

## PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

EPAS ID: PAT8297471

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	RELEASE OF SECURITY INTEREST
<b>CONVEYING PARTY DATA</b>	
<b>Name</b>	<b>Execution Date</b>
CITY NATIONAL BANK, AS ADMINISTRATIVE AGENT	11/27/2023
<b>RECEIVING PARTY DATA</b>	
<b>Name:</b>	FIVE9, INC.
<b>Street Address:</b>	3001 BISHOP DRIVE, SUITE 350
<b>City:</b>	SAN RAMON
<b>State/Country:</b>	CALIFORNIA
<b>Postal Code:</b>	94583
<b>PROPERTY NUMBERS Total: 23</b>	
<b>Property Type</b>	<b>Number</b>
Patent Number:	9280541
Patent Number:	9118763
Patent Number:	8948373
Patent Number:	8755372
Patent Number:	8699699
Patent Number:	8693671
Patent Number:	8582752
Patent Number:	8411844
Patent Number:	8345856
Patent Number:	8583498
Patent Number:	7734029
Patent Number:	8184789
Application Number:	62205864
Application Number:	15057166
Application Number:	13793723
Application Number:	12772894
Application Number:	13604929
Application Number:	13332519
PCT Number:	US2013020756
PCT Number:	US2013057135

Property Type	Number
PCT Number:	US2012052330
PCT Number:	US2012054245
PCT Number:	US2016020162

  

**CORRESPONDENCE DATA**

**Fax Number:** (202)842-7899

*Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.*

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**Correspondent Name:** JENNIFER FITZPATRICK

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<b>ATTORNEY DOCKET NUMBER:</b>	319000-100
<b>NAME OF SUBMITTER:</b>	JENNIFER FITZPATRICK
<b>SIGNATURE:</b>	/JENNIFER FITZPATRICK/
<b>DATE SIGNED:</b>	11/28/2023

  

**Total Attachments: 5**

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## RELEASE OF SECURITY INTEREST

This Release of Security Interest is made as of NOV 27, 2023, by CITY NATIONAL BANK, as Administrative Agent ("Agent") in favor of FIVE9, INC., a Delaware corporation ("Grantor") with its principal place of business located at 3001 Bishop Drive, Suite 350, San Ramon, CA 94583.

### Recital

WHEREAS Grantor granted to Agent a security interest in the copyrights, patents and trademarks described on Exhibits A - C, respectively, attached hereto (collectively, the "Intellectual Property") under an Intellectual Property Security Agreement dated as of August 1, 2016, by and between Grantor and Agent, as amended from time to time (the "Security Agreement") and recorded with the United States Library of Congress Copyright Office on August 3, 2016 at V9938 D91 P1-7 with the US Patent and Trademark Office with respect to patents on August 1, 2016, at Reel/Frame 039308/0137 and with respect to trademarks on August 1, 2016, at Reel/Frame 5846/0038.

WHEREAS Grantor has no outstanding obligations to Agent under the terms of the Security Agreement, Agent agrees to release its security interest in the Intellectual Property.

### Agreement

Now therefore, Agent agrees that it terminates and releases its security interest in the Intellectual Property and reassigns to Grantor, without warranty or recourse, all interest of Agent in the Intellectual Property.

AGENT:

CITY NATIONAL BANK, as Administrative Agent

By: Alan Jepsen

Name: Alan Jepsen

Title: Senior Vice President

245 Lytton Avenue, Suite 175  
Palo Alto, CA 94301

**EXHIBIT A**

**Copyrights**

<b><u>Description</u></b>	<b><u>Registration Number</u></b>	<b><u>Registration Date</u></b>
Social Customer Interaction Management Computer Program	TX7-774-392	07/15/13

**EXHIBIT B****PATENTS**

<b>Description</b>	<b>Patent / Application Number</b>	<b>Issue / Application Date</b>
QR Data proxy and protocol gateway	9,280,541	03/08/16
Real Time Feedback Proxy	9,118,763	08/25/15
System and methods for outbound dialing in multi-campaign and blended environment of virtual contact center	8,948,373	02/03/15
Secure customer service proxy portal	8,755,372	06/17/14
System and methods for outbound dialing in multi-campaign and blended environment of virtual contact center	8,699,699	04/15/14
Network predictive customer service queue management	8,693,671	04/08/14
System and method for optimal outbound dialing in virtual contact center	8,582,752	11/12/13
Method for controlling abandonment rate in outbound campaigns	8,411,844	04/02/13
Method for estimation impact of calls in dialer for predictive dialing	8,345,856	01/01/13
System for social care routing, prioritization and agent assistance	13/793,723	03/11/13
System and Method for biometrics based fraud prevention	8,583,498	11/12/13
Trust-based personalized offer portal	12/772,894	05/03/10
Social proxy and protocol gateway	13/604,929	09/06/12
Apparatus, system, and method for automated call initiation	7,734,029	06/08/10
Apparatus, system, and method for automated call imitation	8,184,789	05/22/12
Porous sheet and method for manufacturing the same (ABANDONED)	13/332,519	12/21/11
QR Data proxy and protocol gateway	PCT/US2013/020756	01/09/13
System for social care routing, prioritization and agent assistance	PCT/US2013/57135	08/28/13
Network predictive customer service queue management	PCT/US2012/052330	08/24/12
Social proxy and protocol gateway	PCT/US2012/054245	09/07/12

Universal Virtual Desktop Audio Quality Patent	62/205,864	8/17/2015
Systems and methods for establishing a control channel between a virtualization server and a client drive	15/057,166	03/1/2016
Systems and methods for establishing a control channel between a virtualization server and a client drive	PCT/US216/20162	03/01/2016

**EXHIBIT C**  
**TRADEMARKS**

<b>Description</b>	<b>Registration/ Serial Number</b>	<b>Registration/ Application Date</b>
FIVE9 TRUST	86/804,339	10/30/15
SOCOCARE	4,536,062	05/27/14
SOCOCARE SOCIAL AND COMMUNITY CARE	4,542,094	06/03/14
FIVE9	4,496,192	03/11/14
INAPP	4,498,899	03/18/14
SERVICE IS THE NEW SALES	4,262,354	12/18/12
Q-FREE	4,251,081	11/27/12
FIVE9	3,119,836	07/25/06
INBOUND. OUTBOUND. UNBOUND.	3,171,631	11/14/06
FIVE9	3,119,837	07/25/06
HOLD-FREE	3,982,207	06/21/11
PUTTING A PRETTY FACE ON CUSTOMER SERVICE	3,966,984	05/24/11