatus For Processing Communications In A Virtual Private Network	6701437	3/2/2004	Granted	Avaya, Inc.
System For Automatically Assigning Skill Levels To Multiple Skilled Agents In Call Center Agent Assignment Applications	6704410	3/9/2004	Granted	Avaya, Inc.
Method And Apparatus For Downloading Correct Software To An Electrical Hardware Platform	6704678	3/9/2004	Granted	Avaya, Inc.
Automated Workflow Method For Assigning Work Items To Resources	6707903	3/16/2004	Granted	Avaya, Inc.
Location Enhanced Automatic Work Distribution	6707905	3/16/2004	Granted	Avaya, Inc.
Method And Apparatus For Searching A Data Stream For Character Patterns	6708168	3/16/2004	Granted	Avaya, Inc.
Real-Time Admission Control	6711129	3/23/2004	Granted	Avaya, Inc.
Method And Apparatus For Analyzing Performance Data In A Call Center	6711253	3/23/2004	Granted	Avaya, Inc.
High-Availability Architecture Using High-Speed Pipes	6715099	3/30/2004	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Mark-Up Language Implementation Of Graphical Or Non-Graphical User Interfaces	6717593	4/6/2004	Granted	Avaya, Inc.
Method And Apparatus For Displaying Work Flow Information	6720967	4/13/2004	Granted	Avaya, Inc.
Creating A Spanning Tree Of A Network Including Clusters	6724734	4/20/2004	Granted	Avaya, Inc.
Call Management System Using Fast Response Dynamic Threshold Adjustment	6724884	4/20/2004	Granted	Avaya, Inc.
Multimedia Processing System Architecture	6725279	4/20/2004	Granted	Avaya, Inc.
Call Processing Software, Methods And Equipment Providing Enhanced Notifications	6728360	4/27/2004	Granted	Avaya, Inc.
Speech Packetizing Based Linguistic Processing To Improve Voice Quality	6728672	4/27/2004	Granted	Avaya, Inc.
Providing Customer Treatment In A Call Center Based On A Network Source Address Of A Request Originator	6732188	5/4/2004	Granted	Avaya, Inc.
Method And Apparatus For Suppression Of Packets During Silence Periods In A Packet Telephony System	6735193	5/11/2004	Granted	Avaya, Inc.
Unified Communications Automated Personal Name Addressing	6738462	5/18/2004	Granted	Avaya, Inc.
Dynamically Configurable System And Method For Transcoding Streaming Data And Telecommunications Infrastructure The Same	6741608	5/25/2004	Granted	Avaya, Inc.
Call Management System Using Dynamic Threshold Adjustment	6741698	5/25/2004	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Arrangement For Controlling The Volume And Type Of Contacts In An Internet Call Center	6741699	5/25/2004	Granted	Avaya, Inc.
Method And Apparatus For Managing Inter-Domain Addresses Between A Plurality Of Domains	6744773	6/1/2004	Granted	Avaya, Inc.
Apparatus And Method For Unified Tone Detection	6748059	6/8/2004	Granted	Avaya, Inc.
Method And Apparatus For Treating Externally-Originated Calls As Coming From Internal Switch Extensions	6748071	6/8/2004	Granted	Avaya, Inc.
Uninterrupted Automatic Call Distribution During Failure And Recovery Of Computer-Telephony Integration	6748073	6/8/2004	Granted	Avaya, Inc.
System And Method For Measuring Round Trip Delay Of Voice Packets In A Telephone System	6751198	6/15/2004	Granted	Avaya, Inc.
Method And System For ATM-Coupled Multicast Service Over IP Networks	6751218	6/15/2004	Granted	Avaya, Inc.
Method And Apparatus For Extending Calls To Internal Switch Extensions Out To External Network Endpoints	6751309	6/15/2004	Granted	Avaya, Inc.
System, Device, And Method For Detecting And Recovering From Failures In A Multicast Communication System	6751747	6/15/2004	Granted	Avaya, Inc.
Method And Apparatus For Overcoming The Limitations Of Camera Angle In Video Conferencing Applications	6753900	6/22/2004	Granted	Avaya, Inc.
Determining Statistics About The Behaviour Of A Call Center At A Past Time Instant	6754331	6/22/2004	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Wait Time Prediction Arrangement For Non-Real-Time Customer Contacts	6754333	6/22/2004	Granted	Avaya, Inc.
Personal Virtual Assistant	6757362	6/29/2004	Granted	Avaya, Inc.
Remote Reminder Of Scheduled Events	6760412	7/6/2004	Granted	Avaya, Inc.
Modification Of Voice Prompting Based On Prior Communication In A Call Center	6760428	7/6/2004	Granted	Avaya, Inc.
Web Based Agent Backed System That Provides Streaming Multimedia Support	6760429	7/6/2004	Granted	Avaya, Inc.
Customer Service By Batch	6766014	7/20/2004	Granted	Avaya, Inc.
System And Method For Using Multi-Headed Queues For Bookmarking In Backup/Recover Scenarios	6769027	7/27/2004	Granted	Avaya, Inc.
Internal Adjustable Mold Apparatus For Shaping The End Of A Fiber Preform Tube	6769276	8/3/2004	Granted	Avaya, Inc.
Multimedia Queuing In A Customer Contact Or Call Center	6771765	8/3/2004	Granted	Avaya, Inc.
Digital Switching System With Shared Analog Line	6771773	8/3/2004	Granted	Avaya, Inc.
Centralized Look Up Engine Architecture And Interface	6772268	8/3/2004	Granted	Avaya, Inc.
Fault Tolerant Field Updating With Alternation Of Memory Areas	6772364	8/3/2004	Granted	Avaya, Inc.
Broadcast Protocol For Local Area Networks	6781953	8/24/2004	Granted	Avaya, Inc.
Application Module Interface For A Control Channel In A Private Branch Exchange (PBX) Environment	6781957	8/24/2004	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Bookmark System And Method Within An Intelligent Network	6782089	8/24/2004	Granted	Avaya, Inc.
System And Method Of Exchanging Information Between Software Modules	6782541	8/24/2004	Granted	Avaya, Inc.
Network-Centric Self-Administered Call Center With Intelligent Mobile Agent Terminals	6785380	8/31/2004	Granted	Avaya, Inc.
Object Oriented Processing System And Data Sharing Environment For Applications Therein	6785691	8/31/2003	Granted	Avaya, Inc.
Server Group Key For Distributed Group Key Management	6785809	8/31/2004	Granted	Avaya, Inc.
Secure And Controlled Electronic Document Distribution Arrangement	6785812	8/31/2004	Granted	Avaya, Inc.
Maintaining Synchronization Over Asynchronous Interface	6791987	9/14/2004	Granted	Avaya, Inc.
Apparatus And Method For Locating Devices Using An Acoustic Gyroscope	6792381	9/14/2004	Granted	Avaya, Inc.
Method And Apparatus For Switch Core Health Monitoring And Redundancy	6798740	9/28/2004	Granted	Avaya, Inc.
System And Method For Suppressing In-Band Stimuli And Telecommunications Infrastructure Incorporating The Same	6798880	9/28/2004	Granted	Avaya, Inc.
Automatic Conversion Of Telephone Number To Internet Protocol Address	6810034	10/26/2004	Granted	Avaya, Inc.
Audio Conferencing With Three-Dimensional Audio Encoding	6813360	11/2/2004	Granted	Avaya, Inc.
Multicast Conference Security Architecture	6813714	11/2/2004	Granted	Avaya, Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System, Device, And Method For Time-Domain Equalizer Training Using Injected Out-Of-Band Noise	6819716	11/16/2004	Granted	Avaya, Inc.
Customized Applet-On-Hold Arrangement	6820260	11/16/2004	Granted	Avaya Inc.
Proxy Server For Tcp/Ip Network Address Portability	6822955	11/23/2004	Granted	Avaya Inc.
Voice Messaging System	6823047	11/23/2004	Granted	Avaya Inc.
Arrangement For Predicting Call-Center Status In A Network Call-Routing System	6823062	11/23/2004	Granted	Avaya Inc.
Correlating Data Streams Of Different Protocols	6823386	11/23/2004	Granted	Avaya Inc.
System And Method For Managing The Distribution Of Events In A Data Processing System	6823524	11/23/2004	Granted	Avaya Inc.
Voter Interface Unit	6824053	11/30/2004	Granted	Avaya Inc.
Virtual Human Interface For Conducting Surveys	6826540	11/30/2004	Granted	Avaya Inc.
Wireless Handset Feature Transparency Between Switching Nodes	6834186	12/21/2004	Granted	Avaya Inc.
Dynamic Topology Notification Extensions For The Domain Name System	6834302	12/21/2004	Granted	Avaya Inc.
Ring Network Implemented By Telephony Switches And Links	6839419	1/4/2005	Granted	Avaya Inc.
Interface Method And System For Accessing Inner Layers Of A Network Protocol	6845397	1/18/2005	Granted	Avaya Inc.
Accent-Based Matching Of A Communicant With A Call-Center Agent	6847714	1/25/2005	Granted	Avaya Inc.
Modeling Link Throughput In IP Networks	6850491	2/1/2005	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method And Apparatus For Answering Machine Detection In Automatic Dialing	6850602	2/1/2005	Granted	Avaya Inc.
System And Method For Automatically Retrieving Proprietary And Standard Directory Object Formats	6850928	2/1/2005	Granted	Avaya Inc.
Method And Apparatus For Automatically Configuring A Network Switch	6850989	2/1/2005	Granted	Avaya Inc.
Method And Apparatus For Packet Ordering In A Data Processing System	6862282	3/1/2005	Granted	Avaya Inc.
Method and apparatus for suppressing music on hold	6870807	3/22/2005	Granted	Avaya Inc.
Method and system for personalizing an interactive interface	6870910	3/22/2005	Granted	Avaya Inc.
Bookmarking voice messages	6876729	4/5/2005	Granted	Avaya Inc.
Method for interfacing a private branch exchange with a wireless communications network and also with the public switched telephone network	6882862	4/19/2005	Granted	Avaya Inc.
Method and apparatus for improving the intelligibility of digitally compressed speech	6889186	5/3/2005	Granted	Avaya Inc.
Method and apparatus for adaptive time-based call routing in a communications system	6898274	5/24/2005	Granted	Avaya Inc.
Universal snap-fit spacer	6901646	6/7/2005	Granted	Avaya Inc.
State-based control of a terminal user interface containing soft-labeled keys	6903728	6/7/2005	Granted	Avaya Inc.
Method and apparatus for data-path conversion comprising PCM bit robbing signaling	6907045	6/14/2005	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Performance evaluation and traffic engineering in IP networks	6909693	6/21/2005	Granted	Avaya Inc.
Call-flow verification method and apparatus	6914962	7/5/2005	Granted	Avaya Inc.
Methods and apparatus for frequency hopping analog cordless telephony	6915137	7/5/2005	Granted	Avaya Inc.
Method and apparatus for queue management	6917585	7/12/2005	Granted	Avaya Inc.
System and method for interconnecting ATM systems over an intermediate ATM network using switch virtual connections	6917619	7/12/2005	Granted	Avaya Inc.
Generation and processing of statistical information	6917898	7/12/2005	Granted	Avaya Inc.
Display monitor	6919864	7/19/2005	Granted	Avaya Inc.
Gateway adapter for a PBX system	6920130	7/19/2005	Granted	Avaya Inc.
Symbol-based control of terminal endpoints in a communication system	6920151	7/19/2005	Granted	Avaya Inc.
Enhanced feature access via keypad and display in a user terminal of a communication system	6920339	7/19/2005	Granted	Avaya Inc.
Real-time media communications over firewalls using a control protocol	6922786	7/26/2005	Granted	Avaya Inc.
A system and method of billing a predetermined telephone line for service utilized by a calling party	6925159	8/2/2005	Granted	Avaya Inc.
Call selection based on continuum skill levels in a call center	6925165	8/2/2005	Granted	Avaya Inc.
Method and apparatus for generating automatic greetings in a call center	6925166	8/2/2005	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Peer-to-peer discovery for location-based forwarding	6928279	8/9/2005	Granted	Avaya Inc.
Networking device and method for providing a predictable membership scheme for policy-based VLANs	6928480	8/9/2005	Granted	Avaya Inc.
IP multicast services over ATM multicast	6931005	8/16/2005	Granted	Avaya Inc.
High density capacitor filter bank with embedded faraday cage	6933805	8/23/2005	Granted	Avaya Inc.
Quality of service based transitioning between alternate transport paths	6934258	8/23/2005	Granted	Avaya Inc.
Contact routing system and method	6934381	8/23/2005	Granted	Avaya Inc.
Contact center management	6937715	8/30/2005	Granted	Avaya Inc.
Method and apparatus for personalized conference and hands-free telephony using audio beaming	6937718	8/30/2005	Granted	Avaya Inc.
Echo detection and monitoring	6937723	8/3/2005	Granted	Avaya Inc.
Remote broadcast of call announce and call screening information	6940959	9/6/2005	Granted	Avaya Inc.
Message format and flow control for replacement of the packet control driver/packet interface dual port ram communication	6944129	9/13/2005	Granted	Avaya Inc.
Computer-telephony integration that uses features of an automatic call distribution system	6947543	9/20/2005	Granted	Avaya Inc.
Detection of both voice and tones using goertzel filters	6950511	9/27/2005	Granted	Avaya Inc.
Location-based forwarding over multiple networks	6950651	9/27/2005	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Auditory methods for providing information about a telecommunication system's settings and status	6952577	10/4/2005	Granted	Avaya Inc.
Methods and devices for providing power to network - based systems	6956462	10/18/2005	Granted	Avaya Inc.
Method and apparatus for automatically directing calls by an invisible agent in a switch	6956940	10/18/2005	Granted	Avaya Inc.
Apparatus for local reduction of electromagnetic field using an active shield and method thereof	6957051	10/18/2005	Granted	Avaya Inc.
Gain control method for acoustic echo cancellation and sup	6961422	11/1/2005	Granted	Avaya Inc.
Method and apparatus for providing communications security using a remote server	6961851	11/1/2005	Granted	Avaya Inc.
Communicating using IP addressing for redundant telephony modules	6970471	11/29/2005	Granted	Avaya Inc.
Method and apparatus for monitoring work center operations	6972761	12/6/2005	Granted	Avaya Inc.
EMC/ESD mitigation module	6972967	12/6/2005	Granted	Avaya Inc.
Method and apparatus for rotating auto reserve agents	6973176	12/6/2005	Granted	Avaya Inc.
Automated link variant determination and protocol configuration for customer premises equipment and other network devices	6975597	12/13/2005	Granted	Avaya Inc.
Multimedia customer care center having a layered control architecture	6978247	12/20/2005	Granted	Avaya Inc.
Poll scheduling for periodic uplink and downlink traffic	6980542	12/27/2005	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Decentralized management architecture for a modular communication system	6981034	12/27/2005	Granted	Avaya Inc.
Automated administration system for state-based control of a terminal user interface	6989820	1/24/2006	Granted	Avaya Inc.
Wireless peripheral device for allowing an IP softphone to place calls to a public safety answering point	6990328	1/24/2006	Granted	Avaya Inc.
Variable sidetone system for reducing amplitude induced distortion	6993125	1/31/2006	Granted	Avaya Inc.
Dual-tier security architecture for inter-domain environments	6996716	2/7/2006	Granted	Avaya Inc.
Shield for high frequency telecommunications connect	6997747	2/14/2006	Granted	Avaya Inc.
Internet protocol standards-based multi-media messaging	6999448	2/14/2006	Granted	Avaya Inc.
Method and apparatus for the efficient utilization of trunk bandwidth in a global enterprise	6999579	2/14/2006	Granted	Avaya Inc.
Determining departure times for timetable-based trips	7003398	2/21/2006	Granted	Avaya Inc.
Dynamic jitter buffering for voice-over-ip and other packet-based communication systems	7006511	2/28/2006	Granted	Avaya Inc.
Efficient packet encryption method	7006628	2/28/2006	Granted	Avaya Inc.
Audible confirmation using text to speech conversion	7010111	3/7/2006	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Architecture for virtual private networks	7010702	3/7/2006	Granted	VPNet Technologies
Voice messaging platform as intelligent peripheral	7012998	3/14/2006	Granted	Avaya Inc.
Location-based forwarding	7013003	3/14/2006	Granted	Avaya Inc.
Traffic simulation algorithm for asynchronous transfer mode networks	7013255	3/14/2006	Granted	Avaya Inc.
Method and apparatus for dynamically allocating bandwidth utilization in a packet telephony system	7020263	3/28/2006	Granted	Avaya Inc.
Providing access to a plurality of e-mail and voice message accounts from a single web-based interface	7020687	3/28/2006	Granted	Avaya Inc.
Apparatus and method for displaying a name of a speaker on a telecommunication conference call	7023965	4/4/2006	Granted	Avaya Inc.
Outbound dialing decision criteria based	7023980	4/4/2006	Granted	Avaya Inc.
Medium access control (MAC) protocol with seamless polling/contention modes	7024469	4/4/2006	Granted	Avaya Inc.
Distributed port-blocking method	7027406	4/11/2006	Granted	Avaya Inc.
Apparatus and method for echo control	7027593	4/11/2006	Granted	Avaya Inc.
Software and process for low-latency audio recording	7028112	4/11/2006	Granted	Avaya Inc.
Distributed monitoring and analysis system for network traffic	7031264	4/18/2006	Granted	Avaya Inc.
Policy enforcement switching	7031297	4/18/2006	Granted	Avaya Inc.
Selectable muting on conference calls	7031448	4/18/2006	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Tool for constructing voice recognition grammars	7031907	4/18/2006	Granted	Avaya Inc.
System and method for a negative acknowledgement-based transmission control protocol	7035214	4/25/2006	Granted	Avaya Inc.
Arrangement for resource and work-item selection	7035808	4/25/2006	Granted	Avaya Inc.
Presence information specifying communication preferences	7035923	4/25/2006	Granted	Avaya Inc.
Intelligent inbound/outbound communications blending	7035927	4/25/2006	Granted	Avaya Inc.
Controlling communications through a virtual reality environment	7036082	4/25/2006	Granted	Avaya Inc.
Embedded cable connection identification circuits	7038135	5/2/2006	Granted	Avaya Inc.
Dual language caller ID with Asian language support	7039172	5/2/2006	Granted	Avaya Inc.
Call processing with statistical weighting of scripts in a communication system switch	7043005	5/9/2006	Granted	Avaya Inc.
Apparatus and method for time-alignment of two signals	7043014	5/9/2006	Granted	Avaya Inc.
Method and apparatus for maintaining user-defined state information during a reboot event	7043629	5/9/2006	Granted	Avaya Inc.
End-to-end security in data networks	7043632	5/9/2006	Granted	Avaya Inc.
Polite call waiting notification	7046784	5/16/2006	Granted	Avaya Inc.
Poll scheduling for emergency calls	7047002	5/16/2006	Granted	Avaya Inc.
Computer and mobile communication system	7047038	5/16/2006	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for classifying remote procedure call transport traffic	7047536	5/16/2006	Granted	Avaya Inc.
Self-identifying cable for interconnecting electronic devices	7049937	5/23/2006	Granted	Avaya Inc.
Camera frame display	7050084	5/23/2006	Granted	Avaya Inc.
Call management system using dynamic queue position	7050567	5/23/2006	Granted	Avaya Inc.
Voice message notification and retrieval via mobile client devices in a communication system	7050792	5/23/2006	Granted	Avaya Inc.
Apparatus and method for determining a minimal time bound for performing tone detection	7054435	5/30/2006	Granted	Avaya Inc.
System and method for establishing relationships between hypertext reference and electronic mail program incorporating the same	7055091	5/30/2006	Granted	Avaya Inc.
Digital switching system with shared analog line	7058175	6/6/2006	Granted	Avaya Inc.
Virtual network management	7058711	6/6/2006	Granted	Avaya Inc.
Method of providing speech recognition for IVR and voice mail systems	7062019	6/13/2006	Granted	Avaya Inc.
Location and event triggered notification services	7068189	6/27/2006	Granted	Avaya Inc.
Topology discovery by partitioning multiple discovery techniques	7069343	6/27/2006	Granted	Avaya Inc.
Apparatus and method for converting text being streamed to a display of telecommunication terminal	7079628	7/18/2006	Granted	Avaya Inc.
Network caching using resource redirection	7080158	7/18/2006	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Routing information exchange	7080161	7/18/2006	Granted	Avaya Inc.
Feedback control of call processing in a communication system switch with script selection based on assigned weightings	7082194	7/25/2006	Granted	Avaya Inc.
Call duration alert	7085367	8/1/2006	Granted	Avaya Inc.
System and method for connecting geographically distributed virtual local area networks	7088714	8/8/2006	Granted	Avaya Inc.
Identify caller preferences	7088813	8/8/2006	Granted	Avaya Inc.
Fault tolerance software system with periodic external self-test failure detection	7096388	8/22/2006	Granted	Avaya Inc.
Apparatus and method for providing service for TTY and voice transmission	7099440	8/29/2006	Granted	Avaya Inc.
Multiplexer discovery and parameter exchange	7107354	9/12/2006	Granted	Avaya Inc.
Measurement and antenna placement tool for establishing a cell site	7110768	9/19/2006	Granted	Avaya Inc.
Switch buttons activated from an external network	7120243	10/10/2006	Granted	Avaya Inc.
System, device and method for limiting tunnel traffic in an information communication network	7123587	10/17/2006	Granted	Avaya Inc.
Method and system for responding to requests relating to complex data maintained in a structured form	7124142	10/17/2006	Granted	Avaya Inc.
Managing communications in a call centre	7127058	10/24/2006	Granted	Avaya Inc.
Ironclad notification of license errors	7127442	10/24/2006	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Local firewall apparatus and method	7127738	10/24/2006	Granted	Avaya Inc.
Advanced port-based E911 strategy for IP telephony	7130385	10/31/2006	Granted	Avaya Inc.
Apparatus and method for providing advanced communication conferencing operations	7130404	10/31/2006	Granted	Avaya Inc.
System and method for minimizing overrun and underrun errors in packetized voice transmission	7130793	10/31/2006	Granted	Avaya Inc.
Method and apparatus for guessing correct URLs using tree matching	7130923	10/31/2006	Granted	Avaya Inc.
Apparatus and method to compensate for unsynchronized transmission of synchronous data by counting low energy samples	7133411	11/7/2006	Granted	Avaya Inc.
Methods and apparatus for data caching to improve name recognition in large namespaces	7136459	11/14/2006	Granted	Avaya Inc.
Interactive voice response unit response display	7136478	11/14/2006	Granted	Avaya Inc.
Location-based ringbacks	7142656	11/28/2006	Granted	Avaya Inc.
Method and apparatus for interactive voice processing with visual monitoring channel	7142661	11/28/2006	Granted	Avaya Inc.
Intelligent multimode message alerts	7142664	11/28/2006	Granted	Avaya Inc.
Method for administering message attachments	7149777	12/12/2006	Granted	Avaya Inc.
Exploratory polling for periodic traffic sources	7154876	12/26/2006	Granted	Avaya Inc.
Apparatus and method for transitioning between TTY and voice transmission modes	7162012	1/9/2007	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Presence-based telecommunications system	7162256	1/9/2007	Granted	Avaya Inc.
Adaptive cell scheduling algorithm for wireless asynchronous transfer mode (ATM) systems	7170904	1/30/2007	Granted	Avaya Inc.
Autonomous dispatcher method and apparatus	7170990	1/30/2007	Granted	Avaya Inc.
Room acoustics echo meter for voice term	7171004	1/30/2007	Granted	Avaya Inc.
System, device, and method for improving communication network reliability using trunk splitting	7173934	2/6/2007	Granted	Avaya Inc. and Bay Network, Inc.
Network based method and apparatus for supporting interoperability between incompatible tty devices	7174004	2/6/2007	Granted	Avaya Inc.
Methods and devices for providing links to experts	7177316	2/13/2007	Granted	Avaya Inc.
Determining the geographical location from which an emergency call originates in a packet-based communications network	7177399	2/13/2007	Granted	Avaya Inc.
Telephone handset with user-adjustable amplitude, default amplitude and automatic post-call amplitude reset	7177417	2/13/2007	Granted	Avaya Inc.
Method and apparatus for overload control in multi-branch packet networks	7180863	2/20/2007	Granted	Avaya Inc.
Comprehensive echo control system	7180869	2/20/2007	Granted	Avaya Inc.
Dynamic, interactive call notification	7180991	2/20/2007	Granted	Avaya Inc.
Apparatus and method for media parameters selection based on network and host conditions	7184400	2/27/2007	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method to improve the resiliency and performance of enterprise networks by utilizing in-built network redundancy	7188189	3/6/2007	Granted	Avaya Inc.
Method and apparatus for human -assisted adaptive outbound telephone call classification based on pattern recognition	7190768	3/13/2007	Granted	Avaya Inc.
Authentication mechanism for telephony devices	7190948	3/13/2007	Granted	Avaya Inc.
Instant message notification application	7191213	3/13/2007	Granted	Avaya Inc.
Wireless network medium access control protocol	7193986	3/20/2007	Granted	Avaya Inc.
Method and apparatus for routing a communication to a user based on a predicted presence	7196630	3/27/2007	Granted	Avaya Inc.
Dynamically allocating server resources to competing classes of work based upon achievement of service goals	7200219	4/3/2007	Granted	Avaya Inc.
Dynamic allocation of processing tasks using variable performance hardware platforms	7203943	4/10/2007	Granted	Avaya Inc.
Methods and devices for balancing communications using match rates	7209444	4/24/2007	Granted	Avaya Inc.
Network spanning heterogeneous call center and method of operation	7212516	5/1/2007	Granted	Avaya Inc.
Using information about software events to route contacts in a contact center	7212624	5/1/2007	Granted	Avaya Inc.
System and method for presenting queue lengths of various media used by service centers	7212625	5/1/2007	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for secure internet protocol communication in a call processing system	7213145	5/1/2007	Granted	Avaya Inc.
Outbound dialing decision criteria based	7215760	5/8/2007	Granted	Avaya Inc.
Licensing duplicated systems	7216363	5/8/2007	Granted	Avaya Inc.
Apparatus, method, and computer program for providing pass codes related to conference calls	7218338	5/15/2007	Granted	Avaya Inc.
Software and process for play-cursor calculation	7218977	5/15/2007	Granted	Avaya Inc.
Mark-up language implementation of graphical or non-graphical user interfaces	7219305	5/15/2007	Granted	Avaya Inc.
Overlay to permit delivery of telephony and mission- critical data services to hospital-wide points of care	7220143	5/22/2007	Granted	Avaya Inc.
Using existing web-based information to generate responses to user queries	7225232	5/29/2007	Granted	Avaya Inc.
Customizable background for video communications	7227567	6/5/2007	Granted	Avaya Inc.
Dropped call continuation	7228145	6/5/2007	Granted	Avaya Inc.
Method and apparatus for designing printed circuit boards to meet leakage current requirements	7228511	6/5/2007	Granted	Avaya Inc.
License file serial number tracking	7228567	6/5/2007	Granted	Avaya Inc.
System and method for tracking voice XML document execution in real- time	7231636	6/12/2007	Granted	Avaya Inc.
Routing table for forwarding internet protocol (ip) packets through a communications network	7233579	6/19/2007	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Wireless security and access device	7233789	6/19/2007	Granted	Avaya Inc.
Apparatus and method to compensate for unsynchronized transmission of synchronous data using a sorted list	7233895	6/19/2007	Granted	Avaya Inc.
System and method for multi-site load-balancing of encrypted traffic	7233981	6/19/2007	Granted	Avaya Inc.
Method of and apparatus for improving productivity of human reviewers of automatically transcribed documents generated by media conversion systems	7236932	6/26/2007	12/28/2022	Avaya Inc.
Flow probe connectivity determination	7243143	7/10/2007	Granted	Avaya Inc.
Automatic failure detection and recovery of applications	7243267	7/10/2007	Granted	Avaya Inc.
Method and apparatus for auditing service level agreements by test packet insertion	7245584	7/17/2007	Granted	Avaya Inc.
Virtual interaction queuing using internet protocols	7245711	7/17/2007	Granted	Avaya Inc.
Methods and systems for changing a topology of a network	7246178	7/17/2007	Granted	Avaya Inc.
Integrated real-time automated location positioning asset management system	7246746	7/24/2007	Granted	Avaya Inc.
Methods and apparatus for routing and accounting of revenue generating calls using natural language voice recognition	7248678	7/24/2007	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Methods and apparatus for automatic training using natural language techniques for analysis of queries presented to a trainee and responses from the trainee	7249011	7/24/2007	Granted	Avaya Inc.
Virtual human interface for conducting surveys	7253817	8/7/2007	Granted	Avaya Inc.
Software and process for low-latency audio recording	7254655	8/7/2007	Granted	Avaya Inc.
Presence enabled queue management	7257218	8/14/2007	Granted	Avaya Inc.
Method and apparatus for license distribution	7260557	8/21/2007	Granted	Avaya Inc.
Apparatus and method for identification of person placing a phone call	7263179	8/28/2007	Granted	Avaya Inc.
Adaptive feedback arrangement for controlling agent availability service level in a predictive dialer	7266193	9/4/2007	Granted	Avaya Inc.
Information services enhancements	7269417	9/11/2007	Granted	Avaya Inc.
Multi-media contact center	7272223	9/18/2007	Granted	Avaya Inc.
Switch-based call processing with detection of voice path connection between multiple trunks in external network	7272391	9/18/2007	Granted	Avaya Inc.
Location estimation of wireless terminals in a multi- story environment	7272394	9/18/2007	Granted	Avaya Inc.
Global positioning system hardware key for software licenses	7272500	9/18/2007	Granted	Avaya Inc.
Architecture for ink annotations on web documents	7284192	10/16/2007	Granted	Avaya Inc.
Method and apparatus for performing admission control in a communication network	7286474	10/23/2007	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Local area network with electrochemical power source	7286556	10/23/2007	Granted	Avaya Inc.
Mobile gateway for secure extension of enterprise services to mobile devices	7289788	10/30/2007	Granted	Avaya Inc.
Transparent interface migration using a computer- readable mapping between a first interface and a second interface to auto-generate an interface wrapper	7293253	11/6/2007	Granted	Avaya Inc.
Call center telephone and data flow connection system	7295669	11/13/2007	Granted	Avaya Inc.
Wireless device to manage cross-network telecommunication services	7298833	11/20/2007	Granted	Avaya Integrated Cabinet Solutions LLC
Coordination of ringtones by a telecommunications terminal across multiple terminals	7302253	11/27/2007	Granted	Avaya Inc.
Distributed expert system for automated problem resolution in a communication system	7302611	11/27/2007	Granted	Avaya Inc.
Apparatus and method for controlling telephony end	7307982	12/11/2007	Granted	Avaya Inc.
Log-based ringtone service	7308253	12/11/2007	Granted	Avaya Inc.
Dynamic load balancing for enterprise IP traffic	7308499	12/11/2007	Granted	Avaya Inc.
Communication system endpoint device with integrated call synthesis capability	7313098	12/25/2007	Granted	Avaya Inc.
Mechanism and method to select a time delay in response to a collision	7313105	12/25/2007	Granted	Avaya Inc.
High speed non-volatile electronic memory configuration	7315951	1/1/2008	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Subscriber mobility in telephony systems	7319692	1/15/2008	Granted	Avaya Inc.
Caching user information in an integrated communication system	7321655	1/22/2008	Granted	Avaya Inc.
Method and apparatus for over-the-air bandwidth reservations in wireless networks	7324491	1/29/2008	Granted	Avaya Inc.
Queue scheduling with priority and weight sharing	7324536	1/29/2008	Granted	Avaya Inc.
Determination of endpoint virtual address assignment in an internet telephony system	7327721	2/5/2008	Granted	Avaya Inc.
Method and system for providing interactive event reminders	7327834	2/5/2008	Granted	Avaya Inc.
A system for automatically assigning a telephone number to an existing telephone after detecting a network connection of a portable computer	7328257	2/5/2008	Granted	Avaya Inc.
Integrating messaging server directory service with a communication system voice mail message interface	7330537	2/12/2008	Granted	Avaya Inc.
Correlating data streams of different protocols	7330896	2/12/2008	Granted	Avaya Inc.
Secured automated process for signed, encrypted or validated content generation	7330982	2/12/2008	Granted	Avaya Inc.
Localization of call routing for TDM sets in an IP network	7333480	2/19/2008	Granted	Avaya Inc.
Speech based status and control user interface customisable by the user	7333933	2/19/2008	Granted	Avaya Inc.
Method and apparatus for the assessment and optimization of network traffic	7336613	2/26/2008	Granted	Avaya Inc.
Topical dynamic chat	7336779	2/26/2008	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for detection of prioritization and per hop behavior between endpoints on a packet network	7342879	3/11/2008	Granted	Avaya Inc.
Log-based ringtones	7343150	3/11/2008	Granted	Avaya Inc.
Method and system for reducing radiated energy emissions in computational devices	7345889	3/18/2008	Granted	Avaya Inc.
Controlling messaging actions using form-based user interface	7346150	3/18/2008	Granted	Avaya Inc.
Method and apparatus for validating agreement between textual and spoken representations of words	7346151	3/18/2008	Granted	Avaya Inc.
Method and apparatus for secure wireless delivery of converged services	7346168	3/18/2008	Granted	Avaya Inc.
Method and apparatus for coordinating routing parameters via a back-channel communication medium	7349994	3/25/2008	Granted	Avaya Inc.
Encrypted and non encrypted communication of message data	7350071	3/25/2008	Granted	Avaya Inc.
Method and apparatus for determining endpoints for use as testing devices	7352705	4/1/2008	Granted	Avaya Inc.
Key server for securing IP telephony registration, control, and maintenance	7353388	4/1/2008	Granted	Avaya Inc.
Method and apparatus for uniform operational access across multiple information systems	7359495	4/15/2008	Granted	Avaya Inc.
A system indicating the presence of an individual or group of individuals	7359938	4/15/2008	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Packet prioritization and associated bandwidth and buffer management techniques for audio over IP	7359979	4/15/2008	Granted	Avaya Inc.
Method and apparatus for translating a classification system into a target language	7363212	4/22/2008	Granted	Avaya Inc.
Systems and methods for robust, real-time measurement of network performance	7363367	4/22/2008	Granted	Avaya Inc.
Method and file structures for managing data on a flash disk	7363420	4/22/2008	Granted	Avaya Inc.
Method and apparatus for merging call components during call reconstruction	7366110	4/29/2008	Granted	Avaya Inc.
Announcement service for the visually impaired	7366499	4/29/2008	Granted	Avaya Inc.
Method and apparatus for an encrypting keyboard	7366916	4/29/2008	Granted	Avaya Inc.
System and method for caller initiated voicemail annotation and its transmission over IP/SIP for flexible and efficient voice mail retrieval	7369649	5/6/2008	Granted	Avaya Inc.
Method for real-time transport protocol (RTP) packet authentication	7372856	5/13/2008	Granted	Avaya Inc.
Method and apparatus for controlling data and software access	7373657	5/13/2008	Granted	Avaya Inc.
Error correction method and apparatus for TTY on VoIP transmissions	7379431	5/27/2008	Granted	Avaya Inc.
Method and apparatus for VLAN id discovery	7385973	6/10/2008	Granted	Avaya Inc.
Arrangement for maintaining mode synchronization in automatic TTY-to-text translation systems	7386100	6/10/2008	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Arrangement for scheduling tasks based on probability of availability of resources at a future point in time	7386850	6/10/2008	Granted	Avaya Inc.
Estimating the location of inexpensive wireless terminals by using signal strength measurements	7389114	6/17/2008	Granted	Avaya Inc.
Method and apparatus for efficient protocol- independent trunking of data signals	7391760	6/24/2008	Granted	Avaya Inc.
Peer-to-peer discovery for location-based forwarding	7392048	6/24/2008	Granted	Avaya Inc.
Enhanced emergency system telephone feature for PBX and key systems	7395047	7/1/2008	Granted	Avaya Inc.
System and method for reconnecting dropped cellular phone calls	7395057	7/1/2008	Granted	Avaya Inc.
System, device and method for scheduling information processing with load-balancing	7397762	7/8/2008	Granted	Avaya Inc.
Method and apparatus for predicting the quality of packet data communications	7397778	7/8/2008	Granted	Avaya Inc.
Server-based discovery for location-based forwarding	7397787	7/8/2008	Granted	Avaya Inc.
Collaborative remote communication circuit diagnostic to	7400586	7/15/2008	Granted	Avaya Inc.
Directing contacts between an end user and a contact center agent	7403607	7/22/2008	Granted	Avaya Inc.
Location-based access control for wireless local area networks	7403773	7/22/2008	Granted	Avaya Inc.
Method and apparatus for positioning a set of terminals in an indoor wireless environment	7403784	7/22/2008	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Electroluminescent patch cable	7406231	7/29/2008	Granted	Avaya Inc.
Method and apparatus for performance and cost optimization in an internetwork	7406539	7/29/2008	Granted	Avaya Inc.
Originator based directing and origination call processing features for external devices	7408925	8/5/2008	Granted	Avaya Inc.
Systems and methods for the schedule alignment of a packet flow	7411971	8/12/2008	Granted	Avaya Inc.
Instant messaging to and from PBX stations	7412044	8/12/2008	Granted	Avaya Inc.
Personal virtual assistant	7415100	8/19/2008	Granted	Avaya Inc.
Presence awareness agent	7415417	8/19/2008	Granted	Avaya Inc.
Network quality estimation	7417991	8/26/2008	Granted	Avaya Inc.
Server-coordinated ringtones	7418258	8/26/2008	Granted	Avaya Inc.
Location-based bridging in call centers	7421072	9/2/2008	Granted	Avaya Inc.
Network protocols for distributing functions within a network	7421489	9/2/2008	Granted	Avaya Inc.
Method of admission control for inelastic applications traffic on communication networks	7423965	9/9/2008	Granted	Avaya Inc.
Optimal dynamic agent state assignment	7424108	9/9/2008	Granted	Avaya Inc.
Method and apparatus for reducing packet data mixer delay	7426219	9/16/2008	Granted	Avaya Inc.
Detection of load balanced links in internet protocol networks	7426577	9/16/2008	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for policy and admission control in packet-based communication systems	7428216	9/23/2008	Granted	Avaya Inc.
Systems and methods for preserving confidentiality of sensitive information in a point-of-care communications environment	7430671	9/30/2008	Granted	Avaya Inc.
Video-telephony integration	7432951	10/7/2008	Granted	Avaya Inc.
Delivery of buffered frames to power saving stations in wireless local area networks	7433670	10/7/2008	Granted	Avaya Inc.
Method and apparatus for automatic notification and response based on communication flow expressions	7436947	10/14/2008	Granted	Avaya Inc.
Detection of looping communication channels	7440421	10/21/2008	Granted	Avaya Inc.
Method and apparatus for synchronizing clocks on packet-switched networks	7440474	10/21/2008	Granted	Avaya Inc.
Apparatus and method for updating a schedule	7443767	10/28/2008	Granted	Avaya Inc.
Connector module with embedded physical layer support and method	7445507	11/4/2008	Granted	Avaya Inc.
Method and apparatus of establishing a communication channel using protected network resources	7447211	11/4/2008	Granted	Avaya Inc.
Web-based personal assistant	7450567	11/11/2008	Granted	Avaya Inc.
Stateful and cross-protocol intrusion detection for voice over IP	7451486	11/11/2008	Granted	Avaya Inc. and Purdue Research Foundation

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System, device, and method for receiver access control in a multicast communication network	7454518	11/18/2008	Granted	Avaya Inc.
System for transmitting high quality speech signals on a voice over internet protocol network	7457242	11/25/2008	Granted	Avaya Inc.
Alternate routing of media connections within a single communications system across public or private network facilities	7457249	11/25/2008	Granted	Avaya Inc.
Methods of monitoring communications sessions in a contact centre	7457404	11/25/2008	Granted	Avaya Inc.
Using gaze detection to determine an area of interest within a scene	7460150	12/2/2008	Granted	Avaya Inc.
System and method for distributed multipoint conferencing with automatic endpoint address detection and dynamic endpoint-server allocation	7461126	12/2/2008	Granted	Avaya Inc.
System and method for notification of internet users about faults detected on an IP network	7463652	12/9/2008	Granted	Avaya Inc.
Method and apparatus for continuing to provide processing on disk outage	7467324	12/16/2008	Granted	Avaya Inc.
RFID patch panels and cables	7468669	12/23/2008	Granted	Avaya Inc.
Using additional information provided in session requests	7469293	12/23/2008	Granted	Avaya Inc.
Interactive voice response system with partial human monitoring	7471786	12/30/2008	Granted	Avaya Inc.
Messaging advise in presence-aware networks	7474741	1/6/2009	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Apparatus and method for providing call status information	7480376	1/20/2009	Granted	Avaya Inc.
Method and apparatus for migrating to an alternate call controller	7483369	1/27/2009	Granted	Avaya Inc.
System and method for providing bandwidth management for VPNS	7486696	2/3/2009	Granted	Avaya Inc.
Load optimization	7487237	2/3/2009	Granted	Avaya Inc.
Stereo conferencing	7489773	2/10/2009	Granted	Avaya Inc.
Method for dynamically optimizing bandwidth allocation in variable bitrate (multi-rate) conferences	7492731	2/17/2009	Granted	Avaya, Inc.
Conference connections using dynamic topology switching for ip and circuit- switched fabrics	7496056	2/24/2009	Granted	Avaya Inc.
Method and apparatus for scheduling tasks	7500241	3/3/2009	Granted	Avaya Inc.
Load balancing in a network of contact centres	7505578	3/17/2009	Granted	Avaya Inc.
Data-driven and plug-in defined event engine	7509654	3/24/2009	Granted	Avaya Inc.
IP-centric speed dial	7512226	3/31/2009	Granted	Avaya Inc.
Monitoring mobile terminals via local wireless access points	7512381	3/31/2009	Granted	Avaya Inc.
System and method for efficient scheduling of periodic phenomena	7512947	3/31/2009	Granted	Avaya Inc.
Client customizable interactive voice response system	7515695	4/7/2009	Granted	Avaya Inc.
Call handling using non-speech cues via a personal assistant	7515699	4/7/2009	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for defining failover events in a network device	7516202	4/7/2009	Granted	Avaya Inc.
Management of contacts in a network of contact centers	7519626	4/14/2009	Granted	Avaya Inc.
Configurator using markup language	7523447	4/21/2009	Granted	Avaya Inc.
Method and apparatus for capability based addressing in a communications network	7525974	4/28/2009	Granted	Avaya Inc.
Dynamic feature and function availability for software PBX	7529358	5/5/2009	Granted	Avaya Inc.
System and method for location based push-to-talk	7529558	5/5/2009	Granted	Avaya Inc.
Automatic speech recognition system for people with speech-affecting disabilities	7529670	5/5/2009	Granted	Avaya Inc.
Communication device locating system	7536188	5/19/2009	Granted	Avaya Inc.
Global dynamic persistent information architecture	7536434	5/19/2009	Granted	Avaya Inc.
Presence tracking and name space interconnection techniques	7536437	5/19/2009	Granted	Avaya Inc.
Use of auditory feedback and audio queues in the realization of a personal virtual assistant	7538685	5/26/2009	Granted	Avaya Inc.
Emergency call handling in contention-based wireless local-area networks	7539168	5/26/2009	Granted	Avaya Inc.
Wireless teleconferencing system	7539486	5/26/2009	Granted	Avaya Inc.
Informing caller of callee activity mode	7542558	6/2/2009	Granted	Avaya Integrated Cabinet Solutions LLC
Poll scheduling for periodic traffic sources	7548531	6/16/2009	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for increasing channel capacity in an IP-based voice messaging system	7551729	6/23/2009	Granted	Avaya Inc.
Dynamic layout of participants in a multi-party video conference	7554571	6/30/2009	Granted	Avaya Inc.
Enterprise network services architecture	7555546	6/30/2009	Granted	Avaya Inc.
Implementing FIFOs in shared memory using linked lists and interleaved linked lists	7555579	6/30/2009	Granted	Avaya Inc.
Method and apparatus for meeting an on-site enterprise service level objective	7558739	7/7/2009	Granted	Avaya Inc.
Self-configuring method and apparatus for providing secure communication between members of a group	7558877	7/7/2009	Granted	Avaya Inc.
Prevent video calls based on appearance	7564476	7/21/2009	Granted	Avaya Inc.
In-band call association signaling for a single number destination	7564793	7/21/2009	Granted	Avaya Inc.
Form-based user interface for controlling messaging	7564954	7/21/2009	Granted	Avaya Inc.
Providing user information and control over a contact within a contact centre	7564962	7/21/2009	Granted	Avaya Inc.
Multi-site software license balancing	7565325	7/21/2009	Granted	Avaya Inc.
Mobile communication device with interrogator to interact with tags	7567178	7/28/2009	Granted	Avaya Inc.
Method by which call centers can vector inbound TTY calls automatically to TTY-enabled resources	7567653	7/28/2009	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Managing a communications system by offering participants the opportunity to respond to requests submitted by other participants	7570606	8/4/2009	Granted	Avaya Inc.
Organization of automatic power save delivery buffers at an access point	7570613	8/4/2009	Granted	Avaya Inc.
Distribution of packets to multiple address	7570629	8/4/2009	Granted	Avaya Inc.
Tilt mechanism for communication device	7570757	8/4/2009	Granted	Avaya Inc.
Computer telephone integration over a network	7571235	8/4/2009	Granted	Avaya Inc.
Credential management and network querying	7571239	8/4/2009	Granted	Avaya Inc.
Handling sequence numbers and/or an anti-replay window after failover between servers	7571343	8/4/2009	Granted	Avaya Inc.
Method and apparatus for providing a scalable and secure network without point to point associations	7571463	8/4/2009	Granted	Avaya Inc.
Method and apparatus for low overhead network protocol performance assessment	7573829	8/11/2009	Granted	Avaya Inc.
Apparatus and method for controlling interaction between a multi-media messaging system and an instant messaging system	7573987	8/11/2009	Granted	Avaya Inc.
Presence based callback	7573996	8/11/2009	Granted	Avaya Inc.
Highly available, highly scalable multi-source logical database with low latency	7577640	8/18/2009	Granted	Avaya Inc.
Content-aware dynamic network resource allocation	7580349	8/25/2009	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Automatic determination of connectivity problem locations or other network-characterizing information in a network utilizing an encapsulation protocol	7583667	9/1/2009	Granted	Avaya Inc.
Testing a data-processing system with telecommunications endpoints	7583792	9/1/2009	Granted	Avaya Inc.
Method and apparatus for generating a signal strength model for an access point at an arbitrary location	7583961	9/1/2009	Granted	Avaya Inc.
Edit distance string search	7584173	9/1/2009	Granted	Avaya Inc.
Software and process for play-cursor calculation	7587255	9/8/2009	Granted	Avaya Inc.
System and method for controlling network access	7587588	9/8/2009	Granted	Avaya Inc.
Method and apparatus for telecommunication reliability by media connectivity endpoint selection of a control entity	7587624	9/8/2009	Granted	Avaya Inc.
Mobile devices including RFID tag readers	7589616	9/15/2009	Granted	Avaya Inc.
Method and apparatus for restriction of message distribution for security	7590693	9/15/2009	Granted	Avaya Inc.
Secure gateway with alarm manager and support for inbound federated identity	7590761	9/15/2009	Granted	Avaya Inc.
Normalization of speech accent	7593849	9/22/2009	Granted	Avaya Inc.
Method and apparatus for providing trace route and timing information for media streams	7596096	9/29/2009	Granted	Avaya Inc.
Methods and systems for network traffic security	7596811	9/29/2009	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Time series monitoring system	7599913	10/6/2009	Granted	Avaya Inc.
Method and apparatus for determination of network topology	7602728	10/13/2009	Granted	Avaya Inc.
Telecommunication terminal identification on a switching system	7602770	10/13/2009	Granted	Avaya Inc.
Efficient power management in wireless local area networks	7603146	10/13/2009	Granted	Avaya Inc.
Method and apparatus for allocating processing capacity of system processing units in an extranet gateway	7603463	10/13/2009	Granted	Avaya Inc.
Distributed architecture for deploying multiple wireless local-area networks	7606208	10/20/2009	Granted	Avaya Inc.
Synchronizing information across telecommunications terminals for multiple users	7610055	10/27/2009	Granted	Avaya Inc.
Method and apparatus for adaptive video encoding based on user perception and use	7612792	11/3/2009	Granted	Avaya Inc.
Dial plan transparency for fragmented networks	7613106	11/3/2009	Granted	Avaya Inc.
Determining user availability based on the expected duration of a new event	7616624	11/10/2009	Granted	Avaya Inc.
Avoiding exposed node problems in wireless local area networks	7616655	11/10/2009	Granted	Avaya Inc.
Managing held telephone calls by using a messaging resource	7616751	11/10/2009	Granted	Avaya Inc.
VOIP quality tradeoff system	7617337	11/10/2009	Granted	Avaya Inc.
Resource conflict management using predefined XML schemas	7617498	11/10/2009	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Architecture for virtual private networks	7617527	11/10/2009	Granted	VPNet Technologies, Inc.
Waiting but not ready	7620169	11/17/2009	Granted	Avaya Inc.
Universal emergency number Elin based on network address ranges	7627091	12/1/2009	Granted	Avaya Inc.
Initiation and support of video conferencing using instant messaging	7631039	12/8/2009	Granted	Avaya Inc.
Accelerated removal from service of a signal processor at a media gateway	7633932	12/15/2009	Granted	Avaya Inc.
Timeline visualization for call center processes	7636433	12/22/2009	Granted	Avaya Inc.
Method and apparatus for usability testing through selective display	7636896	12/22/2009	Granted	Avaya Inc.
Method and apparatus for maintaining state information in an event driven thin client environment	7636920	12/22/2009	Granted	Avaya Inc.
Context sensitive contact broker	7640550	12/29/2009	Granted	Avaya Inc.
WAN keeper efficient bandwidth management	7643414	1/5/2010	Granted	Avaya Inc.
Method and apparatus for extending a mobile unit data path between access points	7643451	1/5/2010	Granted	Avaya Inc.
Method and apparatus for supporting multiple customer provisioned IPSEC VPNS	7643488	1/5/2010	Granted	Avaya Inc.
Method and apparatus for coordinating adjacent channel transmissions on multiple radio nodes	7646758	1/12/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Apparatus and method for ownership verification	7647499	1/12/2010	Granted	Avaya Inc.
Telephony extension attack detection, recording, and intelligent prevention	7653188	1/26/2010	Granted	Avaya Inc.
Automatic signal adjustment based on intelligibility	7653543	1/26/2010	Granted	Avaya Inc.
Pigmented collar for bi-color light emitting diodes	7654695	2/2/2010	Granted	Avaya Inc.
Centralized controller for distributed handling of telecommunications features	7656836	2/2/2010	Granted	Avaya Inc.
Avoiding hidden terminals in wireless local area networks	7656854	2/2/2010	Granted	Avaya Inc.
Method and apparatus for global call queue in a global call center	7657021	2/2/2010	Granted	Avaya Inc.
Propagation loss model based indoor wireless location of stations	7660591	2/9/2010	Granted	Avaya Inc.
Transparent monitoring and intervention to improve automatic adaptation of speech models	7660715	2/9/2010	Granted	Avaya Inc.
System for integrating diverse database and maintaining their consistency	7660830	2/9/2010	Granted	Avaya Inc.
Four-way rocker switch with display	7663070	2/16/2010	Granted	Avaya Inc.
Efficient load balancing and heartbeat mechanism for telecommunication endpoints	7668100	2/23/2010	Granted	Avaya Inc.
Network access device location	7668123	2/23/2010	Granted	Avaya Inc.
Features of power save in 802.11E wireless local area networks (WLANs)	7668128	2/23/2010	Granted	Avaya Inc.
Display hierarchy of participants during phone call	7668304	2/23/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Finite-state machine augmented for multiple evaluations of text	7672965	3/2/2010	Granted	Avaya Inc.
Enhancing presence information through the addition of one or more of biotelemetry data and environmental data	7675411	3/9/2010	Granted	Avaya Inc.
Method and apparatus for coordinating routing parameters via a back-channel communication medium	7675868	3/9/2010	Granted	Avaya Inc.
Use of location awareness to establish and suspend communications sessions in a healthcare environment	7676380	3/9/2010	Granted	Avaya Inc.
Method and system for responding to requests relating to complex data maintained in a structured form	7676519	3/9/2010	Granted	Avaya Inc.
Apparatus and method for routing telecommunication calls using visual caller information	7679636	3/16/2010	Granted	Avaya Inc.
Determining group availability on different communication media	7680098	3/16/2010	Granted	Avaya Inc.
Internet protocol appliance manager	7680100	3/16/2010	Granted	Avaya Inc.
Detecting a voice mail system answering a call	7680260	3/16/2010	Granted	Avaya Inc.
Determining user availability based on a past event	7680480	3/16/2010	Granted	Avaya Inc.
Remote feature activator feature extraction	7681245	3/16/2010	Granted	Avaya Inc.
Reliable quality of service (QOS) provisioning using adaptive class-based contention periods	7684333	3/23/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Methods and apparatus for operating on non-text messages	7685102	3/23/2010	Granted	Avaya Inc.
Procedural XML-based telephony traffic flow analysis and configuration tool	7688723	3/30/2010	Granted	Avaya Inc.
Call admission control for mobility-capable telecommunications terminals	7688724	3/30/2010	Granted	Avaya Inc.
Node merging process for network topology representation	7688758	3/30/2010	Granted	Avaya Inc.
Mixing basic service set (BSS) traffic and mesh forwarding traffic	7688783	3/30/2010	Granted	Avaya Inc.
Media independent out-of-office manager	7688850	3/30/2010	Granted	Avaya Inc.
Systems and methods for the synchronization of a real-time scheduled packet network using relative timing	7688862	3/30/2010	Granted	Avaya Inc.
Apparatus and method for processing call disconnects	7688963	3/30/2010	Granted	Avaya Inc.
Method and apparatus for distributed interactive voice processing	7689426	3/30/2010	Granted	Avaya Inc.
Technique for extracting data from structured documents	7689906	3/30/2010	Granted	Avaya Inc.
Automatically generating, and providing multiple levels of, tooltip information over time	7689916	3/30/2010	Granted	Avaya Inc.
Software application break through a screen blanker	7689939	3/30/2010	Granted	Avaya Inc.
Traffic specifications for polling requests of periodic sources	7693085	4/6/2010	Granted	Avaya Inc.
Power-saving mechanism for periodic traffic streams in wireless local-area networks	7693117	4/6/2010	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Reverting to analog service from IP phone	7693136	4/6/2010	Granted	Avaya Inc.
Prioritized access in a multi-channel mac protocol	7693175	4/6/2010	Granted	Avaya Inc.
Intelligent ringtone service	7693553	4/6/2010	Granted	Avaya Inc.
Recurring meeting schedule wizard	7693736	4/6/2010	Granted	Avaya Inc.
Secure authentication with voiced responses from a telecommunications terminal	7694138	4/6/2010	Granted	Avaya Inc.
Method and apparatus for quality-of-service-based admission control	7697421	4/13/2010	Granted	Avaya Inc.
Evaluating feasible transmission paths in a packet network	7697460	4/13/2010	Granted	Avaya Inc.
Method and system for switching between two (or more) reference signals for clock synchronization	7697647	4/13/2010	Granted	Avaya Inc.
License modes in call processing	7698225	4/13/2010	Granted	Avaya Inc.
Method and apparatus for facilitating the transportation of medical images on a communication network	7698366	4/13/2010	Granted	Avaya Inc.
Method and apparatus for designing web services using a sequence and multiplex architectural pattern	7698385	4/13/2010	Granted	Avaya Inc.
Distribution of reachability information in data virtual private networks	7698464	4/13/2010	Granted	Avaya Inc. or Avaya Holdings Limited
Connector module with embedded power-over- ethernet voltage isolation and method	7701092	4/20/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for providing default media content to a calling party	7702083	4/20/2010	Granted	Avaya Inc.
Apparatus, method, and computer program for providing multimedia prompting in a communication system	7702727	4/20/2010	Granted	Avaya Inc.
Wireless-enabled device with capability of responding to changes in operational state	7705726	4/27/2010	Granted	Avaya Inc.
Accounting for telecommunications terminal mobility in call admission control	7706341	4/27/2010	Granted	Avaya Inc.
Intelligent handling of message refusal	7706516	4/27/2010	Granted	Avaya Inc.
Network infrastructure for ringbacks	7706518	4/27/2010	Granted	Avaya Inc.
Dynamic video equalization of images using face-tracking	7706576	4/27/2010	Granted	Avaya Inc.
Use of location awareness to transfer communications sessions between terminals in a healthcare environment	7707044	4/27/2010	Granted	Avaya Inc.
Periodic software licensing system	7707115	4/27/2010	Granted	Avaya Inc.
Flexible license file feature controls	7707116	4/27/2010	Granted	Avaya Inc.
Secure installation activation	7707405	4/27/2010	Granted	Avaya Inc.
Dynamic assignment of traffic classes to a priority queue in a packet forwarding device	7710871	5/4/2010	Granted	Avaya Inc.
Coordination of content streams in interactive voice response s	7711095	5/4/2010	Granted	Avaya Inc.
Direct calling to devices via a shared telephone number	7711101	5/4/2010	Granted	Avaya Inc.
Multi-tasking tracking agent	7711104	5/4/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for providing an interface for a messaging mailbox	7711856	5/4/2010	Granted	Avaya Inc.
Creating a telecommunications channel from multiple channels that have differing signal-quality guarantees	7715417	5/11/2010	Granted	Avaya Inc.
Method and apparatus for monitoring of switch resources using resource group definitions	7716311	5/11/2010	Granted	Avaya Inc.
Rehoming via tunnel switching	7716338	5/11/2010	Granted	Avaya Inc.
Method and apparatus for enabling multicast over split multilink trunking	7719958	5/18/2010	Granted	Avaya Inc.
Interfering packet streams in packet networks	7720004	5/18/2010	Granted	Avaya Inc.
Estimating network-layer topology using end-to-end measurements	7720005	5/18/2010	Granted	Avaya Inc.
Mute condition indicator	7720217	5/18/2010	Granted	Avaya Inc.
Telephone with enhanced function display and selection ability	7720218	5/18/2010	Granted	Avaya Inc.
Method and apparatus for characterizing the quality of a network path	7720959	5/18/2010	Granted	Avaya Inc.
Networked voicemail	7724880	5/25/2010	Granted	Avaya Inc.
Change speed of voicemail playback depending on context	7729478	6/1/2010	Granted	Avaya Inc.
Post-termination contact management	7729490	6/1/2010	Granted	Avaya Inc.
Method and apparatus for delivering enhanced caller identification services to a called party	7734028	6/8/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Contact center and method for tracking and acting on one and done customer contacts	7734032	6/8/2010	Granted	Avaya Inc.
Remote party speaker phone detection	7734034	6/8/2010	Granted	Avaya Inc.
Method and apparatus for soft-response echo suppression	7734035	6/8/2010	Granted	Avaya Inc.
Presence-based hybrid peer- to-peer communications	7734710	6/8/2010	Granted	Avaya Inc.
Method and apparatus for a publish-subscribe system with third party subscription delivery	7734731	6/8/2010	Granted	Avaya Inc.
Using voice over ip or instant messaging to connect to customer products	7734909	6/8/2010	Granted	Avaya Inc.
Method and apparatus for merging call components during call reconstruction	7738360	6/15/2010	Granted	Avaya Inc.
Advanced port-based E911 strategy for IP telephony	7738634	6/15/2010	Granted	Avaya Inc.
Dynamic load balancer	7739398	6/15/2010	Granted	Avaya Inc.
Scalable methods for distributing routing information to border gateway protocol (BGP) devices	7739404	6/15/2010	Granted	Avaya Inc.
End-to-end IP security	7739728	6/15/2010	Granted	Avaya Inc.
Adaptive bandwidth network management for VOIP network	7742499	6/22/2010	Granted	Avaya Inc.
Simplified call answering service	7742579	6/22/2010	Granted	Avaya Inc.
Methods and apparatus for context and experience sensitive prompting in voice applications	7742580	6/22/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Frequency-table-based storage for network performance data	7743136	6/22/2010	Granted	Avaya Inc.
Multi-phase detection algorithm	7743169	6/22/2010	Granted	Avaya Inc.
Automatic call distribution system using computer network-based communication	7746362	6/29/2010	Granted	Avaya Inc.
Interactive telephony trainer and exerciser	7746997	6/29/2010	Granted	Avaya Inc.
Telephony software client application for handling the insertion and removal of logical audio devices	7747010	6/29/2010	Granted	Avaya Inc.
Method and apparatus using lightweight RRQ for efficient recovery of a call signaling channel in gatekeeper-routed call signaling	7747672	6/29/2010	Granted	Avaya Inc.
Method to make a discussion forum or RSS feed a source for customer contact into a multimedia contact center that is capable of handling emails	7747705	6/29/2010	Granted	Avaya Inc.
Certificate distribution via license files	7747851	6/29/2010	Granted	Avaya Inc.
Providing an abstraction layer in a cluster switch that includes plural switches	7751329	7/6/2010	Granted	Avaya Inc.
Line appearance reservation for sip endpoints	7751536	7/6/2010	Granted	Avaya Inc.
Feeble ring tones	7751542	7/6/2010	Granted	Avaya Inc.
Extending a call to a telecommunications terminal through an intermediate point	7751547	7/6/2010	Granted	Avaya Inc.
Data extensibility using external database tables	7752230	7/6/2010	Granted	Avaya Inc.
Ad hoc secure document exchange	7752269	7/6/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for content based authentication for network access	7752320	7/6/2010	Granted	Avaya Inc.
Methods and apparatus for local network address acquisition, analysis and substitution	7752333	7/6/2010	Granted	Avaya Inc.
Detecting an attack of a network connection	7752670	7/6/2010	Granted	Avaya Inc.
Method and apparatus for communicating data within measurement traffic	7756032	7/13/2010	Granted	Avaya Inc.
Seamless live migration of virtual machines across optical networks	7761573	7/20/2010	Granted	Avaya Inc.
Sharing of network security and services processing resources	7764611	7/27/2010	Granted	Avaya Inc.
Real-time network scheduled packet routing system	7764665	7/27/2010	Granted	Avaya Inc.
Synchronization watermarking in multimedia streams	7764713	7/27/2010	Granted	Avaya Inc.
Method and apparatus for routing telecommunication calls	7764782	7/27/2010	Granted	Avaya Inc.
System and method for aggregation of user conversations and visualizing personal communications map	7765259	7/27/2010	Granted	Avaya Inc.
Method and apparatus for determining problems on digital systems using audible feedback	7768930	8/3/2010	Granted	Avaya Inc.
Filler video streams in interactive voice response systems	7769148	8/3/2010	Granted	Avaya Inc.
Aggregated perceived presence	7769154	8/3/2010	Granted	Avaya Inc.
Contact center	7769161	8/3/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Fault recovery in concurrent queue management systems	7770061	8/3/2010	Granted	Avaya Inc.
Method and apparatus for load balancing work on a network of servers based on the probability of being serviced within a service time goal	7770175	8/3/2010	Granted	Avaya Inc.
Method and apparatus for the assessment and optimization of network traffic	7773536	8/10/2010	Granted	Avaya Inc.
System for conditional answering of requests	7774292	8/10/2010	Granted	Avaya Inc.
Method and apparatus for link performance measurements in a packet- switched network	7778196	8/17/2010	Granted	Avaya Inc.
Dynamic video generation in interactive voice response systems	7778397	8/17/2010	Granted	Avaya Inc.
Substitution cipher text-encoding and un-encoding software and method	7778415	8/17/2010	Granted	Avaya Inc.
Linking unable to respond messages to entries in electronic calendar	7778858	8/17/2010	Granted	Avaya Inc.
Deferred control of surrogate key generation in a distributed processing architecture	7779042	8/17/2010	Granted	Avaya Inc.
Rapid fault detection and recovery for internet protocol telephony	7782787	8/24/2010	Granted	Avaya Inc.
Apparatus and method for speaker identification during telecommunication calls	7783022	8/24/2010	Granted	Avaya Inc.
Method for translating a dialed string entered by a calling party	7783031	8/24/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Prioritized service delivery based on presence and availability of interruptible enterprise resources with skills	7787609	8/31/2010	Granted	Avaya Inc.
Method and apparatus for secure key management using multi-threshold secret sharing	7787619	8/31/2010	Granted	Avaya Inc.
Washable shell for a handheld electronic device	7792284	9/7/2010	Granted	Avaya Inc.
Monitoring quality of service in packet-based communications	7796524	9/14/2010	Granted	Avaya Inc.
Method and system for management of queues in contact centers	7796747	9/14/2010	Granted	Avaya Inc.
Method and apparatus for securing transmission on a speakerphone or teleconference call	7796758	9/14/2010	Granted	Avaya Inc.
Location-based command execution for mobile telecommunications terminals	7797001	9/14/2010	Granted	Avaya Inc.
Method for storing and retrieving digital ink call logs	7797630	9/14/2010	Granted	Avaya Inc.
Use of location awareness to establish communications with a target clinician in a healthcare environment	7801743	9/21/2010	Granted	Avaya Inc.
Network system having an instructional sequence for performing packet processing and optimizing the packet processing	7804785	9/28/2010	Granted	Avaya Inc.
Method and apparatus for validation and error resolution of configuration data in a private branch exchange switch	7804947	9/28/2010	Granted	Avaya Inc.
Authentication based on future geo-location	7805128	9/28/2010	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Integrated multi-media communication system	7808980	10/5/2010	Granted	Avaya Inc.
Method and apparatus for selection of special-purpose gateways	7809125	10/5/2010	Granted	Avaya Inc.
Method for discovering problem agent behaviors	7809127	10/5/2010	Granted	Avaya Inc.
Resilient application layer overlay framework for converged communication over internet protocol networks	7809846	10/5/2010	Granted	Avaya Inc.
Setting up a conference call with a hashed address	7813305	10/12/2010	Granted	Avaya Inc.
Secure download manager	7814023	10/12/2010	Granted	Avaya Inc.
Stateful and cross-protocol intrusion detection for voice over IP	7814547	10/12/2010	Granted	Avaya Inc. and Purdue Research Foundation
Emergency call handling in contention-based wireless local-area networks	7817675	10/19/2010	Granted	Avaya Inc.
Coordinating work assignments for contact center agents	7817796	10/19/2010	Granted	Avaya Inc.
System for identifying non-impacted and potentially disaster impacted people and communicating with them to gather impacted status	7817982	10/19/2010	Granted	Avaya Inc.
Methods and apparatus for allocating resources in a distributed environment	7818010	10/19/2010	Granted	Avaya Inc.
Real time estimation of rolling averages of cumulative data	7818196	10/19/2010	Granted	Avaya Inc.
Method and apparatus for specifying web service interfaces and processing web service messages using protocol multiplexing	7818398	10/19/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Methods and systems for network traffic security	7818805	10/19/2010	Granted	Avaya Inc.
Systems and methods for partitioning end-to-end performance effects using network tomography	7821936	10/26/2010	Granted	Avaya Inc.
Acknowledgment of media waveforms between telecommunications endpoints	7821957	10/26/2010	Granted	Avaya Inc.
Direction of communications sessions to contact centers	7822019	10/26/2010	Granted	Avaya Inc.
Methods and systems for providing priority access to 802.11 endpoints using DCF protocol	7826472	11/2/2010	Granted	Avaya Inc.
Call storage in removable memory	7826832	11/2/2010	Granted	Avaya Inc.
Calendar item hierarchy for automatic specialization	7827240	11/2/2010	Granted	Avaya Inc.
Traffic based availability analysis	7830813	11/9/2010	Granted	Avaya Inc.
Virtual private network manager gui with links for use in configuring a virtual private network	7831689	11/9/2010	Granted	Avaya Inc.
Method and apparatus for scheduling periodic tasks based on synthetic homogenization	7831970	11/9/2010	Granted	Avaya Inc.
Dynamic channel assignment in wireless ad hoc networks	7835339	11/16/2010	Granted	Avaya Inc.
Distributed handling of telecommunications features in a hybrid peer-to-peer system of endpoints	7835364	11/16/2010	Granted	Avaya Inc.
Call routing based on user availability	7835512	11/16/2010	Granted	Avaya Inc.
Provide a graceful transfer out of active wait treatment	7835514	11/16/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Removal of local duplication voice on conference ca	7835774	11/16/2010	Granted	Avaya Inc.
Multiple simultaneous wireless connections in a wireless local area network	7836189	11/16/2010	Granted	Avaya Inc.
Method and apparatus for managing communication between participants in a virtual environment	7840668	11/23/2010	Granted	Avaya Inc.
Methods and apparatus for managing a plurality of home pages for a user	7840684	11/23/2010	Granted	Avaya Inc.
Detection of hidden wireless routers	7840698	11/23/2010	Granted	Avaya Inc.
Method and apparatus for performance and cost optimization in an internetwork	7840704	11/23/2010	Granted	Avaya Inc.
Selective muting for conference call participants	7843486	11/30/2010	Granted	Avaya Inc.
Protocol for wireless multi-channel access control	7843819	11/30/2010	Granted	Avaya Inc.
Automatic detection and re-configuration of priority status in telecommunications networks	7843826	11/30/2010	Granted	Avaya Inc.
Detection and handling of lost messages during load-balancing routing protocols	7843833	11/30/2010	Granted	Avaya Inc.
Apparatus and method for providing call status information	7843899	11/30/2010	Granted	Avaya Inc.
Porting user profiles between communication devices in an enterprise	7844274	11/30/2010	Granted	Avaya Inc.
Apparatus and method for providing voice recognition for multiple speakers	7844454	11/30/2010	Granted	Avaya Inc.
Routing based on the contents of a shopping cart	7844504	11/30/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Remote feature activator feature extraction	7844572	11/30/2010	Granted	Avaya Inc.
Out of office autoreply filter	7844669	11/30/2010	Granted	Avaya Inc.
Testing BGA solder joints by localized pulsed-heat thermography	7845849	12/7/2010	Granted	Avaya Inc.
Location- and direction- enhanced automatic reminders of appointments	7847686	12/7/2010	Granted	Avaya Inc.
Dynamic multimedia content stream delivery based on quality of service	7847813	12/7/2010	Granted	Avaya Inc.
Telecommunications-terminal mute detection	7848511	12/7/2010	Granted	Avaya Inc.
Teleconferencing system with multiple channels at each location	7848738	12/7/2010	Granted	Avaya Inc.
Switching device, method, and computer program for efficient intrusion detection	7849506	12/7/2010	Granted	Avaya Inc.
Methods and apparatus for audio communication	7852992	12/14/2010	Granted	Avaya Inc.
Method and apparatus for handling disconnected call	7856092	12/21/2010	Granted	Avaya Inc.
Method and apparatus for using single-radio nodes and multi- radio nodes in a network	7860054	12/28/2010	Granted	Avaya Inc.
Methods and apparatus for allocating a resource to enqueued requests using predicted wait time based on prior resource contribution	7860234	12/28/2010	Granted	Avaya Inc.
Distributed computation in network devices	7860999	12/28/2010	Granted	Avaya Inc.
Constraint solver to code based test data generation for improving software reliability and security	7861226	12/28/2010	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Handling unsolicited content at a telecommunications terminal	7864761	1/4/2011	Granted	Avaya Inc.
Start-to-finish reservations in distributed mac protocols for wireless LANS	7864796	1/4/2011	Granted	Avaya Inc.
Method and apparatus for data protection for mobile devices	7865172	1/4/2011	Granted	Avaya Inc.
Communications services for business process design	7870184	1/11/2011	Granted	Avaya Inc.
Methods and apparatus for controlling audio characteristics of networked voice communications devices	7873069	1/18/2011	Granted	Avaya Inc.
Adaptive selection of bandwidth parameters to meet a service provider pricing model	7873074	1/18/2011	Granted	Avaya Inc.
Method and apparatus for performing predictive dialing	7873157	1/18/2011	Granted	Avaya Inc.
Method for undetectably impeding key strength of encryption usage for products exported outside the U.S.	7873166	1/18/2011	Granted	Avaya Inc.
Dynamic system of autonomous parsers for interpreting arbitrary telecommunication equipment streams	7873992	1/18/2011	Granted	Avaya Inc.
Method and apparatus for generating and reinforcing user passwords	7873995	1/18/2011	Granted	Avaya Inc.
Method for coordinating co-resident teleconferencing endpoints to avoid feedback	7876890	1/25/2011	Granted	Avaya Inc.
Packet prioritization and associated bandwidth and buffer management techniques for audio over IP	7877500	1/25/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Packet prioritization and associated bandwidth and buffer management techniques for audio over IP	7877501	1/25/2011	Granted	Avaya Inc.
Interface scheduling and traffic-shaping	7881197	2/1/2011	Granted	Avaya Inc.
Stateful and stateless data processing	7881215	3/1/2011	Granted	Avaya Inc.
Providing communications including an extended protocol header	7881297	2/1/2011	Granted	Avaya Inc.
Power-saving mechanism for periodic traffic streams in wireless local-area networks	7881322	2/1/2011	Granted	Avaya Inc.
Answer on hold notification	7881450	2/1/2011	Granted	Avaya Inc.
Method for key distribution in a hierarchical multicast traffic security system for an internetwork	7881477	2/1/2011	Granted	Avaya Inc.
Automatic download provisioning	7882171	2/1/2011	Granted	Avaya Inc.
Stream processing node	7882257	2/1/2011	Granted	Avaya Inc.
Alternatively enabling and disabling the talk paths of endpoints that share a virtual address	7885209	2/8/2011	Granted	Avaya Inc.
Synchronization of session-initiation-protocol proxy databases	7885253	2/8/2011	Granted	Avaya Inc.
Integrating messaging server directory service with a communication system voice mail message interface	7885275	2/8/2011	Granted	Avaya Inc.
Cost-conscious telecommunications terminal	7885399	2/8/2011	Granted	Avaya Inc.
Method and apparatus to forecast the availability of a resource	7885401	2/8/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method for authorizing a substitute software license server	7885896	2/8/2011	Granted	Avaya Inc.
Method for announcing e-mail and converting e-mail text to voice	7886006	2/8/2011	Granted	Avaya Inc.
Prioritize code for testing to improve code coverage of complex software	7886272	2/8/2011	Granted	Avaya Inc.
Method and apparatus for hot updating of running processes	7886287	2/8/2011	Granted	Avaya Inc.
Voice recognition for servicing calls by a call center agent	7889859	2/15/2011	Granted	Avaya Inc.
Method and apparatus for configuring a device based on proximity to another device	7890743	2/15/2011	Granted	Avaya Inc.
Remote feature activation authentication file system	7890997	2/15/2011	Granted	Avaya Inc.
Complementary VOIP service	7894590	2/22/2011	Granted	Avaya Inc.
Recognition results postprocessor for use in voice recognition systems	7899671	3/1/2011	Granted	Avaya Inc.
System and method for indicating status of an incoming transmission to a user	7903795	3/8/2011	Granted	Avaya Inc.
Method and apparatus for learning endpoint addresses of IPSEC VPN tunnels	7907595	3/15/2011	Granted	Avaya Inc.
Method and apparatus for measuring RTT in a cumulative acknowledgment transmission protocol	7907613	3/15/2011	Granted	Avaya Inc.
Caching user information in an integrated communication system	7907704	3/15/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Initiation and support of video conferencing using instant messaging	7908322	3/15/2011	Granted	Avaya Inc.
Routing data to one or more entities in a network	7908481	3/15/2011	Granted	Avaya Inc.
Mechanisms and algorithms for arbitrating between and synchronizing state of duplicated media processing components	7912075	3/22/2011	Granted	Avaya Inc.
Method and apparatus for providing called party information to a coverage point during survivable processor operation	7912203	3/22/2011	Granted	Avaya Inc.
Data messaging during telephony calls	7912207	3/22/2011	Granted	Avaya Inc.
Managing statistical information in a contact center	7912209	3/22/2011	Granted	Avaya Inc.
Method and apparatus for selectively reading counter information in a network device	7912939	3/22/2011	Granted	Avaya Inc.
Remote feature activation authentication file system	7913301	3/22/2011	Granted	Avaya Inc.
Dialing plan information as provided to a telecommunications end	7916856	3/29/2011	Granted	Avaya Inc.
Individual participant identification in shared video resources	7920158	4/5/2011	Granted	Avaya Inc.
Method and apparatus for loop prevention in communication networks	7920487	4/5/2011	Granted	Avaya Inc.
Personal virtual assistant	7920678	4/5/2011	Granted	Avaya Inc.
Private branch exchange with self-referencing extensions	7920685	4/5/2011	Granted	Avaya Inc.
Teleconferencing system with multi-channel imaging	7924995	4/12/2011	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Intelligent handling of message refusal	7924998	4/12/2011	Granted	Avaya Inc.
Managing held telephone calls from a remote telecommunications terminal	7925000	4/12/2011	Granted	Avaya Inc.
Methods and apparatus for contact center agent selection	7925001	4/12/2011	Granted	Avaya Inc.
Method and apparatus for processing a speech signal	7925499	4/12/2011	Granted	Avaya Inc.
Detection of extreme hypoglycemia or hyperglycemia based on automatic analysis of speech patterns	7925508	4/12/2011	Granted	Avaya Inc.
Secure interaction between a mobile client device and an enterprise application in a communication system	7925717	4/12/2011	Granted	Avaya Inc.
Fault recovery in concurrent queue management systems	7925921	4/12/2011	Granted	Avaya Inc.
Efficient authentication system for primary and secondary servers	7926095	4/12/2011	Granted	Avaya Inc.
Method and apparatus for learning VRRP backup rout	7929420	4/19/2011	Granted	Avaya Inc.
Systems and methods for automated media filtering	7930762	4/19/2011	Granted	Avaya Inc.
Apparatus and method for providing priority voice messaging from an emergency center	7933391	4/26/2011	Granted	Avaya Inc.
Proxy-based, transaction authorization system	7933836	4/26/2011	Granted	Avaya Inc.
System and method for detecting and preventing denial of service attacks in a communications system	7933985	4/26/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Multiplexing VOIP streams for conferencing and selective playback of audio streams	7936705	5/3/2011	Granted	Avaya Inc.
Multimedia communication session coordination across heterogeneous transport networks	7936746	5/3/2011	Granted	Avaya Inc.
Clock management between two endpoints	7936794	5/3/2011	Granted	Avaya Inc.
Method and apparatus for providing communication tasks in a workflow	7936863	5/3/2011	Granted	Avaya Inc.
Messaging advise in presence-aware networks	7936865	5/3/2011	Granted	Avaya Inc.
Multi-service request within a contact center	7936867	5/3/2011	Granted	Avaya Inc.
Finite-state machine augmented for multiple evaluations of text	7937411	5/3/2011	Granted	Avaya Inc.
Method and apparatus for canceling channel reservations in a wireless network	7940688	5/10/2011	Granted	Avaya Inc.
Method and apparatus for allowing communication within a group	7940702	5/10/2011	Granted	Avaya Inc.
Data distribution in a distributed telecommunications network	7940758	5/10/2011	Granted	Avaya Inc.
Adaption of emergency calls to the emergency services network based on caller location	7940896	5/10/2011	Granted	Avaya Inc.
Orchestration engine as an intermediary between telephony functions and business processes	7940916	5/10/2011	Granted	Avaya Inc.
Telecommunications-based social-trust networks	7941388	5/10/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Apparatus and methods for managing power distribution over ethernet	7941677	5/10/2011	Granted	Avaya Inc.
Content-aware dynamic network resource allocation	7944827	5/17/2011	Granted	Avaya Inc.
DVMRP border router for reverse path forwarding validation with external sources	7944846	5/17/2011	Granted	Avaya Inc.
Handling loops in programs and examining feasible software behavior for detecting malicious code	7945898	5/17/2011	Granted	Avaya Inc.
Asynchronous event handling for video streams in interactive voice response systems	7949106	5/24/2011	Granted	Avaya Inc.
Granting privileges to a telecommunications terminal based on the relationship of a first signal to a second signal	7949114	5/24/2011	Granted	Avaya Inc.
Methods and apparatus for processing a session	7949118	5/24/2011	Granted	Avaya Inc.
Method and apparatus for the simultaneous delivery of multiple contacts to an agent	7949121	5/24/2011	Granted	Avaya Inc.
Method and apparatus for determining wait treatment of a customer in a call center	7949122	5/24/2011	Granted	Avaya Inc.
Wait time predictor for long shelf-life work	7949123	5/24/2011	Granted	Avaya Inc.
Apparatus and method for forwarding messages between two applications	7950017	5/24/2011	Granted	Avaya Inc.
Method and apparatus for efficient presentation of content over a network to a visually impaired user	7952607	5/31/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Procedure and mechanisms for control and bearer redundancy of TDM-based service provider connections	7952992	5/31/2011	Granted	Avaya Inc.
System and method of controlling in-bound path selection based on historical and continuous path quality monitoring, assessment and predictions	7953010	5/31/2011	Granted	Avaya Inc.
Adaptive partitioning of traffic without additional probe traffic	7953023	5/31/2011	Granted	Avaya Inc.
Client configuration download for VPN voice gateways	7953070	5/31/2011	Granted	Avaya Inc.
Data model of participation in multi-channel and multi-party contacts	7953859	5/31/2011	Granted	Avaya Inc.
Method and apparatus for monitoring the transportation of medical images on a communication network	7958225	6/7/2011	Granted	Avaya Inc.
Detecting interfering packet streams in packet networks	7961647	6/14/2011	Granted	Avaya Inc.
Dynamic user interface for the temporarily impaired based on automatic analysis for speech patterns	7962342	6/14/2011	Granted	Avaya Inc.
Method and system for secure communications with IP telephony appliance	7965701	6/21/2011	Granted	Avaya Inc.
Use of location awareness to control radio frequency interference in a healthcare environment	7966008	6/21/2011	Granted	Avaya Inc.
Software licensing for spare processors	7966520	6/21/2011	Granted	Avaya Inc.
Method for distributing high and low-bandwidth voice channels using a minimum number of timeslots	7970062	6/28/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Assisted discrimination of similar sounding speakers	7970115	6/28/2011	Granted	Avaya Inc.
Multicast switching in a distributed communication system	7974192	7/5/2011	Granted	Avaya Inc.
Advanced port-based E911 strategy for IP telephony	7974388	7/5/2011	Granted	Avaya Inc.
Detection of telephone number spoofing	7974395	7/5/2011	Granted	Avaya Inc.
Power-saving mechanisms for 802.11 clients	7978637	7/12/2011	Granted	Avaya Inc.
Automatic configuration of call handling based on end-user needs and characteristics	7978827	7/12/2011	Granted	Avaya Inc.
Methods and apparatus for multimedia t	7978828	7/12/2011	Granted	Avaya Inc.
Methods and apparatus for defending against telephone-based robotic attacks using random personal codes	7978831	7/12/2011	Granted	Avaya Inc.
System and method for traversing firewalls, nats, and proxies with rich media communications and other application protocols	7979528	7/12/2011	Granted	Avaya, Inc.
Disaster recovery via alternative terminals and partitioned networks	7983148	7/19/2011	Granted	Avaya Inc.
Coordinated invitations to a conference call	7983201	7/19/2011	Granted	Avaya Inc.
System and method for increasing call capacity for a wireless local area network	7983243	7/19/2011	Granted	Avaya Inc.
Using Q-in-Q-in-Q to implement ethernet service unit ring	7983255	7/19/2011	Granted	Avaya Inc.
Adaptive, multi-channel teleconferencing system	7983406	7/19/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for trust based routing in data networks	7984294	7/19/2011	Granted	Avaya Inc.
Management of meetings by grouping	7984378	7/19/2011	Granted	Avaya Inc.
Magnet cap	7986206	7/26/2011	Granted	Avaya Inc.
Acoustic sensor network	7986231	7/26/2011	Granted	Avaya Inc.
Real-time XML messaging protocol	7986685	7/26/2011	Granted	Avaya Inc.
Stand for desktop telephone	7986777	7/26/2011	Granted	Avaya Inc.
Location- and direction-enhanced automatic reminders of appointments	7990266	8/2/2011	Granted	Avaya Inc.
Adaptively maintaining quality of service (QOS) in distributed PBX networks	7990882	8/2/2011	Granted	Avaya Inc.
Method and apparatus for expanding conference sizes	7990899	8/2/2011	Granted	Avaya Inc.
Method to enhance x-ray and optical images and locate nano-scale cracks in electric devices and components	7991214	8/2/2011	Granted	Avaya Inc.
Failover/failback trigger using sip messages in a sip survivable configuration	7995466	8/9/2011	Granted	Avaya Inc.
Tag interrogator and microphone array for identifying a person speaking in a room	7995731	8/9/2011	Granted	Avaya Inc.
Telecommunications endpoint for managing multi-conferencing	7995733	8/9/2011	Granted	Avaya Inc.
Automatic call distribution system using computer network-based communication	7995740	8/9/2011	Granted	Avaya Inc.
Appearance change prompting during video calls to agents	7995741	8/9/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Outbound dialing decision criteria based	7995742	8/9/2011	Granted	Avaya Inc.
Automatic validation of test results using componentized software object reflection	7996817	8/9/2011	Granted	Avaya Inc.
Method and apparatus for protecting networks from unauthorized applications	7996895	8/9/2011	Granted	Avaya Inc.
Systems and methods for facilitating a first response mission at an incident scene using precision location	7999741	8/16/2011	Granted	Avaya Inc.
Personal virtual assistant	8000453	8/16/2011	Granted	Avaya Inc.
Using true value in routing work items to resources	8000989	8/16/2011	Granted	Avaya Inc.
Method and apparatus for dynamically adjusting membership of a communication flow expression	8001182	8/16/2011	Granted	Avaya Inc.
Method and apparatus for preventing the inadvertent or unauthorized release of information	8001609	8/16/2011	Granted	Avaya Inc.
Method and apparatus providing adjacent channel interference avoidance	8004975	8/23/2011	Granted	Avaya Inc.
Call admission control for mobility-capable telecommunications terminals	8004979	8/23/2011	Granted	Avaya Inc.
Method for communication information recall in an enterprise network	8005067	8/23/2011	Granted	Avaya Inc.
Systems and methods for multi-tiered priority messaging	8005196	8/23/2011	Granted	Avaya Inc.
Methods and apparatus for defending against telephone-based robotic attacks using contextual-based degradation	8005197	8/23/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Methods and apparatus for defending against telephone-based robotic attacks using permutation of an IVR menu	8005198	8/23/2011	Granted	Avaya Inc.
Intelligent media stream recovery	8005199	8/23/2011	Granted	Avaya Inc.
Dealing with lost acknowledgements when power-saving	8009600	8/30/2011	Granted	Avaya Inc.
Multi-hop ad-hoc wireless networks that support non-multi-hop wireless terminals	8009615	8/30/2011	Granted	Avaya Inc.
Efficient power management in wireless local area networks	8010168	8/30/2011	Granted	Avaya Inc.
Alternative bandwidth management algorithm	8010677	8/30/2011	Granted	Avaya Inc.
Passing information from a forwarding plane to a control plane	8010696	8/30/2011	Granted	Avaya, Inc.
Dynamic feedback from an internet service provider about network occupancy/availability	8014273	9/6/2011	Granted	Avaya Inc.
Messaging advise in presence- aware networks	8014497	9/6/2011	Granted	Avaya Inc.
Determining whether to provide authentication credentials based on call-establishment delay	8014501	9/6/2011	Granted	Avaya Inc.
Packet prioritization and associated bandwidth and buffer management techniques for audio over IP	8015309	9/6/2011	Granted	Avaya Inc.
Survivable phone behavior using sip signaling in a sip network configuration	8018848	9/13/2011	Granted	Avaya Inc.
Method for generating reliability tests based on orthogonal arrays and field data	8019049	9/13/2011	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for ordering communications	8019051	9/13/2011	Granted	Avaya Inc.
Method and apparatus for altering participants in a conference call to topics of interest	8019069	9/13/2011	Granted	Avaya Inc.
Distributed conferencing via PBX-conference bridge link	8019071	9/13/2011	Granted	Avaya Inc.
Method and apparatus for the assessment and optimization of network traffic	8023421	9/20/2011	Granted	Avaya Inc.
Network condition capture and reproduction	8027267	9/27/2011	Granted	Avaya Inc.
Method and system for scheduler dominated merge of state changes	8027346	9/27/2011	Granted	Avaya Inc.
Call processing based on electronic calendar information	8027447	9/27/2011	Granted	Avaya Inc.
Ringbacks based on extrinsic information	8027455	9/27/2011	Granted	Avaya Inc.
Automatic provisioning of distinct ring-tones for co-located telephones	8027460	9/27/2011	Granted	Avaya Inc.
Higher order logic applied to expert systems for alarm analysis, filtering, correlation and root cause	8027946	9/27/2011	Granted	Avaya Inc.
Dual modem architecture to support the transfer of non-Baudot TTY telephone calls	8031842	10/4/2011	Granted	Avaya Inc.
Pluggable contact resolution	8032624	10/4/2011	Granted	Avaya Inc.
Broadcast/multicast data in a wireless network	8036187	10/11/2011	Granted	Avaya Inc.
Efficient polled frame exchange on a shared-communications channel	8036200	10/11/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for coordinating adjacent channel transmissions on multiple radio nodes	8036203	10/11/2011	Granted	Avaya Inc.
Method and apparatus providing additional information to an interactive voice response (IVR) system user	8036347	10/11/2011	Granted	Avaya Inc.
System and method of identifying geographic location for the source of a call	8036356	10/11/2011	Granted	Avaya Inc.
Directly contactable call center agents	8036370	10/11/2011	Granted	Avaya Inc.
Utilizing small group call center agents to improve productivity without impacting service level targets	8036371	10/11/2011	Granted	Avaya Inc.
Methods and apparatus for dynamically reallocating a preferred request to one or more generic queues	8036372	10/11/2011	Granted	Avaya Inc.
Call-handling for an off-premises, telecommunications terminal with an installed subscriber identity module	8036660	10/11/2011	Granted	Avaya Inc.
Apparatus and method for call center call-back	8036682	10/11/2011	Granted	Avaya Inc.
Automatic display of email distribution lists	8037143	10/11/2011	Granted	Avaya Inc.
Alternative methodology in assessing network availability	8037163	10/11/2011	Granted	Avaya Inc.
Audible computer user interface method and apparatus	8037414	10/11/2011	Granted	Avaya Inc.
Systems and methods for facilitating a first response mission at an incident scene	8040246	10/18/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Automated call handling based on caller ID	8041014	10/18/2011	Granted	Avaya Inc.
Event driven noise cancellation	8041026	10/18/2011	Granted	Avaya Inc.
Method and apparatus to intelligently perform scanning and assist scanning by profiling scanning history	8041319	10/18/2011	Granted	Avaya Inc.
Cooling off period prior to sending dependent on user's state	8041344	10/18/2011	Granted	Avaya Inc.
Location-based survey via mobile device	8041365	10/18/2011	Granted	Avaya Inc.
Organization health analysis using real-time communications monitoring	8041589	10/18/2011	Granted	Avaya Inc.
Predictive software license balancing	8041642	10/18/2011	Granted	Avaya Inc.
Method and apparatus providing sender information by way of a personal virtual assistant (PVA)	8041765	10/18/2011	Granted	Avaya Inc.
Method of providing instant messaging functionality within an email session	8041770	10/18/2011	Granted	Avaya Inc.
Network access mechanism and met	8045575	10/25/2011	Granted	Avaya Inc.
Method and apparatus for determining customer routing in a call center	8045696	10/25/2011	Granted	Avaya Inc.
Apparatus and methods for data distribution devices having selectable power supplies	8046619	10/25/2011	Granted	Avaya Inc.
Endpoint registration with local back-off in a call processing system	8050199	11/1/2011	Granted	Avaya Inc.
Messaging advise in presence-aware networks	8050388	11/1/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Alert reminder trigger by motion-detector	8050665	11/1/2011	Granted	Avaya Inc.
Peer-to-peer neighbor detection for proximity-based command execution	8050698	11/1/2011	Granted	Avaya Inc.
Methods and systems for use in the provision of services in an institutional setting such as a healthcare facility	8050939	11/1/2011	Granted	Avaya Inc.
Method and apparatus for identifying trusted sources based on access point	8051474	11/1/2011	Granted	Avaya Inc.
Methods and systems for network traffic security	8051481	11/1/2011	Granted	Avaya Inc.
Using battery orientation to control mode of operation	8054049	11/8/2011	Granted	Avaya Inc.
Programming an existing indicator to indicate the cause of a condition	8054171	11/8/2011	Granted	Avaya Inc.
Systems and methods for facilitating a first response mission at an incident scene using patient monitoring	8054177	11/8/2011	Granted	Avaya Inc.
One touch voice memo	8054954	11/8/2011	Granted	Avaya Inc.
System and method for detecting emotions at different steps in a communication	8054964	11/8/2011	Granted	Avaya Inc.
Transmission of a digital message interspersed throughout a compressed information signal	8054969	11/8/2011	Granted	Avaya Inc.
Method and apparatus for providing an interface for a messaging mailbox	8055799	11/8/2011	Granted	Avaya Inc.
Signal watermarking in the presence of encryption	8055903	11/8/2011	Granted	Avaya Inc.
Encapsulation method discovery protocol for network address translation gateway traversal	8059641	11/15/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Telephone software testing system and method	8059788	11/15/2011	Granted	Avaya Inc.
System and method for voicemail privacy	8059793	11/15/2011	Granted	Avaya Inc.
Keyword alerting in conference calls	8059807	11/15/2011	Granted	Avaya Inc.
Enterprise mobility user	8060071	11/15/2011	Granted	Avaya Inc.
Voice and text session converter	8060565	11/15/2011	Granted	Avaya Inc.
Virtual office presence bridge	8064487	11/22/2011	Granted	Avaya Inc.
Messaging advise in presence-aware networks	8064574	11/22/2011	Granted	Avaya Inc.
Voicemail filtering and transcription	8064576	11/22/2011	Granted	Avaya Inc.
Method and apparatus for combined wired/wireless pop-out speakerphone microphone	8064969	11/22/2011	Granted	Avaya Inc.
Automated reconnection of interrupted voice call session	8068824	11/29/2011	Granted	Avaya Inc.
Method and apparatus for notifying a user of separation from a mobile device	8068847	11/29/2011	Granted	Avaya Inc.
System and method for testing a dynamic communication across a network	8072890	12/6/2011	Granted	Avaya Inc.
Method and apparatus performing express forwarding frames having multiple fragments	8072955	12/6/2011	Granted	Avaya Inc.
Work item relation awareness for agents during routing engine driven sub- optimal work assignments	8073129	12/6/2011	Granted	Avaya Inc.
Message log analysis for system behavior evaluation	8073806	12/6/2011	Granted	Avaya Inc.
Method and apparatus for controlling conference calls	8077852	12/13/2011	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for adaptive control of system parameters for admission control	8081565	12/20/2011	Granted	Avaya Inc.
Method and apparatus for managing communication between participants in a virtual environment	8082297	12/20/2011	Granted	Avaya Inc.
Method and apparatus to facilitate the closure of mobility tunnels	8085727	12/27/2011	Granted	Avaya Inc.
Interactive voice response system with prioritized call monitoring	8085927	12/27/2011	Granted	Avaya Inc.
Efficient load balancing and heartbeat mechanism for telecommunication endpoints	8089872	1/3/2012	Granted	Avaya Inc.
Dynamic buffering and synchronization of related media streams in packet networks	8094556	1/10/2012	Granted	Avaya Inc.
Automatic configuration	8094680	1/10/2012	Granted	Avaya Inc.
Multiple queuing and servicing of a contact	8094802	1/10/2012	Granted	Avaya Inc.
Method and apparatus for assessing the status of work waiting for service	8094804	1/10/2012	Granted	Avaya Inc.
System and method of synchronizing multiple microphone and speaker-equipped devices to create a conferenced area network	8095120	1/10/2012	Granted	Avaya Inc.
Spam whitelisting for recent sites	8095602	1/10/2012	Granted	Avaya Inc.
SIP endpoint enhancer	8095611	1/10/2012	Granted	Avaya Inc.
Additional functionality for telephone numbers and utilization of context information associated with telephone numbers in computer documents	8095882	1/10/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for implementing I2 VPNS on an IP network	8098656	1/17/2012	Granted	Avaya Inc.
Method and apparatus for dynamic termination of unused wired connection	8098681	1/17/2012	Granted	Avaya Inc.
Messaging advise in presence-aware networks	8098799	1/17/2012	Granted	Avaya Inc.
Protocol independent multicast designated router enhancements for supporting internet group management protocol in a multi-access network	8099516	1/17/2012	Granted	Avaya Inc.
Application layer metrics monitoring	8102879	1/24/2012	Granted	Avaya Inc.
Method and apparatus for event notification based on the identity of a calling party	8102974	1/24/2012	Granted	Avaya Inc.
Apparatus and method for switching from overlap signaling to en bloc signaling in a data network	8102989	1/24/2012	Granted	Avaya Inc.
Method for setting up a communication connection and a private branch exchange for carrying out the method	8102990	1/24/2012	Granted	Avaya Inc.
Methods and apparatus for allocating resources in a distributed environment based on network assessment	8103282	1/24/2012	Granted	Avaya Inc.
IP security with seamless roaming and load balancing	8104081	1/24/2012	Granted	Avaya Inc.
Sharing a video display between telephony and computing devices	8106880	1/31/2012	Granted	Avaya Inc.
Simultaneous active registration in a sip survivable network configuration	8107361	1/31/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Evaluating quality of service in an IP network with cooperating relays	8107385	1/31/2012	Granted	Avaya Inc.
Route tracing program configured to detect particular network element making type of service modification	8107388	1/31/2012	Granted	Avaya Inc.
Method and apparatus for providing a virtual assistant to a communication participant	8107401	1/31/2012	Granted	Avaya Inc.
Variable bit rate video codec using adaptive tracking for video conferencing	8107525	1/31/2012	Granted	Avaya Inc.
Apparatus and method for providing on-hold information based on preference of user	8107596	1/31/2012	Granted	Avaya Inc.
Messaging advise in presence-aware networks	8107597	1/31/2012	Granted	Avaya Inc.
Voicemail filtering and transcription	8107598	1/31/2012	Granted	Avaya Inc.
Context recovery for call center agents	8107613	1/31/2012	Granted	Avaya Inc.
IP phone intruder security monitoring system	8107625	1/31/2012	Granted	Avaya Inc.
Methods and apparatus for voice recognition for call treatment modification on messaging	8108218	1/31/2012	Granted	Avaya Inc.
Presence tracking and name space interconnection techniques	8108516	1/31/2012	Granted	Avaya Inc.
Mechanisms for temporal building and parsing sip messages	8108556	1/31/2012	Granted	Avaya Inc.
Code-coverage guided prioritized test generation	8108826	1/31/2012	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and system for switching between two (or more) reference signals for clock synchronization	8111796	2/7/2012	Granted	Avaya Inc.
Unified greeting service for telecommunications events	8111813	2/7/2012	Granted	Avaya Inc.
Clearing house for publish/subscribe of status data from distributed telecommunications systems	8116237	2/14/2012	Granted	Avaya Inc.
Call intrusion	8116439	2/14/2012	Granted	Avaya Inc.
Agent driven work item awareness for tuning routing engine work-assignment algorithms	8116446	2/14/2012	Granted	Avaya Inc.
Customer loyalty, product demonstration, and store/contact center/internet coupling system and method	8117087	2/14/2012	Granted	Avaya Inc.
Voltage level translation	8120383	2/21/2012	Granted	Avaya Inc.
Text feedback to an on-hold party	8121262	2/21/2012	Granted	Avaya Inc.
Optimisation of transmission parameters of access points in wireless networks	8125917	2/28/2012	Granted	Avaya Inc.
Purposeful receive-path audio degradation for providing feedback about transmit-path signal quality	8126394	2/28/2012	Granted	Avaya Inc.
Enhanced gateway for routing between networks	8130768	3/6/2012	Granted	Avaya Inc.
Routing of calls based on agents emotional state	8130935	3/6/2012	Granted	Avaya Inc.
Method and system for generating data frames for asynchronous over TCP/IP protocol	8139486	3/20/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method for operating a telephone system with at least two telephony terminals and a telephony terminal for carrying out the method	8139740	3/20/2012	Granted	Avaya Inc.
Management of a multi-process system	8140653	3/20/2012	Granted	Avaya Inc.
Method to detect spam over internet telephony (SPIT)	8141152	3/20/2012	Granted	Avaya Inc.
Network switch that is optimized for a telephony-capable endpoint	8144583	3/27/2012	Granted	Avaya Inc.
Method and system for controlling audio in a collaboration environment	8144633	3/27/2012	Granted	Avaya Inc.
Intelligent multi-packet header compression	8144734	3/27/2012	Granted	Avaya Inc.
Method and apparatus providing remote end input validation	8144860	3/27/2012	Granted	Avaya Inc.
Computer mediated natural language based communication augmented by arbitrary and flexibly assigned personality classification systems	8145474	3/27/2012	Granted	Avaya Inc.
Devices, methods, and media for determining and assigning optimal media characteristics in communications sessions	8145770	3/27/2012	Granted	Avaya Inc.
Packet mirroring between primary and secondary virtualized software images for improved system failover performance	8145945	3/27/2012	Granted	Avaya Inc.
Caller initiated undivert from voicemail	8150003	4/3/2012	Granted	Avaya Inc.
Method and apparatus for implementing filter rules in a network element	8151339	4/3/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Feature interaction detection during calls with multiple-leg signaling paths	8155021	4/10/2012	Granted	Avaya Inc.
Synchronous and asynchronous brokering of IVR sessions for offline interaction and response	8155276	4/10/2012	Granted	Avaya Inc.
Scalable geo-location event processing	8155672	4/10/2012	Granted	Avaya Inc.
Local communication agent	8160079	4/17/2012	Granted	Avaya Inc.
Voicemail filtering and transcription	8160212	4/17/2012	Granted	Avaya Inc.
Instant messaging and voice mail integration	8160213	4/17/2012	Granted	Avaya Inc.
Assignment of call-center agents to incoming calls	8160234	4/17/2012	Granted	Avaya Inc.
Call-handling for an off-premises, telecommunications terminal with an installed subscriber identity module	8160585	4/17/2012	Granted	Avaya Inc.
Soft real-time load balancer	8161491	4/17/2012	Granted	Avaya Inc.
System and method for monitoring a network communication at multiple network layers	8165030	4/24/2012	Granted	Avaya Inc.
Method and system for wireless LAN-based indoor position location	8165150	4/24/2012	Granted	Avaya Inc.
Exploiting facial characteristics for improved agent selection	8165282	4/24/2012	Granted	Avaya Inc.
Destination arrival estimates auto-notification based on cellular systems	8165773	4/24/2012	Granted	Avaya Inc.
License scheme for use with stackable devices	8165963	4/24/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Dynamic techniques for optimizing soft real-time task performance in virtual machines	8166485	4/24/2012	Granted	Avaya Inc.
Modular telephone	8169898	5/1/2012	Granted	Avaya Inc.
Modular telephone	8169898	5/1/2012	Granted	Avaya Inc.
Method and apparatus for controlling access to a media port	8169901	5/1/2012	Granted	Avaya Inc.
Enhanced call tracing	8170182	5/1/2012	Granted	Avaya Inc.
Method for authorizing a telephone transaction and local node	8171305	5/1/2012	Granted	Avaya Inc.
Processor programmable PLD device	8174287	5/8/2012	Granted	Avaya Inc.
Distributed cache system	8175233	5/8/2012	Granted	Avaya Inc.
Prediction of threshold exceptions based on real time operating information	8175254	5/8/2012	Granted	Avaya Inc.
Methods and apparatus for determining a presence of a user	8176086	5/8/2012	Granted	Avaya Inc.
Instantaneous user initiation voice quality feedback	8176154	5/8/2012	Granted	Avaya Inc.
Habit-based authentication	8176159	5/8/2012	Granted	Avaya Inc.
Internal/external network identifier	8179804	5/15/2012	Granted	Avaya Inc.
SIP servlet applications co-hosting	8179889	5/15/2012	Granted	Avaya Inc.
Semantic contact center management	8180044	5/15/2012	Granted	Avaya Inc.
Use of location awareness to request assistance for a medical event occurring in a healthcare environment	8180650	5/15/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for data mining within communication session information using an entity relationship model	8180722	5/15/2012	Granted	Avaya Inc.
Endpoint device configured to permit user reporting of quality problems in a communication network	8184546	5/22/2012	Granted	Avaya Inc.
System and method for measuring round trip delay of voice packets in a telephone system	8184587	5/22/2012	Granted	Avaya Inc.
Notification of dropped audio in a teleconference call	8184790	5/22/2012	Granted	Avaya Inc.
System, method and apparatus for securely exchanging security keys and monitoring links in a IP communications network	8185947	5/22/2012	Granted	Avaya Inc.
QoS-based routing for CE-based VPN	8189481	5/29/2012	Granted	Avaya Inc.
Broadcast/multicast data in a wireless network	8189517	5/29/2012	Granted	Avaya Inc. and/or Adobe Systems Incorporated
Anti-replay protection with quality of services (QoS) queues	8191133	5/29/2012	Granted	Avaya Inc.
Leaving a message for a party while on an active real- time communication	8194829	6/5/2012	Granted	Avaya Inc.
Determining a preferable mode of communicating with a called party	8194831	6/5/2012	Granted	Avaya Inc.
Passing URL for XML documents via a telephone signaling system	8199902	6/12/2012	Granted	Avaya Inc.
Magnet cap	8199908	6/12/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Ethernet isolator for microphonics security and method thereof	8199922	6/12/2012	Granted	Avaya Inc.
Message file editing process	8200476	6/12/2012	Granted	Avaya Inc.
Methods and apparatus for network presence detection	8200776	6/12/2012	Granted	Avaya Inc.
Multi-conferencing capability	8204195	6/19/2012	Granted	Avaya Inc.
Device, methods, and media for providing multi-point video conferencing unit functions	8208004	6/26/2012	Granted	Avaya Inc.
Systems and methods for implementing call waiting in multimedia devices	8208410	6/26/2012	Granted	Avaya Inc.
Notifying a user of a telecommunications terminal of disrupted audio	8208617	6/26/2012	Granted	Avaya Inc.
Method and apparatus for determining user feedback by facial expression	8210848	7/3/2012	Granted	Avaya Inc.
Methods, media, and devices for providing visual resources of video conference participants	8212856	7/3/2012	Granted	Avaya Inc.
Method and apparatus for improving voice recording using an extended buffer	8213316	7/3/2012	Granted	Avaya Inc.
Resource identifier based access control in an enterprise network	8218435	7/10/2012	Granted	Avaya Inc.
Arrangement for dynamically diverting communications having characteristics incompatible with a communication device to another device	8218532	7/10/2012	Granted	Avaya Inc.
Messaging advise in presence-aware networks	8218735	7/10/2012	Granted	Avaya Inc.
Facilities management system	8218738	7/10/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for identifying and eliminating the source of background noise in multi-party teleconferences	8218751	7/10/2012	Granted	Avaya Inc.
Organization health analysis using real-time communications monitoring	8219429	7/10/2012	Granted	Avaya Inc.
Higher order logic applied to expert systems for alarm analysis, filtering, correlation and root causes which converts a specification proof into a program language	8219512	7/10/2012	Granted	Avaya Inc.
Quality-of-service and call admission control	8223637	7/17/2012	Granted	Avaya Inc.
Method and apparatus performing no back-off forwarding	8223790	7/17/2012	Granted	Avaya Inc.
Interactive web interface for interactive voice response	8223929	7/17/2012	Granted	Avaya Inc.
Work flow engine for controlling delivery of media treatments to customer contacts	8224922	7/17/2012	Granted	Avaya Inc.
Web service initiation protocol for multimedia and voice communication over internet protocol	8224975	7/17/2012	Granted	Avaya Inc.
Traffic load balancing	8228891	7/24/2012	Granted	Avaya Inc.
Method and apparatus for verification of at least a portion of a datagram's header information	8228896	7/24/2012	Granted	Avaya Inc.
Purposeful degradation of sidetone audio for providing feedback about transmit-path signal quality	8229105	7/24/2012	Granted	Avaya Inc.
Method and apparatus for configuring a handheld audio device using ear biometrics	8229145	7/24/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Graduated single frequency network	8229441	7/24/2012	Granted	Avaya Inc.
Personal location information management	8229454	7/24/2012	Granted	Avaya Inc.
Using intelligent agents to perform flow path discovery in telecommunications systems and networks	8229468	7/24/2012	Granted	Avaya Inc.
Generation of enterprise- wide licenses in a customer environment	8229858	7/24/2012	Granted	Avaya Inc.
Automatic display of email distribution lists	8230034	7/24/2012	Granted	Avaya Inc.
Method and apparatus for network security based on device security status	8230480	7/24/2012	Granted	Avaya Inc.
Method for cooperative intrusion prevention through collaborative inference	8230505	7/24/2012	Granted	Avaya Inc.
Method and apparatus for protecting networks from unauthorized applications	8230513	7/24/2012	Granted	Avaya Inc.
Method and apparatus for enhancing control of an avatar in a three dimensional computer-generated virtual environment	8232989	7/31/2012	Granted	Avaya Inc.
Affecting calls to a person associated with a telecommunications terminal based on visual images and audio samples of the environment in the vicinity of the telecommunications terminal	8233024	7/31/2012	Granted	Avaya Inc.
Dynamic visual background for call-center agents	8233028	7/31/2012	Granted	Avaya Inc.
System for transmitting high quality speech signals on a voice over internet protocol network	8233393	7/31/2012	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Caching message information in an integrated communication system	8233594	7/31/2012	Granted	Avaya Inc.
Conference call hold with record and time compression	8233606	7/31/2012	Granted	Avaya Inc.
Assisting contact center agents and customers	8233610	7/31/2012	Granted	Avaya Inc.
Monitoring key-press delay and duration to determine need for assistance	8233613	7/31/2012	Granted	Avaya Inc.
Method for registering communication terminals with base station devices by using virtual appliances	8233903	7/31/2012	Granted	Avaya Inc.
Dynamic work assignment strategies based on multiple aspects of agent proficiency	8234141	7/31/2012	Granted	Avaya Inc.
Method for determining communicative value	8234305	7/31/2012	Granted	Avaya Inc.
Detection and display of packet changes in a network	8238254	8/7/2012	Granted	Avaya Inc.
Multi-route transmission of packets within a network	8238335	8/7/2012	Granted	Avaya Inc.
Network synchronization over IP networks	8238377	8/7/2012	Granted	Avaya Inc.
Emergency call handling in contention-based wireless local area networks	8238378	8/7/2012	Granted	Avaya Inc.
Authenticating a user based on the user's ability to distinguish type-A from type- B sounds	8238530	8/7/2012	Granted	Avaya Inc.
Intent based skill-set classification for accurate, automatic determination of agent skills	8238541	8/7/2012	Granted	Avaya Inc.
Secure remote access	8239523	8/7/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Open cable application platform (OCAP), set-top box (STB), next generation service application	8239903	8/7/2012	Granted	Avaya Inc.
Method and apparatus performing express forwarding	8243710	8/14/2012	Granted	Avaya Inc.
Method and apparatus for implementing a secure side conversation on a telephone conference call	8243903	8/14/2012	Granted	Avaya Inc.
Method of retaining a media stream without its private audio content	8244531	8/14/2012	Granted	Avaya Inc.
Method to authenticate packet payloads	8245032	8/14/2012	Granted	Avaya Inc.
Credit scheduler for ordering the execution of tasks	8245234	8/14/2012	Granted	Avaya Inc.
Network based virus control	8245294	8/14/2012	Granted	Avaya Inc.
Tonal correction of speech	8249873	8/21/2012	Granted	Avaya Inc.
Multiple distinct physical channels for mesh control	8254336	8/28/2012	Granted	Avaya Inc.
Message handling based on the state of a telecommunications terminal	8254898	8/28/2012	Granted	Avaya Inc.
Shared persistent communication thread	8255923	8/28/2012	Granted	Avaya Inc.
Network access mechanism and method	8259746	9/4/2012	Granted	Avaya Inc.
Emulation of private branch exchange behavior	8259922	9/4/2012	Granted	Avaya Inc.
Method for secure key management using multi-threshold secret sharing	8259950	9/4/2012	Granted	Avaya Inc.
Automated retrieval and handling of a second telecommunications terminal's voicemail by a first terminal	8260264	9/4/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Traffic multiplexing using timestamping	8265091	9/11/2012	Granted	Avaya Inc.
Adaptive parameterized search algorithm	8266165	9/11/2012	Granted	Avaya Inc.
Method and apparatus for launching a conference based on presence of invitees	8270320	9/18/2012	Granted	Avaya Inc.
Policy-based virtualization method involving adaptive enforcement	8272031	9/18/2012	Granted	Avaya Inc.
Method and apparatus for seamless subconference management	8275106	9/25/2012	Granted	Avaya Inc.
Shared mapping of a station extension within a distributed, enterprise telecommunications system, to an associated telephone number	8275113	9/25/2012	Granted	Avaya Inc.
Customer service response system for interaction with customer service agents	8280029	10/2/2012	Granted	Avaya Inc.
Smart load balancing for call center applications	8281020	10/2/2012	Granted	Avaya Inc.
Service creation system and method for packet based cellular networks	8281353	10/2/2012	Granted	Avaya Inc.
Method and apparatus for creating secure write- enabled web pages that are associated with active telephone calls	8281369	10/2/2012	Granted	Avaya Inc.
Policy-based video quality assessment	8284259	10/9/2012	Granted	Avaya Inc.
Using measurements from real calls to reduce the number of test calls for network testing	8284676	10/9/2012	Granted	Avaya Inc.
Enterprise-distributed noise management	8284926	10/9/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Telephone using an external media device to provide on- hold information	8284927	10/9/2012	Granted	Avaya Inc.
Method and apparatus for incoming call pause notification	8285338	10/9/2012	Granted	Avaya Inc.
Signaling using binary form of SIP messages	8285858	10/9/2012	Granted	Avaya Inc.
Alternate use of computer storage device bays	8285906	10/9/2012	Granted	Avaya Inc.
Apparatus and method for preventing eavesdropping	8286233	10/9/2012	Granted	Avaya Inc.
Conference annotation system	8289366	10/16/2012	Granted	Avaya Inc.
Intelligent grouping and synchronized group switching for multimedia conferencing	8289368	10/16/2012	Granted	Avaya Inc.
Assured path optimization	8289845	10/16/2012	Granted	Avaya Inc.
Priority-based, dynamic optimization of utilized bandwidth	8289870	10/16/2012	Granted	Avaya Inc.
Communications history log system	8290132	10/16/2012	Granted	Avaya Inc.
Conference material bot method and apparatus	8290136	10/16/2012	Granted	Avaya Inc.
Off-line program analysis and run-time instrumentation	8291399	10/16/2012	Granted	Avaya Inc.
Port-centric configuration methods for converged voice applications	8295187	10/23/2012	Granted	Avaya Inc.
Rule-based system for determining user availability	8295206	10/23/2012	Granted	Avaya Inc.
Uncertainty-based key agreement protocol	8295480	10/23/2012	Granted	Avaya Inc.
Provision of contact center services to players of games	8298086	10/30/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Feature interaction detection in multi-party calls and calls with bridged appearances	8300558	10/30/2012	Granted	Avaya Inc.
System and method for monitoring call flow in heterogeneous environments	8300559	10/30/2012	Granted	Avaya Inc.
Method and apparatus supporting out of band signaling for WLAN using network name	8300594	10/30/2012	Granted	Avaya Inc.
Preventing packet loops in unified networks	8300614	10/30/2012	Granted	Avaya Inc.
System and method for distributed call monitoring/recording using the session initiation protocol (SIP)	8300632	10/30/2012	Granted	Avaya Inc.
Coordination of user information across session initiation protocol-based proxy servers	8300644	10/30/2012	Granted	Avaya Inc.
Secure feature access from an off-PBX telephone	8300782	10/30/2012	Granted	Avaya Inc.
Method and system for automatic conference call session migration	8300790	10/30/2012	Granted	Avaya Inc.
Associating source information with phonetic indices	8301447	10/30/2012	Granted	Avaya Inc.
Contact center integration into virtual environments	8301474	10/30/2012	Granted	Avaya Inc.
Group compositing algorithms for presence	8301581	10/30/2012	Granted	Avaya Inc.
System and method for generating queries	8301619	10/30/2012	Granted	Avaya Inc.
Method and apparatus providing removal of replicated objects based on garbage collection	8301671	10/30/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus performing express retransmission of frames	8301955	10/30/2012	Granted	Avaya Inc.
Embedded firewall at a telecommunications endpoint	8302179	10/30/2012	Granted	Avaya Inc.
Accelerated recovery during negotiation between a media gateway and a media gateway controller	8305876	11/6/2012	Granted	Avaya Inc.
System and method for detecting sources of rogue non-audio traffic marked as audio traffic	8306029	11/6/2012	Granted	Avaya Inc.
Caller recognition by voice messaging system	8306191	11/6/2012	Granted	Avaya Inc.
Variable noise control threshold	8306204	11/6/2012	Granted	Avaya Inc.
Apparatus and method for operating a conference assistance system	8306205	11/6/2012	Granted	Avaya Inc.
Time-based work assignments in automated contact distribution	8306212	11/6/2012	Granted	Avaya Inc.
Touch-screen sign-in key	8310453	11/13/2012	Granted	Avaya Inc.
Flexible decomposition and recomposition of multimedia conferencing streams using real-time control information	8310520	11/13/2012	Granted	Avaya Inc.
Efficient and cost-effective distribution call admission control	8311207	11/13/2012	Granted	Avaya Inc.
Method for predicting call waiting times	8311208	11/13/2012	Granted	Avaya Inc.
Efficient voice activity detector to detect fixed power signals	8311814	11/13/2012	Granted	Avaya Inc.
Cache management for increasing performance of high-availability multi-core systems	8312239	11/13/2012	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Island of trust in a service-oriented environment	8312518	11/13/2012	Granted	Avaya Inc.
Enhanced polling method and system	8315373	11/20/2012	Granted	Avaya Inc.
Secure certificate installation on IP clients	8316229	11/20/2012	Granted	Avaya Inc.
Systems, methods, and media for providing cascaded multi-point video conferencing units	8319820	11/27/2012	Granted	Avaya Inc.
Social media language identification and routing	8331550	12/11/2012	Granted	Avaya Inc.
Social network virtual private network	8332476	12/11/2012	Granted	Avaya Inc.
Bartering system and method for controlling position in a wait queue in a contact center	8340277	12/25/2012	Granted	Avaya Inc.
Telecommunications endpoint that prompts a user to focus on a monitored call	8345849	1/1/2013	Granted	Avaya Inc.
Adaptive, context-driven telephone number dialing	8345858	1/1/2013	Granted	Avaya Inc.
Method and apparatus for providing fast reroute of a packet that may be forwarded on one of a plurality of equal cost multipath routes through a network	8351429	1/8/2013	Granted	Avaya Inc.
Method and apparatus for providing fast reroute of a multicast packet within a network element to an available port associated with a multi-link trunk	8351431	1/8/2013	Granted	Avaya Inc.
Perspective-based media playback	8351580	1/8/2013	Granted	Avaya Inc.
Maintaining communication between network nodes that are subjected to a packet attack	8353030	1/8/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Managing the audio-signal loss plan of a telecommunications network	8355335	1/15/2013	Granted	Avaya Inc.
Teleconference scheduling and activity reporting method	8355489	1/15/2013	Granted	Avaya Inc.
Efficient encoding of instrumented data in real-time concurrent systems	8356289	1/15/2013	Granted	Avaya Inc.
Method and apparatus for unified interface for heterogeneous session management	8358746	1/22/2013	Granted	Avaya Inc.
Method for ringcasting with improved reliability	8363573	1/29/2013	Granted	Avaya Inc.
Selection and initiation of IVR scripts by contact center agents	8363796	1/29/2013	Granted	Avaya Inc.
Beeping in politely	8363808	1/29/2013	Granted	Avaya Inc.
Method and system for aurally positioning voice signals in a contact center environment	8363810	1/29/2013	Granted	Avaya Inc.
Methods and systems for monitoring contact sessions of a contact center	8363817	1/29/2013	Granted	Avaya Inc.
Content delivery to a telecommunications terminal that is associated with a call in progress	8364125	1/29/2013	Granted	Avaya Inc.
Routing a flow of elastic traffic	8369220	2/5/2013	Granted	Avaya Inc.
Variable compression queue	8369324	2/5/2013	Granted	Avaya Inc.
System and method for managing abrupt contact disconnects	8369496	2/5/2013	Granted	Avaya Inc.
System and method for search-based work assignments in a contact center	8369509	2/5/2013	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Packet prioritization and associated bandwidth and buffer management techniques for audio over IP	8370515	2/5/2013	Granted	Avaya Inc.
System and method for playing back individual conference callers	8373743	2/12/2013	Granted	Avaya Inc.
Management of call handling treatments	8374327	2/12/2013	Granted	Avaya Inc.
System and method of enhanced collaboration through teleportation	8375085	2/12/2013	Granted	Avaya Inc.
Document version marking and access method and apparatus	8375290	2/12/2013	Granted	Avaya Inc.
Non-destructive thermal conductivity detection of solder voids	8376209	2/19/2013	Granted	Avaya Inc.
Methods, apparatus and computer readable medium for conveying virtual local area network (VLAN) policies from designated to roamed network	8379652	2/19/2013	Granted	Avaya Inc.
One-touch user voiced message	8379809	2/19/2013	Granted	Avaya Inc.
Indexing recordings of telephony sessions	8379819	2/19/2013	Granted	Avaya Inc.
Method for registering communication terminals with base station devices by using virtual appliances	8380202	2/19/2013	Granted	Avaya Inc.
System and method for identifying and managing customer needs	8380555	2/19/2013	Granted	Avaya Inc.
Peer-to-peer mixing system and method	8380805	2/19/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method to allow seamless connectivity for wireless devices in DHCP snooping/dynamic ARP inspection/IP source guard enabled unified network	8380819	2/19/2013	Granted	Avaya Inc.
Practical measurement-based session admission control for Wi-Fi LAN systems	8385197	2/26/2013	Granted	Avaya Inc.
Method and apparatus for providing fast reroute of a unicast packet within a network element to an available port associated with a multi-link trunk	8385335	2/26/2013	Granted	Avaya Inc.
Real-time detective	8385532	2/26/2013	Granted	Avaya Inc.
Bidding work assignment on conference/subscribe RTP clearing house	8385533	2/26/2013	Granted	Avaya Inc.
Estimating a listener's ability to understand a speaker, based on comparisons of their styles of speech	8386252	2/26/2013	Granted	Avaya Inc.
Providing descriptions of visually presented information to video teleconference participants who are not video-enabled	8386255	2/26/2013	Granted	Avaya Inc.
Quantum and promiscuous user agents	8391138	3/5/2013	Granted	Avaya Inc.
Probationary admission control in relay networks	8391154	3/5/2013	Granted	Avaya Inc.
Proactive load distribution for 802.111-based wireless LANs	8391224	3/5/2013	Granted	Avaya Inc.
State-based management of messaging system jitter buffers	8391320	3/5/2013	Granted	Avaya Inc.
Method and system for live collaborative tagging of audio conferences	8391455	3/5/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Caching user information in an integrated communication system	8391461	3/5/2013	Granted	Avaya Inc.
Method and apparatus for identifying related contacts	8391463	3/5/2013	Granted	Avaya Inc.
Staged establishment of secure strings of symbols	8392711	3/5/2013	Granted	Avaya Inc.
Trusted host list for TLS sessions	8392980	3/5/2013	Granted	Avaya Inc.
Visual voicemail management	8396456	3/12/2013	Granted	Avaya Integrated Cabinet Solutions LLC
Network synchronization over IP networks	8401007	3/19/2013	Granted	Avaya Inc.
Automatic normalization of spoken syllable duration	8401856	3/19/2013	Granted	Avaya Inc.
Monitoring responsive objects in vehicles	8405484	3/26/2013	Granted	Avaya Inc.
Conference call participant management system and method	8406403	3/26/2013	Granted	Avaya Inc.
Systems, methods, and media for identifying and associating user devices with media cues	8407287	3/26/2013	Granted	Avaya Inc.
System and method for detecting and preventing denial of service attacks in a communications system	8407342	3/26/2013	Granted	Avaya Inc.
User session dependent URL masking	8407482	3/26/2013	Granted	Avaya Inc.
Next agent available notification	8411843	4/2/2013	Granted	Avaya Inc.
Testing voice-based office equipment for immunity to interference from wireless devices	8412111	4/2/2013	Granted	Avaya Inc. and Goldman Sachs & Co.
Next generation cell phone	8412203	4/2/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for the automatic completion of composite characters	8413069	4/2/2013	Granted	Avaya Inc.
Method and apparatus for efficient memory replication for high availability (HA) protection of a virtual machine (VM)	8413145	4/2/2013	Granted	Avaya Inc.
System and method for changing conference moderators during a conference call	8416937	4/9/2013	Granted	Avaya Inc.
Servicing calls in call centers based on caller geo-location	8416944	4/9/2013	Granted	Avaya Inc.
Method and apparatus for high availability (HA) protection of a running virtual machine (VM)	8417885	4/9/2013	Granted	Avaya Inc.
Network switch port aggregation	8422504	4/16/2013	Granted	Avaya Inc.
Location-based presence automation	8423045	4/16/2013	Granted	Avaya Inc.
Network framework associating non-enterprise phone with enterprise users	8423629	4/16/2013	Granted	Avaya Inc.
Virtual local area network server redundancy and failover to enable seamless mobility in the mobility domain	8427938	4/23/2013	Granted	Avaya Inc.
Architecture using inexpensive, managed wireless switching points to deliver large scale WLAN	8428021	4/23/2013	Granted	Avaya Inc.
Generation of redundant scheduled network paths using a branch and merge technique	8428056	4/23/2013	Granted	Avaya Inc.
Learning and unlearning in a network switch	8428073	4/23/2013	Granted	Avaya Inc.
Customer service agent assisted social networks	8428245	4/23/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for robust and efficient free chain management	8429371	4/23/2013	Granted	Avaya Inc.
Split multi-link trunking (SMLT) hold-down timer for internet protocol (IP) multicast	8432789	4/30/2013	Granted	Avaya Inc.
Switching communications between different networks based on device capabilities	8432825	4/30/2013	Granted	Avaya Inc.
Optimizing conference quality with diverse codecs	8433050	4/30/2013	Granted	Avaya Inc.
Method and system for distributed speakerphone echo cancellation	8433058	4/30/2013	Granted	Avaya Inc.
Server-coordinated ringtones	8433295	4/30/2013	Granted	Avaya Inc.
Representations of communications sessions in virtual environments	8434004	4/30/2013	Granted	Avaya Inc.
Flexible security requirements in an enterprise network	8434128	4/30/2013	Granted	Avaya Inc.
Flow through call control	8437266	5/7/2013	Granted	Avaya Inc.
Contact priority reordering	8437341	5/7/2013	Granted	Avaya Inc.
Conference participant finder method and apparatus	8437461	5/7/2013	Granted	Avaya Inc.
Handling of a session initiation protocol-capable telecommunications terminal that is put on hold	8437464	5/7/2013	Granted	Avaya Inc.
Unified communications appliance	8442189	5/14/2013	Granted	Avaya Inc.
Connecting wireless, wireline, and internet-protocol terminals	8442192	5/14/2013	Granted	Avaya Inc.
Telephone-based user interface for participating simultaneously in more than one teleconference	8442197	5/14/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Automated text-based messaging interaction using natural language understanding technologies	8442563	5/14/2013	Granted	Avaya Inc.
Method and apparatus for managing network congestion due to automatic configuration procedures	8443072	5/14/2013	Granted	Avaya Inc.
Graphical representation of definitions of statistics	8443295	5/14/2013	Granted	Avaya Inc.
Routed split multi-link trunking resiliency for wireless local area network split-plane environments	8446818	5/21/2013	Granted	Avaya Inc.
Reduction of wireless communication costs in enterprises	8452303	5/28/2013	Granted	Avaya Inc.
OCAP/STB ACAP/satellite-receiver audience response/consumer application	8453176	5/28/2013	Granted	Avaya Inc.
Open cable application platform set-top box (STB) personal profiles and communications applications	8453188	5/28/2013	Granted	Avaya Inc.
System and method for analyzing and testing packet flows to localize problems	8457004	6/4/2013	Granted	Avaya Inc.
Instant message contact management in a contact center	8457300	6/4/2013	Granted	Avaya Inc.
System and method for automatically adapting audio packet marking in a packet network	8462634	6/11/2013	Granted	Avaya Inc.
Dial plan routing for fragmented networks	8462637	6/11/2013	Granted	Avaya Inc.
Multiple simultaneous wireless connections in a wireless local area network	8462735	6/11/2013	Granted	Avaya Inc.
Monitoring signal path quality in a conference call	8462931	6/11/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Intelligent ringtone service	8463330	6/11/2013	Granted	Avaya Inc.
Systems, methods, and media for retransmitting data using the secure real-time transport protocol	8464053	6/11/2013	Granted	Avaya Inc.
Trusted group of a plurality of devices with single sign on, secure authentication	8464063	6/11/2013	Granted	Avaya Inc.
Creation of ad hoc social networks based on issue identification	8468102	6/18/2013	Granted	Avaya Inc.
Task-oriented communication filter method and apparatus	8468265	6/18/2013	Granted	Avaya Inc.
Method for monitoring the safety of travelers	8471699	6/25/2013	Granted	Avaya Inc.
Conference waiting room method and apparatus	8472602	6/25/2013	Granted	Avaya Inc.
Call center customer queue shortcut access code	8472612	6/25/2013	Granted	Avaya Inc.
Contact center expert identification	8473423	6/25/2013	Granted	Avaya Inc.
Conference-enhancing announcements and information	8473559	6/25/2013	Granted	Avaya Inc.
Automatic video switching for multimedia conferencing	8477174	7/2/2013	Granted	Avaya Inc.
Adaptively maintaining quality of service (QoS) in distributed PBX networks	8477602	7/2/2013	Granted	Avaya Inc.
Method for achieving high-availability of itineraries in a real-time network scheduled packet routing system	8477616	7/2/2013	Granted	Avaya Inc.
Enhanced mobility management at a mobile access gateway	8477685	7/2/2013	Granted	Avaya Inc.
Unifying local and mobility network identifiers	8477775	7/2/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for locally implementing port selection via synchronized port state databases maintained by the forwarding plane of a network element	8477791	7/2/2013	Granted	Avaya Inc.
Automatically initiating a process by the outcome of a voting conference	8478819	7/2/2013	Granted	Avaya Inc.
Conditioning responses to emotions of text communications	8478826	7/2/2013	Granted	Avaya Inc.
Tolerant device licensing in a distributed environment	8478854	7/2/2013	Granted	Avaya Inc.
Identity assertion	8479272	7/2/2013	Granted	Avaya Inc.
System and method for joining conference calls	8483375	7/9/2013	Granted	Avaya Inc.
Sharing of electromagnetic-signal measurements for providing feedback about transmit-path signal quality	8483679	7/9/2013	Granted	Avaya Inc.
Arrangement for creating and using a phonetic-alphabet representation of a name of a party to a call	8484034	7/9/2013	Granted	Avaya Inc.
Apparatus and method for stateful web services enablement	8484328	7/9/2013	Granted	Avaya Inc.
Advanced availability detection	8484339	7/9/2013	Granted	Avaya Inc.
Efficient program instrumentation	8484623	7/9/2013	Granted	Avaya Inc.
Distributed priority queue that maintains item locality	8484651	7/9/2013	Granted	Avaya Inc.
Next generation integration between different domains, such as, enterprise and service provider using sequencing applications and IMS peering	8484704	7/9/2013	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Programmable presence proxy for determining a presence status of a user	8487770	7/16/2013	Granted	Avaya Inc.
Method and apparatus performing automatic resource distribution	8488587	7/16/2013	Granted	Avaya Inc.
Unified messaging system and method	8488751	7/16/2013	Granted	Avaya Inc.
Call routing or escalation based on the identity, role or urgency of the calling or communicating party	8488760	7/16/2013	Granted	Avaya Inc.
Conference call selectable configuration in which participants can be configured to join at different time (order), use presence information to configure/initiate the conference call	8488764	7/16/2013	Granted	Avaya Inc.
Grouping of contact center agents	8488772	7/16/2013	Granted	Avaya Inc.
Interface for meeting facilitation and coordination, method and apparatus	8489442	7/16/2013	Granted	Avaya Inc.
System and method for predicting meeting subjects, logistics, and resources	8489615	7/16/2013	Granted	Avaya Inc.
Drag and drop importation of content	8489646	7/16/2013	Granted	Avaya Inc.
Method for parameterized application specific integrated circuit (ASIC)/field programmable gate array (FPGA) memory-based ternary content addressable memory (TCAM)	8489849	7/16/2013	Granted	Avaya Inc.
Dynamic IVR dialog based on analytics data	8494148	7/23/2013	Granted	Avaya Inc.
System and method for generating search terms	8495062	7/23/2013	Granted	Avaya Inc.
Threading of mixed media	8495147	7/23/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for a publish-subscribe system with templates for role-based view of subscriptions	8495163	7/23/2013	Granted	Avaya Inc.
Trust based application filtering	8495726	7/23/2013	Granted	Avaya Inc.
Method and apparatus for managing training of call center agents	8498403	7/30/2013	Granted	Avaya Inc.
Methods and systems for monitoring contact center operations	8498404	7/30/2013	Granted	Avaya Inc.
Advanced availability detection	8499085	7/30/2013	Granted	Avaya Inc.
Cache management for increasing performance of high-availability multi-core systems	8499133	7/30/2013	Granted	Avaya Inc.
Dynamically allocating server resources to competing classes of work based upon achievement of service goals	8499301	7/30/2013	Granted	Avaya Inc.
Dynamic techniques for optimizing soft real-time task performance in virtual machine	8499303	7/30/2013	Granted	Avaya Inc.
System, method and apparatus for authenticating and protecting an IP user- end device	8503657	8/6/2013	Granted	Avaya Inc.
Database structures and administration techniques for generalized localization of database items	8504534	8/6/2013	Granted	Avaya Inc.
Customized algorithm and method of mixing multiple different algorithms	8504717	8/6/2013	Granted	Avaya Inc.
Circuit emulation service over IP with dynamic bandwidth allocation	8509114	8/13/2013	Granted	Avaya Inc.
Computer and telephony integration	8509419	8/13/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Cohesive team selection based on a social network model	8510230	8/13/2013	Granted	Avaya Inc.
Method and apparatus for automatic notification and response	8510392	8/13/2013	Granted	Avaya Inc.
Highly scalable and distributed call/media modeling and control framework	8510435	8/13/2013	Granted	Avaya Inc.
Presence-based mechanism to include visiting associates in location-specific email distribution lists	8510472	8/13/2013	Granted	Avaya Inc.
Audio conference feedback system and method	8515041	8/20/2013	Granted	Avaya Inc.
Social network urgent communication monitor and real-time call launch system	8515049	8/20/2013	Granted	Avaya Inc.
Method and apparatus for automatic notification and response based on communication flow expressions having dynamic context	8516045	8/20/2013	Granted	Avaya Inc.
System and method for per flow guaranteed throughput, multiple TCP flow bandwidth provisioning, and elimination of packet drops for transmission control protocol (TCP) and TCP-friendly protocols	8520520	8/27/2013	Granted	Avaya Inc.
Registering an endpoint with a sliding window of controllers in a list of controllers of a survivable network	8527656	9/3/2013	Granted	Avaya Inc.
Method and apparatus for call control using motion and position information	8532285	9/10/2013	Granted	Avaya Inc.
Multicast VPN support for IP-VPN lite	8537816	9/17/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Interrupting a conference call for an emergency situation	8537981	9/17/2013	Granted	Avaya Inc.
Port switch	8539111	9/17/2013	Granted	Avaya Inc.
Method and apparatus for monitoring user attention with a computer-generated virtual environment	8542232	9/24/2013	Granted	Avaya Inc.
Waveform quality feedback for the selection of gateways	8542669	9/24/2013	Granted	Avaya Inc.
Method and system for replaying a portion of a multi-party audio interaction	8547880	10/1/2013	Granted	Avaya Inc.
Method and system for detecting a relevant utterance in a voice session	8548812	10/1/2013	Granted	Avaya Inc.
Personal identification and interactive device for internet-based text and video communication services	8553849	10/8/2013	Granted	Avaya Inc.
Method and apparatus for measuring voice quality on a VoIP network	8559320	10/15/2013	Granted	Avaya Inc.
Extensible diagnostic tool	8559605	10/15/2013	Granted	Avaya Inc.
System and method for isolating uncertainty between speech recognition and natural language processing	8560311	10/15/2013	Granted	Avaya Inc.
Shared virtual tunnels supporting Mac learning in communication networks	8565230	10/22/2013	Granted	Avaya Inc.
Automatic configuration of soft phones that are usable in conjunction with special-purpose endpoints	8565386	10/22/2013	Granted	Avaya Inc.
Servicing calls in call centers based on estimated call value	8565412	10/22/2013	Granted	Avaya Inc.
Method and apparatus for notifying a user of a predefined changes to dynamic attributes	8566311	10/22/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method of providing network link bonding and management	8566471	10/22/2013	Granted	Avaya Inc.
Customer shared control in customer service scenarios	8571195	10/29/2013	Granted	Avaya Inc.
Proximity-based authorization	8571541	10/29/2013	Granted	Avaya Inc.
Method and system for exchanging contextual keys	8572497	10/29/2013	Granted	Avaya Inc.
Shell architecture software development	8572558	10/29/2013	Granted	Avaya Inc.
Failover based on sending communications between different domains	8576725	11/5/2013	Granted	Avaya Inc.
This call	8576996	11/5/2013	Granted	Avaya Inc.
Method and apparatus for the automated delivery of notifications to contacts based on predicted work prioritization	8577015	11/5/2013	Granted	Avaya Inc.
Interrupting auxiliary agents	8577017	11/5/2013	Granted	Avaya Inc.
Method and apparatus for dynamically determining mix sets in an audio processor	8577060	11/5/2013	Granted	Avaya Inc.
Search-based contact initiation method and apparatus	8577916	11/5/2013	Granted	Avaya Inc.
Application store	8578366	11/5/2013	Granted	Avaya Inc.
Deferred control of surrogate key generation in a distributed processing architecture	8578396	11/5/2013	Granted	Avaya Inc.
Method and system for secure session management in a web farm	8578462	11/5/2013	Granted	Avaya Inc.
Detection of a rolling motion or sliding motion of a body part on a surface	8581842	11/12/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for providing network level and nodal level vulnerability protection in VoIP networks	8582567	11/12/2013	Granted	Avaya Inc.
Method and apparatus for providing network based load balancing of medical image data	8583449	11/12/2013	Granted	Avaya Inc.
User interface for orienting new users to a three dimensional computer-generated virtual environment	8584026	11/12/2013	Granted	Avaya Inc.
Methods and systems for managing communication requests in an institutional setting such as a healthcare facility	8589176	11/19/2013	Granted	Avaya Inc.
Customer loyalty, product demonstration, and store/contact center/internet coupling system and method	8589245	11/19/2013	Granted	Avaya Inc.
Utilizing presence in conjunction with other information to determine an appropriate communications modality	8589326	11/19/2013	Granted	Avaya Inc.
Phase based prioritization of IMS signaling messages for overload throttling	8589498	11/19/2013	Granted	Avaya Inc.
Changing bandwidth usage based on user events	8593504	11/26/2013	Granted	Avaya Inc.
System and method for enhanced call routing	8594297	11/26/2013	Granted	Avaya Inc.
Call management	8594298	11/26/2013	Granted	Avaya Inc.
Speed dial administration based on call history	8594315	11/26/2013	Granted	Avaya Inc.
Meeting notification and merging agents	8600794	12/3/2013	Granted	Avaya Inc.
Methods and apparatus for providing customer treatment information over a network	8600964	12/3/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System for transmitting high quality speech signals on a voice over internet protocol network	8605620	12/10/2013	Granted	Avaya Inc.
System and method to calculate time weight in RDF graphs	8606743	12/10/2013	Granted	Avaya Inc.
Removing or correcting email recipients from an email chain	8606867	12/10/2013	Granted	Avaya Inc.
Enterprise level security system	8607325	12/10/2013	Granted	Avaya Inc.
Systems, methods, and media for checking available bandwidth using forward error correction	8612819	12/17/2013	Granted	Avaya Inc.
Location based load balancing of wireless access points and wireless switches	8619549	12/31/2013	Granted	Avaya Inc.
System and method for predicting video transmission quality through a network	8619588	12/31/2013	Granted	Avaya Inc.
System and method for comparing packet traces for failed and successful communications	8619594	12/31/2013	Granted	Avaya Inc.
Method and apparatus for maintaining port state tables in a forwarding plane of a network element	8619605	12/31/2013	Granted	Avaya Inc.
Method for dynamic sensor network processing	8619768	12/31/2013	Granted	Avaya Inc.
Video conference bridge setting, sharing, pushing, and rationalization	8619949	12/31/2013	Granted	Avaya Inc.
High-assurance teleconference authentication	8619962	12/31/2013	Granted	Avaya Inc.
View and metrics for a queueless contact center	8619968	12/31/2013	Granted	Avaya Inc.
Mobile activity manager	8620709	12/31/2013	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Remote feature activator feature extraction	8620819	12/31/2013	Granted	Avaya Inc.
Enhanced application-layer multicast for peer-to-peer conferencing	8621003	12/31/2013	Granted	Avaya Inc.
Treatment of web feeds as work assignment in a contact center	8621011	12/31/2013	Granted	Avaya Inc.
System and method to create bi- directional event subscriptions	8621037	12/31/2013	Granted	Avaya Inc.
System and method for software immunization based on static and dynamic analysis	8621441	12/31/2013	Granted	Avaya Inc.
Conference bridge audio quality diagnostic and self configuration system and method	8625767	1/7/2014	Granted	Avaya Inc.
Integrating a cellular phone with a speech-enabled softphone	8626237	1/7/2014	Granted	Avaya Inc.
System and method for facilitating communications based on trusted relationships	8627076	1/7/2014	Granted	Avaya Inc.
Camera-based facial recognition or other single/multiparty presence detection as a method of effecting telecom device alerting	8629895	1/14/2014	Granted	Avaya Inc.
Method and system for managing a contact center configuration	8630399	1/14/2014	Granted	Avaya Inc.
System and method for message notification based on text modification	8630671	1/14/2014	Granted	Avaya Inc.
Selective content block of posts to social network	8630968	1/14/2014	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Location-based automatic modification of a portable browser's home page and bookmarks	8631158	1/14/2014	Granted	Avaya Inc.
Work assignment deferment during periods of agent surplus	8634541	1/21/2014	Granted	Avaya Inc.
One-to-one matching in a contact center	8634543	1/21/2014	Granted	Avaya Inc.
Enhancing network information retrieval according to a user search profile	8635216	1/21/2014	Granted	Avaya Inc.
Classification of voice messages based on analysis of the content of the message and user- provisioned tagging rules	8638911	1/28/2014	Granted	Avaya Inc.
Method and apparatus for extracting authentication information from a user	8639937	1/28/2014	Granted	Avaya Inc.
Routing of contacts based on predicted escalation time	8644487	2/4/2014	Granted	Avaya Inc.
Mechanism for multisite service state description	8644491	2/4/2014	Granted	Avaya Inc.
System and method for presenting a single persistent view of a multi-module communication device to a network	8644817	2/4/2014	Granted	Avaya Inc.
Ring-tone messaging service	8644886	2/4/2014	Granted	Avaya Inc.
System and method for method for improving speech intelligibility of voice calls using common speech codecs	8645142	2/4/2014	Granted	Avaya Inc.
System and method of enhanced collaboration through teleportation	8645467	2/4/2014	Granted	Avaya Inc.
Multiple user GUI	8645840	2/4/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Unified greetings for social media	8645841	2/4/2014	Granted	Avaya Inc.
Automated peer authentication	8646039	2/4/2014	Granted	Avaya Inc.
Latency compensation adjunct for teleconference voice switches	8649493	2/11/2014	Granted	Avaya Inc.
Monitoring key-press delay and duration to determine need for assistance	8649505	2/11/2014	Granted	Avaya Inc.
Method and apparatus for synchronizing transcripts and recordings of a bridge conference and using the same to navigate through the recording	8654951	2/18/2014	Granted	Avaya Inc.
Automatic identification and storage of context information associated with phone numbers in computer documents	8656274	2/18/2014	Granted	Avaya Inc.
Method and apparatus for efficient memory replication for high availability (HA) protection of a virtual machine (VM)	8656388	2/18/2014	Granted	Avaya Inc.
Control plane packet processing and latency control	8660132	2/25/2014	Granted	Avaya Inc.
Method of IP address de-aliasing	8661101	2/25/2014	Granted	Avaya Inc.
Call admission control of shared-access resources through a call-handling server	8665714	3/4/2014	Granted	Avaya Inc.
Automated mechanism for populating and maintaining data structures in a queueless contact center	8670550	3/11/2014	Granted	Avaya Inc.
Contact center monitoring	8670551	3/11/2014	Granted	Avaya Inc.
Scheduled service periods in wireless mesh networks	8675620	3/18/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Notify caller if low quality voicemail is being recorded	8675829	3/18/2014	Granted	Avaya Inc.
Training optimizer for contact center agents	8675860	3/18/2014	Granted	Avaya Inc.
Methods and apparatus for variable wait treatments for requests enqueued in one or more queues	8675861	3/18/2014	Granted	Avaya Inc.
Centralized administration-based licensing system	8683603	3/25/2014	Granted	Avaya Inc.
Qualifier set creation for work assignment engine	8688684	4/1/2014	Granted	Avaya Inc.
SIP signaling without constant re-authentication	8689301	4/1/2014	Granted	Avaya Inc.
System and method of controlling in-bound path selection based on historical and continuous path quality monitoring, assessment and predictions	8699366	4/15/2014	Granted	Avaya Inc.
Iterative precoding selection	8699603	4/15/2014	Granted	Avaya Inc.
Multi-tasking relief	8699691	4/15/2014	Granted	Avaya Inc.
Automatic call notification groups	8699695	4/15/2014	Granted	Avaya Inc.
System and method for efficiently managing large contact centers	8699696	4/15/2014	Granted	Avaya Inc.
Agent selectable process for managing contact center communications	8699698	4/15/2014	Granted	Avaya Inc.
Method and apparatus for dynamic device pairing	8700019	4/15/2014	Granted	Avaya Inc.
Intelligent conference call information agents	8700665	4/15/2014	Granted	Avaya Inc.
Global conference roster for distributed bridges	8705410	4/22/2014	Granted	Avaya Inc.
Interactive flowgraph for analyzing caller utterances	8705706	4/22/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System, method and apparatus for clientless two factor authentication in VoIP networks	8705720	4/22/2014	Granted	Avaya Inc.
Method and apparatus for delivering a voice mail message with an indication of the presence of the sender	8706090	4/22/2014	Granted	Avaya Inc.
Interface for meeting facilitation and coordination, method and apparatus	8706539	4/22/2014	Granted	Avaya Inc.
Hierarchal structuring of nodes in a peer-to-peer network	8706888	4/22/2014	Granted	Avaya Inc.
Conference recap and recording	8707186	4/22/2014	Granted	Avaya Inc.
Technique for providing secure network access	8707395	4/22/2014	Granted	Avaya Inc.
System, method and apparatus for protecting a network or device against high volume attacks	8707419	4/22/2014	Granted	Avaya Inc.
Secure data management device	8707452	4/22/2014	Granted	Avaya Inc.
Providing a roster and other information before joining a participant into an existing call	8718246	5/6/2014	Granted	Avaya Inc.
Efficient and cost-effective distributed call admission control	8718261	5/6/2014	Granted	Avaya Inc.
Analytics feedback and routing	8718267	5/6/2014	Granted	Avaya Inc.
Customer service teaming	8718268	5/6/2014	Granted	Avaya Inc.
Risks for waiting for well-matched	8718269	5/6/2014	Granted	Avaya Inc.
Method for the selection of an active software environment of a virtualized telecommunications terminal	8718611	5/6/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Pervasive contact center	8718622	5/6/2014	Granted	Avaya Inc.
Estimation of expected value for remaining work time for contact center agents	8724796	5/13/2014	Granted	Avaya Inc.
System and method of providing a walk-up telecommunications terminal having a telephone application and information application	8731167	5/20/2014	Granted	Avaya Inc.
Data model of participation in multi-channel and multi-party contacts	8731177	5/20/2014	Granted	Avaya Inc.
Data store for assessing accuracy of call center agent service time estimates	8731182	5/20/2014	Granted	Avaya Inc.
Date and time dimensions for contact center reporting in arbitrary international time zones	8737173	5/27/2014	Granted	Avaya Inc.
Method and system for wireless LAN-based indoor position location	8737279	5/27/2014	Granted	Avaya Inc.
Method and apparatus for supporting individualized selection rules for resource allocation	8738412	5/27/2014	Granted	Avaya Inc.
Super nested block method to minimize coverage testing overhead	8739145	5/27/2014	Granted	Avaya Inc.
Destination arrival estimates auto-notification based on cellular systems	8742954	6/3/2014	Granted	Avaya Inc.
Playing expected wait time on agent's notification	8744063	6/3/2014	Granted	Avaya Inc.
Method and system for monitoring contact center transactions	8744065	6/3/2014	Granted	Avaya Inc.
Enhanced call preservation techniques for SIP-based communication networks	8750291	6/10/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
User-programmable call progress tone detection	8750484	6/10/2014	Granted	Avaya Inc.
Method and apparatus for assessing the status of work waiting for service	8751274	6/10/2014	Granted	Avaya Inc.
Automatic generation of run-time instrumenter	8752007	6/10/2014	Granted	Avaya Inc.
Intelligent merging of transactions based on a variety of criteria	8752054	6/10/2014	Granted	Avaya Inc.
System and method for VoIP honeypot for converged VoIP services	8752174	6/10/2014	Granted	Avaya Inc.
Packaging for electrical equipment	8757385	6/24/2014	Granted	Avaya Inc.
Detection of a rolling motion or sliding motion of a body part on a surface	8760429	6/24/2014	Granted	Avaya Inc.
System and method for detecting sources of rogue non-audio traffic marked as audio traffic	8761179	6/24/2014	Granted	Avaya Inc.
Call center call parker	8761362	6/24/2014	Granted	Avaya Inc.
Adaptive estimated wait time predictor	8761380	6/24/2014	Granted	Avaya Inc.
Method and apparatus for interrelating virtual environment and web content	8762861	6/24/2014	Granted	Avaya Inc.
System and method for split SIP	8767719	7/1/2014	Granted	Avaya Inc.
Associating a topic with a telecommunications address	8767934	7/1/2014	Granted	Avaya Inc.
Teleconference monitoring and alerting method	8767935	7/1/2014	Granted	Avaya Inc.
Mechanism for status and control communication over SIP using CODEC tunneling	8767944	7/1/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
IM to phone escalation for customer support	8767945	7/1/2014	Granted	Avaya Inc.
Providing virtual machine high-availability and fault tolerance via solid-state backup drives	8769535	7/1/2014	Granted	Avaya Inc.
Systems, methods, and media for identifying and selecting data images in a video stream	8773490	7/8/2014	Granted	Avaya Inc.
System and method to use enterprise communication systems to measure and control workplace noise	8774368	7/8/2014	Granted	Avaya Inc.
Managing a contact center based on the devices available for use by an agent	8774393	7/8/2014	Granted	Avaya Inc.
Granting privileges and sharing resources in a telecommunications system	8775586	7/8/2014	Granted	Avaya Inc.
Alarm-driven access control in an enterprise network	8775602	7/8/2014	Granted	Avaya Inc.
Resource allocation using shared resource pools	8782240	7/15/2014	Granted	Avaya Inc.
Method and apparatus for enterprise brokering of user-controlled availability	8782313	7/15/2014	Granted	Avaya Inc.
Framework for communicating across a firewall	8782773	7/15/2014	Granted	Avaya Inc.
Selection of wireless network travel paths	8787917	7/22/2014	Granted	Avaya Inc.
Central repository for searches	8788451	7/22/2014	Granted	Avaya Inc.
Securing a device based on atypical user behavior	8789136	7/22/2014	Granted	Avaya Inc.
Enterprise license registrar anchor point	8789209	7/22/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method for initiating automatic telecommunication sessions	8791976	7/29/2014	Granted	Avaya Inc.
Local preservation of an agent message	8792624	7/29/2014	Granted	Avaya Inc.
Intelligent call log and schedule integration	8798248	8/5/2014	Granted	Avaya Inc.
Web services and session initiation protocol endpoint for converged communication over internet protocol networks	8799478	8/5/2014	Granted	Avaya Inc.
Insight distribution	8799983	8/5/2014	Granted	Avaya Inc.
Licensing and certificate distribution via secondary or divided signaling communication pathway	8800049	8/5/2014	Granted	Avaya Inc.
System and method for sending packets using another device's network address	8804535	8/12/2014	Granted	Avaya Inc.
Method and system for timestamp inclusion in virtual local area network tag	8804762	8/12/2014	Granted	Avaya Inc.
Call establishment based on presence	8804935	8/12/2014	Granted	Avaya Inc.
Shared media access for real time first and third party media control	8804936	8/12/2014	Granted	Avaya Inc.
Peer-to-peer communication session monitoring	8806020	8/12/2014	Granted	Avaya Inc.
Method and apparatus for implementing an electronic white board	8806354	8/12/2014	Granted	Avaya Inc.
Collaboration management tools for contact centers	8806356	8/12/2014	Granted	Avaya Inc.
Contextual virtual machines for application quarantine and assessment method and system	8806639	8/12/2014	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Random location authentication	8810365	8/19/2014	Granted	Avaya Inc.
Contact center performance prediction	8811597	8/19/2014	Granted	Avaya Inc.
Scheduling an agent based on a contact center history	8811598	8/19/2014	Granted	Avaya Inc.
Changing the user interface at a telecommunications terminal	8811967	8/19/2014	Granted	Avaya Inc.
Traceability for threaded communications	8812853	8/19/2014	Granted	Avaya Inc.
Method and apparatus providing failover for a point to point tunnel for wireless local area network split-plane environments	8817593	8/26/2014	Granted	Avaya Inc.
Method, apparatus, and system for providing real-time PSAP call analysis	8817952	8/26/2014	Granted	Avaya Inc.
System and method for aligning tags to specific video frames	8818176	8/26/2014	Granted	Avaya Inc.
Auto join conference	8819129	8/26/2014	Granted	Avaya Inc.
Advanced user interface and control paradigm for multiple service operator extended functionality	8819729	8/26/2014	Granted	Avaya Inc.
Data compression in a distributed monitoring system	8824313	9/2/2014	Granted	Avaya Inc.
Wireless control plane failure handling in a split-plane deployment	8824323	9/2/2014	Granted	Avaya Inc.
Method for enhancing redundancy in a wireless system using location attributes	8824448	9/2/2014	Granted	Avaya Inc.
Method and apparatus for intelligent processing of suspend and resume operations in a call center	8824646	9/2/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Active EMI shielding for protection of medical instruments	8830033	9/9/2014	Granted	Avaya Inc.
Intelligent music on hold	8830056	9/9/2014	Granted	Avaya Inc.
System and method for reducing headers	8831002	9/9/2014	Granted	Avaya Inc.
Abbreviated login for conferencing	8831198	9/9/2014	Granted	Avaya Inc.
Automated, data-based mechanism to detect evolution of employee skills	8831206	9/9/2014	Granted	Avaya Inc.
Method and apparatus for efficient memory bank utilization in multi-threaded packet processors	8832350	9/9/2014	Granted	Avaya Inc.
Video window with integrated content	8832587	9/9/2014	Granted	Avaya Inc.
Dynamic user-interface generation and administration method and apparatus	8832675	9/9/2014	Granted	Avaya Inc.
Single sign-on system and method	8832782	9/9/2014	Granted	Avaya Inc.
Methods, systems, and media for combining conferencing signals	8837330	9/16/2014	Granted	Avaya Inc.
Real-time probability based contact handling time	8837705	9/16/2014	Granted	Avaya Inc.
Teleconferencing monitoring method	8842813	9/23/2014	Granted	Avaya Inc.
IP telephony architecture including information storage and retrieval system to track fluency	8842818	9/23/2014	Granted	Avaya Inc.
Voice quality sample substitution	8843373	9/23/2014	Granted	Avaya Inc.
Processing communications for increased handling efficiency	8843563	9/23/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method of controlling in-bound path selection based on historical and continuous path quality monitoring, assessment and predictions	8848543	9/30/2014	Granted	Avaya Inc.
Customizable notification based on recent communication history	8848879	9/30/2014	Granted	Avaya Inc.
Speech canceler-enhancer system for use in call-center applications	8848901	9/30/2014	Granted	Avaya Inc.
Systems and methods for communicating with wireless-enabled devices that are capable of responding to changes in operational state	8849360	9/30/2014	Granted	Avaya Inc.
System and method for aggregating and presenting tags	8849879	9/30/2014	Granted	Avaya Inc.
Flow label systems and methods	8854965	10/7/2014	Granted	Avaya Inc.
Assignment of full enterprise identity to audio conference bridges for improved conference scheduling and call-in experience	8855284	10/7/2014	Granted	Avaya Inc.
Agent-enabled queue bypass to agent	8855292	10/7/2014	Granted	Avaya Inc.
Location privacy enforcement in a location-based services platform	8855665	10/7/2014	Granted	Avaya Inc.
Report database dependency tracing through business intelligence metadata	8856182	10/7/2014	Granted	Avaya Inc.
Setting user-preference information on the conference bridge	8856665	10/7/2014	Granted	Avaya Inc.
Routed split multilink trunking for IPv6	8861338	10/14/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Packet forwarding function of a mobility switch deployed as routed SMLT (RSMLT) node	8861339	10/14/2014	Granted	Avaya Inc.
Method for TCAM lookup using a key in multi-threaded packet processors	8861524	10/14/2014	Granted	Avaya Inc.
System and method for sending data using caller ID	8861695	10/14/2014	Granted	Avaya Inc.
Conference assistance system and method	8861702	10/14/2014	Granted	Avaya Inc.
Method for indicating call-center agent availability	8861709	10/14/2014	Granted	Avaya Inc.
Playing expected wait time on agent's notification	8861710	10/14/2014	Granted	Avaya Inc.
Visual voicemail management	8862101	10/14/2014	Granted	Avaya Integrated Cabinet Solutions LLC
System and method for automatic language translation for applications	8862456	10/14/2014	Granted	Avaya Inc.
Telephone stations with independent backup/restore feature	8862553	10/14/2014	Granted	Avaya Inc.
System, method and apparatus for troubleshooting an IP network	8862718	10/14/2014	Granted	Avaya Inc.
System and method for measuring video quality degradation using face detection	8867013	10/21/2014	Granted	Avaya Inc.
Split-plane wireless network architecture	8867507	10/21/2014	Granted	Avaya Inc.
Method and apparatus performing express forwarding bypass for time-critical frames	8867518	10/21/2014	Granted	Avaya Inc.
Dynamic device pairing with control session establishment	8867717	10/21/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Contact center trend analysis and process altering system and method	8867730	10/21/2014	Granted	Avaya Inc.
System and method for classifying communications that have low lexical content and/or high contextual content into groups using topics	8868406	10/21/2014	Granted	Avaya Inc.
Method and system for generating a collaboration timeline illustrating application artifacts in context	8868657	10/21/2014	Granted	Avaya Inc.
Method and apparatus for automatic notification and response	8868659	10/21/2014	Granted	Avaya Inc.
Method and apparatus for summarizing one or more text messages using indicative summaries	8868670	10/21/2014	Granted	Avaya Inc.
Method and system for providing configurable route table limits in a service provider for managing VPN resource usage	8868745	10/21/2014	Granted	Avaya Inc.
Two-way web service router gateway	8868757	10/21/2014	Granted	Avaya Inc.
System for presenting applications on instant messaging clients	8869043	10/21/2014	Granted	Avaya Inc.
Combined-media scene tracking for audio-video summarization	8872979	10/28/2014	Granted	Avaya Inc.
Accelerated recovery during negotiation between a media gateway and a media gateway controller	8873374	10/28/2014	Granted	Avaya Inc.
Join-us call-log and call-answer messages	8873728	10/28/2014	Granted	Avaya Inc.
Global logging and analysis system	8873734	10/28/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Routing communication sessions in a contact center	8873737	10/28/2014	Granted	Avaya Inc.
Instant message contact management in a contact center	8873739	10/28/2014	Granted	Avaya Inc.
Audio/video monitoring service using set-top boxes and application servers	8875168	10/28/2014	Granted	Avaya Inc.
Event generation based on print portion identification	8878791	11/4/2014	Granted	Avaya Inc.
System and method for providing a replacement packet	8879464	11/4/2014	Granted	Avaya Inc.
System and method for determining call importance using social network context	8879697	11/4/2014	Granted	Avaya Inc.
Multiple language support in telecommunication systems	8879701	11/4/2014	Granted	Avaya Inc.
User customizable reverse ring tone	8880035	11/4/2014	Granted	Avaya Inc.
System and method for classification of media in VoIP sessions with RTP source profiling/tagging	8880581	11/4/2014	Granted	Avaya Inc.
System and method for enhancing self-service security applications	8881245	11/4/2014	Granted	Avaya Inc.
Short impromptu communications in presence-based systems	8886721	11/11/2014	Granted	Avaya Inc.
SIP monitoring and control anchor points	8886789	11/11/2014	Granted	Avaya Inc.
Defining active zones in a traditional multi-party video conference and associating metadata with each zone	8890929	11/18/2014	Granted	Avaya Inc.
System and method for a conference foyer	8891411	11/18/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for assessing the status of work waiting for service	8891747	11/18/2014	Granted	Avaya Inc.
Network device authentication	8892869	11/18/2014	Granted	Avaya Inc.
Managing recordings of communications sessions	8897428	11/25/2014	Granted	Avaya Inc.
Context sensitive, cloud-based telephony	8898219	11/25/2014	Granted	Avaya Inc.
External contact center data collection and measurement	8903076	12/2/2014	Granted	Avaya Inc.
Goal-based estimated wait time	8903080	12/2/2014	Granted	Avaya Inc.
Pushing identity information	8903904	12/2/2014	Granted	Avaya Inc.
Utilizing presence information for the purpose of enhanced surveillance	8908033	12/9/2014	Granted	Avaya Inc.
Method for media access control address learning and learning rate suppression	8908564	12/9/2014	Granted	Avaya Inc.
Beaming to the next conference or between concurrent conferences	8908843	12/9/2014	Granted	Avaya Inc.
Cast-to-call	8909243	12/9/2014	Granted	Avaya Inc.
Telephony discovery mashup and presence	8909693	12/9/2014	Granted	Avaya Inc.
Methods and systems for incorporating a third user into an instant message session	8909718	12/9/2014	Granted	Avaya Inc.
Packet processor configured for processing features directed by branch instruction with logical operator and two feature selector fields	8909906	12/9/2014	Granted	Avaya Inc.
Fast failover of access points in a split-plane deployment	8913487	12/16/2014	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for delivering a contact to a preferred agent after a set wait period	8913736	12/16/2014	Granted	Avaya Inc.
System and method for spatial noise suppression based on phase information	8913758	12/16/2014	Granted	Avaya Inc.
IM continuation across SIP sessions and across clients for point-to-point and multi- user chat	8914446	12/16/2014	Granted	Avaya Inc.
Method for dynamically optimizing bandwidth allocation in variable bitrate (multi-rate) conferences	8917635	12/23/2014	Granted	Avaya Inc.
System and method for integrating conventional enterprise communication systems into an IP multimedia subsystem-based services environment	8917720	12/23/2014	Granted	Avaya Inc.
Systems and methods to support using analog TTY devices with voice-only PC soft clients	8917820	12/23/2014	Granted	Avaya Inc.
Consumer contact portal	8917837	12/23/2014	Granted	Avaya Inc.
Mid-call detection and resolution of feature interactions	8917844	12/23/2014	Granted	Avaya Inc.
Server for providing enhanced services to contact center agents	8917851	12/23/2014	Granted	Avaya Inc.
Determining authentication challenge timing and type	8918079	12/23/2014	Granted	Avaya Inc.
Managing instant messenger contacts at a contact center	8918459	12/23/2014	Granted	Avaya Inc.
Method and system for managing contacts in a contact center	8923501	12/30/2014	Granted	Avaya Inc.
Servicing calls in call centers based on estimated call value	8923503	12/30/2014	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Speakerphone feedback attenuation	8923530	12/30/2014	Granted	Avaya Inc.
Method by which PSAPs can identify and request information from cellular devices that are near emergent events	8923801	12/30/2014	Granted	Avaya Inc.
Multiplexing VoIP streams for conferencing and selective playback of audio streams	8923832	12/30/2014	Granted	Avaya Inc.
Mitigating peak traffic times in a multimedia conference	8924243	12/30/2014	Granted	Avaya Inc.
SIP service wrap	8924567	12/30/2014	Granted	Avaya Inc.
Systems, methods, and media for controlling a presentation of data images in a video stream	8928728	1/6/2015	Granted	Avaya Inc.
Quantum and promiscuous user agents	8929209	1/6/2015	Granted	Avaya Inc.
Supporting BGP based IP-VPN in a routed network	8929364	1/6/2015	Granted	Avaya Inc.
Method and system for programming virtual robots using a template	8930296	1/6/2015	Granted	Avaya Inc.
System and method of failover for an initiated SIP session	8930768	1/6/2015	Granted	Avaya Inc.
System and method for obviating a meet-me conference hub	8934342	1/13/2015	Granted	Avaya Inc.
Routing of web-based contacts	8934477	1/13/2015	Granted	Avaya Inc.
Service-preserving upgrade	8934617	1/13/2015	Granted	Avaya Inc.
Method for analysing an interactive voice response system	8934618	1/13/2015	Granted	Avaya Inc.
Aggregation of multiple information flows with index processing	8935312	1/13/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for displaying call flows and call statistics	8938059	1/20/2015	Granted	Avaya Inc.
Contact center service monitoring and correcting	8938063	1/20/2015	Granted	Avaya Inc.
Clock fault detector	8938365	1/20/2015	Granted	Avaya Inc.
SIP transfer in a back-to-back user agent (B2BUA) environment	8938545	1/20/2015	Granted	Avaya Inc.
System and method for mode-neutral communications with a widget-based communications metaphor	8938677	1/20/2015	Granted	Avaya Inc.
Methods, apparatus and computer readable medium for seamless internet protocol multicast connectivity in unified networks	8942167	1/27/2015	Granted	Avaya Inc.
Call-processing event-notification server	8943190	1/27/2015	Granted	Avaya Inc.
Mitigating spam and identifying callers in video calls	8948361	2/3/2015	Granted	Avaya Inc.
Rerouting of trunks by a PBX to an alternate PBX	8948367	2/3/2015	Granted	Avaya Inc.
Method and system for optimizing performance within a contact center	8948369	2/3/2015	Granted	Avaya Inc.
Method and apparatus for recording/replaying application execution with recorded voice recognition utterances	8949134	2/3/2015	Granted	Avaya Inc.
System and method for automatic merging of real and virtual environments	8949159	2/3/2015	Granted	Avaya Inc.
Method for characterizing system state using message logs	8949177	2/3/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Continual peer authentication	8950001	2/3/2015	Granted	Avaya Inc.
Detection of asymmetric network routes	8953496	2/10/2015	Granted	Avaya Inc.
IMS application sequencing optimizer	8953501	2/10/2015	Granted	Avaya Inc.
Agent conferenced IVR	8953772	2/10/2015	Granted	Avaya Inc.
Incorporating interactive voice response functions into a work assignment engine script	8953773	2/10/2015	Granted	Avaya Inc.
System, method, and apparatus for determining effectiveness of advanced call center routing algorithms	8953775	2/10/2015	Granted	Avaya Inc.
Real-time intelligent mute interactive features	8953778	2/10/2015	Granted	Avaya Inc.
Method for transporting low-bit rate information	8953800	2/10/2015	Granted	Avaya Inc.
Electronically ordering a product	8954348	2/10/2015	Granted	Avaya Inc.
Method and apparatus for delegating a message	8954517	2/10/2015	Granted	Avaya Inc.
Method and system for transmitting and receiving configuration and registration information for session initiation protocol devices	8954542	2/10/2015	Granted	Avaya Inc.
Single sign-on for applications	8955079	2/10/2015	Granted	Avaya Inc.
Automatic glass-to-glass video and A/V sync test tool	8957972	2/17/2015	Granted	Avaya Inc.
Word cloud audio navigation	8958685	2/17/2015	Granted	Avaya Inc.
Timeminder for professionals	8959030	2/17/2015	Granted	Avaya Inc.
Password mismatch warning method and apparatus	8959599	2/17/2015	Granted	Avaya Inc.
Grid-based contact center	8964958	2/24/2015	Granted	Avaya Inc.
Dialog reorder	8964962	2/24/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Interruptible work reassignment	8964964	2/24/2015	Granted	Avaya Inc.
Multi-microphone system to support bandpass filtering for analog-to-digital conversions at different data rates	8964966	2/24/2015	Granted	Avaya Inc.
Qualifier set creation for work assignment engine	8965878	2/24/2015	Granted	Avaya Inc.
Negotiate multi-stream continuous presence	8966095	2/24/2015	Granted	Avaya Inc.
System and method for processing media highlights	8966513	2/24/2015	Granted	Avaya Inc.
Methods, systems, and computer-readable media for exception handling of interactive communications privileges governing interactive communications with entities outside a domain	8966589	2/24/2015	Granted	Avaya Inc.
Integrating audio and video conferencing capabilities	8970651	3/3/2015	Granted	Avaya Inc.
Bypassing or redirecting a communication based on the failure of an inserted application	8972586	3/3/2015	Granted	Avaya Inc.
Embedded learning management system	8972859	3/3/2015	Granted	Avaya Inc.
Screen icon manipulation by context and frequency of use	8972878	3/3/2015	Granted	Avaya Inc.
Automatic modification of VOIP packet retransmission level based on the psycho-acoustic value of the packet	8976675	3/10/2015	Granted	Avaya Inc.
Speaker phone noise suppression method and apparatus	8976956	3/10/2015	Granted	Avaya Inc.
Authentication frequency and challenge type based on environmental and physiological properties	8978117	3/10/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for whiteboard collaboration	8982177	3/17/2015	Granted	Avaya Inc.
System and method for robust and efficient free chain management	8990537	3/24/2015	Granted	Avaya Inc.
Peer-to-peer network over a virtual private network	8997206	3/31/2015	Granted	Avaya Inc.
Interactive voice response object	9003049	4/7/2015	Granted	Avaya Inc.
Video bandwidth management system and method	9009341	4/14/2015	Granted	Avaya Inc.
Determining expected wait time	9014366	4/21/2015	Granted	Avaya Inc.
Authentication based on geo-location history	9014666	4/21/2015	Granted	Avaya Inc.
Automatic adjustment of email filters based on browser history and telecommunication records	9015130	4/21/2015	Granted	Avaya Inc.
Communication application server for converged communication services	9015297	4/21/2015	Granted	Avaya Inc.
Access to resources in a virtual environment	9015322	4/21/2015	Granted	Avaya Inc.
System and method for managing a presentation	9019337	4/28/2015	Granted	Avaya Inc.
System and method to suppress voice prompts in SIP calls	9019869	4/28/2015	Granted	Avaya Inc.
Timeline interface for multi-modal collaboration	9020120	4/28/2015	Granted	Avaya Inc.
Method and apparatus for tagging outgoing telephony calls	9020122	4/28/2015	Granted	Avaya Inc.
Number normalization and display	9020127	4/28/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for cost-based automatic call distribution with statistically predictable wait time	9020128	4/28/2015	Granted	Avaya Inc.
Contact center agent filtering and relevancy ranking	9020132	4/28/2015	Granted	Avaya Inc.
System and method for automated assignment of monitoring in a contact center	9020134	4/28/2015	Granted	Avaya Inc.
Dialog compatibility	9020135	4/28/2015	Granted	Avaya Inc.
System and method for enhancing search experience of a user of a communication device	9020931	4/28/2015	Granted	Avaya Inc.
System and method for displaying a tag history of a media event	9021118	4/28/2015	Granted	Avaya Inc.
Advanced user interface and control paradigm including digital rights management features for multiple service operator extended functionality offers	9021607	4/28/2015	Granted	Avaya Inc.
System and method for visual caller identification	9025746	5/5/2015	Granted	Avaya Inc.
Method and apparatus for determining and utilizing local phone topography	9025750	5/5/2015	Granted	Avaya Inc.
System and method of managing conference calls through the use of filtered lists of participants	9025751	5/5/2015	Granted	Avaya Inc.
Method and apparatus for assessing the status of work waiting for service	9025761	5/5/2015	Granted	Avaya Inc.
Advanced presence states for collaboration applications	9026090	5/5/2015	Granted	Avaya Inc.
System and method for advanced communication thread analysis	9026591	5/5/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Peer-to-peer overlay graph construction	9026654	5/5/2015	Granted	Avaya Inc.
Communication session cloning using barcodes	9026666	5/5/2015	Granted	Avaya Inc.
Call restoration in response to application failure	9026836	5/5/2015	Granted	Avaya Inc.
Apparatus and method for controlling a multi-media presentation	9026912	5/5/2015	Granted	Avaya Inc.
Configuration-management user interface employing searchable tags	9026949	5/5/2015	Granted	Avaya Inc. Avaya Communication Israel Ltd.
Data and state threading for virtualized partition management	9027020	5/5/2015	Granted	Avaya Inc.
Authentication frequency and challenge type based on application usage	9027119	5/5/2015	Granted	Avaya Inc.
Auto-detection of environment for mobile agent	9031205	5/12/2015	Granted	Avaya Inc.
Proximity-based authorization	9031534	5/12/2015	Granted	Avaya Inc.
Method and apparatus for automatic communications system intelligibility testing and optimization	9031836	5/12/2015	Granted	Avaya Inc.
Method and apparatus for performing automatable software upgrades using a lightweight serviceless install agent	9038056	5/19/2015	Granted	Avaya Inc.
Automatic sign in of a user at multiple endpoints	9038156	5/19/2015	Granted	Avaya Inc.
Interactive user interface to communication-enabled business process platforms method and apparatus	9043407	5/26/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method of management and distribution of device adapters for element management systems	9049044	6/2/2015	Granted	Avaya Inc.
Interaction detection between web-enabled and call-related features	9049290	6/2/2015	Granted	Avaya Inc.
Intelligent tagging for multimedia call recording purposes using continuous metadata	9049291	6/2/2015	Granted	Avaya Inc.
Apparatus and method for providing status information telecommunication	9054910	6/9/2015	Granted	Avaya Inc.
Method to set the flag as replied or forwarded to all replied or forwarded voice messages	9055151	6/9/2015	Granted	Avaya Inc.
Signal processing at a telecommunications endpoint	9058221	6/16/2015	Granted	Avaya Inc.
Providing web content in the context of a virtual environment	9064023	6/23/2015	Granted	Avaya Inc.
Method and apparatus for authorizing multicast forwarding states	9065669	6/23/2015	Granted	Avaya Inc.
Scalable web real-time communications (WebRTC) media engines, and related methods, systems, and computer-readable media	9065969	6/23/2015	Granted	Avaya Inc.
Binary-caching for XML documents with embedded executable code	9082409	7/14/2015	Granted	Avaya Inc.
Workflow management in contact centers	9083799	7/14/2015	Granted	Avaya Inc.
System and method for providing service by a first agent while waiting for a second agent	9083805	7/14/2015	Granted	Avaya Inc.
Method of bootstrapping contact center	9083806	7/14/2015	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and system for communication session bandwidth control based on actual bandwidth usage	9088527	7/21/2015	Granted	Avaya Inc.
Firewall traversal driven by proximity	9088542	7/21/2015	Granted	Avaya Inc.
Bidirectional user notification system for media quality control	9088589	7/21/2015	Granted	Avaya Inc.
Context awareness for a mobile communication device	9088665	7/21/2015	Granted	Avaya Inc.
Automated field of view adjustment based on screen size	9088689	7/21/2015	Granted	Avaya Inc.
Adjusting video layout	9088694	7/21/2015	Granted	Avaya Inc.
Systems and methods for initiating communication between IM clients and mobile clients	9088877	7/21/2015	Granted	Avaya Inc.
Multi-mode touchscreen user interface for a multi-state touchscreen device	9092125	7/28/2015	Granted	Avaya Inc.
Advanced availability detection	9092389	7/28/2015	Granted	Avaya Inc.
Social media identity discovery and mapping	9092492	7/28/2015	Granted	Avaya Inc.
System and method to join and cut two-way rest overlay trees for distributed knowledge bases	9092497	7/28/2015	Granted	Avaya Inc.
Facilitating real-time communications in electronic message boards	9094354	7/28/2015	Granted	Avaya Inc.
System and method for facilitating communications based on trusted relationships	9094376	7/28/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for assuring quality real-time communication experience in virtual machine	9094420	7/28/2015	Granted	Avaya Inc.
Method for telecommunications device synchronization	9094426	7/28/2015	Granted	Avaya Inc.
System and method for stereophonic acoustic echo cancellation	9094496	7/28/2015	Granted	Avaya Inc.
Methods and apparatus for determining a proxy presence of a user	9094508	7/28/2015	Granted	Avaya Inc.
Method and apparatus for segmenting work in a contact center	9094517	7/28/2015	Granted	Avaya Inc.
Enhancing conferencing user experience via components	9094524	7/28/2015	Granted	Avaya Inc.
Systems and methods to duplicate audio and visual views in a conferencing system	9094572	7/28/2015	Granted	Avaya Inc.
Multi-node and multi-call state machine profiling for detecting SPIT	9100417	8/4/2015	Granted	Avaya Inc.
Alternate routing of voice calls in a heavily loaded SIP network	9100467	8/4/2015	Granted	Avaya Inc.
System and method for following a call	9100469	8/4/2015	Granted	Avaya Inc.
Adjustment of contact routing decisions to reward agent behavior	9100480	8/4/2015	Granted	Avaya Inc.
System and method for managing a contact center	9100481	8/4/2015	Granted	Avaya Inc.
Mobile monitoring for supervisors	9100482	8/4/2015	Granted	Avaya Inc.
Managing transaction complexity in a contact center	9100486	8/4/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Time shifting in teleconferences conducted within virtual worlds	9100546	8/4/2015	Granted	Avaya Inc.
Context and application aware selectors	9104441	8/11/2015	Granted	Avaya Inc.
Agent and customer avatar presentation in a contact center virtual reality environment	9105013	8/11/2015	Granted	Avaya Inc.
Facilitating a contact center agent to select a contact in a contact center queue	9106750	8/11/2015	Granted	Avaya Inc.
Affinity list generation	9111259	8/18/2015	Granted	Avaya Inc.
Verifying privacy of web real-time communications (WebRTC) media channels via corresponding WebRTC data channels, and related methods, systems, and computer-readable media	9112840	8/18/2015	Granted	Avaya Inc.
Keyword alerting in conference calls	9112978	8/18/2015	Granted	Avaya Inc.
Keyword alerting in conference calls	9112979	8/18/2015	Granted	Avaya Inc.
Dynamic customization of pluggable service by users	9116772	8/25/2015	Granted	Avaya Inc.
Method and system to determine and employ best contact opportunity	9118764	8/25/2015	Granted	Avaya Inc.
Agent skill promotion and demotion based on contact center state	9118765	8/25/2015	Granted	Avaya Inc.
Methods and apparatus for processing incomplete or invalid dialed numbers	9124465	9/1/2015	Granted	Avaya Inc.
Method and apparatus for a publish-subscribe system with templates for role-based view of subscriptions	9124643	9/1/2015	Granted	Avaya Inc.
Strategy pairing	9124702	9/1/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Proximity-based feature activation based on programmable profile	9125144	9/1/2015	Granted	Avaya Inc.
Generation of macros	9130975	9/8/2015	Granted	Avaya Inc.
Unifying virtualizations in a core network and a wireless access network	9131366	9/8/2015	Granted	Avaya Inc.
On-demand feature server activation in the cloud	9137213	9/15/2015	Granted	Avaya Inc.
High availability for voice enabled applications	9137287	9/15/2015	Granted	Avaya Inc.
Method and apparatus for detecting events indicative of inappropriate activity in an online community	9137318	9/15/2015	Granted	Avaya Inc.
Providing merged presence calculation information based on analogous multi-utility events	9141943	9/22/2015	Granted	Avaya Inc.
System and method for predicting meeting subjects, logistics, and resources	9143460	9/22/2015	Granted	Avaya Inc.
Method for telephony client synchronization in telephone virtualization	9143597	9/22/2015	Granted	Avaya Inc.
System and method for classification of media in VoIP sessions with RTP source profiling/tagging	9148306	9/29/2015	Granted	Avaya Inc.
Identification of static position witnesses to a PSAP emergency	9148770	9/29/2015	Granted	Avaya Inc.
Method for simplifying a Swype based touch-screen keypad for fast text entry	9152319	10/6/2015	Granted	Avaya Inc.
Social media identity discovery and mapping for banking and government	9152681	10/6/2015	Granted	Avaya Inc.
Systems and methods for enhanced conference session interaction	9154531	10/6/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Secret transfers in contact centers	9154626	10/6/2015	Granted	Avaya Inc.
System and method for generating personalized tag recommendations for tagging audio content	9154629	10/6/2015	Granted	Avaya Inc.
User interface for managing communication sessions	9158444	10/13/2015	Granted	Avaya Inc.
Managing held telephone calls at the call-forwarding system	9160861	10/13/2015	Granted	Avaya Inc.
Telecommunications methods and systems providing user specific audio optimization	9161136	10/13/2015	Granted	Avaya Inc.
Method and apparatus for using received signal strength indicator (RSSI) filtering to provide air-time optimization in wireless networks	9161293	10/13/2015	Granted	Avaya Inc.
Method and apparatus for using estimated travel time to schedule an event and event reminders	9165260	10/20/2015	Granted	Avaya Inc.
System and method for coordinated call-back revocation	9167085	10/20/2015	Granted	Avaya Inc.
Public safety answering point language detection	9167090	10/20/2015	Granted	Avaya Inc.
System and method for assisting agents of a contact center	9167094	10/20/2015	Granted	Avaya Inc.
Method for determining communicative value	9171275	10/27/2015	Granted	Avaya Inc.
System and method for automatically adapting audio packet marking in a packet network	9172644	10/27/2015	Granted	Avaya Inc.
System and method for prioritizing customers and predicting service escalation	9172809	10/27/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for calculating context-aware estimated wait time for customers	9172810	10/27/2015	Granted	Avaya Inc.
Visual indication of user interests in a computer-generated virtual environment	9176579	11/3/2015	Granted	Avaya Inc.
System and method for prioritizing and remediating defect risk in source code	9176729	11/3/2015	Granted	Avaya Inc.
Provisioning VPN phones	9178761	11/3/2015	Granted	Avaya Inc.
System and method for end-to-end RTCP	9178778	11/3/2015	Granted	Avaya Inc.
Rogue AP detection	9178896	11/3/2015	Granted	Avaya Inc.
Distributed stateful intrusion detection for voice over IP	9178898	11/3/2015	Granted	Avaya Inc.
System and method for reducing power consumption of a wireless terminal and increasing capacity of a wireless communication system	9178975	11/3/2015	Granted	Avaya Inc.
System and method for recording calls in a WebRTC contact center	9178998	11/3/2015	Granted	Avaya Inc.
System and method for initiating online social interactions based on conference call participation	9179002	11/3/2015	Granted	Avaya Inc.
Scalable multi-videoconferencing system	9179095	11/3/2015	Granted	Avaya Inc.
Method and apparatus for assigning and releasing licenses	9183359	11/10/2015	Granted	Avaya Inc.
Advanced user interface and control paradigm including contextual collaboration for multiple service operator extended functionality offers	9183514	11/10/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Reconstruction of session initiation protocol (SIP) dialogs in a SIP network	9185140	11/10/2015	Granted	Avaya Inc.
Methods, systems, and computer-readable media for self-learning interactive communications privileges for governing interactive communications with entities outside a domain	9185169	11/10/2015	Granted	Avaya Inc.
System and method for highly assured delivery of an important segment of an automated call	9185218	11/10/2015	Granted	Avaya Inc.
Identifying escalation events in communication sessions	9185222	11/10/2015	Granted	Avaya Inc.
Using source code generated from a data model file to generate a graphical user interface from objects in a database	9189210	11/17/2015	Granted	Avaya Inc.
System and method for automating voice checklists	9196260	11/24/2015	Granted	Avaya Inc.
Apparatus and method for providing enhanced telecommunication terminal status information	9197449	11/24/2015	Granted	Avaya Inc.
Dynamic redistribution of percent allocated calls during outages	9197580	11/24/2015	Granted	Avaya Inc.
System, method and apparatus for authenticating calls	9197746	11/24/2015	Granted	Avaya Inc.
System and method of transferring information between contact centers	9210274	12/8/2015	Granted	Avaya Inc.
Federation route cache based on dynamic domain name system server	9215204	12/15/2015	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Secure, policy-based communications security and file sharing across mixed media, mixed- communications modalities and extensible to cloud computing such as SOA	9215236	12/15/2015	Granted	Avaya Inc.
Caller identification and notification adjunct	9215316	12/15/2015	Granted	Avaya Inc.
Open cable application platform (OCAP) and set-top box (STB)-based bill notification and payment application	9215421	12/15/2015	Granted	Avaya Inc.
Scheduled service periods in wireless mesh networks	9223744	12/29/2015	Granted	Avaya Inc.
Managing antennas on an access point in a wireless network	9225442	12/29/2015	Granted	Avaya Inc.
Application compositor for converged SIP and HTTP servlet applications background	9225764	12/29/2015	Granted	Avaya Inc.
SIP presence based notifications	9232055	1/5/2016	Granted	Avaya Inc.
Management of contact lists	9232060	1/5/2016	Granted	Avaya Inc.
Contact center agent training trajectory	9232064	1/5/2016	Granted	Avaya Inc.
Method and system for video conference snapshot presence	9232192	1/5/2016	Granted	Avaya Inc.
Seamless movement between phone and PC with regard to applications, display, information transfer or swapping active device	9237200	1/12/2016	Granted	Avaya Inc.
System and method for modifying parameters in a contact center	9237234	1/12/2016	Granted	Avaya Inc.
Application triggered state migration via hypervisor	9239765	1/19/2016	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Emergency greeting override by system administrator or routing to contact center	9241069	1/19/2016	Granted	Avaya Inc.
Generation of open virtualization framework package for solution installations and upgrades	9244716	1/26/2016	Granted	Avaya Inc.
Application sequencing for advanced communication features	9247049	1/26/2016	Granted	Avaya Inc.
Answer based agent routing and display method	9247061	1/26/2016	Granted	Avaya Inc.
Method of operating a contact center	9247070	1/26/2016	Granted	Avaya Inc.
Apparatus for controlling a premises from a remote location	9250267	2/2/2016	Granted	Avaya Inc.
Configuring a virtual reality environment in a contact center	9251504	2/2/2016	Granted	Avaya Inc.
System and method to influence SIP routing by sequenced applications	9253219	2/2/2016	Granted	Avaya Inc.
Device skins for user role, context, and function and supporting system mashups	9253306	2/2/2016	Granted	Avaya Inc.
Outbound effectiveness through management of idle agent pool	9253310	2/2/2016	Granted	Avaya Inc.
Call center customer service kiosk	9256726	2/9/2016	Granted	Avaya Inc.
System and method for providing customer service help	9256893	2/9/2016	Granted	Avaya Inc.
Speech analytics with adaptive filtering	9257117	2/9/2016	Granted	Avaya Inc.
Contextual summary of recent communications method and apparatus	9258143	2/9/2016	Granted	Avaya Inc.
Universe media shuffling	9258334	2/9/2016	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Inclusion web content in a virtual environment	9258337	2/9/2016	Granted	Avaya Inc.
Speech analytics: conversation timing and adjustment	9258421	2/9/2016	Granted	Avaya Inc.
Prioritize contact numbers of customers in real time	9258424	2/9/2016	Granted	Avaya Inc.
Services versioning	9262150	2/16/2016	Granted	Avaya Inc.
Authentication frequency and challenge type based on environmental and physiological properties	9262609	2/16/2016	Granted	Avaya Inc.
Method and system for alerting contactees of emergency event	9262908	2/16/2016	Granted	Avaya Inc.
Methods, systems, and computer-readable media for self-maintaining interactive communications privileges governing interactive communications with entities outside a domain	9264534	2/16/2016	Granted	Avaya Inc.
Method and apparatus for priority based session delivery to multimodal endpoints	9265082	2/16/2016	Granted	Avaya Inc.
Virtual agenda participant	9269073	2/23/2016	Granted	Avaya Inc.
Protecting privacy of a customer and an agent using face recognition in a video contact center environment	9270822	2/23/2016	Granted	Avaya Inc.
System and method for variable video degradation counter-measures	9271055	2/23/2016	Granted	Avaya Inc.
Method and apparatus for dynamic device pairing	9271104	2/23/2016	Granted	Avaya Inc.
Sending a user associated telecommunication address	9277021	3/1/2016	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for deletion compactor for large static data in NoSQL database	9280570	3/8/2016	Granted	Avaya Inc.
Method and apparatus for managing membership of dynamic virtual groups	9280758	3/8/2016	Granted	Avaya Inc.
System and method for concurrent electronic conferences	9292814	3/22/2016	Granted	Avaya Inc.
Managing identity provider (IdP) identifiers for web real-time communications (WebRTC) interactive flows, and related methods, systems, and computer- readable media	9294458	3/22/2016	Granted	Avaya Inc.
System and method for keyword-based notification and delivery of content	9300718	3/29/2016	Granted	Avaya Inc.
Immersive 3D sound space for searching audio	9301069	3/29/2016	Granted	Avaya Inc.
Method and system for topic based virtual environments and expertise detection	9305465	4/5/2016	Granted	Avaya Inc.
Programmable presence proxy for determining a presence status of a user	9306820	4/5/2016	Granted	Avaya Inc.
Coding and packet distribution for alternative network paths in telecommunications networks	9306852	4/5/2016	Granted	Avaya Inc.
Method and apparatus for enabling people to find each other and stay together in virtual environments	9306880	4/5/2016	Granted	Avaya Inc.
Server for providing enhanced services to contact center agents	9307087	4/5/2016	Granted	Avaya Inc.
System and method for providing improved wait time estimates	9319527	4/19/2016	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Detecting Patterns with Proximity Sensors	9323333	4/26/2016	Granted	Avaya Inc.
System and method for establishing a relationship based on a prior association	9324057	4/26/2016	Granted	Avaya Inc.
System and method for managing a contact center with a graphical call connection metaphor	9325661	4/26/2016	Granted	Avaya Inc.
Method, apparatus, and system for providing ripple reduction using near term simulation for optional sequencing	9325848	4/26/2016	Granted	Avaya Inc.
Sharing electromagnetic-signal measurements for providing feedback about transmit-path signal quality	9326160	4/26/2016	Granted	Avaya Inc.
Presentation delay feedback in a web conferencing session	9338201	5/10/2016	Granted	Avaya Inc.
Method for Telephony Client Synchronization in Telephone Virtualization	9338273	5/10/2016	Granted	Avaya Inc.
System and method for driving a virtual view of agents in a contact center	9338296	5/10/2016	Granted	Avaya Inc.
Setup application for generating custom code	9338297	5/10/2016	Granted	Avaya Inc.
Systems and methods for using equivalence classes to identify and manage participants and resources in a conference room	9338400	5/10/2016	Granted	Avaya Inc.
System and method for persistent multimedia conferencing services	9344396	5/17/2016	Granted	Avaya Inc.
High availability session reconstruction	9344460	5/17/2016	Granted	Avaya Inc.
Input, display and monitoring of contact center operation in a virtual reality environment	9349118	5/24/2016	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Shared back-to-back user agent	9350594	5/24/2016	Granted	Avaya Inc.
Enhancing privacy by obscuring traversal using relays around network address translator (turn) connections, and related methods, systems, and computer-readable media	9356915	5/31/2016	Granted	Avaya Inc.
System and method for end-to-end encryption and security indication at an endpoint	9356917	5/31/2016	Granted	Avaya Inc.
Increasing contact center efficiency via multi-cast and multi-item presentation	9357066	5/31/2016	Granted	Avaya Inc.
Conference Call Quality Via a Connection-Testing Phase	9357075	5/31/2016	Pending	Avaya Inc.
System and method for a context-based rich communication	9361604	6/7/2016	Granted	Avaya Inc.
Distributed application of enterprise policies to web real-time communications (WebRTC) interactive sessions, and related methods, systems, and computer-readable media	9363133	6/7/2016	Granted	Avaya Inc.
System and method for optimizing agent login in a contact center	9363377	6/7/2016	Granted	Avaya Inc.
Method and apparatus for allowing drag-and-drop operations across the shared borders of adjacent touch screen-equipped devices	9367224	6/14/2016	Granted	Avaya Inc.
Application router	9367367	6/14/2016	Granted	Avaya Inc.
Personal identification and interactive device for internet-based text and video communication services	9369578	6/14/2016	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method to detect and correct IP phone mismatch in a contact center	9369580	6/14/2016	Granted	Avaya Inc.
System and method for software turret phone capabilities	9369587	6/14/2016	Granted	Avaya Inc.
System and method to estimate end-to-end video frame delays	9369742	6/14/2016	Granted	Avaya Inc.
Advanced availability detection	9372824	6/21/2016	Granted	Avaya Inc.
System and method for automated distribution of supervisory functions in a contact center	9373092	6/21/2016	Granted	Avaya Inc.
Integrated conference floor control	9374233	6/21/2016	Granted	Avaya Inc.
Inbound contact center call disconnect buffer	9374468MAKE FOOTNOTES CONSISTENT	6/21/2016	Granted	Avaya Inc.
Cross-domain topic expansion	9378459	6/28/2016	Granted	Avaya Inc.
Audio power based media bandwidth management	9379999	6/28/2016	Granted	Avaya Inc.
Firewall traversal for web real-time communications	9380030	6/28/2016	Granted	Avaya Inc.
Real-time customer feedback	9386144	7/5/2016	Granted	Avaya Inc.
Method and apparatus for reconstructing a communication session	9392037	7/12/2016	Granted	Avaya Inc.
Secure call indicator mechanism for enterprise networks	9398055	7/19/2016	Granted	Avaya Inc.
Web-Based Sharing of Documents	9398067	7/19/2016	Granted	Avaya Inc.
Using business rules for determining presence	9398152	7/19/2016	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Providing mobile device location as a proxy location for an access point in response to mobile device association with the access point, and related methods, devices, and systems	9398403	7/19/2016	Granted	Avaya Inc.
Work assignment with BOT agents	9401989	7/26/2016	Granted	Avaya Inc.
System and method for subscribing to events based on tag words	9402104	7/26/2016	Granted	Avaya Inc.
System and method for phonetic searching of data	9405828	8/2/2016	Granted	Avaya Inc.
Self-configuring dynamic contact center	9407568	8/2/2016	Granted	Avaya Inc.
Context-aware social media disaster response and emergency management	9408051	8/2/2016	Granted	Avaya Inc.
System and method for interactive communication context generation	9412088	8/9/2016	Granted	Avaya Inc.
Systems and methods for monitoring and prioritizing metrics with dynamic work issue reassignment	9413890	8/9/2016	Granted	Avaya Inc.
Performance center mobile supervisor application	9414211	8/9/2016	Granted	Avaya Inc.
Predictive client VLAN extension	9414289	8/9/2016	Granted	Avaya Inc.
Contact center delivery in-building homing service	9418350	8/16/2016	Granted	Avaya Inc.
System and method for high-quality call recording in a high-availability environment	9420091	8/16/2016	Granted	Avaya Inc.
Merging Multiple Emergency Calls and Information Therefrom at Emergency Systems	9420099	8/16/2016	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Methods and apparatus for customizing the audio characteristics of networked voice communications devices	9425993	8/23/2016	Granted	Avaya Inc.
Communication failover in a distributed network	9426021	8/23/2016	Granted	Avaya Inc.
Techniques for topical customer service menu reconfiguration based on social media	9426289	8/23/2016	Granted	Avaya Inc.
System and method for determining conference participation	9426421	8/23/2016	Granted	Avaya Inc.
Event Generation Based on Print Portion Identification	9430092	8/30/2016	Granted	Avaya Inc.
System and method for dynamic influencing of sequence vector by sequenced applications	9430279	8/30/2016	Granted	Avaya Inc.
Personal electronic devices with unobtrusive EKG-based detection of heart rate and rhythm anomalies	9430615	8/30/2016	Granted	Avaya Inc.
Automatic negative question handling	9432325	8/30/2016	Granted	Avaya Inc.
Methods, apparatuses, and systems for generating an action item in response to a detected audio trigger during a conversation	9432517	8/30/2016	Granted	Avaya Inc.
Link-local multicast in WLAN Deployments	9438558	9/6/2016	Granted	Avaya Inc.
Method to block split phone and gateway registration	9438636	9/6/2016	Granted	Avaya Inc.
State machine profiling for voice over ip calls	9438641	9/6/2016	Granted	Avaya Inc.
Cross-lingual seeding of sentiment	9438732	9/6/2016	Granted	Avaya Inc.
IP multicast over split plane wireless LAN	9444643	9/13/2016	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Pseudo agent matching	9444940	9/13/2016	Granted	Avaya Inc.
SIP anchor points to populate common communication logs	9450989	9/20/2016	Granted	Avaya Inc.
Social media provocateur detection and mitigation	9451085	9/20/2016	Granted	Avaya Inc.
Agent matching based on video analysis of customer presentation	9451087	9/20/2016	Granted	Avaya Inc.
System and method of merging of objects from different replicas	9454361	9/27/2016	Granted	Avaya Inc.
Natural language processing (NLP) and natural language generation (NLG) based on user context for enhanced contact center communication	9454760	9/27/2016	Granted	Avaya Inc.
System and method for routing work requests in an enterprise	9455930	9/27/2016	Granted	Avaya Inc.
Codec sequence detection	9456075	9/27/2016	Granted	Avaya Inc.
Call transfer with network spanning back-to-back user agents	9467570	10/11/2016	Granted	Avaya Inc.
System and method for aggressive downstream bandwidth conservation based on user inactivity	9467653	10/11/2016	Granted	Avaya Inc.
User authentication for proxy-configured clients in captive portal environments	9473495	10/18/2016	Granted	Avaya Inc.
System and method for enabling hot-desking	9473544	10/18/2016	Granted	Avaya Inc.
System and method to improve self-service experience and optimize contact center resources	9473632	10/18/2016	Granted	Avaya Inc.
System and method for agent selection in an enterprise	9473639	10/18/2016	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Meeting roster awareness	9477371	10/25/2016	Granted	Avaya Inc.
Fixed mobile convergence for audio and web conference sessions using barcodes	9479345	10/25/2016	Granted	Avaya Inc.
System and method for enhanced media brokering in VOIP network	9479606	10/25/2016	Granted	Avaya Inc.
Splitting a Call for an Emergent Event into Multiple Devices using Data Channels	9485357	11/1/2016	Granted	Avaya Inc.
Activity-aware intelligent alerting and delivery of electronic short messages, and related methods, apparatuses, and computer- readable media	9485632	11/1/2016	Granted	Avaya Inc.
Apparatus and method for automatically determining a version of a file	9491127	11/8/2016	Granted	Avaya Inc.
Speech analytics: conversation timing and adjustment	9491293	11/8/2016	Granted	Avaya Inc.
System and method for selecting agent in a contact center for improved call routing	9491295	11/8/2016	Granted	Avaya Inc.
System and method for determining expertise through speech analytics	9495350	11/15/2016	Granted	Avaya Inc.
Method and Apparatus for Supporting Communications Between a Computing Device Within a Network and an External Computing Device	9497168	11/15/2016	Granted	Avaya Inc.
Tracking the progression of a communication session	9497226	11/15/2016	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Network-Connected Lighting Structure with Climate Sensor, and Related Components, Systems, and Methods	9497830	11/15/2016	Granted	Avaya Inc.
System and method for virtual call hold	9503488	11/22/2016	Granted	Avaya Inc.
System and method to transport HTTP over XMPP	9503529	11/22/2016	Granted	Avaya Inc.
Method and apparatus for augmenting communication sessions using contextual information	9503575	11/22/2016	Granted	Avaya Inc.
System for optimizing the monetization of outgoing video sessions of a contact center	9503680	11/22/2016	Granted	Avaya Inc.
Device proximity detection	9507015	11/29/2016	Granted	Avaya Inc.
Method and system for managing and using sessions as RESTful web services	9509776	11/29/2016	Granted	Avaya Inc.
Packet headers as a trigger for automatic activation of special-purpose softphone applications	9516069	12/6/2016	Granted	Avaya Inc.
Automatic contact center expansion and contraction	9516169	12/6/2016	Granted	Avaya Inc.
System and method for message notification based on text modification	9516622	12/6/2016	Granted	Avaya Inc.
SIP anchor points to populate common communication logs	9521169	12/13/2016	Granted	Avaya Inc.
Enhanced communication between remote participants using augmented and virtual reality	9524588	12/20/2016	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Back-to-back virtual web real-time communications (WebRTC) agents, and related methods, systems, and computer-readable media	9525718	12/20/2016	Granted	Avaya Inc.
System and Method for Managing Enterprise Communications	9525776	12/20/2016	Granted	Avaya Inc.
Configuration of networks using switch device access of remote server	9531591	12/27/2016	Granted	Avaya Inc.
Dynamic management of collaboration sessions using real-time text analytics	9531782	12/27/2016	Granted	Avaya Inc.
Providing data resource services within enterprise systems for resource level sharing among multiple applications, and related methods, systems, and computer-readable media	9531808	12/27/2016	Granted	Avaya Inc.
System, method and apparatus for classifying communications in a communications system	9531873	12/27/2016	Granted	Avaya Inc.
Contact center replay	9531876	12/27/2016	Granted	Avaya Inc.
Optimization in workforce management using work assignment engine data	9531880	12/27/2016	Granted	Avaya Inc.
Systems, Methods, and Media for Providing Selectable Video Using Scalable Video Coding	9532001	12/27/2016	Granted	Avaya Inc.
"At Least" Operator for Combining Audio Search Hits	9535987	1/3/2017	Granted	Avaya Inc.
Systems and methods for serving application specific policies based on dynamic context	9537900	1/3/2017	Granted	Avaya Inc.
Multi-Stream Video Switching With Selective Optimized Composite	9538139	1/3/2017	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Emergency Mapping System	9541407	1/10/2017	Granted	Avaya Inc.
Anti-trending	9542455	1/10/2017	Granted	Avaya Inc.
Method and system for optimizing contact center performance	9542657	1/10/2017	Granted	Avaya Inc.
Application configuration using DNS-based service discovery	9544190	1/10/2017	Granted	Avaya Inc.
Mechanisms for handling SIP glare across multiple dialogs	9544336	1/10/2017	Granted	Avaya Inc.
Application programming interface enabling communication features for different communication protocols	9544340	1/10/2017	Granted	Avaya Inc.
System and Method for Evaluating Media Segments for Interestingness	9544704	1/10/2017	Granted	Avaya Inc.
Presence-Based Power Management	9547352	1/17/2017	Granted	Avaya Inc.
System and Method for Compatibility-Based Team Formation	9549070	1/17/2017	Granted	Avaya Inc.
System and method for incremental software installation	9552201	1/24/2017	Granted	Avaya Inc.
Mechanism for computing and using contextualized social media scores	9552397	1/24/2017	Granted	Avaya Inc.
Location-Based To-Do List Reminders	9558475	1/31/2017	Granted	Avaya Inc.
Centralized licensing system	9558522	1/31/2017	Granted	Avaya Inc.
System and method to transport HTTP over XMPP	9560111	1/31/2017	Granted	Avaya Inc.
Automatic contact center administration updates based on acceptance of a broadcast request	9560202	1/31/2017	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for providing intelligent and automatic mute notification	9560208	1/31/2017	Granted	Avaya Inc.
Systems and methods for indexing and searching reporting data	9563678	2/7/2017	Granted	Avaya Inc.
System and method for a particle system based user interface	9569064	2/14/2017	Granted	Avaya Inc.
System and method for adaptive communication user interface	9569069	2/14/2017	Granted	Avaya Inc.
Virtual management of work items	9569741	2/14/2017	Granted	Avaya Inc.
Mechanism for creation and utilization of an attribute tree in a contact center	9569751	2/14/2017	Granted	Avaya Inc.
Browser-based communications enhanced with enterprise communication features	9571529	2/14/2017	Granted	Avaya Inc.
Graphical environment for adding liaison agents to a communication session	9571533	2/14/2017	Granted	Avaya Inc.
Contact advocate	9571644	2/14/2017	Granted	Avaya Inc.
Far-End Initiated Mid-Call Notification Via Ring Ping	9571651	2/14/2017	Granted	Avaya Inc.
Bitmaps for next generation contact center	9571654	2/14/2017	Granted	Avaya Inc.
Conference call question manager	9571660	2/14/2017	Granted	Avaya Inc.
Intelligent Selection of Message Delivery Mechanism	9572095	2/14/2017	Granted	Avaya Inc.
Determining communication modes of a mobile device based on presence information	9574671	2/21/2017	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System, method and apparatus for troubleshooting an IP network	9577895	2/21/2017	Granted	Avaya Inc.
System and method for binding a virtual desktop infrastructure host and media soft client together	9578106	2/21/2017	Granted	Avaya Inc.
Audio level based management of communication resources	9578283	2/21/2017	Granted	Avaya Inc.
Methods, apparatuses, and computer-readable media for initiating an application for participants of a conference	9584558	2/28/2017	Granted	Avaya Inc.
Providing external application services with an existing private branch exchange media server	9584560	2/28/2017	Granted	Avaya Inc.
Method and apparatus for referencing between three dimensional computer-generated virtual environments	9588783	3/7/2017	Granted	Avaya Inc.
Communication Endpoint Call Log Notification	9590861	3/7/2017	Granted	Avaya Inc.
Authentication frequency and challenge type based on application usage	9590985	3/7/2017	Granted	Avaya Inc.
Method and apparatus for dynamic device pairing	9591036	3/7/2017	Granted	Avaya Inc.
Method and Apparatus Providing Connection Recovery for a Chat Client	9591038	3/7/2017	Granted	Avaya Inc.
Method and apparatus providing connection recovery for a chat client	9591083	3/7/2017	Granted	Avaya Inc.
Management of network impairment by communication endpoints	9591108	3/7/2017	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and system for determining occupancy of resources in a multimodal contact center	9591134	3/7/2017	Granted	Avaya Inc.
Application and open source information technology policy filter	9594886	3/14/2017	Granted	Avaya Inc.
Audio search using codec frames	9595264	3/14/2017	Granted	Avaya Inc.
Audio conferencing server for the internet	9602295	3/21/2017	Granted	Avaya Inc.
Associating system requests with SMS user responses	9602310	3/21/2017	Granted	Avaya Inc.
Global session identifier	9602634	3/21/2017	Granted	Avaya Inc.
Silence Density Models	9602666	3/21/2017	Granted	Avaya Inc.
Methods and systems for selectively sharing content	9602670	3/21/2017	Granted	Avaya Inc.
System and method for managing agent schedules in a contact center	9609130	3/28/2017	Granted	Avaya Inc.
Predictive Model for Abandoned Calls	9609133	3/28/2017	Granted	Avaya Inc.
Optimized video snapshot	9609272	3/28/2017	Granted	Avaya Inc.
System and method for not displaying duplicate images in a video conference	9609273	3/28/2017	Granted	Avaya Inc.
System and Method for Securing a Conference Bridge from Eavesdropping	9609514	3/28/2017	Granted	Avaya Inc.
Multi-threaded multi-path processing	9614752	4/4/2017	Granted	Avaya Inc.
Acquiring and correlating web real-time communications (WebRTC) interactive flow characteristics, and related methods, systems, and computer-readable media	9614890	4/4/2017	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Determination of persona information availability and delivery on peer-to-peer networks	9614905	4/4/2017	Granted	Avaya Inc.
Acoustic information transfer	9621282	4/11/2017	Granted	Avaya Inc.
Call Routing Between Enhanced and Legacy Systems	9621510	4/11/2017	Granted	Avaya Inc.
Caller authentication	9621722	4/11/2017	Granted	Avaya Inc.
System and method for prioritizing agent intervention into automated customer engagements	9621728	4/11/2017	Granted	Avaya Inc.
Multi-finger sliding detection using fingerprints to generate different events	9626099	4/18/2017	Granted	Avaya Inc.
Routing technique	9628298	4/18/2017	Granted	Avaya Inc.
System and method to use predicted agent state to optimize selection strategy	9628625	4/18/2017	Granted	Avaya Inc.
Communication device event captures	9634911	4/25/2017	Granted	Avaya Inc.
System and method for managing conference calls	9635061	4/25/2017	Granted	Avaya Inc.
Aggregated multi-topic agent desktop	9635175	4/25/2017	Granted	Avaya Inc.
Network hardware and software upgrade recommender	9639341	5/2/2017	Granted	Avaya Inc.
AC power over ethernet	9640998	5/2/2017	Granted	Avaya Inc.
Host Discovery and Attach	9641628	5/2/2017	Granted	Avaya Inc.
System and method for predicting user patterns for adaptive systems and user interfaces based on social synchrony and homophily	9646317	5/9/2017	Granted	Avaya Inc.
System and method for dynamic ASR based on social media	9646604	5/9/2017	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Coordinated video-phone overlay on top of PC desktop display	9648274	5/9/2017	Granted	Avaya Inc.
Determination by PSAPs of Caller Location Based on the WiFi Hot Spots Detected and Reported By the Caller's Device(s)	9648479	5/9/2017	Granted	Avaya Inc.
System and method for a communication session identifier	9652738	5/16/2017	Granted	Avaya Inc.
Route Optimization Using Measured Congestion	9654383	5/16/2017	Granted	Avaya Inc.
Method and system for determining customer's skill, knowledge level, and/or interest	9654638	5/16/2017	Granted	Avaya Inc.
System and method to synchronize video playback on mobile devices	9654817	5/16/2017	Granted	Avaya Inc.
Method By Which PSAPs Can Identify, and Request Information From Cellular Devices That Are Near Emergent Events	9654955	5/16/2017	Granted	Avaya Inc.
System and method for efficient software replication	9658841	5/23/2017	Granted	Avaya Inc.
Secure VLANs	9660829	5/23/2017	Granted	Avaya Inc.
Presentation of contextual information in a co-browsing environment	9665653	5/30/2017	Granted	Avaya Inc.
System and Method for Preserving Call Language Settings for Session Initiation Protocol Diverted Calls	9667785	5/30/2017	Granted	Avaya Inc.
Method and system for video conference and PC user experience integration	9667915	5/30/2017	Granted	Avaya Inc.
System and method for setting wireless message priority	9668270	5/30/2017	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method for providing customer service help	9672549	6/6/2017	Granted	Avaya Inc.
Sequenced telephony applications upon call disconnect method and apparatus	9674231	6/6/2017	Granted	Avaya Inc.
Management of contacts at contact centers	9674360	6/6/2017	Granted	Avaya Inc.
Establishing a Social Connection with a Business During a Conversation	9674363	6/6/2017	Granted	Avaya Inc.
Method and apparatus for forming a tiered wireless local area network (WLAN) server topology	9674767	6/6/2017	Granted	Avaya Inc.
Indication of eye tracking information during real-time communications	9678567	6/13/2017	Granted	Avaya Inc.
Word cloud audio navigation	9679567	6/13/2017	Granted	Avaya Inc.
Automatic configuration of endpoint communication devices to set up a VOIP network	9680882	6/13/2017	Granted	Avaya Inc.
Reporting on call center data across multiple concurrent activity sources	9680995	6/13/2017	Granted	Avaya Inc.
Downloadable pluggable services	9690559	6/27/2017	Granted	Avaya Inc.
Implementing multicast link trace connectivity fault management in an ethernet network	9692677	6/27/2017	Granted	Avaya Inc.
Instant Text Message Conductor	9699121	7/4/2017	Granted	Avaya Inc.
On-demand robot acquisition of communication features	9699124	7/4/2017	Granted	Avaya Inc.
System and method for dynamic suggestion of optimal course of action	9699256	7/4/2017	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Negotiation of a Future Communication by Use of a Personal Virtual Assistant (PVA)	9703520	7/11/2017	Granted	Avaya Inc.
Security and retention tagging	9705926	7/11/2017	Granted	Avaya Inc.
Simultaneous Advanced Call Control for Both Simple and Advanced SIP User Agents	9705940	7/11/2017	Granted	Avaya Inc.
Outbound internal calls initiated on behalf of a group of users	9706049	7/11/2017	Granted	Avaya Inc.
Camera View Control Using Unique Nametags and Gestures	9706107	7/11/2017	Granted	Avaya Inc.
Navigational Aid for Emergency Response Personnel	9706376	7/11/2017	Granted	Avaya Inc.
Call response system	9712672	7/18/2017	Granted	Avaya Inc.
Unspoken sentiment	9715492	7/25/2017	Granted	Avaya Inc.
Communications between contact center agent systems to facilitate agent engagement	9716790	7/25/2017	Granted	Avaya Inc.
Systems and Methods for Detecting and Reducing Fraud in a Contact Center	9716791	7/25/2017	Granted	Avaya Inc.
System and method to detect and correct IP phone mismatch in a contact center	9716793	7/25/2017	Granted	Avaya Inc.
Server for providing enhanced services to contact center agents	9723150	8/1/2017	Granted	Avaya Inc.
Rogue AP Detection	9723488	8/1/2017	Granted	Avaya Inc.
Plan-assisted wireless access point configuration	9723493	8/1/2017	Granted	Avaya Inc.
Intelligent message manager	9729392	8/8/2017	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method and apparatus for providing priority indicia associated with a plurality of messages	9729694	8/8/2017	Granted	Avaya Inc.
Signature-Free Intrusion Detection	9736172	8/15/2017	Granted	Avaya Inc.
Method and system for controlling audio signals in multiple concurrent conference calls	9736312	8/15/2017	Granted	Avaya Inc.
Virtual machine implementation of multiple use contexts executing on a communication device	9736675	8/15/2017	Granted	Avaya Inc.
System and Method for Coordinated Learning and Teaching using a Videoconferencing System	9741257	8/22/2017	Granted	Avaya Inc.
Method and apparatus for modifying address information in signaling messages to ensure inpath devices remain in signaling path between endpoints	9749296	8/29/2017	Granted	Avaya Inc.
Application of enterprise policies to web real-time communications (WebRTC) interactive sessions using an enterprise session initiation protocol (SIP) engine, and related methods, systems, and computer-readable media	9749363	8/29/2017	Granted	Avaya Inc.
Generation and usage of mobility VLAN ID version value	9755899	9/5/2017	Granted	Avaya Inc.
System and method for context-aware participant management	9756083	9/5/2017	Granted	Avaya Inc.
Implementation of the semi-attended transfer in SIP for IP-multimedia subsystem environments	9762628	9/12/2017	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Contact center agent display application	9762726	9/12/2017	Granted	Avaya Inc.
Adaptive management of a media buffer	9769043	9/19/2017	Granted	Avaya Inc.
Providing reliable session initiation protocol (SIP) signaling for web real-time communications (WebRTC) interactive flows, and related methods, systems, and computer-readable media	9769214	9/19/2017	Granted	Avaya Inc.
Presence Aware Automated Conferencing System	9769319	9/19/2017	Granted	Avaya Inc.
System and Method for Processing Digital Images During Videoconference	9774823	9/26/2017	Granted	Avaya Inc.
Automatic Expansion and Derivative Tagging	9774825	9/26/2017	Granted	Avaya Inc.
Distribution of ephemeral extension to communication sessions	9779231	10/3/2017	Granted	Avaya Inc.
System and Method to Prevent Polling Overload for Detection of Presence Information	9781026	10/3/2017	Granted	Avaya Inc.
Attribute scoping and hierarchy	9781187	10/3/2017	Granted	Avaya Inc.
Context-based dynamic adjustment to pacing algorithm	9781263	10/3/2017	Granted	Avaya Inc.
System and method for contact center routing of a customer based on media capabilities	9781268	10/3/2017	Granted	Avaya Inc.
Single-Sided Speech Quality Measurement	9786300	10/10/2017	Granted	Avaya Inc.
Video conference bridge setting, sharing, pushing, and rationalization	9787441	10/10/2017	Granted	Avaya Inc.
Captive Portal Systems, Methods, and Devices	9787502	10/10/2017	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Method, apparatus, and system for providing and using multi-protocol eventing	9787749	10/10/2017	Granted	Avaya Inc.
Reduction of wireless communication costs in enterprises	9788256	10/10/2017	Granted	Avaya Inc.
Universal contact manager	9794404	10/17/2017	Granted	Avaya Inc.
Facilitation of a Conference Call Between Static and Rotating Participants	9794413	10/17/2017	Granted	Avaya Inc.
Positional Sensitive Interaction Functionality	9794514	10/17/2017	Granted	Avaya Inc.
System and method for transmitting multiple text streams of a communication in different languages	9798722	10/24/2017	Granted	Avaya Inc.
System and method for multi-model, context-aware visualization, notification, aggregation and formation	9799004	10/24/2017	Granted	Avaya Inc.
Method and system for determining exposures presented by an orchestrated process	9799009	10/24/2017	Granted	Avaya Inc.
Method and apparatus for identifying a speaker	9800731	10/24/2017	Granted	Avaya Inc.
Dynamic Customization of Pluggable Service By Users	9800992	10/24/2017	Granted	Avaya Inc.
Automatic user redundancy determination	9806965	10/31/2017	Granted	Avaya Inc.
Systems and methods for event routing and correlation	9807143	10/31/2017	Granted	Avaya Inc.
Device, System, and Method for Optimizing Active Transactions of an Agent	9813553	11/7/2017	Granted	Avaya Inc.
Conditional attribute mapping in work assignment	9813557	11/7/2017	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Provision of Inferentially Derived Guidance to Emergency Response Personnel	9813883	11/7/2017	Granted	Avaya Inc.
Dynamic Selection of Communication Mode, Application and/or Device Using Context and Policy	9819794	11/14/2017	Granted	Avaya Inc.
Services versioning	9826061	11/21/2017	Granted	Avaya Inc.
Services versioning	9826062	11/21/2017	Granted	Avaya Inc.
Systems and methods for multichannel routing of work items in a contact center	9826095	11/21/2017	Granted	Avaya Inc.
Selective recording of high quality media in a videoconference	9832422	11/28/2017	Granted	Avaya Inc.
Enhancement of audio captured by multiple microphones at unspecified positions	9832583	11/28/2017	Granted	Avaya Inc.
System and method for management of reboot parameters	9836311	12/5/2017	Granted	Avaya Inc.
Social Media Processing with Three-Dimensional Audio	9838824	12/5/2017	Granted	Avaya Inc.
Intelligent module sequencing	9843650	12/12/2017	Granted	Avaya Inc.
Intelligent module sequencing	9843650	12/12/2017	Granted	Avaya Inc.
Protecting privacy of a customer and an agent using face recognition in a video contact center environment	9848165	12/19/2017	Granted	Avaya Inc.
Panel	D487428	3/9/2004	Granted	Avaya, Inc.
Telephone	D530701	10/24/2006	Granted	Avaya Inc.
Telecommunications terminal	D531979	11/14/2006	Granted	Avaya Inc.
Telephone	D588573	3/17/2009	Granted	Avaya Inc.
Telephone set	D609212	2/2/2010	Granted	Avaya Inc.



<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
Key extension module for telephone	D634295	3/15/2011	Granted	Avaya Inc.
Phone	D639266	6/7/2011	Granted	Avaya, Inc.
Phone	D639267	6/7/2011	Granted	Avaya, Inc.
Phone	D639268	6/7/2011	Granted	Avaya, Inc.
Docking station	D646268	10/4/2011	Granted	Avaya, Inc.
Display screen with graphical user interface	D664150	7/24/2012	Granted	Avaya Inc.
Display screen with graphical user interface	D664551	7/31/2012	Granted	Avaya Inc.
Telephone handset	D668642	10/9/2012	Granted	Avaya Inc.
Display screen with graphical user interface	D669086	10/16/2012	Granted	Avaya Inc.
Display screen with graphical user interface	D669088	10/16/2012	Granted	Avaya Inc.
Graphical user interface for a display screen	D678305	3/19/2013	Granted	Avaya Inc.
Handset	D681021	4/30/2013	Granted	Avaya Inc.
Portion of a display screen with transitional icon	D684592	6/18/2013	Granted	Avaya Inc.
Display screen with graphical user interface	D716836	11/4/2014	Granted	Avaya Inc.
Display screen with transitional graphical user interface	D721725	1/27/2015	Granted	Avaya Inc.
Display screen with transitional graphical user interface	D722323	2/10/2015	Granted	Avaya Inc.
Display screen with graphical user interface	D736802	8/18/2015	Granted	Avaya Inc.
Display screen or portion thereof with graphical user interface	D771672	11/15/2016	Granted	Avaya Inc.
Display screen or portion thereof with communications graphical interface	D772267	11/22/2016	Granted	Avaya Inc.

<b>Title</b>	<b>Patent No./</b>	<b>Issue Date</b>	<b>Status</b>	<b>Grantor</b>
System and method of network independent remote configuration of internet server appliance	RE41030	12/1/2009	Granted	Avaya Inc.

### **Applications:**

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Agent Driven Media-Agnostic Work Item Grouping and Sharing Over a Consult Medium	11/243437		—	Pending	Avaya Inc.
Technique for authenticating network users	11/320593	12/30/2005	20070169171	Pending	Avaya Inc.
Garbage Collection Of Persistent Objects With Dynamic Multikeys	11/383268	5/15/2006	20070276888	Pending	Avaya Inc.
Dynamic Multikeys for Persistent Objects	11/383271	5/15/2006	20070276860	Pending	Avaya Inc.
Method Invocation for Persistent Objects with Dynamic Multikeys	11/383273	5/15/2006	20070276778	Pending	Avaya Inc.
Early Enough Reminders	11/554478		—	Pending	Avaya Inc.
Relational framework for non-real-time audio/video collaboration	11/600894	11/16/2006	20080120371	Pending	Avaya Inc.
Business-Driven Conference Scheduler	11/776941		—	Pending	Avaya Inc.
Issue or transaction tracking by using presence information and instant messaging	11/805019	5/22/2007	20080294447	Pending	Avaya Inc.
Communications-Enabled Dynamic Social Network Routing Utilizing Presence	11/864189		—	Pending	Avaya Inc.
Sensitive information management	11/955170	12/12/2007	20090158441	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
[Unpublished application]	12/022850	1/30/2008	—	Pending	Avaya Inc.
Context based filter method and apparatus	12/029214	2/11/2008	20090204677	Pending	Avaya Inc.
Assisting a User, By Way of a Personal Virtual Assistant (PVA), in Responding to Communications	12/038470		—	Pending	Avaya Inc.
Method and Apparatus Providing Meeting Context Information	12/038537		—	Pending	Avaya Inc.
Method and Apparatus for Obtaining Communicant Preferences and Applying Those Preferences	12/042507		—	Pending	Avaya Inc.
Premises Enabled Mobile Kiosk, Using Customers' Mobile Communication Device	12/186905	8/6/2008	20100036670	Pending	Avaya Inc.
Proxy-Based Reservation Scheduling System	12/328620	12/4/2008	20100145739	Pending	Avaya Inc.
Annoying Telephone-Call Prediction and Prevention	12/434750	5/4/2009	20100278325	Allowed	Avaya Inc.
Linking Software Users Sharing Common Traits	12/463128	5/8/2009	20100287109	Pending	Avaya Inc.
Spatial-Temporal Event Correlation for Location-Based Services	12/484083	6/12/2009	20100318588	Pending	Avaya Inc.
Contact center interfaces	12/500756	7/10/2009	20110010382	Pending	Avaya Inc.
Mechanism for fast evaluation of policies in work assignment	12/545413	8/21/2009	20110044320	Pending	Avaya Inc.
Conference Productivity and Thick Client Method	12/720869	3/10/2010	20110225013	Pending	Avaya Inc.
System and method for graphically managing communication sessions	12/749028	3/29/2010	20100251158	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
System and method for graphically managing a communication session with a context based contact set	12/749058	3/29/2010	2010025117 7	Pending	Avaya Inc.
System and method for managing incoming requests for a communication session using a graphical connection metaphor	12/749094	3/29/2010	2010025111 9	Allowed	Avaya Inc.
System and method for managing trusted relationships in communication sessions using a graphical metaphor	12/749123	3/29/2010	2010025112 7	Pending	Avaya Inc.
Systems, Methods, and Media for Providing Interactive Video Using Scalable Video Coding	12/761885	4/16/2010	2010023252 1	Pending	Avaya, Inc.
Method for enabling mobility of client devices in large scale unified networks	12/775816	5/7/2010	2010029044 6	Pending	Avaya, Inc.
Method of automatic customer satisfaction monitoring through social media	12/777031	5/10/2010	2011027651 3	Pending	Avaya Inc.
Display of persona information for peer-to-peer sessions	12/836793	7/15/2010	2011009359 8	Pending	Avaya Inc.
Method For Redistributing Access Points Automatically to Controllers for Restoring Topology and Balancing Load	12/847599		—	Pending	Avaya Inc.
System and method for communicating tags for a media event using multiple media types	12/847929	7/30/2010	2012003023 2	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
System and method for visualization of tag metadata associated with a media event	12/847984	7/30/2010	2012003024 4	Pending	Avaya Inc.
System and method for classifying live media AGS into types	12/887248	9/21/2010	2012007284 5	Pending	Avaya Inc.
System and method for responding to changing conditions in contact centers	12/894554	9/30/2010	2012008421 7	Pending	Avaya Inc.
System and method for adaptive multiple contact assignment	12/894624	9/30/2010	2012008411 1	Pending	Avaya Inc.
System and method for providing predictive contacts	12/896649	10/1/2010	2011023139 6	Pending	Avaya Inc.
System and method for providing just-in-time resources based on context	12/896666	10/1/2010	2011023177 3	Pending	Avaya Inc.
System and method for near real-time identification and definition query	12/899683	10/7/2010	2012008939 5	Allowed	Avaya Inc.
Predicted percent service level	12/955676	11/29/2010	2012013448 7	Pending	Avaya Inc.
System and method for scheduling an e- conference for participants with partial availability	12/978739	12/27/2010	2012016624 2	Pending	Avaya Inc.
System and method for grouping conference participants	12/978745	12/27/2010	2012016653 4	Pending	Avaya Inc.
System and method for generating persistent sessions in a graphical interface for managing communication sessions	12/978921	12/27/2010	2011025855 0	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
System and method for suggesting automated assistants based on a similarity vector in a graphical user interface for managing communication sessions	12/978926	12/27/2010	2011025854 4	Pending	Avaya Inc.
System and method for optimizing access to a resource based on social synchrony and homophily	12/978955	12/27/2010	2012003644 6	Pending	Avaya Inc.
System and method for improving customer service with models for social synchrony and homophily	12/978973	12/27/2010	2012003597 9	Pending	Avaya Inc.
Method and system for delivering messages	12/980968	12/29/2010	2012017072 4	Pending	Avaya Inc.
Use of Location Aware Check-In by Visitors to Support Emergency Services	13/011134	1/21/2011	2012019148 8	Pending	Avaya Inc.
Method and system for physical mapping in a virtual world	13/010251	1/20/2011	2012019208 8	Pending	Avaya Inc.
Node-based policy-enforcement across mixed media, mixed-communications modalities and extensible to cloud computing such as SOA	13/030537	2/18/2011	2011020919 4	Pending	Avaya Inc.
Virtual desktop integration based on proximity and context	13/042446	3/7/2011	2012023354 9	Pending	Avaya Inc.
Advertising in a virtual environment	13/081070	4/6/2011	2012025971 2	Pending	Avaya Inc.
Contextual collaboration	13/087657	4/15/2011	2012026580 8	Pending	Avaya Inc.
Method and system for proximity-based content sharing	13/159189	6/13/2011	2012031584 6	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Routing of contacts in contact centers	13/163772	6/20/2011	2012032107 2	Pending	Avaya Inc.
Method for visualizing temporal data	13/168716	6/24/2011	2012033106 6	Allowed	Avaya Inc.
Method of identifying relevant user feedback	13/173983	6/30/2011	2013000688 1	Pending	Avaya Inc.
System and method for scheduling based on service completion objectives	13/179245	7/8/2011	2013001335 9	Pending	Avaya Inc.
Exclusion of selected data from access by collaborators	13/196990	8/3/2011	2013003637 0	Pending	Avaya Inc.
Switching routing algorithms to optimize satisfaction of long-term commitments	13/250521	9/30/2011	2013008579 1	Pending	Avaya Inc.
Methods, apparatuses, and computer-readable media for providing a collaboration license to an application for participant user device(s) participating in an on-line collaboration	13/281753	10/26/2011	2013011135 5	Allowed	Avaya Inc.
System and method for enhancing communication services based on user behavior and relative trending patterns	13/308832	12/1/2011	2013014468 2	Pending	Avaya Inc.
System and method for aligning messages to an event based on semantic similarity	13/370488	2/10/2012	2013008105 6	Pending	Avaya Inc.
Profile information based on participant identity for peer-to-peer sessions	13/381270	12/28/2011	2012011008 4	Pending	Avaya Inc.
System and method for personalized hoteling of mobile workers	13/396586	2/14/2012	2013020910 8	Pending	Avaya Inc.
System and method for dynamic session maps	13/408297	2/29/2012	2013022711 7	Allowed	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Supporting intermediate back to back user agents between user agents and a conference focus	13/429074	3/23/2012	2013025430 2	Pending	Avaya Inc.
Scoring of resource groups	13/444461	4/11/2012	2013027541 6	Allowed	Avaya Inc.
Ethernet isolator for microphonics security and method thereof	13/453268	4/23/2012	2012020139 8	Pending	Avaya Inc.
Tactile indication of transmission quality impairments	13/490702	6/7/2012	2013033114 9	Pending	Avaya Inc.
Generation of enterprise-wide licenses in a customer environment	13/493587	6/11/2012	2012024608 6	Pending	Avaya Inc.
Dynamic application management	13/523549	6/14/2012	2013033993 7	Pending	Avaya Inc.
Dynamic work assignment strategies based on multiple aspects of agent proficiency	13/540906	7/3/2012	2012027813 6	Pending	Avaya Inc.
Contextual presence in collaborative systems	13/571054	8/9/2012	2013021899 3	Pending	Avaya Inc.
Real time statistics for contact center mood analysis method and apparatus	13/594283	8/24/2012	2014005872 1	Pending	Avaya Inc.
Dynamic multimodal visual message prioritization method and apparatus	13/599774	8/30/2012	2014006796 3	Pending	Avaya Inc.
System and method for multimodal interaction aids	13/600817	8/31/2012	2014006793 6	Pending	Avaya Inc.
System and method for end-to-end call quality indication	13/606853	9/7/2012	2013025078 6	Pending	Avaya Inc.
Multiple simultaneous contact center objectives	13/623310	9/20/2012	2014008168 7	Pending	Avaya Inc.
Follow me notification and widgets	13/626319	9/25/2012	2014008531 6	Pending	Avaya Inc.



<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
System and method for ensuring high availability in an enterprise IMS network	13/629864	9/28/2012	2014009568 8	Pending	Avaya Inc.
Screen resize for reducing power consumption	13/629942	9/28/2012	2014009214 0	Allowed	Avaya Inc.
System and method for long-lived contextual interactions	13/629977	9/28/2012	2014009559 6	Pending	Avaya Inc.
Media contention for virtualized devices	13/630038	9/28/2012	2013032651 2	Pending	Avaya Inc.
System and method to identify visitors and provide contextual services	13/630105	9/28/2012	2014009224 2	Pending	Avaya Inc.
System and method of improving contact center supervisor decision making	13/630179	9/28/2012	2014009526 8	Pending	Avaya Inc.
Creating virtual groups for managing a contact center	13/630290	9/28/2012	2014009539 7	Pending	Avaya Inc.
System and method for composite presence subscriptions	13/631396	9/28/2012	2014009560 2	Pending	Avaya Inc.
Performance stress evaluation of multi-modal network notification service	13/645823	10/5/2012	2014001956 0	Pending	Avaya Inc.
Phrase spotting systems and methods	13/646303	10/5/2012	2014010084 8	Pending	Avaya Inc.
Transporting avatars and meeting materials into virtual reality meeting rooms	13/655052	10/18/2012	2014009603 6	Pending	Avaya Inc.
System and method for automating and improving self service experience	13/690115	11/30/2012	2014015632 6	Pending	Avaya Inc.
Passive interaction guide system and method	13/728027	12/27/2012	2014018950 9	Pending	Avaya Inc.
System and method for authorizing third party profile data sharing	13/728531	12/27/2012	2014018899 1	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Dynamic notification system and method	13/731032	12/30/2012	20140189533	Pending	Avaya Inc.
Multiple device co-browsing of a single website instance	13/734663	1/4/2013	20140195588	Pending	Avaya Inc.
Method and apparatus for identifying and managing participants in a conference room	13/753171	1/29/2013	20140211929	Pending	Avaya Inc.
Method, apparatus, and system for providing and using a scheduling delta queue	13/758704	2/4/2013	20140223436	Pending	Avaya Inc.
Dynamic device pairing with media server audio substitution	13/763438	2/8/2013	20140229624	Pending	Avaya Inc.
Enterprise class virtual desktop infrastructure	13/764976	2/12/2013	20130326081	Pending	Avaya Inc.
Privacy setting implementation in a co-browsing environment	13/771415	2/20/2013	20140237612	Pending	Avaya Inc.
Presentation pacing system and method	13/771678	2/20/2013	20140237371	Pending	Avaya Inc.
Collaborative bookmarks	13/773345	2/21/2013	20140237347	Pending	Avaya Inc.
Systems, methods and media for identifying and associating user devices with media cues	13/774610	2/22/2013	20130166742	Allowed	Avaya Inc. <sup>20</sup>
Integration of user orientation into a voice command system	13/777781	2/26/2013	20140244267	Pending	Avaya Inc.
System and method for training agents of a contact center	13/787627	3/6/2013	20140255895	Pending	Avaya Inc.
Viewer pattern analysis	13/788735	3/7/2013	20140257908	Pending	Avaya Inc.

<sup>20</sup> Issue fee is due December 29, 2017.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
System and method for providing personalization badges for enhanced customer service experience	13/789160	3/7/2013	2013017063 7	Pending	Avaya Inc.
Method and system for serving customers in a contact center	13/794906	3/12/2013	2014027014 3	Pending	Avaya Inc.
Method, apparatus, and system for providing and using subscriptions and filtering based on tree structures	13/801721	3/13/2013	2014028001 8	Pending	Avaya Inc.
Intelligent notification of requests for real-time online interaction via real-time communications and/or markup protocols, and related methods, systems, and computer-readable media	13/803292	3/14/2013	2014009563 3	Pending	Avaya Inc.
System and method for identifying and engaging collaboration opportunities	13/832112	3/15/2013	2014027895 1	Pending	Avaya Inc.
Method, apparatus, and system for providing health monitoring event anticipation and response	13/836723	3/15/2013	2014027846 5	Pending	Avaya Inc.
Agent statistics by location	13/840613	3/15/2013	2014027013 4	Pending	Avaya Inc.
Adaptive thresholding	13/840773	3/15/2013	2014027013 6	Pending	Avaya Inc.
System and method for an awareness platform	13/852657	3/28/2013	2014011499 2	Pending	Avaya Inc.
Use of telephony features and phones to enable and disable secure remote access	13/860874	4/11/2013	2014000722 0	Pending	Avaya Inc.
Parallel forking with AOR chaining	13/894129	5/14/2013	2013030182 2	Allowed	Avaya Inc.
Compression system and method	13/907319	5/31/2013	2014035887 4	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
System and method for conversational configuration of applications	13/908240	6/3/2013	2014035854 9	Pending	Avaya Inc.
High availability snapshot core	13/910881	6/5/2013	2014036544 0	Allowed	Avaya Inc.
Bandwidth-efficient archiving of real-time interactive flows, and related methods, systems, and computer-readable media	13/912520	6/7/2013	2014036567 6	Pending	Avaya Inc.
System and method for smart contextual calendaring based meeting scheduling	13/918356	6/14/2013	2014037216 2	Pending	Avaya Inc.
Discrete second window for additional information for users accessing an audio or multimedia conference	13/919317	6/17/2013	2014037294 1	Pending	Avaya Inc.
Proximity based interactions with wallboards	13/922346	6/20/2013	2014037958 7	Pending	Avaya Inc.
Method and system for adaptive outbound campaigns	13/922528	6/20/2013	2014037941 9	Pending	Avaya Inc.
Application-to-repository data mapping in data repositories, and related methods, systems, and computer-readable media	13/923748	6/21/2013	2014037963 4	Pending	Avaya Inc.
System and method for social media-aware advertisement brokering	13/925942	6/25/2013	2014033065 1	Pending	Avaya Inc.
System and method for identification of law changes between jurisdictions	13/926989	6/25/2013	2014037959 1	Pending	Avaya Inc.
System and method for detecting and analyzing user migration in public social networks	13/928532	6/27/2013	2014025018 2	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
System and method for composing meeting invites in accordance with business rules	13/928608	6/27/2013	20150006218	Pending	Avaya Inc.
Semantic translation model training	13/929090	6/27/2013	20150006143	Pending	Avaya Inc.
Time division calendar segmentation	13/930155	6/28/2013	20150006215	Pending	Avaya Inc.
Dynamic event type on calendars	13/930652	6/28/2013	20150006216	Pending	Avaya Inc.
Methods and systems for real-time paging	13/931391	6/28/2013	20140156768	Pending	Avaya Inc.
Virtual web real-time communications (WebRTC) gateways, and related methods, systems, and computer-readable media	13/931967	6/30/2013	20150006610	Pending	Avaya Inc.
Reconstruction of states on controller failover	13/932004	7/1/2013	20150006741	Pending	Avaya Inc.
Remotely controlling web real-time communications (WebRTC) client functionality via WebRTC data channels, and related methods, systems, and computer-readable media	13/955711	7/31/2013	20150039760	Pending	Avaya Inc.
Emergency request prior insight delivery	13/959517	8/5/2013	20150038102	Pending	Avaya Inc.
Cohesive team selection based on a social network model	13/965522	8/13/2013	20130332549	Pending	Avaya Inc.
Pairwise audio capture device selection	13/970178	8/19/2013	20150049885	Pending	Avaya Inc.
Network device management and visualization	14/010317	8/26/2013	20140059442	Allowed	Avaya Inc.
System and method for optimizing allocation of resources in electronic games	14/016173	9/2/2013	20150065215	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
System and method for separation of call origination and call delivery techniques	14/022599	9/10/2013	2015000496 5	Pending	Avaya Inc.
Client location discovery	14/033447	9/21/2013	2015008904 4	Allowed	Avaya Inc.
System and method of message thread management	14/036838	9/25/2013	2015008878 4	Pending	Avaya Inc.
Providing network management based on monitoring quality of service (QOS) characteristics of web real- time communications (WebRTC) interactive flows, and related methods, systems, and computer-readable media	14/037440	9/26/2013	2015008904 6	Pending	Avaya Inc.
Method for specifying packet address range cacheability	14/041751	9/30/2013	2015009558 2	Pending	Avaya Inc.
Stackable strategies	14/043296	10/1/2013	2015009508 1	Pending	Avaya Inc.
Invocation of sequenced applications based on dynamic parameters	14/043334	10/1/2013	2015005220 8	Pending	Avaya Inc.
System and method to identify secure media streams to conference watchers in SIP messaging	14/044477	10/2/2013	2015009542 0	Pending	Avaya Inc.
Sharing dynamic variables in a high availability environment	14/050604	10/10/2013	2015010679 8	Pending	Avaya Inc.
Overlay of private data on web pages	14/060180	10/22/2013	2015004679 0	Pending	Avaya Inc.
Variable capture between applications	14/063285	10/25/2013	2015012090 4	Allowed	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Unified control of employee access to employer communications systems during periods of employee furlough	14/068513	10/31/2013	2015012059 1	Pending	Avaya Inc.
Providing origin insight for web applications via session traversal utilities for network address translation (STUN) messages, and related methods, systems, and computer-readable media	14/068839	10/31/2013	2015012087 9	Pending	Avaya Inc.
System and method for predictive actions based on user communication patterns	14/072344	11/5/2013	2015012805 8	Pending	Avaya Inc.
System and method for displaying context-aware contact details	14/080385	11/14/2013	2015013509 6	Pending	Avaya Inc.
Deep language attribute analysis	14/080618	11/14/2013	2015013432 5	Pending	Avaya Inc.
Architecture for a contact center with emulator driven self control loop	14/082858	11/18/2013	2015014252 7	Pending	Avaya Inc.
Method and system for relative activity factor continuous presence video layout and associated bandwidth optimizations	14/095605	12/3/2013	2015015645 8	Pending	Avaya Inc.
System and method for authenticating an agent	14/103972	12/12/2013	2015017023 6	Pending	Avaya Inc.
Impact prediction of social media interaction	14/133251	12/18/2013	2015017214 5	Pending	Avaya Inc.
System and method for automated optimization of operations in a contact center	14/133898	12/19/2013	2015017866 0	Pending	Avaya Inc.
Adaptive modification of class of service for supporting bandwidth over- allocation	14/135880	12/20/2013	2015018079 1	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Multi-layered presentation and mechanisms for collaborating with the same	14/137428	12/20/2013	20150178260	Pending	Avaya Inc.
Active talker activated conference pointers	14/137544	12/20/2013	20150180919	Pending	Avaya Inc.
Controlling access to traversal using relays around network address translation (turn) servers using trusted single-use credentials	14/141798	12/27/2013	20150188902	Pending	Avaya Inc.
Systems and methods of managing competing business goals of a contact center	14/149182	1/7/2014	20150195404	Pending	Avaya Inc.
Intelligent/selective coverage mechanism	14/154379	1/14/2014	20150201073	Pending	Avaya Inc.
System and method for establishing a sip shared control channel in multiple device environments	14/154412	1/14/2014	20150201024	Pending	Avaya Inc.
Identification of multi-channel connections to predict estimated wait time	14/160361	1/21/2014	20150206092	Pending	Avaya Inc.
Agent rating prediction and routing	14/173610	2/5/2014	20150215463	Allowed	Avaya Inc.
Systems and methods for managing reporting data on a hosted on-demand reporting system	14/194196	2/28/2014	20140247936	Pending	Avaya Inc.
System and method for in-memory indexing of data	14/194222	2/28/2014	20140250072	Pending	Avaya Inc.
Systems and methods for indexing and searching administrative data	14/194274	2/28/2014	20140250100	Pending	Avaya Inc.
Live assist	14/243108	4/2/2014	20150287039	Pending	Avaya Inc.



<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Network-based identification of device usage patterns that can indicate that the user has a qualifying disability	14/243676	4/2/2014	2015028704 3	Pending	Avaya Inc.
Execution of flow diagrams	14/245838	4/4/2014	2014030402 8	Pending	Avaya Inc.
Personalized customer surveys	14/245855	4/4/2014	2015028706 2	Pending	Avaya Inc.
Kiosk escalation	14/254548	4/16/2014	2015030249 9	Pending	Avaya Inc.
Providing web real-time communications (WebRTC) media services via WebRTC-enabled media servers, and related methods, systems, and computer-readable media	14/255361	4/17/2014	2015030437 9	Pending	Avaya Inc.
Conversation quality analysis	14/257649	4/21/2014	2015030286 8	Pending	Avaya Inc.
Communications arbitrator	14/258848	4/22/2014	2015030449 2	Pending	Avaya Inc.
Staff work assignment and allocation	14/273195	5/8/2014	2015032472 7	Pending	Avaya Inc.
Public non-company controlled social forum response method	14/273255	5/8/2014	2015032480 5	Pending	Avaya Inc.
System and method for providing agent assistance in contact centers	14/287378	5/27/2014	2015035043 0	Pending	Avaya Inc.
Mechanism for work assignment in a graph-based contact center	14/290654	5/29/2014	2015035044 0	Allowed	Avaya Inc.
Graph database for a contact center	14/290657	5/29/2014	2015034742 1	Pending	Avaya Inc.
Mechanism for adaptive modification of an attribute tree in graph based contact centers	14/290659	5/29/2014	2015035043 3	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Hybrid cloud encryption method	14/293156	6/2/2014	2015034805 0	Pending	Avaya Inc.
System and method for routing work requests to a resource group of an enterprise	14/294562	6/3/2014	2015035044 2	Pending	Avaya Inc.
System and method for managing customer interactions in an enterprise	14/299153	6/9/2014	2015035846 3	Pending	Avaya Inc.
System and method for information sharing in an enterprise	14/301657	6/11/2014	2015036343 1	Pending	Avaya Inc.
Conversation structure analysis	14/301901	6/11/2014	2015036413 0	Pending	Avaya Inc.
System and method for enhancing information flow in an enterprise	14/302590	6/12/2014	2015036373 6	Pending	Avaya Inc.
System and method for payment card industry compliance	14/302643	6/12/2014	2015036378 9	Pending	Avaya Inc.
Enhancing contact center calculations based on real-time speech analytics	14/302779	6/12/2014	2015021546 4	Pending	Avaya Inc.
Voice and video watermark for exfiltration prevention	14/312450	6/23/2014	2015037303 2	Pending	Avaya Inc.
Enhancing media characteristics during web real-time communications (WebRTC) Interactive sessions by using session initiation protocol (SIP) endpoints, and related methods, systems, and computer-readable media	14/313041	6/24/2014	2015037305 7	Allowed	Avaya Inc.
Systems and methods for presenting information extracted from one or more data sources to event participants	14/318674	6/29/2014	2015037947 8	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
System and method for email management through detection and analysis of dynamically variable behavior and activity patterns	14/318676	6/29/2014	2015038153 3	Pending	Avaya Inc.
Derivative network profile for customer interactions	14/319019	6/30/2014	2015037952 7	Pending	Avaya Inc.
System and method for efficient port and bandwidth utilization in setting up communication sessions	14/319107	6/30/2014	2015038167 4	Pending	Avaya Inc.
System and method for managing resources in an enterprise	14/323432	7/3/2014	2016000687 1	Pending	Avaya Inc.
Systems and methods for speech analytics and phrase spotting using phoneme sequences	14/332115	7/15/2014	2016001988 2	Pending	Avaya, Inc.
Facilitating network authentication	14/335614	7/18/2014	2016002109 7	Pending	Avaya, Inc.
Team workforce assignment	14/449620	8/1/2014	2016003484 1	Pending	Avaya Inc.
System and method for guiding agents in an enterprise	14/450644	8/4/2014	2016003697 5	Allowed	Avaya Inc.
Systems and methods for influencing customer treatment in a contact center through detection and analysis of social media activity	14/452472	8/5/2014	2016004237 1	Pending	Avaya Inc.
Eye control of a text stream	14/471458	8/28/2014	2016006295 3	Pending	Avaya Inc.
Call context conveyance	14/472115	8/28/2014	2015022267 1	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Hybrid cloud media architecture for media communications	14/472206	8/28/2014	2016006562 3	Allowed	Avaya Inc.
Client-server communication evaluation and diagnostic tool	14/481684	9/9/2014	2016007269 3	Pending	Avaya Inc.
System and method for guiding agents in an enterprise over aggregated interactions	14/486001	9/15/2014	2016008057 0	Pending	Avaya Inc.
System and method for optimizing performance of agents in an enterprise	14/496505	9/25/2014	2016009441 1	Pending	Avaya Inc.
Segmented video codec for high resolution and high frame rate video	14/500066	9/29/2014	2016009460 6	Pending	Avaya Inc.
Abstract activity counter	14/504057	10/1/2014	2016009985 0	Pending	Avaya Inc.
Location enhancements for mobile messaging	14/504238	10/1/2014	2015026417 6	Pending	Avaya Inc.
Flowing skill request vectors to workforce hiring tools	14/504273	10/1/2014	2016009866 5	Pending	Avaya Inc.
Agent non-primary skill improvement training method	14/507238	10/6/2014	2016010005 9	Pending	Avaya Inc.
Connection of persons and things via mobile messaging privacy/security broker system	14/513362	10/14/2014	2015026414 8	Pending	Avaya Inc.
System and method for selecting agents to improve call routing	14/516783	10/17/2014	2016011256 8	Pending	Avaya Inc.
System and method for managing communication sessions	14/519240	10/21/2014	2016011247 2	Pending	Avaya Inc.
Contact center interactive text stream wait treatments	14/529567	10/31/2014	2016012754 4	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
System and method for managing resources of an enterprise	14/530121	10/31/2014	2016012755 3	Pending	Avaya Inc.
Wifi device zoning using micro-location data	14/533043	11/4/2014	2016012801 8	Pending	Avaya Inc.
Reclaiming leased IP addresses in wireless networks	14/533046	11/4/2014	2016012731 1	Pending	Avaya Inc.
System and method for selecting an agent in an enterprise	14/533407	11/5/2014	2016012755 6	Pending	Avaya Inc.
System and method for managing resources	14/552596	11/25/2014	2016015008 4	Allowed	Avaya Inc.
System and method for managing allocation of resources	14/552729	11/25/2014	2016015008 5	Pending	Avaya Inc.
Service discovery using a location database	14/555313	11/26/2014	2016015002 9	Pending	Avaya Inc.
Control for content channel in web real-time communication	14/561000	12/4/2014	2016016492 9	Pending	Avaya Inc.
System and method for managing resource selection in an enterprise	14/572012	12/16/2014	2016017369 4	Pending	Avaya Inc.
Contact center administration via text stream interaction	14/573163	12/17/2014	2016018271 8	Pending	Avaya Inc.
Automated responses to projected contact center agent fatigue and burnout	14/573820	12/17/2014	2016018027 7	Pending	Avaya Inc.
Skill change and routing correction	14/573898	12/17/2014	2016018271 9	Pending	Avaya Inc.
Enhanced privacy and agent control in a co- browsing session	14/576089	12/18/2014	2016018264 3	Pending	Avaya Inc.
In-place web communications related to content of a webpage	14/576157	12/18/2014	2016017932 3	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Interactive contact center menu traversal via text stream interaction	14/585376	12/30/2014	20160191655	Pending	Avaya Inc.
System and method for assessing the sensitivity of social network user populations to response time delays	14/586691	12/30/2014	20170085515	Pending	Avaya Inc.
System and Method for Automated Determining When to Review an Agent Response Process	14/592257	1/8/2015	20160205250	Pending	Avaya Inc.
Method for determining response channel for a contact center from historic social media postings	14/594829	1/12/2015	20150127558	Pending	Avaya Inc.
System, Method and Apparatus for Authenticating Calls	14/594973	1/12/2015	20150124945	Pending	Avaya Inc.
System and method for mode-neutral communications with a widget-based communications metaphor	14/596371	1/14/2015	20150135098	Pending	Avaya Inc.
SIP Network Border Element Session Augmentation	14/597966	1/15/2015	20160212192	Pending	Avaya Inc.
System and Method for Managing Communication Interrupts in an Enterprise	14/599647	1/19/2015	20160212264	Pending	Avaya Inc.
Data Lookup and Operator for Excluding Unwanted Speech Search Results	14/600268	1/20/2015	20160210353	Pending	Avaya Inc.
Control of enhanced communication between remote participants using augmented and virtual reality	14/601505	1/21/2015	20150215351	Pending	Avaya Inc.
Presentation of enhanced communication between remote participants using augmented and virtual reality	14/601535	1/21/2015	20150213650	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Location sensing and response for mobile messaging	14/609615	1/30/2015	2015026223 7	Pending	Avaya Inc.
Wearable System Input Device	14/619815	2/11/2015	2016023181 9	Pending	Avaya Inc.
System and Method for Topic Based Segregation in Instant Messaging	14/622668	2/13/2015	2016024149 4	Pending	Avaya Inc.
Prediction of Contact Center Interactions	14/622718	2/13/2015	2016024171 2	Pending	Avaya Inc.
Providing and using quality indicators in conferences for mitigation activities	14/624243	2/17/2015	2015026431 0	Pending	Avaya Inc.
Management of Contact Center Group Metrics	14/626762	2/19/2015	2016024891 2	Pending	Avaya Inc.
System and Method of Embedded Application Tags	14/630764	2/25/2015	2015024252 6	Pending	Avaya Inc.
Two Step Authentication and Activation of Quad Small Form Factor Pluggable (QFSP+) Transceivers	14/637568	3/4/2015	2016026141 2	Pending	Avaya Inc.
Multi-Media Collaboration Cursor/Annotation Control	14/638960	3/4/2015	2016025952 2	Pending	Avaya Inc.
System and Method for Managing Communication Sessions in an Enterprise	14/642889	3/10/2015	2016026925 8	Pending	Avaya Inc.
Generating Recording Access Permissions Based on Meeting Properties	14/657039	3/13/2015	2016026944 9	Pending	Avaya Inc.
Efficient Mechanism For Customer Feedback From A Voice Call	14/664363	3/20/2015	2016027757 6	Pending	Avaya Inc.
Server Cluster Profile Product Definition In A Distributed Processing Network	14/670296	3/26/2015	2016028595 7	Pending	Avaya Inc.
Pre-login Agent Monitoring	14/670789	3/27/2015	2016028604 7	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Automated Coordinated Co-Browsing with Text Chat Services	14/670830	3/27/2015	2016028399 5	Pending	Avaya Inc.
System and Method for Optimizing Agent Time	14/672409	3/30/2015	2016029501 8	Pending	Avaya Inc.
System and Method for Compiling and Dynamically Updating a Collection of Frequently Asked Questions	14/672478	3/30/2015	2016029220 4	Pending	Avaya Inc.
Enhanced Communication with an Application Service Provider Based On Medical Telemetry Collected By A User Device	14/673440	3/30/2015	2016028718 9	Pending	Avaya Inc.
System and Method to Select a Resource in an Enterprise	14/674236	3/31/2015	2016029501 9	Pending	Avaya Inc.
Method to Optimize the User Interface to Manage Multiple Communications on a Communications Application	14/681449	4/8/2015	2016029964 7	Pending	Avaya Inc.
Method to Provide an Optimized User Interface for Presentation of Application Service Impacting Errors	14/681488	4/8/2015	2016029980 7	Pending	Avaya Inc.
Session Reconstruction Using Proactive Redirect	14/686603	4/14/2015	2016030897 7	Pending	Avaya Inc.
Geo-spatial event processing	14/690649	4/20/2015	2015036413 4	Pending	Avaya Inc.
Authentication Based on Geo-Location History	14/690840	4/20/2015	2015023008 6	Pending	Avaya Inc.
Early Media Handling	14/691253	4/20/2015	2016030891 5	Pending	Avaya Inc.
Dynamic Resource List Subscriptions	14/691264	4/20/2015	2016030868 5	Pending	Avaya Inc.
Extension of Authorization Framework	14/694400	4/23/2015	2016026938 8	Pending	Avaya Inc.



<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Device, System, and Method for Team Formation	14/701010	4/30/2015	2016032159 7	Pending	Avaya Inc.
Device, System, and Method for Team Continuity	14/701086	4/30/2015	2016032158 4	Pending	Avaya Inc.
Intelligent Presentation of Surveillance Information on a Mobile Device	14/702283	5/1/2015	2016032349 8	Pending	Avaya Inc.
Routing and Notification in Response to a Failed Forked Call	14/702849	5/4/2015	2016033032 0	Pending	Avaya Inc.
Automatic Cloud Capacity Adjustment	14/704071	5/5/2015	2016033013 1	Pending	Avaya Inc.
Pushing Graphical User Interface Widgets for Communication Devices	14/707873	5/8/2015	2016033025 4	Pending	Avaya Inc.
Mitigation of WebRTC Attacks Using a Network Edge System	14/713644	5/15/2015	2016033739 5	Pending	Avaya Inc.
Method for including caller-provided subject information in the caller-id display of enterprise telephones	14/715176	5/18/2015	2015024974 4	Pending	Avaya Inc.
Advanced user interface and control paradigm including contextual collaboration for multiple service operator extended functionality offers	14/717544	5/20/2015	2015025688 3	Pending	Avaya Inc.
Multi-Channel Conferencing	14/719494	5/22/2015	2016034456 7	Pending	Avaya Inc.
Pulling Graphical User Interface Widgets For Communication Devices	14/721783	5/26/2015	2016032812 8	Pending	Avaya Inc.
System and Method to Authenticate Contact Center Agents by a Reverse Authentication Procedure	14/726796	6/1/2015	2016035289 4	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Presentation of Business and Personal Performance Quantifiers of a User	14/729502	6/3/2015	20160358114	Pending	Avaya Inc.
Video Adaptation in Conferencing Using Power or View Indications	14/734085	6/9/2015	20160366369	Pending	Avaya Inc.
Business Metric Illumination Lighting	14/735493	6/10/2015	20160364672	Pending	Avaya Inc.
Channel Bandwidth Optimization for Dynamic Network Conditions	14/740486	6/16/2015	20160374094	Pending	Avaya Inc.
System and Method for Customization of a Local Application	14/746987	6/23/2015	20160294980	Pending	Avaya Inc.
Collective Dynamics	14/748400	6/24/2015	20160379153	Pending	Avaya Inc.
Integrating Business Performance Activity with Personal Performance Activity on a Wearable Device	14/751988	6/26/2015	20160381221	Allowed	Avaya Inc.
System and Method to Provide Notifications to Resources	14/752854	6/27/2015	20160379151	Pending	Avaya Inc.
System and Method for Managing Multi-Modal Communication Sessions	14/752857	6/27/2015	20160381091	Pending	Avaya Inc.
Device and Method for Temporal Correlation of Communication Types	14/753890	6/29/2015	20160380958	Pending	Avaya Inc.
Binary-caching for xml documents with embedded executable code	14/754052	6/29/2015	20150301798	Pending	Avaya Inc.
Telephony Endpoint Presence and Instant Messaging Data-Packet Management	14/755805	6/30/2015	20170005956	Pending	Avaya Inc.
Microphone Monitoring and Analytics	14/755856	6/30/2015	20170006158	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Reference Validity Checker	14/788452	6/30/2015	20170004178	Pending	Avaya Inc.
Session Description Protocol Template Modifiers for Flexible Control of Media Server Resources	14/792200	7/6/2015	20170013084	Pending	Avaya Inc.
Device, System, and Method for Automated Control	14/792229	7/6/2015	20170010851	Pending	Avaya Inc.
Agent Interaction During Operation of an Unmanned Delivery Service	14/794372	7/8/2015	20170011339	Pending	Avaya Inc.
Authorization Activation	14/801340	7/16/2015	20170019402	Pending	Avaya Inc.
Conference Reconstruction in SIP Networks	14/802015	7/17/2015	20170019437	Pending	Avaya Inc.
Method and system for a uniform resource identifier (URI) broker	14/802274	7/17/2015	20160021207	Pending	Avaya Inc.
Device, System, and Method for Automated Vehicle Guidance System	14/804986	7/21/2015	20170024671	Pending	Avaya Inc.
Enhanced Session Initiation Protocol Recording	14/806927	7/23/2015	20170026512	Pending	Avaya Inc.
Virtual Water Cooler Discussion Sessions	14/807301	7/23/2015	20170026191	Pending	Avaya Inc.
Covert Transmission of an Assistance Request Message from a Wearable Device	14/809734	7/27/2015	20170034680	Pending	Avaya Inc.
Call Continuity Management and Disconnect Notification	14/812002	7/29/2015	20170034355	Pending	Avaya Inc.
Network-Connected Access Point with Environmental Sensor, and Related Components, Systems, and Methods	14/812290	7/29/2015	20170034872	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Network-Connected Semi-Fixed Location Telephone with Environmental Sensor, and Related Components, Systems, and Methods	14/812348	7/29/2015	2017003465 1	Pending	Avaya Inc.
Communications between contact center agent systems to facilitate agent engagement	14/814772	7/31/2015	2017003434 9	Pending	Avaya Inc.
Disturbance detection in video communications	14/823088	8/11/2015	2017004849 2	Pending	Avaya Inc.
Cloud-based universal collaborative messaging system and method	14/823158	8/11/2015	2017004817 2	Pending	Avaya Inc.
Secure policy manager	14/832064	8/21/2015	2017005475 5	Pending	Avaya Inc.
WebRTC call recording at the edge of an enterprise network	14/832573	8/21/2015	2017005476 9	Allowed	Avaya Inc.
Continuous call recording	14/834602	8/25/2015	2017006407 5	Allowed	Avaya Inc.
Partial task assignment for stall routing	14/834759	8/25/2015	2017006408 2	Pending	Avaya Inc.
Agent-initiated automated co-browse	14/834838	8/25/2015	2017006407 9	Pending	Avaya Inc.
Generation of complete communication logs	14/834854	8/25/2015	2017006393 8	Pending	Avaya Inc.
System and method for predicting meeting subjects, logistics, and resources	14/856667	9/17/2015	2016000500 5	Pending	Avaya Inc.
Systems and methods for enhanced conference session interaction	14/856889	9/17/2015	2016000677 6	Pending	Avaya Inc.
Interactive Contact Center Menu Traversal Via Text Stream Interaction	14/858376		—	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Tracking and preventing mute abuse by contact center agents	14/860330	9/21/2015	2017008571 1	Pending	Avaya Inc.
Dynamic templates for virtualized systems	14/872073	9/30/2015	2017007571 2	Pending	Avaya Inc.
High availability take over for in-dialog communication sessions	14/872496	10/1/2015	2017009932 3	Pending	Avaya Inc.
System and method for call management in single window communication endpoints	14/872813	10/1/2015	2016036412 7	Pending	Avaya Inc.
Management for communications ports	14/872884	10/1/2015	2017004128 9	Pending	Avaya Inc.
System and method for managing concurrent communications in a contact center	14/872956	10/1/2015	2016021218 5	Pending	Avaya Inc.
Managing contact center metrics	14/872998	10/1/2015	2017009797 1	Pending	Avaya Inc.
Processor and data storage enabling efficient data reporting	14/873412	10/2/2015	2017009796 5	Pending	Avaya Inc.
Social media integration in omni-channel customer issue resolution	14/873507	10/2/2015	2017009828 2	Pending	Avaya Inc.
Access to a wearable computing system using randomized input origins	14/880865	10/12/2015	2017010322 2	Pending	Avaya Inc.
Reestablishment of session initiation protocol (SIP) dialogs	14/882783	10/14/2015	2017011140 7	Pending	Avaya Inc.
MiTM proxy having client authentication support	14/884690	10/15/2015	2017011132 3	Pending	Avaya Inc.
Stateful tags	14/884974	10/16/2015	2017010935 1	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Selecting deployable resources based on personal information obtained from wearable devices	14/971501	12/16/2015	2017017805 1	Pending	Avaya Inc.
Source-based automatic speech recognition	14/920021	10/22/2015	2017011699 1	Pending	Avaya Inc.
Background replacement from video images captured by a plenoptic camera	14/921652	10/23/2015	2016028409 6	Pending	Avaya Inc.
Tagging content for automatic inclusion in a future presentation	14/923566	10/27/2015	2017011825 9	Pending	Avaya Inc.
System and method of adding an anonymous participant to a chat session	14/928094	10/30/2015	2016012728 2	Pending	Avaya Inc.
System and method for end-to-end RTCP	14/929893	11/2/2015	2016014998 5	Pending	Avaya Inc.
Selective traffic analysis at a communication network edge	14/932043	11/4/2015	2017012672 5	Allowed	Avaya Inc.
Skill-based secure dynamic contact center agent access	14/935320	11/6/2015	2016013461 1	Pending	Avaya Inc.
Accessing local information based on a browser session	14/943225	11/17/2015	2017014211 1	Pending	Avaya Inc.
Temporary access of a user profile	14/943635	11/17/2015	2017014212 8	Pending	Avaya Inc.
Semi-background replacement based on rough segmentation	14/944649	11/18/2015	2017014054 3	Pending	Avaya Inc.
Integrating audio and video conferencing capabilities	14/945587	11/19/2015	—	Pending	Avaya Inc.
On-Call Sharing of Social media Context and Content	14/951030	11/24/2015	2017014997 1	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Electronic communication routing based data accuracy	14/951038	11/24/2015	2017014996 9	Allowed	Avaya Inc.
Sharing Virtual Business Venues and Feedback with Social Connections	14/951224	11/24/2015	2017014803 6	Pending	Avaya Inc.
Adding features and services without password exposure	14/955225	12/1/2015	2016031428 6	Allowed	Avaya Inc.
Quality of service for web real-time communication networks	14/958727	12/3/2015	2017016342 2	Pending	Avaya Inc.
System and method for concurrent electronic conferences	14/961056	12/7/2015	2016009998 6	Pending	Avaya Inc.
Seamless movement between phone and PC with regard to applications, display, information transfer or swapping active device	14/961313	12/7/2015	2016008783 6	Pending	Avaya Inc.
Failover announcements	14/968254	12/14/2015	2017005484 3	Pending	Avaya Inc.
Call log management for multiple communication devices using the same address of record	14/969831	12/15/2015	2017017138 4	Pending	Avaya Inc.
Selecting deployable resources based on personal information obtained from wearable devices	14/971501	12/16/2015	2017017805 1	Pending	Avaya Inc.
Authorizing deployable resources based on personal information obtained from wearable devices	14/971554	12/16/2015	2017018037 1	Pending	Avaya Inc.
Matching deployable resources with available tasks based on personal information obtained from wearable devices	14/971592	12/16/2015	2017017804 0	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Optimal resource and channel selection	14/976050	12/21/2015	20170180554	Pending	Avaya Inc.
Dynamic interaction pacing	14/982364	12/29/2015	20170185945	Pending	Avaya Inc.
Enhanced customer journey using multichannel contact center	14/983068	12/29/2015	20160212265	Pending	Avaya Inc.
Secondary Validation for Fraud Prevention	14/988926	1/6/2016	20170193505	Pending	Avaya Inc.
Dissemination of Quality Of Service Information In a Distributed Environment	14/990095	1/7/2016	20170201440	Allowed	Avaya Inc.
Embedded Collaboration with an Application Executing on a User System	14/996851	1/15/2016	20170205979	Pending	Avaya Inc.
Inter Domain Instant Messaging Bridge	14/997855	1/18/2016	20170208130	Pending	Avaya Inc.
System and method of managing transmission of data between two devices	15/003254	1/21/2016	20160142591	Pending	Avaya Inc.
Dynamic Agent Greeting Based on Prior Call Analysis	15/003627	1/21/2016	20170214779	Pending	Avaya Inc.
Integration of Real-Time and Non-Real-Time Communications	15/006293	1/26/2016	20170214650	Pending	Avaya Inc.
System and method for keyword-based notification and delivery of content	15/007286	1/27/2016	20160142546	Pending	Avaya Inc.
Immersive 3D sound space for searching audio	15/009950	1/29/2016	20160150340	Pending	Avaya Inc.
Delivering In-Home Customer Service Via Multiple Channels	15/013629	2/2/2016	20160227284	Pending	Avaya Inc.
Method and Apparatus for a Fan Auto Adaptive Noise	15/014818	2/3/2016	20170219240	Pending	Avaya Inc.



<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Prioritize contact numbers of customers in real time	15/018707	2/8/2016	2016023438 7	Allowed	Avaya Inc.
Mobile Endpoint Network Interface Selection Using Merged Policies	15/051624	2/23/2016	2017024463 3	Pending	Avaya Inc.
Media Degradation Recovery During a Communication Session	15/052484	2/24/2016	2017024519 1	Pending	Avaya Inc.
Emergency Call Back for Remote Workers	15/053087	2/25/2016	2017025110 5	Pending	Avaya Inc.
Emergency Call Back for Session Initiation Protocol Sessions	15/053160	2/25/2016	2017025102 7	Pending	Avaya Inc.
Signal to Noise Ratio Using Decentralized Dynamic Laser Microphones	15/061720	3/4/2016	2017025770 9	Pending	Avaya Inc.
System and Method for Securing Account Access by Verifying Account with Email Provider	15/065557	3/8/2016	2017026461 1	Pending	Avaya Inc.
Web Collaboration Presenter Sharing Status Indicator	15/080063	3/24/2016	2017027986 0	Pending	Avaya Inc.
Extending Network Address Lifetime When Address System is Unavailable	15/080945	3/25/2016	2017027976 5	Pending	Avaya Inc.
Interfacing Emergency Events with Map/Routing Software to Re-Route Non- Emergency Traffic To Create Paths for Emergency Vehicles	15/082997	3/28/2016	2017027649 5	Pending	Avaya Inc.
Sign Language Communication with Communication Devices	15/083111	3/28/2016	2017027768 4	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Systems and Methods for Allocating Agent Resources in a Contact Center	15/086205	3/31/2016	2017028688 7	Pending	Avaya Inc.
Command and Control of a User-Provided Robot by a Contact Center	15/086303	3/31/2016	2017028236 2	Pending	Avaya Inc.
Command and Control of a Robot by a Contact Center with Third-Party Monitoring	15/086335	3/31/2016	2017028562 8	Pending	Avaya Inc.
Authentication	15/086388	3/31/2016	2017028665 1	Pending	Avaya Inc.
Security	15/086424	3/31/2016	2017028670 8	Pending	Avaya Inc.
Movement and Interaction Verification	15/086455	3/31/2016	2017028236 5	Pending	Avaya Inc.
Operational Parameters	15/086478	3/31/2016	2017028237 5	Pending	Avaya Inc.
Service Robot Assessment and Operation	15/086493	3/31/2016	2017028237 1	Pending	Avaya Inc.
Service Robot Communication Systems and System Self-Configuration	15/086506	3/31/2016	2017028237 4	Allowed	Avaya Inc.
Communication Systems for Multi-Source Robot Control	15/086541	3/31/2016	2017028691 6	Pending	Avaya Inc.
Call Preservation for Multiple Legs of a Call When a Primary Session Manager Fails	15/087769	3/31/2016	2017028920 0	Pending	Avaya Inc.
Session Initiation Protocol Call Preservation Based On A Network Failure	15/087790	3/31/2016	2017028920 1	Pending	Avaya Inc.
Detecting Bluetooth Low Energy (BLE) Beacons Using WiFi	15/090344	4/4/2016	2017028978 5	Pending	Avaya Inc.
Background Replacement Based on Attribute of Remote User or Endpoint	15/092404	4/6/2016	2017014237 1	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Dynamic Session Classification	15/092914	4/7/2016	20170295208	Pending	Avaya Inc.
Temporary Control of Components Using Location Based Grants	15/095904	4/11/2016	20170295169	Pending	Avaya Inc.
Locating User Devices in Enterprises	15/096981	4/12/2016	20170295480	Pending	Avaya Inc.
Validating Strength Values for Account Security Questions	15/133655	4/20/2016	20170310698	Pending	Avaya Inc.
Predictive Analytics and Services	15/139979	4/27/2016	20170249557	Pending	Avaya Inc.
Visitor Access Management	15/145270	5/3/2016	20170324751	Pending	Avaya Inc.
Secure Application Attachment	15/146721	5/4/2016	20170324561	Pending	Avaya Inc.
System and Method for Dynamic Light Adjustment in Video Capture	15/148588	5/6/2016	20170324933	Allowed	Avaya Inc.
Identifying Information Pertinent to an Emergent Event Through Social Media Postings	15/152689	5/12/2016	20170331954	Pending	Avaya Inc.
Maintenance of Feature Settings Across Multiple User Systems on a Communication	15/152751	5/12/2016	20170331904	Pending	Avaya Inc.
System and Method to Estimate End-To-End Video Frame Delays	15/153986	5/13/2016	20160255382	Pending	Avaya Inc.
Organizing Speech Search Results	15/154000	5/13/2016	20170329841	Pending	Avaya Inc.
System and Method for Efficient Bandwidth Allocation for Forked Communication Sessions	15/163472	5/24/2016	—	Pending	Avaya Inc.
Synchronization of Digital Algorithmic State Data with Audio Trace Signals	15/163871	5/25/2016	20170345445	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Bandwidth Control in a Network Address Translation (NAT) Environment	15/163901	5/25/2016	2017034674 1	Pending	Avaya Inc.
Positional Controlled Muting	15/173350	6/3/2016	2017035369 4	Pending	Avaya Inc.
Create Private Interaction Workspace	15/173394	6/3/2016	2017035147 6	Pending	Avaya Inc.
Independent Parallel Interaction Space Instantiation	15/173411	6/3/2016	2017035140 2	Pending	Avaya Inc.
Queue Organized Interactive Participation	15/173429	6/3/2016	2017035350 8	Pending	Avaya Inc.
Contact center delivery in-building homing service	15/233465	8/10/2016	2016035070 2	Pending	Avaya Inc.
System and Method for Dynamic Temporary Groups	15/239878	8/18/2016	2017005330 3	Pending	Avaya Inc.
System and Method for Agent-Driven System Training	15/239895	8/18/2016	2017005485 1	Pending	Avaya Inc.
System and Method for Estimated Best Path Prediction	15/239924	8/18/2016	2017005485 2	Pending	Avaya Inc.
System and Method for Free-Form Conference	15/239935	8/16/2016	2017005476 8	Pending	Avaya Inc.
System and Method for Optimized Callback	15/239967	8/18/2016	2017005484 6	Pending	Avaya Inc.
System and Method for Dynamic Call Traffic Routing	15/239989	8/18/2016	2017005484 7	Pending	Avaya Inc.
High performance queueless contact center	15/243624	8/22/2016	2016036004 0	Pending	Avaya Inc.
Bitmaps for Next Generation Contact Center	15/262994	9/12/2016	2016038122 4	Pending	Avaya Inc.
Network service type and mode advertisement	15/265736	9/14/2016	2017000588 5	Allowed	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Detection and Auto-Correction of Talk Problems in Communication Sessions	15/283959	10/3/2016	—	Pending	Avaya Inc.
Electronic Speech Recognition Name Directory Prognostication System	15/284035	10/3/2016	—	Pending	Avaya Inc.
Synchronization of a Media Codec Between Network Elements of a Media Communication Session	15/284094	10/3/2016	—	Pending	Avaya Inc.
Smartphone Fraud-Proof Authorization and Authentication for Secure Interactions	15/284103	10/3/2016	2017029515 7	Pending	Avaya Inc.
Snap-In Invocation for Call Reconstruction	15/284125	10/3/2016	2017002642 4	Pending	Avaya Inc.
Co-resident plug-ins of third party software	15/284132	10/3/2016	2017009402 4	Pending	Avaya Inc.
Probe of Alarm Functionality Using Communication Devices	15/284169	10/3/2016	—	Pending	Avaya Inc.
Web Application System and Method to Dynamically Select Between Local Installed and Cloud Based Resources	15/284202	10/3/2016	—	Pending	Avaya Inc.
Session Initiation Protocol (SIP) Dialog Reconstruction Through Reconstruction Anchors for User Agents	15/284653	10/4/2016	—	Pending	Avaya Inc.
Systems and Methods For Lifecycle Management Of Limited Duration Knowledge In Automated Interaction Systems	15/285091	10/4/2016	—	Pending	Avaya Inc.
System and Method for Enhancing Video Conferencing Experience via a Moving Camera	15/285152	10/4/2016	—	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
On-Topic Monitor	15/285160	10/4/2016	—	Pending	Avaya Inc.
Multi-Mode Video Conferencing System	15/285205	10/4/2016	—	Pending	Avaya Inc.
System and Method for Processing Digital Images During Videoconference	15/285277	10/4/2016	—	Pending	Avaya Inc.
Method and System for Integrated Optimized Reporting	15/285302	10/4/2016	—	Pending	Avaya Inc.
Embedding Content of Interest in Video Conferencing	15/286285	10/5/2016	—	Pending	Avaya Inc.
System and Method for Mirror Utilization in Meeting Rooms	15/286356	10/5/2016	—	Pending	Avaya Inc.
Social Messaging Hold and Wait Treatment Systems	15/289736	10/10/2016	—	Pending	Avaya Inc.
[Quality of service aware hybrid multicast networks]	15/289956	10/10/2016	—	Pending	Avaya Inc.
Security Surveillance Via Three-Dimensional Audio Space Presentation	15/296238	10/18/2016	20170040028	Allowed	Avaya Inc.
Internet Protocol Address Selection in Session Initiation Protocol Communications	15/296518	10/18/2016	—	Pending	Avaya Inc.
Social media processing with three-dimensional audio	15/296883	10/18/2016	20170041730	Pending	Avaya Inc.
Three-Dimensional Generalized Space	15/296921	10/18/2016	20170038943	Pending	Avaya Inc.
System Initiated Dialog Adjustment	15/298914	10/20/2016	—	Pending	Avaya Inc.
System and Method for Tracking Call Billing	15/299831	10/21/2016	—	Pending	Avaya Inc.
Mobility Bonding Network	15/333397	10/25/2016	—	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Systems and Methods for Media Tunneling Through Edge Server	15/335735	10/27/2016	—	Pending	Avaya Inc.
Sending Progress Update Messages While a User is on Hold	15/337479	10/28/2016	—	Pending	Avaya Inc.
Intelligent Contact Recording in a Virtual Reality Contact Center	15/348054	11/10/2016	—	Pending	Avaya Inc.
Mobile Caller Authentication for Contact Centers	15/354816	11/17/2016	—	Pending	Avaya Inc.
Testing User Interface Functionality Through Actuation by a Piezoelectric Grid	15/357471	11/21/2016	—	Pending	Avaya Inc.
System and Method for Updating Participants in Parallel Overlapping Conferences	15/365007	11/30/2016	—	Pending	Avaya Inc.
Ongoing Text Analysis to Self-Regulate Network Node Allocations and Contact Center Adjustments	15/378507	12/14/2016	—	Pending	Avaya Inc.
Systems and Methods for Optimal Scheduling of Resources in a Contact Center	15/395349	12/30/2016	—	Pending	Avaya Inc.
Multi-Stream Video Switching With Selective Optimized Composite	15/395984	12/30/2016	2017011161 3	Allowed	Avaya Inc.
Route optimization using measured congestion	15/429231	2/10/2017	2017015558 9	Pending	Avaya Inc.
12978955Acoustic Information Transfer	15/452130	3/7/2017	2017018005 8	Pending	Avaya Inc.
System and Method for Dynamic ASR Based on Social Media	15/457152	3/13/2017	2017018641 9	Pending	Avaya Inc.
Publishing Contacts to Opt-In Users	15/461526	3/17/2017	—	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
High Performance Distributed Computer Work Assignment Engine	15/477672	4/3/2017	—	Pending	Avaya Inc.
Zero Touch Attachment of Devices to a SPB Network	15/478175	4/3/2017	2017028994 4	Pending	Avaya Inc.
Quarantined Communications Processing at a Network Edge	15/485961	4/12/2017		Pending	Avaya Inc.
Device Authentication	15/583897	5/1/2017		Pending	Avaya Inc.
System and Method for Efficient Software Replication	15/587655	5/5/2017	2017023556 6	Pending	Avaya Inc.
Public Key Infrastructure Exchange Using Netconf for Openflow Enabled Switches	15/597211	5/17/2017	2017033913 3	Pending	Avaya Inc.
Certificate-Based Dual Authentication for Openflow Enabled Switches	15/597220	5/17/2017	2017033913 4	Pending	Avaya Inc.
Customer-Centric Workflow For Initial On-Boarding of an Openflow Enabled Switch	15/597239	5/17/2017	2017033914 4	Pending	Avaya Inc.
Real Time Speech Feed to Agent Greeting	15/599537	5/19/2017	—	Pending	Avaya Inc.
Dynamic Time-Weighted Systems and Methods for Management of Acoustic Exposure	15/602284	5/23/2017	—	Pending	Avaya Inc.
Service Implementing a Workflow Based on Image Analysis	15/602408	5/23/2017	—	Pending	Avaya Inc.
Computer Telephony Integration (CTI) Control Of Multiple Devices With A Single Address Of Record	15/605517	5/25/2017	—	Pending	Avaya Inc.



<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Interactive User Interface to Communication Enabled Business Process Platforms Method and Apparatus	15/605676	5/25/2017	—	Pending	Avaya Inc.
Selective Data Transmission in Networks	15/607701	5/30/2017	—	Pending	Avaya Inc.
Negotiation of a future communication by use of a personal virtual assistant (PVA)	15/608362	5/30/2017	2017026278 7	Pending	Avaya Inc.
Communication Session Addition via a Host in Deny New Service Mode	15/613841	6/5/2017	—	Pending	Avaya Inc.
Context-Based Assignment Of Customer Service Agents	15/616164	6/7/2017	—	Pending	Avaya Inc.
Document Detection and Analysis-Based Routing	15/617580	6/8/2017	—	Pending	Avaya Inc.
IP Tolerance and Signaling Interworking	15/617605	6/8/2017	—	Pending	Avaya Inc.
Alternative Network Address Type (ANAT) Encoding and Media Interworking	15/617650	6/8/2017	—	Pending	Avaya Inc.
Modifying Event Playback with Participation Metadata	15/619880	6/12/2017	—	Pending	Avaya Inc.
System and Method for Reducing Storage Space in a Contact Center	15/634369	6/27/2017	—	Pending	Avaya Inc.
System and Method to Use Location-Aware DNS Responses as Input to Media Relay Selection for WebRTC	15/653239	7/18/2017	—	Pending	Avaya Inc.
Discovery and Configuration of an Open Networking Adapter in a Fabric Network	15/675572	8/11/2017	—	Pending	Avaya Inc.

<b>Title</b>	<b>Application No.</b>	<b>Filing Date</b>	<b>Publication No.</b>	<b>Status</b>	<b>Grantor</b>
Internet Protocol Address Selection In Session Initiation Protocol Communications	15/677517	8/15/2017	—	Pending	Avaya Inc.
Systems and Methods for Providing Automated Progress Updates in a Contact Center	15/679575	8/17/2017	—	Pending	Avaya Inc.
Monitoring Agent Oversight of Artificial Intelligence Content in a Contact Center	15/682115	8/21/2017	—	Pending	Avaya Inc.
Video Conference Bridge Setting Sharing, Pushing and Rationalization	15/702238	9/12/2017	—	Pending	Avaya Inc.
Split Enterprise/Provider Workflows	15/723443	10/3/2017	—	Pending	Avaya Inc.
Sequenced Applications for Controlling Communication Features	15/807322	11/8/2017	—	Pending	Avaya Inc.
Services Versioning	15/815333	11/16/2017	—	Pending	Avaya Inc.
Konftel 300IPx and Konftel Unite	62/463261	2/24/2017	—	Pending	Avaya Inc.
Device Enrollment Service System and Method	62/479089	3/30/2017	—	Pending	Avaya Inc.
Analytics-Guided Call Routing	62/540708	8/3/2017	—	Pending	Avaya Inc.

**RF 046204/0465 – 5/8/2018 – Goldman Sachs Bank USA**

<b>ASSIGNEE</b>	<b>STATUS, FILING DATE, APP. SERIAL NO. PUB NO. &amp; DATE</b>	<b>PAT/REG NO. ISSUE/REG DATE</b>	<b>TITLE</b>
INTELLISIST, INC.	Status: Issued Filed: 1/5/2015 Serial #: 14/589,818 Pub #: 20150119001 Pub Date: 4/30/2015	Issued: 1/12/2016 Pat. #: 9,237,237 Expires: 11/21/2023	Title: Computer-Implemented System And Method For Providing Messages To Users In A Discussion Group
INTELLISIST, INC.	Status: Issued Filed: 4/24/2017 Serial #: 15/495,919 Pub #: 20170229123 Pub Date: 8/10/2017	Issued: 1/2/2018 Pat. #: 9,858,929 Expires: 7/20/2030	Title: Computer-Implemented System And Method For Transcription Error Reduction
INTELLISIST, INC.	Status: Issued Filed: 5/26/2017 Serial #: 15/606,688 Pub #: 20170264748 Pub Date: 9/14/2017	Issued: 1/2/2018 Pat. #: 9,860,384 Expires: 11/21/2023	Title: Computer-Implemented System And Method For Delivery Of Group Messages
INTELLISIST, INC.	Status: Issued Filed: 2/09/2015 Serial #: 14/617,823 Pub #: 20150302849 Pub Date: 10/22/2015	Issued: 1/30/2018 Pat. #: 9,881,604 Expires: 7/28/2025	Title: System And Method For Identifying Special Information
INTELLISIST, INC.	Status: Issued Filed: 5/30/2016 Serial #: 15/168,193 Pub #: 20160277566 Pub Date: 9/22/2016	Issued: 1/31/2017 Pat. #: 9,560,196 Expires: 10/30/2033	Title: Computer-Implemented System and Method for Determining Call Connection Status
INTELLISIST, INC.	Status: Issued Filed: 8/26/2013 Serial #: 14/010,510 Pub #: 20130344850 Pub Date: 12/26/2013	Issued: 1/6/2015 Pat. #: 8,929,516 Expires: 11/21/2023	Title: System And Method For Transmitting Voice Messages To A Discussion Group

INTELLISIST, INC.	Status: Issued Filed: 2/28/2007 Serial #: 11/680,058 Pub #: 2007-0140440 Pub Date: 6/21/2007	Issued: 1/7/2014 Pat. #: 8,625,752 Expires: 11/12/2028	Title: Closed-Loop Command And Response System For Automatic Communications Between Interacting Computer Systems Over An Audio Communications Channel
INTELLISIST, INC.	Status: Issued Filed: 9/12/2014 Serial #: 14/485,589 Pub #: 20150003605 Pub Date: 1/1/2015	Issued: 10/13/2015 Pat. #: 9,159,054 Expires: 10/17/2032	Title: System And Method For Providing Guidance To Persuade A Caller
INTELLISIST, INC.	Status: Issued Filed: 1/30/2017 Serial #: 15/420,027 Pub #: 20170223182 Pub Date: 8/3/2017	Issued: 10/3/2017 Pat. #: 9,781,256 Expires: 10/30/2033	Title: Computer-Implemented System And Method For Determining A Status Of A Call Connection
INTELLISIST, INC.	Status: Issued Filed: 2/28/2007 Serial #: 11/680,024 Pub #: 2007-0143106 Pub Date: 6/21/2007	Issued: 10/4/2011 Pat. #: 8,032,373 Expires: 10/20/2025	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL
INTELLISIST, INC.	Status: Issued Filed: 12/28/2015 Serial #: 14/980,934 Pub #: 20160111092 Pub Date: 4/21/2016	Issued: 11/1/2016 Pat. #: 9,484,035 Expires: 3/28/2028	Title: System And Method For Distributed Speech Recognition
INTELLISIST, INC.	Status: Issued Filed: 8/6/2012 Serial #: 13/568,065 Pub #: 20130035937 Pub Date: 2/7/2013	Issued: 11/12/2013 Pat. #: 8,583,433 Expires: 3/27/2023	Title: System And Method For Efficiently Transcribing Verbal Messages To Text

INTELLISIST, INC.	Status: Issued Filed: 1/17/2017 Serial #: 13/802,710 Pub #: 20140270135 Pub Date: 9/18/2014	Issued: 11/14/2017 Pat. #: 9,819,798 Expires: 3/14/2033	Title: Computer-Implemented System And Method For Efficiently Scheduling Appointments Within A Call Center Staff Via An Automatic Call Distributor
INTELLISIST, INC.	Status: Issued Filed: 6/22/2015 Serial #: 14/746,506 Pub #: 20160373577 Pub Date: 12/22/2016	Issued: 11/14/2017 Pat. #: 9,819,799 Expires: 6/22/2035	Title: System And Method For Monitoring Customer Satisfaction In An Ongoing Call Center Interaction
INTELLISIST, INC.	Status: Issued Filed: 2/2/2015 Serial #: 14/612,226 Pub #: 20150156317 Pub Date: 6/4/2015	Issued: 11/22/2016 Pat. #: 9,503,574 Expires: 10/6/2027	Title: System And Method For Selecting Call Recordings For Storage
INTELLISIST, INC.	Status: Issued Filed: 10/31/2007 Serial #: 11/981,860	Issued: 11/29/2011 Pat. #: 8,068,595 Expires: 12/15/2024	Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 9/12/2014 Serial #: 14/485,596 Pub #: 20150003603 Pub Date: 1/1/2015	Issued: 11/29/2016 Pat. #: 9,509,845 Expires: 7/13/2032	Title: System And Method For Pairing Agents And Callers Within A Call Center
INTELLISIST, INC.	Status: Issued Filed: 7/13/2005 Serial #: 11/181,572	Issued: 11/5/2013 Pat. #: 8,577,684 Expires: 3/25/2027	Title: Selective Security Masking Within Recorded Speech Utilizing Speech Recognition Techniques
INTELLISIST, INC.	Status: Issued Filed: 2/14/2003 Serial #: 10/367,533	Issued: 11/6/2007 Pat. #: 7,292,689 Expires: 3/14/2024	Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation

INTELLISIST, INC.	Status: Issued Filed: 9/20/2007 Serial #: 11/903,240	Issued: 11/6/2012 Pat. #: 8,306,211 Expires: 10/16/2030	Title: System And Method For Retaining Calls Into A Call Center
INTELLISIST, INC.	Status: Issued Filed: 3/2/2015 Serial #: 14/636,087 Pub #: 20150170639 Pub Date: 6/18/2015	Issued: 12/22/2015 Pat. #: 9,218,808 Expires: 7/9/2032	Title: Computer-Implemented System And Method For Reducing Voice Transcription Error
INTELLISIST, INC.	Status: Issued Filed: 8/23/2010 Serial #: 12/861,733	Issued: 12/25/2012 Pat. #: 8,341,013 Expires: 10/22/2023	Title: System And Method For Analyzing Agent Interactions
INTELLISIST, INC.	Status: Issued Filed: 8/26/2013 Serial #: 14/010,501 Pub #: 20130346080 Pub Date: 12/26/2013	Issued: 12/29/2015 Pat. #: 9,224,389 Expires: 10/3/2028	Title: System And Method For Performing Distributed Speech Recognition
INTELLISIST, INC.	Status: Issued Filed: 3/29/2013 Serial #: 13/853,972 Pub #: 20140129831 Pub Date: 5/8/2014	Issued: 12/6/2016 Pat. #: 9,514,329 Expires: 4/9/2034	Title: System And Method For Analyzing Agent Interactions
INTELLISIST, INC.	Status: Issued Filed: 11/4/2013 Serial #: 14/071,639 Pub #: 20140129219 Pub Date: 5/8/2014	Issued: 2/10/2015 Pat. #: 8,954,332 Expires: 7/13/2025	Title: Computer-Implemented System And Method For Masking Special Data
INTELLISIST, INC.	Status: Issued Filed: 3/27/2003 Serial #: 10/403,350	Issued: 2/12/2008 Pat. #: 7,330,538 Expires: 10/20/2025	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL

INTELLISIST, INC.	Status: Issued Filed: 4/3/2007 Serial #: 11/732,626	Issued: 2/14/2012 Pat. #: 8,116,445 Expires: 6/6/2025	Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 3/3/2014 Serial #: 14/195,804 Pub #: 20140177820 Pub Date: 6/26/2014	Issued: 2/16/2016 Pat. #: 9,264,545 Expires: 3/28/2022	Title: Computer-Implemented System And Method For Automating Call Center Phone Calls
INTELLISIST, INC.	Status: Issued Filed: 11/21/2003 Serial #: 10/719,452	Issued: 2/24/2009 Pat. #: 7,496,353 Expires: 7/20/2026	Title: System and Method For Providing Multi-Party Message- Based Voice Communications
INTELLISIST, INC.	Status: Issued Filed: 11/5/2012 Serial #: 13/669,388 Pub #: 20130064356 Pub Date: 3/14/2013	Issued: 2/3/2015 Pat. #: 8,948,368 Expires: 12/15/2027	Title: System And Method For Retaining Calls Into A Call Center
INTELLISIST, INC.	Status: Issued Filed: 2/28/2008 Serial #: 12/039,558	Issued: 2/3/2015 Pat. #: 8,948,371 Expires: 2/12/2032	Title: Computer-Implemented System And Method For Masking Special Data
INTELLISIST, INC.	Status: Issued Filed: 7/20/2010 Serial #: 12/840,190 Pub #: 20120022865 Pub Date: 1/26/2012	Issued: 2/4/2014 Pat. #: 8,645,136 Expires: 7/9/2032	Title: System and Method for Efficiently Reducing Transcription Error Using Hybrid Voice Transcription
INTELLISIST, INC.	Status: Issued Filed: 2/12/2016 Serial #: 15/043,490 Pub #: 20160165050 Pub Date: 6/9/2016	Issued: 2/7/2017 Pat. #: 9,565,310 Expires: 3/15/2022	Title: System And Method For Message-Based Call Communication

INTELLISIST, INC.	Status: Issued Filed: 4/20/2015 Serial #: 14/691,519 Pub #: 20150222751 Pub Date: 8/6/2015	Issued: 2/9/2016 Pat. #: 9,258,414 Expires: 3/15/2022	Title: Computer-Implemented System and Method for Facilitating Agent-Customer Calls
INTELLISIST, INC.	Status: Issued Filed: 7/7/2014 Serial #: 14/325,337 Pub #: 20140307864 Pub Date: 10/16/2014	Issued: 3/15/2016 Pat. #: 9,288,323 Expires: 3/15/2022	Title: Computer-Implemented System And Method For Simultaneously Precessing Multiple Call Sessions
INTELLISIST, INC.	Status: Issued Filed: 2/3/2014 Serial #: 14/171,732 Pub #: 20140149115 Pub Date: 5/29/2014	Issued: 3/3/2015 Pat. #: 8,972,261 Expires: 7/9/2032	Title: Computer-Implemented System And Method For Voice Transcription Error Reduction
INTELLISIST, INC.	Status: Issued Filed: 4/30/2012 Serial #: 13/460,701 Pub #: 20120219126 Pub Date: 8/30/2012	Issued: 3/4/2014 Pat. #: 8,666,032 Expires: 3/28/2022	Title: System And Method For Providing Automated Call Center Post-Call Processing
INTELLISIST, INC.	Status: Issued Filed: 12/12/2016 Serial #: 14/667,549 Pub #: 20150281449 Pub Date: 10/1/2015	Issued: 4/11/2017 Pat. #: 9,621,726 Expires: 3/24/2035	Title: Computer-Implemented System And Method For Detecting Events For Use In An Automated Call Center Environment
INTELLISIST, INC.	Status: Issued Filed: 8/11/2014 Serial #: 14/457,050 Pub #: 20140348320 Pub Date: 11/27/2014	Issued: 4/21/2015 Pat. #: 9,014,362 Expires: 3/15/2022	Title: System And Method For Processing Multi-Modal Communications Within A Call Center
INTELLISIST, INC.	Status: Issued Filed: 7/11/2016 Serial #: 15/207,440 Pub #: 20160322051 Pub Date: 11/3/2016	Issued: 4/25/2017 Pat. #: 9,633,658 Expires: 7/20/2030	Title: Computer-Implemented System And Method For Transcription Error Reduction During A Live Call



INTELLISIST, INC.	Status: Issued Filed: 8/28/2006 Serial #: 11/477,899	Issued: 4/30/2013 Pat. #: 8,433,915 Expires: 3/26/2030	Title: Selective security masking within recorded speech
INTELLISIST, INC.	Status: Issued Filed: 3/17/2005 Serial #: 11/083,657	Issued: 5/1/2012 Pat. #: 8,170,197 Expires: 8/18/2024	Title: System And Method For Providing Automated Call Center Post-Call Processing
INTELLISIST, INC.	Status: Issued Filed: 8/7/2009 Serial #: 12/462,750	Issued: 5/10/2016 Pat. #: 9,336,409 Expires: 7/5/2030	Title: Selective Security Masking Within Recorded Speech
INTELLISIST, INC.	Status: Issued Filed: 8/15/2007 Serial #: 11/893,442	Issued: 5/14/2013 Pat. #: 8,442,209 Expires: 5/26/2031	Title: System And Method For Processing Out-Of-Order Caller Responses During Automated Call Processing
INTELLISIST, INC.	Status: Issued Filed: 4/26/2013 Serial #: 13/871,903 Pub #: 20130231936 Pub Date: 9/5/2013	Issued: 5/20/2014 Pat. #: 8,731,938 Expires: 6/28/2026	Title: Computer-Implemented System And Method For Identifying And Masking Special Information Within Recorded Speech
INTELLISIST, INC.	Status: Issued Filed: 2/8/2016 Serial #: 15/018,836 Pub #: 20160227038 Pub Date: 8/4/2016	Issued: 5/30/2017 Pat. #: 9,667,789 Expires: 3/15/2022	Title: System And Method For Facilitating Agent-Caller Communication During A Call
INTELLISIST, INC.	Status: Issued Filed: 7/11/2016 Serial #: 15/207,391 Pub #: 20160323451 Pub Date: 11/3/2016	Issued: 5/30/2017 Pat. #: 9,667,793 Expires: 3/25/2035	Title: System and Method for Providing Ongoing Call Center Call Assistance with the Aid of a Digital Computer
INTELLISIST, INC.	Status: Issued Filed: 8/22/2016 Serial #: 15/243,912 Pub #: 20170171391 Pub Date: 6/15/2017	Issued: 5/30/2017 Pat. #: 9,667,796 Expires: 11/21/2023	Title: Computer-Implemented System and Method for Group Message Delivery

INTELLISIST, INC.	Status: Issued Filed: 10/30/2013 Serial #: 14/067,853 Pub #: 20140128030 Pub Date: 5/8/2014	Issued: 5/31/2016 Pat. #: 9,357,382 Expires: 2/8/2034	Title: System And Method For Transmitting Voice Messages To A Discussion Group
INTELLISIST, INC.	Status: Issued Filed: 2/10/2012 Serial #: 13/371,289 Pub #: 2012/0140906 Pub Date: 6/7/2012	Issued: 6/11/2013 Pat. #: 8,462,935 Expires: 3/15/2022	Title: System And Method For Monitoring An Automated Voice Response System
INTELLISIST, INC.	Status: Issued Filed: 10/19/2011 Serial #: 12/144,560	Issued: 6/18/2013 Pat. #: 8,467,519 Expires: 11/6/2024	Title: System And Method For Processing Calls In A Call Center
INTELLISIST, INC.	Status: Issued Filed: 3/28/2008 Serial #: 12/058,501 Pub #: US 2008/0243515 Pub Date: 10/2/2008	Issued: 6/19/2012 Pat. #: 8,204,746 Expires: 4/20/2031	Title: System And Method For Providing An Automated Call Center Inline Architecture
INTELLISIST, INC.	Status: Issued Filed: 10/19/2007 Serial #: 11/875,744 Pub #: US-2008-0056460 Pub Date: 3/6/2008	Issued: 6/24/2008 Pat. #: 7,391,860 Expires: 2/14/2023	Title: Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 8/26/2013 Serial #: 14/010,471 Pub #: 20130346083 Pub Date: 12/26/2013	Issued: 6/28/2016 Pat. #: 9,380,161 Expires: 3/1/2024	Title: Computer-Implemented System And Method For User- Controlled Processing Of Audio Signals
INTELLISIST, INC.	Status: Issued Filed: 11/28/2011 Serial #: 13/305,671 Pub #: 2012-0069975 Pub Date: 3/22/2012	Issued: 6/4/2013 Pat. #: 8,457,296 Expires: 3/15/2022	Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation

INTELLISIST, INC.	Status: Issued Filed: 3/10/2016 Serial #: 15/067,101 Pub #: 20160205249 Pub Date: 7/14/2016	Issued: 6/6/2017 Pat. #: 9,674,355 Expires: 3/15/2022	Title: System And Method For Processing Call Data
INTELLISIST, INC.	Status: Issued Filed: 2/23/2009 Serial #: 12/391,191 Pub #: 2009-0161841 Pub Date: 6/25/2009	Issued: 7/10/2012 Pat. #: 8,218,737 Expires: 8/14/2025	Title: System and Method For Providing Message-Based Communications Via A Centralized Voice Message Server
INTELLISIST, INC.	Status: Issued Filed: 12/21/2015 Serial #: 14/977,549 Pub #: 20160112561 Pub Date: 4/21/2016	Issued: 7/12/2016 Pat. #: 9,392,108 Expires: 7/20/2030	Title: Computer-Implemented System And Method For Efficiently Reducing Transcription Error During A Call
INTELLISIST, INC.	Status: Issued Filed: 3/25/2015 Serial #: 14/668,806 Pub #: 20150281454 Pub Date: 10/1/2015	Issued: 7/12/2016 Pat. #: 9,392,117 Expires: 3/25/2035	Title: Computer-Implemented Call Center Architecture And Method For Optimizing Customer Experience Through In-Band Expert Intervention
INTELLISIST, INC.	Status: Issued Filed: 2/28/2007 Serial #: 11/680,076 Pub #: 2007/0140441 Pub Date: 6/21/2007	Issued: 7/22/2008 Pat. #: 7,403,601 Expires: 3/27/2023	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL
INTELLISIST, INC.	Status: Issued Filed: 9/19/2011 Serial #: 13/236,508 Pub #: 20120008763 Pub Date: 1/12/2012	Issued: 7/23/2013 Pat. #: 8,494,151 Expires: 8/15/2027	Title: System And Method For Balancing Call Session Assignments On An Agent Console

INTELLISIST, INC.	Status: Issued Filed: 5/13/2015 Serial #: 13/893,231 Pub #: 20130251118 Pub Date: 9/26/2013	Issued: 7/4/2017 Pat. #: 9,699,315 Expires: 12/8/2027	Title: Computer-Implemented System And Method For Processing Caller Responses
INTELLISIST, INC.	Status: Issued Filed: 6/17/2013 Serial #: 13/920,020 Pub #: 20140010363 Pub Date: 1/9/2014	Issued: 7/8/2014 Pat. #: 8,774,392 Expires: 3/15/2022	Title: System And Method For Processing Calls In A Call Center
INTELLISIST, INC.	Status: Issued Filed: 6/3/2013 Serial #: 13/909,062 Pub #: 20130259212 Pub Date: 10/3/2013	Issued: 8/12/2014 Pat. #: 8,804,938 Expires: 3/15/2022	Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 11/7/2013 Serial #: 14/074,653 Pub #: 20140067390 Pub Date: 3/6/2014	Issued: 8/16/2016 Pat. #: 9,418,659 Expires: 1/28/2024	Title: Computer-Implemented System And Method For Masking Special Data
INTELLISIST, INC.	Status: Issued Filed: 11/21/2016 Serial #: 15/358,090 Pub #: 20170134572 Pub Date: 5/11/2017	Issued: 8/22/2017 Pat. #: 9,742,908 Expires: 9/20/2027	Title: Computer-Implemented System And Method For Identifying Call Recordings For Retention
INTELLISIST, INC.	Status: Issued Filed: 1/11/2016 Serial #: 14/993,050 Pub #: 20160127558 Pub Date: 5/5/2016	Issued: 8/23/2016 Pat. #: 9,426,298 Expires: 11/21/2023	Title: Computer-Implemented System And Method For Distributing Messages By Discussion Group
INTELLISIST, INC.	Status: Issued Filed: 10/22/2003 Serial #: 10/691,777	Issued: 8/24/2010 Pat. #: 7,783,513 Expires: 9/23/2026	Title: Business performance and customer care quality measurement

INTELLISIST, INC.	Status: Issued Filed: 12/3/2010 Serial #: 12/960,392 Pub #: 20110135071 Pub Date: 6/9/2011	Issued: 8/25/2015 Pat. #: 9,116,884 Expires: 4/13/2032	Title: System And Method For Converting A Message Via A Posting Converter
INTELLISIST, INC.	Status: Issued Filed: 7/9/2012 Serial #: 13/544,976 Pub #: 20120275582 Pub Date: 11/1/2012	Issued: 8/27/2013 Pat. #: 8,520,813 Expires: 11/21/2023	Title: System and Method For Transmitting Voice Messages Via A Centralized Voice Message Server
INTELLISIST, INC.	Status: Issued Filed: 9/10/2012 Serial #: 13/609,241 Pub #: 20130003944 Pub Date: 1/3/2013	Issued: 8/27/2013 Pat. #: 8,521,527 Expires: 3/27/2023	Title: System and Method for Identifying Audio Command Prompts for Use in a Voice Response Environment
INTELLISIST, INC.	Status: Issued Filed: 6/18/2012 Serial #: 13/526,451 Pub #: 20120253806 Pub Date: 10/4/2012	Issued: 8/27/2013 Pat. #: 8,521,528 Expires: 3/28/2028	Title: System And Method For Distributed Speech Recognition
INTELLISIST, INC.	Status: Issued Filed: 10/29/2008 Serial #: 12/260,923 Pub #: 20090052636 Pub Date: 2/26/2009	Issued: 8/7/2012 Pat. #: 8,239,197 Expires: 10/20/2025	Title: Efficient Conversion Of Voice Messages Into Text
INTELLISIST, INC.	Status: Issued Filed: 8/6/2009 Serial #: 12/462,626 Pub #: 2009-0295536 Pub Date: 12/3/2009	Issued: 8/9/2011 Pat. #: 7,996,230 Expires: 7/4/2026	Title: Selective Security Masking Within Recorded Speech
INTELLISIST, INC.	Status: Issued Filed: 10/3/2011 Serial #: 13/252,185 Pub #: 20120020466 Pub Date: 1/26/2012	Issued: 9/11/2012 Pat. #: 8,265,932 Expires: 3/27/2023	Title: System and Method for Identifying Audio Command Prompts for Use in a Voice Response Environment

INTELLISIST, INC.	Status: Issued Filed: 7/13/2012 Serial #: 13/549,249 Pub #: 20130016823 Pub Date: 1/17/2013	Issued: 9/16/2014 Pat. #: 8,837,706 Expires: 10/17/2032	Title: Computer-Implemented System And Method For Providing Coaching To Agents In An Automated Call Center Environment Based On User Traits
INTELLISIST, INC.	Status: Issued Filed: 7/13/2012 Serial #: 13/549,238 Pub #: 20130016816 Pub Date: 1/17/2013	Issued: 9/16/2014 Pat. #: 8,837,687 Expires: 8/22/2032	Title: Computer-Implemented System And Method For Matching Agents With Callers In An Automated Call Center Environment Based On User Traits
INTELLISIST, INC.	Status: Issued Filed: 8/15/2007 Serial #: 11/893,542 Pub #: US-2008-0043987 Pub Date: 2/21/2008	Issued: 9/20/2011 Pat. #: 8,023,638 Expires: 7/20/2030	Title: System And Method For Balancing Agent Console Load During Automated Call Processing
INTELLISIST, INC.	Status: Issued Filed: 7/13/2012 Serial #: 13/549,101 Pub #: 20130016815 Pub Date: 1/17/2013	Issued: 9/23/2014 Pat. #: 8,842,811 Expires: 8/21/2032	Title: Computer-Implemented System And Method For Providing Recommendations Regarding Hiring Agents In An Automated Call Center Environment Based On User Traits
INTELLISIST, INC.	Status: Issued Filed: 9/25/2015 Serial #: 11/893,552	Issued: 9/6/2016 Pat. #: 9,438,734 Expires: 4/4/2033	Title: System And Method For Managing A Dynamic Call Flow During Automated Call Processing

ASSIGNEE	PAT/REG NO. ISSUE/REG DATE	TITLE
INTELLISIST, INC.	7,472,075 Issued: 12-30-08	System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server
INTELLISIST, INC.	8,160,930 Issued: 04-17-12	System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server

INTELLISIST, INC.	7,406,421 Issued: 07-29-08	Real time display of system instructions
INTELLISIST, INC.	7,801,731 Issued: 09-21-10	Processing Voice Instructions in a Vehicle
INTELLISIST, INC.	8,249,880 Issued: 08-21-12	Processing Voice Instructions in a Vehicle
INTELLISIST, INC.	6,748,244 Issued: 06-08-04	Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone
INTELLISIST, INC.	7,912,512 Issued: 03-22-11	Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone
INTELLISIST, INC.	8,335,544 Issued: 12-18-12	Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone
INTELLISIST, INC.	7,472,075 Issued: 12-30-08	System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server
INTELLISIST, INC.	8,175,886 Issued: 05-08-12	Determination of Signal- Processing Approach Based on Signal Destination Characteristics
INTELLISIST, INC.	6,885,735 Issued: 04-26-05	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel
INTELLISIST, INC.	7,634,064 Issued: 12-15-09	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel

INTELLISIST, INC.	7,769,143 Issued: 08-03-10	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel
INTELLISIST, INC.	8,379,802 Issued: 02-19-13	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel
INTELLISIST, INC.	7,236,777 Issued: 06-26-07	System and Method for Dynamically Configuring Wireless Network
INTELLISIST, INC.	7,877,088 Issued: 01-25-11	Geographic Coverage or Service Levels
INTELLISIST, INC.	8,027,672 Issued: 09-27-11	Geographic Coverage or Service Levels
INTELLISIST, INC.	7,392,191 Issued 06-24-08	Method and Device to Distinguish Between Voice Conversation and Automated Speech Recognition
INTELLISIST, INC.	6,591,168 Issued: 07-08-03	System and method for adaptable mobile user interface
INTELLISIST, INC.	6,671,617 Issued: 12-30-03	System and method for reducing the amount of repetitive data sent by a server to a client for vehicle navigation
INTELLISIST, INC.	6,691,026 Issued: 02-10-02	Vehicle navigation system and method
INTELLISIST, INC.	6,757,651 Issued: 06-29-04	Speech detection system and method
INTELLISIST, INC.	6,766,233 Issued: 07-20-04	Modular telematic control unit



INTELLISIST, INC.	7,092,816 Issued: 08-15-06	System and method for reducing the amount of repetitive data sent by a server to a client for vehicle navigation
INTELLISIST, INC.	7,164,922 Issued: 01-16-07	Local phone number lookup and cache
INTELLISIST, INC.	7,330,786 Issued: 02-12-08	Vehicle navigation system and method

**Applications:**

<b>APPLICANT</b>	<b>STATUS, FILING DATE, APP. SERIAL NO. PUB NO. &amp; DATE</b>	<b>TITLE</b>
INTELLISIST, INC.	Status: Converted Filed: 8/13/2002 Serial #: 60/403,354	Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Converted Filed: 11/22/2002 Serial #: 60/428,533	Title: System and Method for providing multi-party message-based voice communications
INTELLISIST, INC.	Status: Converted Filed: 3/15/2002 Serial #: 60/364,555 Conf #: None	Title: System And Method For Mobile Messaging
INTELLISIST, INC.	Status: Converted Filed: 1/9/2006 Serial #: 60/757,356	Title: System And Method For Performing Distributed Speech Recognition
INTELLISIST, INC.	Status: Converted Filed: 4/3/2007 Serial #: 60/921,711	Title: System and Method for Managing Customer Queuing

INTELLISIST, INC.	Status: Converted Filed: 8/15/2006 Serial #: 60/838,101	Title: System And Method For Managing A Dynamic Call Flow During Automated Call Processing
INTELLISIST, INC.	Status: Converted Filed: 8/15/2006 Serial #: 60/838,074	Title: System And Method For Balancing Agent Console Load During Automated Call Processing
INTELLISIST, INC.	Status: Converted Filed: 8/15/2006 Serial #: 60/838,102	Title: System And Method For Processing Out-Of-Order Caller Responses During Automated Call Processing
INTELLISIST, INC.	Status: Converted Filed: 2/28/2007 Serial #: 60/904,296	Title: System And Method For Managing Hold Times During Automated Call Processing
INTELLISIST, INC.	Status: Converted Filed: 3/29/2007 Serial #: 60/920,849	Title: System And Method For Providing An Automated Call Center Inline Architecture
INTELLISIST, INC.	Status: Converted Filed: 3/28/2002 Serial #: 60/368,644	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL
INTELLISIST, INC.	Status: Converted Filed: 12/4/2009 Serial #: 61/266,969	Title: System And Method For Converting A Message Via A Posting Converter
INTELLISIST, INC.	Status: Converted Filed: 3/30/2012 Serial #: 61/618,582	Title: Computer-Implemented System And Method For Individual Record Encryption
INTELLISIST, INC.	Status: Converted Filed: 7/14/2011 Serial #: 61/508,002	Title: Computer-Implemented System And Method For Assessing and Utilizing User Traits In An Automated Call Center Environment
INTELLISIST, INC.	Status: Converted Filed: 3/25/2014 Serial #: 61/970,283	Title: Computer-Implemented System And Method For Detecting Events For Use In An Automated Call Center Environment

INTELLISIST, INC.	Status: Converted Filed: 3/25/2014 Serial #: 61/970,275	Title: Computer-Implemented System And Method For Protecting Sensitive Information
INTELLISIST, INC.	Status: Converted Filed: 10/31/2012 Serial #: 61/720,954	Title: Computer-Implemented System And Method For Validating Secure Connections
INTELLISIST, INC.	Status: Converted Filed: 3/28/2014 Serial #: 61/972,150	Title: Computer-Implemented Call Center Architecture And Method For Optimizing Customer Experience Through In-Band Expert Intervention
INTELLISIST, INC.	Status: New Filed: No Date Serial #: None	Title: Computer-Implemented System and Method for Improving Distributed Call Center Efficiency by Determining Call Connection
INTELLISIST, INC.	Status: Pending Filed: 8/21/2017 Serial #: 14/300,087 Pub #: 2015/0356568 Pub Date: 12/10/2015	Title: Computer-Implemented System and Method for Dynamically Providing Guidance During Customer Interactions
INTELLISIST, INC.	Status: Allowed Filed: 3/13/2017 Serial #: 14/281,842 Pub #: 20140331331 Pub Date: 11/6/2014	Title: Computer-Implemented System And Method For Correlating Activity Within A User Interface With Special Information
INTELLISIST, INC.	Status: Pending Filed: 12/29/2016 Serial #: 14/493,090 Pub #: 20150012453 Pub Date: 1/8/2015	Title: System And Method For Providing Hiring Recommendations Of Agents Within A Call Center
INTELLISIST, INC.	Status: Pending Filed: 2/2/2015 Serial #: 14/612,220 Pub #: 20150146867 Pub Date: 5/28/2015	Title: System And Method For Determining Customer Hold Times

INTELLISIST, INC.	Status: Pending Filed: 9/19/2017 Serial #: 14/667,603 Pub #: 20150281446 Pub Date: 10/1/2015	Title: Computer-Implemented System And Method For Protecting Sensitive Information Within A Call Center In Real Time
INTELLISIST, INC.	Status: Pending Filed: 5/10/2016 Serial #: 15/150,276 Pub #: 20160328546 Pub Date: 11/10/2016	Title: SYSTEM AND METHOD FOR IDENTIFYING SPECIAL INFORMATION VERBALIZATION TIMING WITH THE AID OF A DIGITAL COMPUTER
INTELLISIST, INC.	Status: Pending Filed: 10/19/2017 Serial #: 14/880,122 Pub #: 20160036976 Pub Date: 2/4/2016	Title: System And Method For Providing Agent Guidance
INTELLISIST, INC.	Status: Converted Filed: 5/19/2016 Serial #: 62/339,033	Title: Computer-Implemented System And Method For Facilitating Interactions Via Automatic Agent Responses
INTELLISIST, INC.	Status: Converted Filed: 11/4/2016 Serial #: 62/417,967	Title: System and Method for Performing Caller Identity Verification Using Multi-Step Voice Analysis
INTELLISIST, INC.	Status: Converted Filed: 11/4/2016 Serial #: 62/417,979	Title: System and Method for Performing Screen Capture-Based Sensitive Information Protection Within a Call Center Environment
INTELLISIST, INC.	Status: Converted Filed: 7/29/2016 Serial #: 62/368,805	Title: Computer-Implemented System And Method For Storing And Retrieving Sensitive Information
INTELLISIST, INC.	Status: Pending Filed: 8/15/2016 Serial #: 15/237,583 Pub #: 20170032790 Pub Date: 2/2/2017	Title: Computer-Implemented System and Method for Efficient Voice Transcription

INTELLISIST, INC.	Status: Pending Filed: 10/31/2016 Serial #: 15/339,788 Pub #: 20170047070 Pub Date: 2/16/2017	Title: Computer-Implemented System And Method For Performing Distributed Speech Recognition
INTELLISIST, INC.	Status: Pending Filed: 11/28/2016 Serial #: 15/362,728 Pub #: 20170195491 Pub Date: 7/6/2017	Title: Computer-Implemented System And Method For Assigning Call Agents To Callers
INTELLISIST, INC.	Status: Pending Filed: 12/5/2016 Serial #: 15/369,797 Pub #: 20170161513 Pub Date: 6/8/2017	Title: Computer-Implemented System and Method For Encrypting Call Recordings
INTELLISIST, INC.	Status: Pending Filed: 2/6/2017 Serial #: 15/425,972 Pub #: 20170244835 Pub Date: 8/24/2017	Title: Computer-Implemented System And Method For Facilitating Call Sessions Via Messages
INTELLISIST, INC.	Status: Pending Filed: 5/18/2017 Serial #: 15/598,984 Pub #: 20170339274 Pub Date: 11/23/2017	Title: Computer-Implemented System And Method For Facilitating Interactions Via Automatic Agent Responses
INTELLISIST, INC.	Status: Pending Filed: 4/10/2017 Serial #: 15/483,555 Pub #: 20170279964 Pub Date: 9/28/2017	Title: System and Method For User Notification Regarding Detected Events
INTELLISIST, INC.	Status: Pending Filed: 5/26/2017 Serial #: 15/606,399 Pub #: 20170264746 Pub Date: 9/14/2017	Title: System And Method For Providing Customer- specific Ongoing Call Center Assistance With The Aid Of A Digital Computer

INTELLISIST, INC.	Status: Allowed Filed: 5/26/2017 Serial #: 15/606,710 Pub #: 20170264745 Pub Date: 9/14/2017	Title: System And Method For Automated Call Center Operation Facilitating Agent-Caller Communication
INTELLISIST, INC.	Status: Pending Filed: 6/5/2017 Serial #: 15/614,428 Pub #: 20170272573 Pub Date: 9/21/2017	Title: System And Method For Call Data Processing
INTELLISIST, INC.	Status: Pending Filed: 7/3/2017 Serial #: 15/641,183 Pub #: 20170302797 Pub Date: 10/19/2017	Title: Computer-Implemented System And Method For Processing Caller Responses
INTELLISIST, INC.	Status: Pending Filed: 7/27/2017 Serial #: 15/661,347	Title: Computer-Implemented System And Method For Storing And Retrieving Sensitive Information
INTELLISIST, INC.	Status: Pending Filed: 8/21/2017 Serial #: 15/682,496 Pub #: 20170346943 Pub Date: 11/30/2017	Title: Computer-Implemented System And Method For Identifying Call Recordings For Retention
INTELLISIST, INC.	Status: Allowed Filed: 10/2/2017 Serial #: 15/723,093	Title: Computer-Implemented System And Method For Determining Call Status
INTELLISIST, INC.	Status: Pending Filed: 11/3/2017 Serial #: 15/803,288	Title: System and Method for Performing Caller Identity Verification Using Multi-Step Voice Analysis
INTELLISIST, INC.	Status: Pending Filed: 11/3/2017 Serial #: 15/803,350	Title: System and Method for Performing Screen Capture-Based Sensitive Information Protection Within a Call Center Environment

INTELLISIST, INC.	Status: Pending Filed: 11/10/2017 Serial #: 15/809,404	Title: System And Method For Performing Circumstance-specific Customer Satisfaction Monitoring In An Ongoing Call Center Interaction
INTELLISIST, INC.	Status: Pending Filed: 11/13/2017 Serial #: 15/811,551	Title: Computer-Implemented System And Method For Efficiently Facilitating Appointments Within A Call Center Via An Automatic Call Distributor
INTELLISIST, INC.	Status: Pending Filed: 12/29/2017 Serial #: 15/859,176	Title: Computer-Implemented System And Method For Transcription Error Reduction
INTELLISIST, INC.	Status: Pending Filed: 12/29/2017 Serial #: 15/859,215	Title: Computer-Implemented System And Method For Delivery Of Group Messages
INTELLISIST, INC.	Status: Pending Filed: 12/24/2012 Serial #: 13/726,484	System And Method For Analyzing Agent Interactions
INTELLISIST, INC.	Status: Pending Filed: 03/12/2012 Serial#: 13/418,164	SYSTEM AND METHOD TO ASSOCIATE BROADCAST RADIO CONTENT WITH A TRANSACTION VIA AN INTERNET SERVER
INTELLISIST, INC.	Status: Pending Filed: 08/07/2012 Serial#: 13/568,371	REAL-TIME DISPLAY OF SYSTEM INSTRUCTIONS

<b>ASSIGNEE</b>	<b>STATUS, FILING DATE, APP. SERIAL NO. PUB NO. &amp; DATE</b>	<b>PAT/REG NO. ISSUE/REG DATE</b>	<b>TITLE</b>
INTELLISIST, INC.	Status: Issued Filed: 1/5/2015 Serial #: 14/589,818 Pub #: 20150119001 Pub Date: 4/30/2015	Issued: 1/12/2016 Pat. #: 9,237,237 Expires: 11/21/2023	Title: Computer-Implemented System And Method For Providing Messages To Users In A Discussion Group
INTELLISIST, INC.	Status: Issued Filed: 4/24/2017 Serial #: 15/495,919 Pub #: 20170229123 Pub Date: 8/10/2017	Issued: 1/2/2018 Pat. #: 9,858,929 Expires: 7/20/2030	Title: Computer-Implemented System And Method For Transcription Error Reduction
INTELLISIST, INC.	Status: Issued Filed: 5/26/2017 Serial #: 15/606,688 Pub #: 20170264748 Pub Date: 9/14/2017	Issued: 1/2/2018 Pat. #: 9,860,384 Expires: 11/21/2023	Title: Computer-Implemented System And Method For Delivery Of Group Messages
INTELLISIST, INC.	Status: Issued Filed: 2/09/2015 Serial #: 14/617,823 Pub #: 20150302849 Pub Date: 10/22/2015	Issued: 1/30/2018 Pat. #: 9,881,604 Expires: 7/28/2025	Title: System And Method For Identifying Special Information
INTELLISIST, INC.	Status: Issued Filed: 5/30/2016 Serial #: 15/168,193 Pub #: 20160277566 Pub Date: 9/22/2016	Issued: 1/31/2017 Pat. #: 9,560,196 Expires: 10/30/2033	Title: Computer-Implemented System and Method for Determining Call Connection Status
INTELLISIST, INC.	Status: Issued Filed: 8/26/2013 Serial #: 14/010,510 Pub #: 20130344850 Pub Date: 12/26/2013	Issued: 1/6/2015 Pat. #: 8,929,516 Expires: 11/21/2023	Title: System And Method For Transmitting Voice Messages To A Discussion Group



INTELLISIST, INC.	Status: Issued Filed: 2/28/2007 Serial #: 11/680,058 Pub #: 2007-0140440 Pub Date: 6/21/2007	Issued: 1/7/2014 Pat. #: 8,625,752 Expires: 11/12/2028	Title: Closed-Loop Command And Response System For Automatic Communications Between Interacting Computer Systems Over An Audio Communications Channel
INTELLISIST, INC.	Status: Issued Filed: 9/12/2014 Serial #: 14/485,589 Pub #: 20150003605 Pub Date: 1/1/2015	Issued: 10/13/2015 Pat. #: 9,159,054 Expires: 10/17/2032	Title: System And Method For Providing Guidance To Persuade A Caller
INTELLISIST, INC.	Status: Issued Filed: 1/30/2017 Serial #: 15/420,027 Pub #: 20170223182 Pub Date: 8/3/2017	Issued: 10/3/2017 Pat. #: 9,781,256 Expires: 10/30/2033	Title: Computer-Implemented System And Method For Determining A Status Of A Call Connection
INTELLISIST, INC.	Status: Issued Filed: 2/28/2007 Serial #: 11/680,024 Pub #: 2007-0143106 Pub Date: 6/21/2007	Issued: 10/4/2011 Pat. #: 8,032,373 Expires: 10/20/2025	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL
INTELLISIST, INC.	Status: Issued Filed: 12/28/2015 Serial #: 14/980,934 Pub #: 20160111092 Pub Date: 4/21/2016	Issued: 11/1/2016 Pat. #: 9,484,035 Expires: 3/28/2028	Title: System And Method For Distributed Speech Recognition
INTELLISIST, INC.	Status: Issued Filed: 8/6/2012 Serial #: 13/568,065 Pub #: 20130035937 Pub Date: 2/7/2013	Issued: 11/12/2013 Pat. #: 8,583,433 Expires: 3/27/2023	Title: System And Method For Efficiently Transcribing Verbal Messages To Text

INTELLISIST, INC.	Status: Issued Filed: 1/17/2017 Serial #: 13/802,710 Pub #: 20140270135 Pub Date: 9/18/2014	Issued: 11/14/2017 Pat. #: 9,819,798 Expires: 3/14/2033	Title: Computer-Implemented System And Method For Efficiently Scheduling Appointments Within A Call Center Staff Via An Automatic Call Distributor
INTELLISIST, INC.	Status: Issued Filed: 6/22/2015 Serial #: 14/746,506 Pub #: 20160373577 Pub Date: 12/22/2016	Issued: 11/14/2017 Pat. #: 9,819,799 Expires: 6/22/2035	Title: System And Method For Monitoring Customer Satisfaction In An Ongoing Call Center Interaction
INTELLISIST, INC.	Status: Issued Filed: 2/2/2015 Serial #: 14/612,226 Pub #: 20150156317 Pub Date: 6/4/2015	Issued: 11/22/2016 Pat. #: 9,503,574 Expires: 10/6/2027	Title: System And Method For Selecting Call Recordings For Storage
INTELLISIST, INC.	Status: Issued Filed: 10/31/2007 Serial #: 11/981,860	Issued: 11/29/2011 Pat. #: 8,068,595 Expires: 12/15/2024	Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 9/12/2014 Serial #: 14/485,596 Pub #: 20150003603 Pub Date: 1/1/2015	Issued: 11/29/2016 Pat. #: 9,509,845 Expires: 7/13/2032	Title: System And Method For Pairing Agents And Callers Within A Call Center
INTELLISIST, INC.	Status: Issued Filed: 7/13/2005 Serial #: 11/181,572	Issued: 11/5/2013 Pat. #: 8,577,684 Expires: 3/25/2027	Title: Selective Security Masking Within Recorded Speech Utilizing Speech Recognition Techniques
INTELLISIST, INC.	Status: Issued Filed: 2/14/2003 Serial #: 10/367,533	Issued: 11/6/2007 Pat. #: 7,292,689 Expires: 3/14/2024	Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation

INTELLISIST, INC.	Status: Issued Filed: 9/20/2007 Serial #: 11/903,240	Issued: 11/6/2012 Pat. # 8,306,211 Expires: 10/16/2030	Title: System And Method For Retaining Calls Into A Call Center
INTELLISIST, INC.	Status: Issued Filed: 3/2/2015 Serial #: 14/636,087 Pub #: 20150170639 Pub Date: 6/18/2015	Issued: 12/22/2015 Pat. #: 9,218,808 Expires: 7/9/2032	Title: Computer-Implemented System And Method For Reducing Voice Transcription Error
INTELLISIST, INC.	Status: Issued Filed: 8/23/2010 Serial #: 12/861,733	Issued: 12/25/2012 Pat. #: 8,341,013 Expires: 10/22/2023	Title: System And Method For Analyzing Agent Interactions
INTELLISIST, INC.	Status: Issued Filed: 8/26/2013 Serial #: 14/010,501 Pub #: 20130346080 Pub Date: 12/26/2013	Issued: 12/29/2015 Pat. #: 9,224,389 Expires: 10/3/2028	Title: System And Method For Performing Distributed Speech Recognition
INTELLISIST, INC.	Status: Issued Filed: 3/29/2013 Serial #: 13/853,972 Pub #: 20140129831 Pub Date: 5/8/2014	Issued: 12/6/2016 Pat. #: 9,514,329 Expires: 4/9/2034	Title: System And Method For Analyzing Agent Interactions
INTELLISIST, INC.	Status: Issued Filed: 11/4/2013 Serial #: 14/071,639 Pub #: 20140129219 Pub Date: 5/8/2014	Issued: 2/10/2015 Pat. #: 8,954,332 Expires: 7/13/2025	Title: Computer-Implemented System And Method For Masking Special Data
INTELLISIST, INC.	Status: Issued Filed: 3/27/2003 Serial #: 10/403,350	Issued: 2/12/2008 Pat. # 7,330,538 Expires: 10/20/2025	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL

INTELLISIST, INC.	Status: Issued Filed: 4/3/2007 Serial #: 11/732,626	Issued: 2/14/2012 Pat. #: 8,116,445 Expires: 6/6/2025	Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 3/3/2014 Serial #: 14/195,804 Pub #: 20140177820 Pub Date: 6/26/2014	Issued: 2/16/2016 Pat. #: 9,264,545 Expires: 3/28/2022	Title: Computer-Implemented System And Method For Automating Call Center Phone Calls
INTELLISIST, INC.	Status: Issued Filed: 11/21/2003 Serial #: 10/719,452	Issued: 2/24/2009 Pat. #: 7,496,353 Expires: 7/20/2026	Title: System and Method For Providing Multi-Party Message- Based V oice Communications
INTELLISIST, INC.	Status: Issued Filed: 11/5/2012 Serial #: 13/669,388 Pub #: 20130064356 Pub Date: 3/14/2013	Issued: 2/3/2015 Pat. #: 8,948,368 Expires: 12/15/2027	Title: System And Method For Retaining Calls Into A Call Center
INTELLISIST, INC.	Status: Issued Filed: 2/28/2008 Serial #: 12/039,558	Issued: 2/3/2015 Pat. #: 8,948,371 Expires: 2/12/2032	Title: Computer-Implemented System And Method For Masking Special Data
INTELLISIST, INC.	Status: Issued Filed: 7/20/2010 Serial #: 12/840,190 Pub #: 20120022865 Pub Date: 1/26/2012	Issued: 2/4/2014 Pat. #: 8,645,136 Expires: 7/9/2032	Title: System and Method for Efficiently Reducing Transcription Error Using Hybrid V oice Transcription
INTELLISIST, INC.	Status: Issued Filed: 2/12/2016 Serial #: 15/043,490 Pub #: 20160165050 Pub Date: 6/9/2016	Issued: 2/7/2017 Pat. #: 9,565,310 Expires: 3/15/2022	Title: System And Method For Message-Based Call Communication

INTELLISIST, INC.	Status: Issued Filed: 4/20/2015 Serial #: 14/691,519 Pub #: 20150222751 Pub Date: 8/6/2015	Issued: 2/9/2016 Pat. #: 9,258,414 Expires: 3/15/2022	Title: Computer-Implemented System and Method for Facilitating Agent-Customer Calls
INTELLISIST, INC.	Status: Issued Filed: 7/7/2014 Serial #: 14/325,337 Pub #: 20140307864 Pub Date: 10/16/2014	Issued: 3/15/2016 Pat. #: 9,288,323 Expires: 3/15/2022	Title: Computer-Implemented System And Method For Simultaneously Precessing Multiple Call Sessions
INTELLISIST, INC.	Status: Issued Filed: 2/3/2014 Serial #: 14/171,732 Pub #: 20140149115 Pub Date: 5/29/2014	Issued: 3/3/2015 Pat. #: 8,972,261 Expires: 7/9/2032	Title: Computer-Implemented System And Method For Voice Transcription Error Reduction
INTELLISIST, INC.	Status: Issued Filed: 4/30/2012 Serial #: 13/460,701 Pub #: 20120219126 Pub Date: 8/30/2012	Issued: 3/4/2014 Pat. #: 8,666,032 Expires: 3/28/2022	Title: System And Method For Providing Automated Call Center Post-Call Processing
INTELLISIST, INC.	Status: Issued Filed: 12/12/2016 Serial #: 14/667,549 Pub #: 20150281449 Pub Date: 10/1/2015	Issued: 4/11/2017 Pat. #: 9,621,726 Expires: 3/24/2035	Title: Computer-Implemented System And Method For Detecting Events For Use In An Automated Call Center Environment
INTELLISIST, INC.	Status: Issued Filed: 8/11/2014 Serial #: 14/457,050 Pub #: 20140348320 Pub Date: 11/27/2014	Issued: 4/21/2015 Pat. #: 9,014,362 Expires: 3/15/2022	Title: System And Method For Processing Multi-Modal Communications Within A Call Center
INTELLISIST, INC.	Status: Issued Filed: 7/11/2016 Serial #: 15/207,440 Pub #: 20160322051 Pub Date: 11/3/2016	Issued: 4/25/2017 Pat. #: 9,633,658 Expires: 7/20/2030	Title: Computer-Implemented System And Method For Transcription Error Reduction During A Live Call

INTELLISIST, INC.	Status: Issued Filed: 8/28/2006 Serial #: 11/477,899	Issued: 4/30/2013 Pat. #: 8,433,915 Expires: 3/26/2030	Title: Selective security masking within recorded speech
INTELLISIST, INC.	Status: Issued Filed: 3/17/2005 Serial #: 11/083,657	Issued: 5/1/2012 Pat. #: 8,170,197 Expires: 8/18/2024	Title: System And Method For Providing Automated Call Center Post-Call Processing
INTELLISIST, INC.	Status: Issued Filed: 8/7/2009 Serial #: 12/462,750	Issued: 5/10/2016 Pat. #: 9,336,409 Expires: 7/5/2030	Title: Selective Security Masking Within Recorded Speech
INTELLISIST, INC.	Status: Issued Filed: 8/15/2007 Serial #: 11/893,442	Issued: 5/14/2013 Pat. #: 8,442,209 Expires: 5/26/2031	Title: System And Method For Processing Out-Of-Order Caller Responses During Automated Call Processing
INTELLISIST, INC.	Status: Issued Filed: 4/26/2013 Serial #: 13/871,903 Pub #: 20130231936 Pub Date: 9/5/2013	Issued: 5/20/2014 Pat. #: 8,731,938 Expires: 6/28/2026	Title: Computer-Implemented System And Method For Identifying And Masking Special Information Within Recorded Speech
INTELLISIST, INC.	Status: Issued Filed: 2/8/2016 Serial #: 15/018,836 Pub #: 20160227038 Pub Date: 8/4/2016	Issued: 5/30/2017 Pat. #: 9,667,789 Expires: 3/15/2022	Title: System And Method For Facilitating Agent-Caller Communication During A Call
INTELLISIST, INC.	Status: Issued Filed: 7/11/2016 Serial #: 15/207,391 Pub #: 20160323451 Pub Date: 11/3/2016	Issued: 5/30/2017 Pat. #: 9,667,793 Expires: 3/25/2035	Title: System and Method for Providing Ongoing Call Center Call Assistance with the Aid of a Digital Computer
INTELLISIST, INC.	Status: Issued Filed: 8/22/2016 Serial #: 15/243,912 Pub #: 20170171391 Pub Date: 6/15/2017	Issued: 5/30/2017 Pat. #: 9,667,796 Expires: 11/21/2023	Title: Computer-Implemented System and Method for Group Message Delivery

INTELLISIST, INC.	Status: Issued Filed: 10/30/2013 Serial #: 14/067,853 Pub #: 20140128030 Pub Date: 5/8/2014	Issued: 5/31/2016 Pat. #: 9,357,382 Expires: 2/8/2034	Title: System And Method For Transmitting Voice Messages To A Discussion Group
INTELLISIST, INC.	Status: Issued Filed: 2/10/2012 Serial #: 13/371,289 Pub #: 2012/0140906 Pub Date: 6/7/2012	Issued: 6/11/2013 Pat. #: 8,462,935 Expires: 3/15/2022	Title: System And Method For Monitoring An Automated Voice Response System
INTELLISIST, INC.	Status: Issued Filed: 10/19/2011 Serial #: 12/144,560	Issued: 6/18/2013 Pat. #: 8,467,519 Expires: 11/6/2024	Title: System And Method For Processing Calls In A Call Center
INTELLISIST, INC.	Status: Issued Filed: 3/28/2008 Serial #: 12/058,501 Pub #: US 2008/0243515 Pub Date: 10/2/2008	Issued: 6/19/2012 Pat. #: 8,204,746 Expires: 4/20/2031	Title: System And Method For Providing An Automated Call Center Inline Architecture
INTELLISIST, INC.	Status: Issued Filed: 10/19/2007 Serial #: 11/875,744 Pub #: US-2008-0056460 Pub Date: 3/6/2008	Issued: 6/24/2008 Pat. #: 7,391,860 Expires: 2/14/2023	Title: Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 8/26/2013 Serial #: 14/010,471 Pub #: 20130346083 Pub Date: 12/26/2013	Issued: 6/28/2016 Pat. #: 9,380,161 Expires: 3/1/2024	Title: Computer-Implemented System And Method For User- Controlled Processing Of Audio Signals
INTELLISIST, INC.	Status: Issued Filed: 11/28/2011 Serial #: 13/305,671 Pub #: 2012-0069975 Pub Date: 3/22/2012	Issued: 6/4/2013 Pat. #: 8,457,296 Expires: 3/15/2022	Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation

INTELLISIST, INC.	Status: Issued Filed: 3/10/2016 Serial #: 15/067,101 Pub #: 20160205249 Pub Date: 7/14/2016	Issued: 6/6/2017 Pat. #: 9,674,355 Expires: 3/15/2022	Title: System And Method For Processing Call Data
INTELLISIST, INC.	Status: Issued Filed: 2/23/2009 Serial #: 12/391,191 Pub #: 2009-0161841 Pub Date: 6/25/2009	Issued: 7/10/2012 Pat. #: 8,218,737 Expires: 8/14/2025	Title: System and Method For Providing Message-Based Communications Via A Centralized Voice Message Server
INTELLISIST, INC.	Status: Issued Filed: 12/21/2015 Serial #: 14/977,549 Pub #: 20160112561 Pub Date: 4/21/2016	Issued: 7/12/2016 Pat. #: 9,392,108 Expires: 7/20/2030	Title: Computer-Implemented System And Method For Efficiently Reducing Transcription Error During A Call
INTELLISIST, INC.	Status: Issued Filed: 3/25/2015 Serial #: 14/668,806 Pub #: 20150281454 Pub Date: 10/1/2015	Issued: 7/12/2016 Pat. #: 9,392,117 Expires: 3/25/2035	Title: Computer-Implemented Call Center Architecture And Method For Optimizing Customer Experience Through In-Band Expert Intervention
INTELLISIST, INC.	Status: Issued Filed: 2/28/2007 Serial #: 11/680,076 Pub #: 2007/0140441 Pub Date: 6/21/2007	Issued: 7/22/2008 Pat. #: 7,403,601 Expires: 3/27/2023	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL
INTELLISIST, INC.	Status: Issued Filed: 9/19/2011 Serial #: 13/236,508 Pub #: 20120008763 Pub Date: 1/12/2012	Issued: 7/23/2013 Pat. #: 8,494,151 Expires: 8/15/2027	Title: System And Method For Balancing Call Session Assignments On An Agent Console



INTELLISIST, INC.	Status: Issued Filed: 5/13/2015 Serial #: 13/893,231 Pub #: 20130251118 Pub Date: 9/26/2013	Issued: 7/4/2017 Pat. #: 9,699,315 Expires: 12/8/2027	Title: Computer-Implemented System And Method For Processing Caller Responses
INTELLISIST, INC.	Status: Issued Filed: 6/17/2013 Serial #: 13/920,020 Pub #: 20140010363 Pub Date: 1/9/2014	Issued: 7/8/2014 Pat. #: 8,774,392 Expires: 3/15/2022	Title: System And Method For Processing Calls In A Call Center
INTELLISIST, INC.	Status: Issued Filed: 6/3/2013 Serial #: 13/909,062 Pub #: 20130259212 Pub Date: 10/3/2013	Issued: 8/12/2014 Pat. #: 8,804,938 Expires: 3/15/2022	Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 11/7/2013 Serial #: 14/074,653 Pub #: 20140067390 Pub Date: 3/6/2014	Issued: 8/16/2016 Pat. #: 9,418,659 Expires: 1/28/2024	Title: Computer-Implemented System And Method For Masking Special Data
INTELLISIST, INC.	Status: Issued Filed: 11/21/2016 Serial #: 15/358,090 Pub #: 20170134572 Pub Date: 5/11/2017	Issued: 8/22/2017 Pat. #: 9,742,908 Expires: 9/20/2027	Title: Computer-Implemented System And Method For Identifying Call Recordings For Retention
INTELLISIST, INC.	Status: Issued Filed: 1/11/2016 Serial #: 14/993,050 Pub #: 20160127558 Pub Date: 5/5/2016	Issued: 8/23/2016 Pat. #: 9,426,298 Expires: 11/21/2023	Title: Computer-Implemented System And Method For Distributing Messages By Discussion Group
INTELLISIST, INC.	Status: Issued Filed: 10/22/2003 Serial #: 10/691,777	Issued: 8/24/2010 Pat. #: 7,783,513 Expires: 9/23/2026	Title: Business performance and customer care quality measurement

INTELLISIST, INC.	Status: Issued Filed: 12/3/2010 Serial #: 12/960,392 Pub #: 20110135071 Pub Date: 6/9/2011	Issued: 8/25/2015 Pat. #: 9,116,884 Expires: 4/13/2032	Title: System And Method For Converting A Message Via A Posting Converter
INTELLISIST, INC.	Status: Issued Filed: 7/9/2012 Serial #: 13/544,976 Pub #: 20120275582 Pub Date: 11/1/2012	Issued: 8/27/2013 Pat. #: 8,520,813 Expires: 11/21/2023	Title: System and Method For Transmitting Voice Messages Via A Centralized Voice Message Server
INTELLISIST, INC.	Status: Issued Filed: 9/10/2012 Serial #: 13/609,241 Pub #: 20130003944 Pub Date: 1/3/2013	Issued: 8/27/2013 Pat. #: 8,521,527 Expires: 3/27/2023	Title: System and Method for Identifying Audio Command Prompts for Use in a Voice Response Environment
INTELLISIST, INC.	Status: Issued Filed: 6/18/2012 Serial #: 13/526,451 Pub #: 20120253806 Pub Date: 10/4/2012	Issued: 8/27/2013 Pat. #: 8,521,528 Expires: 3/28/2028	Title: System And Method For Distributed Speech Recognition
INTELLISIST, INC.	Status: Issued Filed: 10/29/2008 Serial #: 12/260,923 Pub #: 20090052636 Pub Date: 2/26/2009	Issued: 8/7/2012 Pat. #: 8,239,197 Expires: 10/20/2025	Title: Efficient Conversion Of Voice Messages Into Text
INTELLISIST, INC.	Status: Issued Filed: 8/6/2009 Serial #: 12/462,626 Pub #: 2009-0295536 Pub Date: 12/3/2009	Issued: 8/9/2011 Pat. #: 7,996,230 Expires: 7/4/2026	Title: Selective Security Masking Within Recorded Speech
INTELLISIST, INC.	Status: Issued Filed: 10/3/2011 Serial #: 13/252,185 Pub #: 20120020466 Pub Date: 1/26/2012	Issued: 9/11/2012 Pat. #: 8,265,932 Expires: 3/27/2023	Title: System and Method for Identifying Audio Command Prompts for Use in a Voice Response Environment

INTELLISIST, INC.	Status: Issued Filed: 7/13/2012 Serial #: 13/549,249 Pub #: 20130016823 Pub Date: 1/17/2013	Issued: 9/16/2014 Pat. #: 8,837,706 Expires: 10/17/2032	Title: Computer-Implemented System And Method For Providing Coaching To Agents In An Automated Call Center Environment Based On User Traits
INTELLISIST, INC.	Status: Issued Filed: 7/13/2012 Serial #: 13/549,238 Pub #: 20130016816 Pub Date: 1/17/2013	Issued: 9/16/2014 Pat. #: 8,837,687 Expires: 8/22/2032	Title: Computer-Implemented System And Method For Matching Agents With Callers In An Automated Call Center Environment Based On User Traits
INTELLISIST, INC.	Status: Issued Filed: 8/15/2007 Serial #: 11/893,542 Pub #: US-2008-0043987 Pub Date: 2/21/2008	Issued: 9/20/2011 Pat. #: 8,023,638 Expires: 7/20/2030	Title: System And Method For Balancing Agent Console Load During Automated Call Processing
INTELLISIST, INC.	Status: Issued Filed: 7/13/2012 Serial #: 13/549,101 Pub #: 20130016815 Pub Date: 1/17/2013	Issued: 9/23/2014 Pat. #: 8,842,811 Expires: 8/21/2032	Title: Computer-Implemented System And Method For Providing Recommendations Regarding Hiring Agents In An Automated Call Center Environment Based On User Traits
INTELLISIST, INC.	Status: Issued Filed: 9/25/2015 Serial #: 11/893,552	Issued: 9/6/2016 Pat. #: 9,438,734 Expires: 4/4/2033	Title: System And Method For Managing A Dynamic Call Flow During Automated Call Processing

ASSIGNEE	PAT/REG NO. ISSUE/REG DATE	TITLE
INTELLISIST, INC.	7,472,075 Issued: 12-30-08	System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server
INTELLISIST, INC.	8,160,930 Issued: 04-17-12	System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server

INTELLISIST, INC.	7,406,421 Issued: 07-29-08	Real time display of system instructions
INTELLISIST, INC.	7,801,731 Issued: 09-21-10	Processing Voice Instructions in a Vehicle
INTELLISIST, INC.	8,249,880 Issued: 08-21-12	Processing Voice Instructions in a Vehicle
INTELLISIST, INC.	6,748,244 Issued: 06-08-04	Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone
INTELLISIST, INC.	7,912,512 Issued: 03-22-11	Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone
INTELLISIST, INC.	8,335,544 Issued: 12-18-12	Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone
INTELLISIST, INC.	7,472,075 Issued: 12-30-08	System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server
INTELLISIST, INC.	8,175,886 Issued: 05-08-12	Determination of Signal- Processing Approach Based on Signal Destination Characteristics
INTELLISIST, INC.	6,885,735 Issued: 04-26-05	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel
INTELLISIST, INC.	7,634,064 Issued: 12-15-09	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel

INTELLISIST, INC.	7,769,143 Issued: 08-03-10	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel
INTELLISIST, INC.	8,379,802 Issued: 02-19-13	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel
INTELLISIST, INC.	7,236,777 Issued: 06-26-07	System and Method for Dynamically Configuring Wireless Network
INTELLISIST, INC.	7,877,088 Issued: 01-25-11	Geographic Coverage or Service Levels
INTELLISIST, INC.	8,027,672 Issued: 09-27-11	Geographic Coverage or Service Levels
INTELLISIST, INC.	7,392,191 Issued 06-24-08	Method and Device to Distinguish Between Voice Conversation and Automated Speech Recognition
INTELLISIST, INC.	6,591,168 Issued: 07-08-03	System and method for adaptable mobile user interface
INTELLISIST, INC.	6,671,617 Issued: 12-30-03	System and method for reducing the amount of repetitive data sent by a server to a client for vehicle navigation
INTELLISIST, INC.	6,691,026 Issued: 02-10-02	Vehicle navigation system and method
INTELLISIST, INC.	6,757,651 Issued: 06-29-04	Speech detection system and method
INTELLISIST, INC.	6,766,233 Issued: 07-20-04	Modular telematic control unit

INTELLISIST, INC. 7,092,816  
Issued: 08-15-06

System and method for reducing the amount of repetitive data sent by a server to a client for vehicle navigation

INTELLISIST, INC. 7,164,922  
Issued: 01-16-07

Local phone number lookup and cache

INTELLISIST, INC. 7,330,786  
Issued: 02-12-08

Vehicle navigation system and method

**Applications:**

<b>APPLICANT</b>	<b>STATUS, FILING DATE, APP. SERIAL NO. PUB NO. &amp; DATE</b>	<b>TITLE</b>
INTELLISIST, INC.	Status: Converted Filed: 8/13/2002 Serial #: 60/403,354	Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Converted Filed: 11/22/2002 Serial #: 60/428,533	Title: System and Method for providing multi-party message-based voice communications
INTELLISIST, INC.	Status: Converted Filed: 3/15/2002 Serial #: 60/364,555 Conf #: None	Title: System And Method For Mobile Messaging
INTELLISIST, INC.	Status: Converted Filed: 1/9/2006 Serial #: 60/757,356	Title: System And Method For Performing Distributed Speech Recognition
INTELLISIST, INC.	Status: Converted Filed: 4/3/2007 Serial #: 60/921,711	Title: System and Method for Managing Customer Queuing

INTELLISIST, INC.	Status: Converted Filed: 8/15/2006 Serial #: 60/838,101	Title: System And Method For Managing A Dynamic Call Flow During Automated Call Processing
INTELLISIST, INC.	Status: Converted Filed: 8/15/2006 Serial #: 60/838,074	Title: System And Method For Balancing Agent Console Load During Automated Call Processing
INTELLISIST, INC.	Status: Converted Filed: 8/15/2006 Serial #: 60/838,102	Title: System And Method For Processing Out-Of-Order Caller Responses During Automated Call Processing
INTELLISIST, INC.	Status: Converted Filed: 2/28/2007 Serial #: 60/904,296	Title: System And Method For Managing Hold Times During Automated Call Processing
INTELLISIST, INC.	Status: Converted Filed: 3/29/2007 Serial #: 60/920,849	Title: System And Method For Providing An Automated Call Center Inline Architecture
INTELLISIST, INC.	Status: Converted Filed: 3/28/2002 Serial #: 60/368,644	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL
INTELLISIST, INC.	Status: Converted Filed: 12/4/2009 Serial #: 61/266,969	Title: System And Method For Converting A Message Via A Posting Converter
INTELLISIST, INC.	Status: Converted Filed: 3/30/2012 Serial #: 61/618,582	Title: Computer-Implemented System And Method For Individual Record Encryption
INTELLISIST, INC.	Status: Converted Filed: 7/14/2011 Serial #: 61/508,002	Title: Computer-Implemented System And Method For Assessing and Utilizing User Traits In An Automated Call Center Environment
INTELLISIST, INC.	Status: Converted Filed: 3/25/2014 Serial #: 61/970,283	Title: Computer-Implemented System And Method For Detecting Events For Use In An Automated Call Center Environment

INTELLISIST, INC.	Status: Converted Filed: 3/25/2014 Serial #: 61/970,275	Title: Computer-Implemented System And Method For Protecting Sensitive Information
INTELLISIST, INC.	Status: Converted Filed: 10/31/2012 Serial #: 61/720,954	Title: Computer-Implemented System And Method For Validating Secure Connections
INTELLISIST, INC.	Status: Converted Filed: 3/28/2014 Serial #: 61/972,150	Title: Computer-Implemented Call Center Architecture And Method For Optimizing Customer Experience Through In-Band Expert Intervention
INTELLISIST, INC.	Status: New Filed: No Date Serial #: None	Title: Computer-Implemented System and Method for Improving Distributed Call Center Efficiency by Determining Call Connection
INTELLISIST, INC.	Status: Pending Filed: 8/21/2017 Serial #: 14/300,087 Pub #: 2015/0356568 Pub Date: 12/10/2015	Title: Computer-Implemented System and Method for Dynamically Providing Guidance During Customer Interactions
INTELLISIST, INC.	Status: Allowed Filed: 3/13/2017 Serial #: 14/281,842 Pub #: 20140331331 Pub Date: 11/6/2014	Title: Computer-Implemented System And Method For Correlating Activity Within A User Interface With Special Information
INTELLISIST, INC.	Status: Pending Filed: 12/29/2016 Serial #: 14/493,090 Pub #: 20150012453 Pub Date: 1/8/2015	Title: System And Method For Providing Hiring Recommendations Of Agents Within A Call Center
INTELLISIST, INC.	Status: Pending Filed: 2/2/2015 Serial #: 14/612,220 Pub #: 20150146867 Pub Date: 5/28/2015	Title: System And Method For Determining Customer Hold Times



INTELLISIST, INC.	Status: Pending Filed: 9/19/2017 Serial #: 14/667,603 Pub #: 20150281446 Pub Date: 10/1/2015	Title: Computer-Implemented System And Method For Protecting Sensitive Information Within A Call Center In Real Time
INTELLISIST, INC.	Status: Pending Filed: 5/10/2016 Serial #: 15/150,276 Pub #: 20160328546 Pub Date: 11/10/2016	Title: SYSTEM AND METHOD FOR IDENTIFYING SPECIAL INFORMATION VERBALIZATION TIMING WITH THE AID OF A DIGITAL COMPUTER
INTELLISIST, INC.	Status: Pending Filed: 10/19/2017 Serial #: 14/880,122 Pub #: 20160036976 Pub Date: 2/4/2016	Title: System And Method For Providing Agent Guidance
INTELLISIST, INC.	Status: Converted Filed: 5/19/2016 Serial #: 62/339,033	Title: Computer-Implemented System And Method For Facilitating Interactions Via Automatic Agent Responses
INTELLISIST, INC.	Status: Converted Filed: 11/4/2016 Serial #: 62/417,967	Title: System and Method for Performing Caller Identity Verification Using Multi-Step Voice Analysis
INTELLISIST, INC.	Status: Converted Filed: 11/4/2016 Serial #: 62/417,979	Title: System and Method for Performing Screen Capture-Based Sensitive Information Protection Within a Call Center Environment
INTELLISIST, INC.	Status: Converted Filed: 7/29/2016 Serial #: 62/368,805	Title: Computer-Implemented System And Method For Storing And Retrieving Sensitive Information
INTELLISIST, INC.	Status: Pending Filed: 8/15/2016 Serial #: 15/237,583 Pub #: 20170032790 Pub Date: 2/2/2017	Title: Computer-Implemented System and Method for Efficient Voice Transcription

INTELLISIST, INC.	Status: Pending Filed: 10/31/2016 Serial #: 15/339,788 Pub #: 20170047070 Pub Date: 2/16/2017	Title: Computer-Implemented System And Method For Performing Distributed Speech Recognition
INTELLISIST, INC.	Status: Pending Filed: 11/28/2016 Serial #: 15/362,728 Pub #: 20170195491 Pub Date: 7/6/2017	Title: Computer-Implemented System And Method For Assigning Call Agents To Callers
INTELLISIST, INC.	Status: Pending Filed: 12/5/2016 Serial #: 15/369,797 Pub #: 20170161513 Pub Date: 6/8/2017	Title: Computer-Implemented System and Method For Encrypting Call Recordings
INTELLISIST, INC.	Status: Pending Filed: 2/6/2017 Serial #: 15/425,972 Pub #: 20170244835 Pub Date: 8/24/2017	Title: Computer-Implemented System And Method For Facilitating Call Sessions Via Messages
INTELLISIST, INC.	Status: Pending Filed: 5/18/2017 Serial #: 15/598,984 Pub #: 20170339274 Pub Date: 11/23/2017	Title: Computer-Implemented System And Method For Facilitating Interactions Via Automatic Agent Responses
INTELLISIST, INC.	Status: Pending Filed: 4/10/2017 Serial #: 15/483,555 Pub #: 20170279964 Pub Date: 9/28/2017	Title: System and Method For User Notification Regarding Detected Events
INTELLISIST, INC.	Status: Pending Filed: 5/26/2017 Serial #: 15/606,399 Pub #: 20170264746 Pub Date: 9/14/2017	Title: System And Method For Providing Customer- specific Ongoing Call Center Assistance With The Aid Of A Digital Computer

INTELLISIST, INC.	Status: Allowed Filed: 5/26/2017 Serial #: 15/606,710 Pub #: 20170264745 Pub Date: 9/14/2017	Title: System And Method For Automated Call Center Operation Facilitating Agent-Caller Communication
INTELLISIST, INC.	Status: Pending Filed: 6/5/2017 Serial #: 15/614,428 Pub #: 20170272573 Pub Date: 9/21/2017	Title: System And Method For Call Data Processing
INTELLISIST, INC.	Status: Pending Filed: 7/3/2017 Serial #: 15/641,183 Pub #: 20170302797 Pub Date: 10/19/2017	Title: Computer-Implemented System And Method For Processing Caller Responses
INTELLISIST, INC.	Status: Pending Filed: 7/27/2017 Serial #: 15/661,347	Title: Computer-Implemented System And Method For Storing And Retrieving Sensitive Information
INTELLISIST, INC.	Status: Pending Filed: 8/21/2017 Serial #: 15/682,496 Pub #: 20170346943 Pub Date: 11/30/2017	Title: Computer-Implemented System And Method For Identifying Call Recordings For Retention
INTELLISIST, INC.	Status: Allowed Filed: 10/2/2017 Serial #: 15/723,093	Title: Computer-Implemented System And Method For Determining Call Status
INTELLISIST, INC.	Status: Pending Filed: 11/3/2017 Serial #: 15/803,288	Title: System and Method for Performing Caller Identity Verification Using Multi-Step Voice Analysis
INTELLISIST, INC.	Status: Pending Filed: 11/3/2017 Serial #: 15/803,350	Title: System and Method for Performing Screen Capture-Based Sensitive Information Protection Within a Call Center Environment

INTELLISIST, INC.	Status: Pending Filed: 11/10/2017 Serial #: 15/809,404	Title: System And Method For Performing Circumstance-specific Customer Satisfaction Monitoring In An Ongoing Call Center Interaction
INTELLISIST, INC.	Status: Pending Filed: 11/13/2017 Serial #: 15/811,551	Title: Computer-Implemented System And Method For Efficiently Facilitating Appointments Within A Call Center Via An Automatic Call Distributor
INTELLISIST, INC.	Status: Pending Filed: 12/29/2017 Serial #: 15/859,176	Title: Computer-Implemented System And Method For Transcription Error Reduction
INTELLISIST, INC.	Status: Pending Filed: 12/29/2017 Serial #: 15/859,215	Title: Computer-Implemented System And Method For Delivery Of Group Messages
INTELLISIST, INC.	Status: Pending Filed: 12/24/2012 Serial #: 13/726,484	System And Method For Analyzing Agent Interactions
INTELLISIST, INC.	Status: Pending Filed: 03/12/2012 Serial#: 13/418,164	SYSTEM AND METHOD TO ASSOCIATE BROADCAST RADIO CONTENT WITH A TRANSACTION VIA AN INTERNET SERVER
INTELLISIST, INC.	Status: Pending Filed: 08/07/2012 Serial#: 13/568,371	REAL-TIME DISPLAY OF SYSTEM INSTRUCTIONS

**RF 048612/0598 – 3/15/2019 – Goldman Sachs Bank USA**

<b>Owner</b>	<b>Application No.</b>	<b>Reg. No.</b>	<b>Title</b>
Avaya Management L.P.	09/715906	6539087	Audio Conferencing System
Avaya Management L.P.	11/091002	RE40135	Audio Conferencing System
Avaya Management L.P.	10/308075	7257090	Multi-Site Teleconferencing System
Avaya Management L.P.	08/820948	6301257	METHOD AND APPARATUS FOR TRANSMITTING DATA FRAMES BETWEEN SWITCHES IN A MESHED DATA NETWORK
Avaya Management L.P.	09/474605	6311220	METHOD AND APPARATUS FOR COMMUNICATING DATA AND MANAGEMENT INFORMATION
Avaya Management L.P.	08/869440	6014704	METHOD AND APPARATUS FOR COMMUNICATING DATA AND MANAGEMENT INFORMATION
Avaya Management L.P.	08/867424	6028841	DISTRIBUTED BUS THROTTLE AND METHOD
Avaya Management L.P.	08/902396	6047304	A METHOD AND APPARATUS FOR PERFORMING LANE ARITHMETIC TO PERFORM NETWORK PROCESSING
Avaya Management L.P.	08/916487	6377998	METHOD AND APPARATUS FOR PERFORMING FRAME PROCESSING FOR A NETWORK
Avaya Management L.P.	08/984453	6252856	METHOD AND APPARATUS FOR MINIMIZING CALCULATIONS REQUIRED TO CONSTRUCT MULTICAST TREES
Avaya Management L.P.	09/060166	6252888	METHOD AND APPARATUS PROVIDING NETWORK COMMUNICATIONS BETWEEN DEVICES USING FRAMES WITH MULTIPLE FORMATS
Avaya Management L.P.	09/069072	6226290	METHOD AND APPARATUS FOR ADJUSTING AN INTERPACKET GAP USING A NETWORK DEVICE IN A DATA COMMUNICATIONS NETWORK
Avaya Management L.P.	09/625255	6484209	EFFICIENT PATH BASED FORWARDING AND MULTICAST FORWARDING
Avaya Management L.P.	09/106797	6216167	EFFICIENT PATH BASED FORWARDING AND MULTICAST FORWARDING
Avaya Management L.P.	10/230758	7463625	STACKABLE SWITCH PORT COLLAPSE MECHANISM
Avaya Management L.P.	09/107177	6490276	STACKABLE SWITCH PORT COLLAPSE MECHANISM
Avaya Management L.P.	09/109343	7095740	METHOD AND APPARATUS FOR VIRTUAL OVERLAY NETWORKS
Avaya Management L.P.	09/113296	6314489	METHODS AND SYSTEMS FOR STORING CELL DATA USING A BANK OF CELL BUFFERS

Avaya Management L.P.	09/213096	6977892	METHOD AND APPARATUS FOR PRESERVING FLOW ORDER ACROSS LINKS OF A MULTI LINK TRUNK
Avaya Management L.P.	09/271011	6973031	METHOD AND APPARATUS FOR PRESERVING FRAME ORDERING ACROSS AGGREGATED LINKS SUPPORTING A PLURALITY OF TRANSMISSION RATES
Avaya Management L.P.	09/271008	6970420	METHOD AND APPARATUS FOR PRESERVING FRAME ORDERING ACROSS AGGREGATED LINKS SUPPORTING A PLURALITY OF QUALITY OF SERVICE LEVELS
Avaya Management L.P.	09/131141	6970419	METHOD AND APPARATUS FOR PRESERVING FRAME ORDERING ACROSS AGGREGATED LINKS BETWEEN SOURCE AND DESTINATION NODES
Avaya Management L.P.	09/138300	6301662	AUTHENTICATION OF ROUTING DATA USING VARIABLE OUTPUT LENGTH ONE-WAY FUNCTIONS
Avaya Management L.P.	09/153638	6697361	METHOD AND APPARATUS FOR STREAM AGGREGATION IN A MULTIPROTOCOL LABEL SWITCHING NETWORK ENVIRONMENT
Avaya Management L.P.	09/212129	6556547	METHOD AND APPARATUS PROVIDING FOR ROUTER REDUNDANCY OF NON INTERNET PROTOCOLS USING THE VIRTUAL ROUTER REDUNDANCY PROTOCOL
Avaya Management L.P.	09/222045	6430621	SYSTEM USING DIFFERENT TAG PROTOCOL IDENTIFIERS TO DISTINGUISH BETWEEN MULTIPLE VIRTUAL LOCAL AREA NETWORKS
Avaya Management L.P.	09/222481	6487172	PACKET NETWORK ROUTE SELECTION METHOD AND APPARATUS USING ABIDDING ALGORITHM
Avaya Management L.P.	09/229116	6519231	METHOD AND APPARATUS PROVIDING A SPANNING TREE PROTOCOL FOR A DATA COMMUNICATIONS NETWORK HAVING A MULTI-LINK TRUNK
Avaya Management L.P.	09/276201	6405251	ENHANCEMENT OF NETWORK ACCOUNTING RECORDS
Avaya Management L.P.	09/276309	6751663	SYSTEM WIDE FLOW AGGREGATION PROCESS FOR AGGREGATING NETWORK ACTIVITY RECORDS
Avaya Management L.P.	09/293495	6654371	METHOD AND APPARATUS FOR FORWARDING MULTICAST DATA BY RELAYING IGMP GROUP MEMBERSHIP

Avaya Management L.P.	09/306421	6535482	CONGESTION NOTIFICATION FROM ROUTER
Avaya Management L.P.	10/234689	6771596	BACKPRESSURE MECHANISM FOR A NETWORK DEVICE
Avaya Management L.P.	09/311995	6519225	BACKPRESSURE MECHANISM FOR A NETWORK DEVICE
Avaya Management L.P.	10/242259	7519065	MULTICAST AND UNICAST SCHEDULING FOR A NETWORK DEVICE
Avaya Management L.P.	09/311834	6477169	MULTICAST AND UNICAST SCHEDULING FOR A NETWORK DEVICE
Avaya Management L.P.	09/314569	6778490	METHOD AND APPARATUS FOR FAULT TOLERANT ROUTER ARCHITECTURE
Avaya Management L.P.	09/322905	6557044	METHOD AND APPARATUS FOR EXCHANGE OF ROUTING DATABASE INFORMATION
Avaya Management L.P.	09/326019	6915457	APPARATUS AND METHOD FOR MONITORING MESSAGES FORWARDED BETWEEN APPLICATIONS
Avaya Management L.P.	09/325892	6810427	ROUTER TABLE MANAGER
Avaya Management L.P.	09/344931	6526054	SYSTEM, DEVICE, AND METHOD FOR TRANSITIONING FROM DVMRP TO BGMP FOR INTERDOMAIN MULTICAST ROUTING OVER THE INTERNET MULTICAST BACKBONE
Avaya Management L.P.	10/780111	7072293	AUTOMATIC LOAD SHARING-TRUNKING
Avaya Management L.P.	09/346870	6731599	AUTOMATIC LOAD SHARING-TRUNKING
Avaya Management L.P.	09/362521	6917983	REVERSE PATH FORWARDING USING A MULTICAST ROUTING TABLE
Avaya Management L.P.	09/363610	6721318	EXTENDING ROUTER FUNCTIONALITY TO REPORT STATIC GROUP MEMBERSHIP
Avaya Management L.P.	09/373135	6792003	METHOD OF TRANSPORTING AND ALIGNING DATA ACROSS MULTIPLE SERIAL DATA STREAMS
Avaya Management L.P.	09/374460	6906998	SWITCHING DEVICE INTERFACES
Avaya Management L.P.	09/422702	6795433	MULTICAST ROUTING CACHE
Avaya Management L.P.	10/978684	7296090	DISTRIBUTION OF REACHABILITY INFORMATION IN DATA VIRTUAL PRIVATE NETWORKS
Avaya Management L.P.	11/974674	7698464	DISTRIBUTION OF REACHABILITY INFORMATION IN DATA VIRTUAL PRIVATE NETWORKS
Avaya Management L.P.	10/978909	7415534	DISTRIBUTION OF REACHABILITY INFORMATION IN DATA VIRTUAL PRIVATE NETWORKS
Avaya Management L.P.	09/441367	6813644	DISTRIBUTION OF REACHABILITY INFORMATION IN DATA VIRTUAL PRIVATE NETWORKS

Avaya Management L.P.	09/450100	6597703	SYSTEM, DEVICE AND METHOD FOR REDUCING MULTICAST FORWARDING STATES IN A MULTICAST COMMUNICATION SYSTEM
Avaya Management L.P.	09/457855	6826182	AND-OR MULTI-CAST MESSAGE ROUTING METHOD FOR HIGH PERFORMANCE FAULT-TOLERANT MESSAGE REPLICATION
Avaya Management L.P.	09/493453	6738900	METHOD AND APPARATUS FOR DISTRIBUTING PUBLIC KEY CERTIFICATES
Avaya Management L.P.	09/753017	7039724	PROGRAMMABLE COMMAND-LINE INTERFACE FOR MANAGING OPERATION OF A NETWORK DEVICE
Avaya Management L.P.	09/536078	6957438	NETWORK DEVICE APPLICATION PROGRAMMING INTERFACE
Avaya Management L.P.	09/668786	6973097	MODIFYING MESSAGE SIZE INDICATIONS IN COMMUNICATIONS OVER DATA NETWORKS
Avaya Management L.P.	09/685905	7444422	MULTICAST WHEN FORWARDING INFORMATION IS UNKNOWN
Avaya Management L.P.	09/688582	6977931	ROUTING DATA
Avaya Management L.P.	09/690393	7139838	APPARATUS AND METHOD OF DISTRIBUTING ROUTING INFORMATION
Avaya Management L.P.	09/709830	7127526	METHOD AND APPARATUS FOR DYNAMICALLY LOADING AND MANAGING SOFTWARE SERVICES ON AN EMBEDDED DEVICE.
Avaya Management L.P.	09/736692	6970943	HIGH-SPEED COMPUTATION IN NETWORK DEVICES
Avaya Management L.P.	09/739309	7047312	TCP RATE CONTROL WITH ADAPTIVE THRESHOLDS
Avaya Management L.P.	09/742881	7099323	METHOD, APPARATUS AND SYSTEM FOR MANAGEMENT OF MULTICAST ROUTES FOR A PLURALITY OF ROUTING PROTOCOLS IN A NETWORK DEVICE
Avaya Management L.P.	09/747350	7007100	METHOD FOR SYNCHRONIZATION OF MULTICAST ROUTING TABLE CHANGES WITH A PLURALITY OF MULTICAST ROUTING PROTOCOLS
Avaya Management L.P.	09/741999	7013302	BIT FIELD MANIPULATION
Avaya Management L.P.	10/678677	6934780	EXTERNAL MEMORY ENGINE SELECTABLE PIPELINE ARCHITECTURE
Avaya Management L.P.	09/742286	6665755	EXTERNAL MEMORY ENGINE SELECTABLE PIPELINE ARCHITECTURE
Avaya Management L.P.	09/741853	7293079	METHOD AND APPARATUS FOR MONITORING A NETWORK USING STATISTICAL INFORMATION STORED IN A MEMORY ENTRY



Avaya Management L.P.	09/741846	6981077	GLOBAL ACCESS BUS ARCHITECTURE
Avaya Management L.P.	09/741858	6847640	HIGH SPEED PHYSICAL CIRCUITS OF MEMORY INTERFACE
Avaya Management L.P.	09/742288	7069422	LOAD-SHIFT CARRY INSTRUCTION
Avaya Management L.P.	09/741857	8762581	MULTI-THREAD PACKET PROCESSOR
Avaya Management L.P.	09/741859	6633880	METHOD AND APPARATUS FOR PERFORMING DISTINCT TYPES OF RADIXSEARCHES
Avaya Management L.P.	09/742290	7039627	METHOD AND APPARATUS FOR PERFORMING A RADIX SEARCH BY SELECTING ONE OF A VALID TABLE AND A TRANSITION TABLE
Avaya Management L.P.	09/741845	7131125	ROUTE SWITCH PACKET ARCHITECTURE
Avaya Management L.P.	09/742300	6778526	HIGH SPEED ACCESS BUS INTERFACE AND PROTOCOL
Avaya Management L.P.	09/747436	6996085	SYSTEM, DEVICE, AND METHOD FOR PROVIDING NETWORK ACCESS IN A COMMUNICATION SYSTEM
Avaya Management L.P.	09/753227	7366103	SEAMLESS ROAMING OPTIONS IN AN IEEE 802.11 COMPLIANT NETWORK
Avaya Management L.P.	09/842,604	7454484	METHOD AND APPARATUS FOR PRODUCING A MULTICAST TREE
Avaya Management L.P.	09/850,057	6901593	ACTIVE QUEUE MANAGEMENT WITH FLOW PROPORTIONAL BUFFERING
Avaya Management L.P.	09/899265	7831733	POLICY-BASED FORWARDING IN OPEN SHORTEST PATH FIRST (OSPF) NETWORKS
Avaya Management L.P.	10/026206	6971058	METHOD AND APPARATUS FOR FINDING VARIABLE LENGTH DATA PATTERNS WITHIN A DATA STREAM
Avaya Management L.P.	10/029855	7206825	SYSTEM AND METHOD FOR NETWORK CONFIGURATION ENGINE
Avaya Management L.P.	10/126300	7197553	NETWORK SYSTEM HAVING A VIRTUAL-SERVICE-MODULE
Avaya Management L.P.	10/142218	7386628	METHODS AND SYSTEMS FOR PROCESSING NETWORK DATA PACKETS
Avaya Management L.P.	10/156428	7161902	REDUCING NETWORK TRAFFIC CONGESTION
Avaya Management L.P.	10/192252	7010716	METHOD AND APPARATUS FOR DEFINING FAILOVER EVENTS IN A NETWORK DEVICE
Avaya Management L.P.	10/406841	7373646	METHOD AND APPARATUS FOR SHARING STACK SPACE BETWEEN MULTIPLE PROCESSES IN A NETWORK DEVICE
Avaya Management L.P.	10/422831	7388837	MULTI-FLOW MULTI-LEVEL LEAKY BUCKET POLICER
Avaya Management L.P.	10/422796	7336672	CONSTANT GAIN CONTROLLER FOR ACTIVE QUEUE MANAGEMENT

Avaya Management L.P.	10/426763	7277391	ACTIVE QUEUE MANAGEMENT USING PROPORTIONAL CONTROL AND RATE-BASED INFORMATION
Avaya Management L.P.	10/426286	7424546	RATE-BASED PROPORTIONAL-INTEGRAL CONTROL SCHEME FOR ACTIVE QUEUE MANAGEMENT
Avaya Management L.P.	10/449112	7342874	HIGH-AVAILABILITY PACKET FORWARDING APPARATUS AND METHOD
Avaya Management L.P.	10/608601	7389534	METHOD AND APPARATUS FOR ESTABLISHING VIRTUAL PRIVATE NETWORKS IN A WIRELESS NETWORK
Avaya Management L.P.	10/618136	7463579	ROUTED SPLIT MULTILINK TRUNKING
Avaya Management L.P.	10/633459	7336611	RATE-BASED MULTI-LEVEL ACTIVE QUEUE MANAGEMENT WITH DROP PRECEDENCE DIFFERENTIATION
Avaya Management L.P.	10/669252	7418519	TECHNIQUE FOR PREFIX LIMIT EXCHANGE FOR ROUTE ADVERTISEMENT
Avaya Management L.P.	10/742653	7480306	INTERWORKING FUNCTIONALITY
Avaya Management L.P.	10/757139	7697454	METHOD AND APPARATUS FOR CONTROLLING THE DISSEMINATION OF ROUTING INFORMATION ON A COMMUNICATION NETWORK
Avaya Management L.P.	11/262609	8345645	WLAN ACCESS CONTROLLER PACKET BUFFERING
Avaya Management L.P.	11/315893	8149695	DYNAMIC QUEUE INSTANTIATION
Avaya Management L.P.	11/318063	7924727	Method for Wireless Network Self-Configuration
Avaya Management L.P.	11/394816	8107382	LOOP DETECTION IN A COMMUNICATIONS NETWORK
Avaya Management L.P.	11/508660	9521063	METHOD AND SYSTEM FOR ENHANCED INTERNET PROTOCOL ADDRESS AGGREGATION
Avaya Management L.P.	11/549708	7924743	METHOD FOR MULTICAST DISTRIBUTION TREE SWITCHOVER