

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

Assignment ID: PATI728889

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	PATENT ASSIGNMENT AGREEMENT

CONVEYING PARTY DATA

Name	Execution Date
Afiniti, Ltd.	12/03/2024

RECEIVING PARTY DATA

Company Name:	Afiniti AI Holdings LLC
Street Address:	Maples Corporate Services Limited, PO Box 309
Internal Address:	Ugland House
City:	Grand Cayman
State/Country:	CAYMAN ISLANDS
Postal Code:	KY1-1104

PROPERTY NUMBERS Total: 236

Property Type	Number
Application Number:	10841037
Application Number:	11402120
Application Number:	11520146
Application Number:	11864021
Application Number:	12021251
Application Number:	12180382
Application Number:	12202091
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Application Number:	12202101
Application Number:	12243142
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Application Number:	12331161
Application Number:	12331181
Application Number:	12331195
Application Number:	12331201
Application Number:	12355618

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Property Type	Number
Application Number:	12490949
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PCT Number:	US2331391
PCT Number:	US2381986
PCT Number:	US2382838
PCT Number:	US2385786

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: 2128488077

Email: zach.frankel@aoshearman.com,roque.rodriguez@aoshearman.com

Correspondent Name: Zach Frankel

Address Line 1: 599 Lexington Avenue

Address Line 2: Allen Overy Shearman Sterling US LLP

Address Line 4: New York, NEW YORK 10022

ATTORNEY DOCKET NUMBER:	1043302-10
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NAME OF SUBMITTER:	Roque Rodriguez
SIGNATURE:	Roque Rodriguez
DATE SIGNED:	01/03/2025
Total Attachments: 64 source=10F-AF~1#page1.tiff source=10F-AF~1#page2.tiff source=10F-AF~1#page3.tiff source=10F-AF~1#page4.tiff source=10F-AF~1#page5.tiff source=10F-AF~1#page6.tiff source=10F-AF~1#page7.tiff source=10F-AF~1#page8.tiff source=10F-AF~1#page9.tiff source=10F-AF~1#page10.tiff source=10F-AF~1#page11.tiff source=10F-AF~1#page12.tiff source=10F-AF~1#page13.tiff source=10F-AF~1#page14.tiff source=10F-AF~1#page15.tiff source=10F-AF~1#page16.tiff source=10F-AF~1#page17.tiff source=10F-AF~1#page18.tiff source=10F-AF~1#page19.tiff source=10F-AF~1#page20.tiff source=10F-AF~1#page21.tiff source=10F-AF~1#page22.tiff source=10F-AF~1#page23.tiff source=10F-AF~1#page24.tiff source=10F-AF~1#page25.tiff source=10F-AF~1#page26.tiff source=10F-AF~1#page27.tiff source=10F-AF~1#page28.tiff source=10F-AF~1#page29.tiff source=10F-AF~1#page30.tiff source=10F-AF~1#page31.tiff source=10F-AF~1#page32.tiff source=10F-AF~1#page33.tiff source=10F-AF~1#page34.tiff source=10F-AF~1#page35.tiff source=10F-AF~1#page36.tiff source=10F-AF~1#page37.tiff source=10F-AF~1#page38.tiff source=10F-AF~1#page39.tiff source=10F-AF~1#page40.tiff source=10F-AF~1#page41.tiff source=10F-AF~1#page42.tiff source=10F-AF~1#page43.tiff	

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Exhibit C-1

PATENT ASSIGNMENT AGREEMENT

This PATENT ASSIGNMENT AGREEMENT (this “Assignment”), effective as of December 3, 2024, is made and entered into by and between Afiniti, Ltd., a Bermuda exempted company in provisional liquidation acting by its joint provisional liquidators (the “Assignor”), and Afiniti AI Holdings LLC, a Cayman Islands limited liability company and a wholly owned subsidiary of Assignor (the “Assignee”) (each, a “Party,” and collectively, the “Parties”).

WHEREAS, Assignor is the owner of each of the patents and patent applications set forth on Schedule A hereto (the “Transferred Patents”);

WHEREAS, Assignor and Assignee entered into that certain Stock and Asset Transfer Agreement, dated as of the date hereof (the “Transfer Agreement”), pursuant to which Assignor has agreed, among other things, to assign, transfer, convey and deliver to Assignee, and Assignee has agreed, among other things, to acquire from Assignor, all of Assignor’s right, title and interest in and to the Transferred Patents; and

WHEREAS, Assignor and Assignee now desire to effectuate the terms of the Transfer Agreement by, among other things, the execution and delivery of this Assignment.

NOW THEREFORE, in consideration of the foregoing premises and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, and with the intent to be legally bound hereby, the Parties hereby agree as follows:

1. Assignment. On the terms and subject to the conditions set forth in the Transfer Agreement, as of the date hereof, Assignor hereby assigns, transfers, conveys and delivers to Assignee, and Assignee hereby acquires and accepts from Assignor, all of Assignor’s right, title and interest in and to the Transferred Patents and the inventions covered thereby for all original, divisional, continuation, continuation-in-part, substitute or reissue applications and patents applied or granted therefor in the United States and all other countries, including all rights therein provided by international conventions and treaties, all rights corresponding thereto throughout the world and all other rights of any kind whatsoever of Assignor accruing thereunder or pertaining thereto, including all rights of priority and renewals, all claims for damages and injunctive or other relief for past, present and future infringement, dilution, misappropriation, unlawful imitation or other violation, misuse, conflict or breach with respect to any of the foregoing, with the right, but not the obligation, to sue for and collect, or otherwise recover, such damages or injunctive or other relief, and all proceeds of, collateral for, income, royalties and other payments now or hereafter due and payable with respect to, and supporting obligations relating to, any and all of the Transferred Patents.

2. Further Assurances.

(a) Assignor, for itself and its successors, assigns or legal representatives, does hereby agree and covenant without further remuneration, to execute and deliver all divisional, continuation, continuation-in-part, reissue and other applications for the Transferred Patents and all assignments thereof to Assignee or its successors or assigns, to communicate to Assignee or its legal representatives all facts known to Assignor with respect to the Transferred Patents upon Assignee's request, to testify in any interference or other legal proceedings in which the Transferred Patents may become involved, and to sign all lawful papers, make all rightful oaths, and take any further action necessary or desirable to aid Assignee or its successors, assigns or legal representatives to implement, record or perfect this Assignment and Assignee's interest in and to the Transferred Patents, at Assignee's expense.

(b) If Assignee is unable for any reason to secure Assignor's signature to any document it is entitled to under Section 2(a) hereof despite using good faith efforts to do so, Assignor hereby irrevocably designates and appoints Assignee, and Assignee's duly authorized officers and legal representatives, as its agents and attorneys-in-fact with full power of substitution to act for and on the behalf and instead of Assignor, solely to execute and file any such document or documents necessary to implement, record or perfect this Assignment with the same legal force and effect as if executed by Assignor. Neither Party shall enter into any agreement in conflict with this Assignment.

3. Due Authorization. Assignor hereby authorizes and requests the Commissioner of Patents of the United States and any other official of any applicable Governmental Authority, to issue any and all registrations from any and all applications for registration included in the Transferred Patents to and in the name of Assignee.

4. Provisional Liquidators. In accordance with Section 8.15(d) of the Transfer Agreement, this Assignment contains no new liabilities on the part of Assignee. Mike Morrison and Charles Thresh of Teneo (Bermuda) Ltd., and any successors appointed by the Bermuda Court in connection with the provisional liquidation of Assignor, are hereby excluded from any and all personal liability in connection with this Assignment.

5. Transfer Agreement. This Assignment is being executed and delivered pursuant and subject to the Transfer Agreement and solely to give effect to the transactions contemplated by the Transfer Agreement. Nothing in this Assignment shall, or shall be deemed to, defeat, limit, alter or impair, enhance or enlarge any right, obligation, claim or remedy created by the Transfer Agreement. In the event of a conflict between this Assignment and the Transfer Agreement, the Transfer Agreement will control.

6. Miscellaneous. Sections 1.03 (Interpretation and Rules of Construction), 8.02 (Notices), 8.04 (Severability), 8.06 (Assignment), 8.07 (Amendment), 8.09 (No Third Party Beneficiaries), 8.11 (Governing Law), 8.12 (Waiver of Jury Trial), 8.13 (Specific Performance) and 8.14 (Counterparts) of the Transfer Agreement are incorporated herein by reference and shall apply to this Assignment *mutatis mutandis*.

[Remainder of page intentionally left blank]

IN WITNESS WHEREOF, each Party has caused this Assignment to be executed by its duly authorized representative.

ASSIGNOR:

AFINITI, LTD, a Bermuda exempted company in provisional liquidation acting by its joint provisional liquidators Mike Morrison and Charles Thresh of Teneo (Bermuda) Ltd.

By: _____

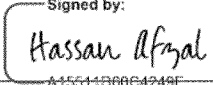


Name: Charles Thresh

Title: Provisional Liquidator

ASSIGNEE:

AFINITI AI HOLDINGS LLC, a Cayman Islands
limited liability company

By:  Signed by:
A1551190064249E...
Name: Hassan Afzal
Title: Authorised Person

SCHEDULE A

PATENTS

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
Systems And Methods For Routing Callers To An Agent In A Contact Center	Issued	Australia	AU2008349500	9/19/2008	AU2008349500	5/8/2014
Routing Callers From A Set Of Callers In An Out Of Order Sequence	Issued	Australia	AU2009209317	1/21/2009	AU2009209317	5/15/2014
Call Routing Methods And Systems Based On Multiple Variable Standardized Scoring And Shadow Queue	Issued	Australia	AU2009288509	8/19/2009	AU2009288509	11/26/2015
Two Step Routing Procedure In A Call Center	Issued	Australia	AU2009311534	10/21/2009	AU2009311534	8/7/2014
Call Mapping Systems And Methods Using Bayesian Mean Regression (Bmr)	Issued	Australia	AU2013240131	3/21/2013	AU2013240131	3/23/2017
Call Mapping Systems And Methods Using Variance Algorithm (Va) And/Or Distribution Compensation	Issued	Australia	AU2013240133	3/21/2013	AU2013240133	1/11/2018
Call Mapping Systems And Methods Using Bayesian Mean Regression (Bmr)	Issued	Australia	AU2019201218	2/21/2019	AU2019201218	9/10/2020
Techniques For Benchmarking Pairing Strategies In A Contact Center System	Issued	Australia	AU2021201092	2/19/2021	AU2021201092	9/14/2023
Call Mapping Systems And Methods Using Bayesian Mean Regression (Bmr)	Issued	Australia	AU2022202414	4/12/2022	AU2022202414	11/16/2023
Techniques For Benchmarking Pairing Strategies In A Contact Center System	Issued	Australia	AU2023204093	6/27/2023	AU2023204093	8/15/2024
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Brazil	BR112017007054 5	5/13/2016	BR11201700705 4-5	1/2/2024
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Brazil	BR112018011018 3	11/22/2016	BR11201801101 83	1/2/2024
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Brazil	BR112018011020 5	11/22/2016	BR11201801102 05	11/7/2023
Routing Callers From A Set Of Callers In An Out Of Order Sequence	Issued	Canada	CA2713476	7/28/2010	CA2713476	10/3/2017
Systems And Methods For Routing Callers To An Agent In A Contact Center	Issued	Canada	CA2713526	7/28/2010	CA2713526	8/13/2019
Call Routing Methods And Systems Based On Multiple Variable Standardized Scoring And Shadow Queue	Issued	Canada	CA2735443	2/25/2011	CA2735443	10/24/2017

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
Two Step Routing Procedure In A Call Center	Issued	Canada	CA2742958	5/6/2011	CA2742958	8/8/2017
Call Mapping Systems And Methods Using Bayesian Mean Regression (Bmr)	Issued	Canada	CA2868022	9/19/2014	CA2868022	9/20/2022
Call Mapping Systems And Methods Using Variance Algorithm (Va) And/Or Distribution Compensation	Issued	Canada	CA2868802	9/26/2014	CA2868802	10/23/2018
Two Step Routing Procedure In A Call Center	Issued	Canada	CA2958005	2/14/2017	CA2958005	7/27/2021
Techniques For Behavioral Pairing In A Contact Center System	Issued	Canada	CA2961080	3/14/2017	CA2961080	6/18/2019
Routing Callers From A Set Of Callers In An Out Of Order Sequence	Issued	Canada	CA2962534	3/28/2017	CA2962534	6/23/2020
Call Routing Methods And Systems Based On Multiple Variable Standardized Scoring And Shadow Queue	Issued	Canada	CA2962536	3/28/2017	CA2962536	8/6/2019
Call Mapping Systems And Methods Using Variance Algorithm (Va) And/Or Distribution Compensation	Issued	Canada	CA2993375	1/29/2018	CA2993375	7/7/2020
Call Mapping Systems And Methods Using Variance Algorithm (Va) And/Or Distribution Compensation	Issued	Canada	CA2993380	1/29/2018	CA2993380	6/23/2020
Techniques For Hybrid Behavioral Pairing In A Contact Center System	Issued	Canada	CA3004210	5/3/2018	CA3004210	5/21/2019
Techniques For Hybrid Behavioral Pairing In A Contact Center System	Issued	Canada	CA3004211	5/3/2018	CA3004211	5/21/2019
Techniques For Case Allocation	Issued	Canada	CA3004212	5/3/2018	CA3004212	2/11/2020
Techniques For Benchmarking Pairing Strategies In A Contact Center System	Issued	Canada	CA3004240	5/3/2018	CA3004240	12/31/2019
Techniques For Behavioral Pairing Model Evaluation In A Contact Center System	Issued	Canada	CA3007711	6/28/2018	CA3007711	4/2/2019
Techniques For L3 Pairing And Workforce Management In A Contact Center System	Issued	Canada	CA3007712	6/28/2018	CA3007712	1/14/2020
Techniques For Behavioral Pairing Model Evaluation In A Contact Center System	Issued	Canada	CA3021850	10/22/2018	CA3021850	4/2/2019
Techniques For Estimating Expected Performance In A Task Assignment System	Issued	Canada	CA3024670	11/19/2018	CA3024670	7/12/2022
Techniques For Behavioral Pairing In A Dispatch Center System	Issued	Canada	CA3026131	11/29/2018	CA3026131	12/6/2022
Techniques For Case Allocation	Issued	Canada	CA3028696	12/27/2018	CA3028696	6/8/2021

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
Techniques For L3 Pairing And Workforce Management In A Contact Center System	Issued	Canada	CA3031654	1/25/2019	CA3031654	8/6/2019
Techniques For Benchmarking Pairing Strategies In A Task Assignment System	Issued	Canada	CA3032374	1/31/2019	CA3032374	6/14/2022
Techniques For Benchmarking Pairing Strategies In A Contact Center System	Issued	Canada	CA3032490	1/30/2019	CA3032490	10/3/2023
Routing Callers From A Set Of Callers In An Out Of Order Sequence	Issued	Canada	CA3037778	3/22/2019	CA3037778	12/31/2019
Call Routing Methods And Systems Based On Multiple Variable Standardized Scoring And Shadow Queue	Issued	Canada	CA3048690	7/4/2019	CA3048690	10/12/2021
Routing Callers From A Set Of Callers In An Out Of Order Sequence	Issued	Canada	CA3048852	7/8/2019	CA3048852	5/3/2022
Techniques For Estimating Expected Performance In A Task Assignment System	Issued	Canada	CA3048855	7/8/2019	CA3048855	7/5/2022
Systems And Methods For Routing Callers To An Agent In A Contact Center	Issued	Canada	CA3050293	7/19/2019	CA3050293	12/21/2021
Systems And Methods For Routing Callers To An Agent In A Contact Center	Issued	Canada	CA3050392	7/19/2019	CA3050392	1/3/2023
Techniques For Benchmarking Pairing Strategies In A Contact Center System	Issued	Canada	CA3061637	11/13/2019	CA3061637	4/12/2022
Routing Callers From A Set Of Callers In An Out Of Order Sequence	Issued	Canada	CA3071165	2/4/2020	CA3071165	7/7/2020
Routing Callers From A Set Of Callers In An Out Of Order Sequence	Issued	Canada	CA3071166	2/4/2020	CA3071166	7/7/2020
Techniques For Behavioral Pairing In A Task Assignment System	Issued	Canada	CA3071319	1/28/2020	CA3071319	6/7/2022
Techniques For Behavioral Pairing In A Contact Center System	Issued	Canada	CA3071321	1/28/2020	CA3071321	7/14/2020
Techniques For Behavioral Pairing In A Multistage Task Assignment System	Issued	Canada	CA3113616	3/19/2021	CA3113616	6/11/2024
Techniques For Benchmarking Pairing Strategies In A Task Assignment System	Issued	Canada	CA3157085	4/25/2022	CA3157085	4/11/2023
Techniques For Estimating Expected Performance In A Task Assignment System	Issued	Canada	CA3159738	5/19/2022	CA3159738	6/13/2023
Techniques For Estimating Expected Performance In A Task Assignment System	Issued	Canada	CA3194385	3/28/2023	CA3194385	1/30/2024
Techniques For Pairing Contacts And Agents In A Contact Center System	Issued	Canada	CA3147456	1/13/2022	CA3147456	11/19/2024

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	China	CN200980111060.8	9/27/2010	ZL200980111060.8	11/26/2014
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	China	CN200980142771.1	4/27/2011	ZL200980142771.1	6/10/2015
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	China	CN200980153730.2	7/5/2011	ZL200980153730.2	5/21/2014
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	China	CN201380027357.2	11/25/2014	ZL201380027357.2	4/26/2017
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	China	CN201380027358.7	11/25/2014	ZL201380027358.7	12/8/2017
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	China	CN201510288212.9	5/29/2015	ZL201510288212.9	11/20/2018
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	China	CN201680003682.9	5/17/2017	ZL201680003682.9	3/3/2020
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	China	CN201680070037.9	5/30/2018	ZL201680070037.9	6/4/2019
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	China	CN201680070038.3	5/30/2018	ZL201680070038.3	3/24/2020
TECHNIQUES FOR CASE ALLOCATION	Issued	China	CN201680070068.4	5/30/2018	ZL201680070068.4	9/3/2021
METHOD, SYSTEM AND ARTICAL OF MANUFACTURE FOR RANKING INDIVIDUALS IN A CONTACT CENTER SYSTEM	Issued	China	CN201710206483.4	3/31/2017	ZL201710206483.4	2/26/2021
METHOD, SYSTEM AND ARTICAL OF MANUFACTURE FOR RANKING INDIVIDUALS IN A CONTACT CENTER SYSTEM	Issued	China	CN201710963875.5	10/17/2017	ZL201710963875.5	12/10/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN201780002926.6	2/27/2018	ZL201780002926.6	4/12/2022

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	China	CN201780006042.8	7/6/2018	ZL201780006042.8	11/3/2020
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	China	CN201780016552.3	9/11/2018	ZL201780016552.3	1/26/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN201780016745.9	9/11/2018	ZL201780016745.9	3/17/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN201810251157.X	3/26/2018	ZL201810251157.X	11/4/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN201810251364.5	3/26/2018	ZL201810251364.5	3/4/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN201810251580.X	3/26/2018	ZL201810251580.X	6/3/2022
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	China	CN201811029848.1	9/5/2018	ZL201811029848.1	10/8/2021
TECHNIQUES FOR BEHAVIORAL PAIRING IN A DISPATCH CENTER SYSTEM	Issued	China	CN201880001831.7	10/31/2018	ZL201880001831.7	4/12/2022
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	China	CN201880001832.1	10/31/2018	ZL201880001832.1	5/8/2020
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	China	CN201880001943.2	11/9/2018	ZL201880001943.2	10/2/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	Issued	China	CN201880003594.8	3/18/2019	ZL201880003594.8	12/11/2020
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Issued	China	CN201880015592.0	9/3/2019	ZL201880015592.0	6/14/2024
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN201910150201.2	2/28/2019	ZL201910150201.2	7/9/2021

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	China	CN201910150791.9	2/28/2019	ZL201910150791.9	12/18/2020
METHOD, SYSTEM AND ARTICLE OF MANUFACTURING FOR PAIRING IN A CONTACT CENTER SYSTEM	Issued	China	CN201910183445.0	3/12/2019	ZL201910183445.0	12/14/2021
TECHNIQUES FOR L3 PAIRING	Issued	China	CN201910317677.0	4/19/2019	ZL201910317677.0	12/11/2020
TECHNIQUES FOR L3 PAIRING	Issued	China	CN201910317778.8	4/19/2019	ZL201910317778.8	4/20/2021
TECHNIQUES FOR L3 PAIRING	Issued	China	CN201910318218.4	4/19/2019	ZL201910318218.4	7/16/2021
TECHNIQUES FOR ADAPTING BEHAVIORAL PAIRING TO RUNTIME CONDITIONS IN A TASK ASSIGNMENT SYSTEM	Issued	China	CN201980043374.2	12/25/2020	ZL201980043374.2	10/19/2021
TECHNIQUES FOR BEHAVIORAL PAIRING IN A MULTISTAGE TASK ASSIGNMENT SYSTEM	Issued	China	CN201980071925.6	4/29/2021	ZL201980071925.6	6/18/2024
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	China	CN202010347838.3	4/28/2020	ZL202010347838.3	4/26/2024
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	China	CN202010735874.7	7/28/2020	ZL202010735874.7	8/26/2022
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	China	CN202011138998.3	10/22/2020	ZL202011138998.3	9/15/2023
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	China	CN202110140983.9	2/2/2021	ZL202110140983.9	1/5/2024
METHOD, SYSTEM AND ARTICLE OF MANUFACTURE FOR BENCHMARKING PAIRING STRATEGIES	Issued	China	CN202110141748.3	2/2/2021	ZL202110141748.3	1/5/2024
TECHNIQUES FOR CASE ALLOCATION	Issued	China	CN202110359905.8	4/2/2021	ZL202110359905.8	1/3/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110359929.3	4/2/2021	ZL202110359929.3	9/20/2022

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110360086.9	4/2/2021	ZL202110360086.9	5/5/2023
TECHNIQUES FOR L3 PAIRING	Issued	China	CN202110360089.2	4/2/2021	ZL202110360089.2	6/7/2024
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110361281.3	4/2/2021	ZL202110361281.3	3/24/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110361293.6	4/2/2021	ZL202110361293.6	3/24/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110362302.3	4/2/2021	ZL202110362302.3	7/22/2022
TECHNIQUES FOR CASE ALLOCATION	Issued	China	CN202110365879.X	4/6/2021	ZL202110365879.X	6/3/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110365880.2	4/6/2021	ZL202110365880.2	11/7/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110365930.7	4/6/2021	ZL202110365930.7	6/3/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110365932.6	4/6/2021	ZL202110365932.6	6/3/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110365933.0	4/6/2021	ZL202110365933.0	7/8/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110365942.X	4/6/2021	ZL202110365942.X	3/24/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110365943.4	4/6/2021	ZL202110365943.4	7/15/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A	Issued	China	CN202110365946.8	4/6/2021	ZL202110365946.8	7/8/2022

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
CONTACT CENTER SYSTEM						
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110366291.6	4/6/2021	ZL202110366291.6	7/22/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110366298.8	4/6/2021	ZL202110366298.8	3/24/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110366299.2	4/6/2021	ZL202110366299.2	6/20/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110366306.9	4/6/2021	ZL202110366306.9	7/15/2022
TECHNIQUES FOR CASE ALLOCATION	Issued	China	CN202110367083.8	4/6/2021	ZL202110367083.8	3/19/2024
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110367111.6	4/6/2021	ZL202110367111.6	11/4/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	China	CN202110384168.7	4/9/2021	ZL202110384168.7	5/17/2024
METHOD, SYSTEM AND ARTICLE OF MANUFACTURE FOR PAIRING IN A CONTACT CENTER SYSTEM	Issued	China	CN202110384174.2	4/9/2021	ZL202110384174.2	7/19/2024
METHOD, SYSTEM AND ARTICLE FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	China	CN202110384175.7	4/9/2021	CN113127171B	9/10/2024
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	China	CN202110521097.0	5/13/2021	ZL202110521097.0	6/14/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	China	CN202210526996.4	5/16/2022	ZL202210526996.4	3/8/2024
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTRE	Issued	European Patent Office	EP08871835.8	9/19/2008	EP2235925	12/5/2018

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	European Patent Office	EP09705092.6	1/21/2009	EP2235926	5/1/2019
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	European Patent Office	EP09752022.5	10/21/2009	EP2364545	6/12/2019
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	European Patent Office	EP09791681.1	8/19/2009	EP2338270	4/25/2018
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	European Patent Office	EP13768796.8	3/21/2013	EP2832083	5/8/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	European Patent Office	EP16730466.6	5/13/2016	EP3186948	12/19/2018
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	European Patent Office	EP16822264.4	11/22/2016	EP3384663	4/22/2020
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	European Patent Office	EP16823038.1	11/22/2016	EP3384664	1/6/2021
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	European Patent Office	EP18168538.9	8/19/2009	EP3373569	2/16/2022
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	European Patent Office	EP20780874.2	9/15/2020	EP3895098	3/20/2024
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Issued	European Patent Office	EP22747551.4	1/22/2024	EP4360290	7/3/2024
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Issued	European Patent Office	EP22747551.4	6/24/2022	EP4360290UP/1	7/3/2024
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Issued	European Patent Office	EP23159782.4	1/29/2021	EP4213022	5/1/2024
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	France	EP13768796.8	3/21/2013	EP2832083 (FR)	5/8/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN	Issued	France	EP16730466.6	5/13/2016	EP3186948 (FR)	12/19/2018

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
A CONTACT CENTER SYSTEM						
TECHNIQUE FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	France	EP16822264.4	11/22/2016	EP3384663 (FR)	4/22/2020
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	France	EP16823038.1	11/22/2016	EP3384664 (FR)	1/6/2021
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING	Issued	France	EP18168538.9	8/19/2009	EP3373569 (FR)	2/16/2022
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	France	EP20780874.2	9/15/2020	EP3895098 (FR)	3/20/2024
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Issued	France	EP23159782.4	1/29/2021	EP4213022 (FR)	5/1/2024
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	France	EP8871835.8	9/19/2008	EP2235925 (FR)	12/5/2018
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	France	EP9705092.6	1/21/2009	EP2235926 (FR)	5/1/2019
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	France	EP9752022.5	10/21/2009	EP2364545 (FR)	6/12/2019
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	France	EP9791681.1	8/19/2009	EP2338270 (FR)	4/25/2018
SYSTEMS AND METHODS OF MANAGING CONFERENCE CALLS THROUGH THE USE OF FILTERED LISTS OF PARTICIPANTS	Issued	Germany	DE102009041847.4	9/18/2009	DE102009041847.4	10/29/2015
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	Germany	EP09752022.5	10/21/2009	EP2364545 (DE)	6/12/2019
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	Germany	EP13768796.8	3/21/2013	EP2832083 (DE)	5/8/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Germany	EP16730466.6	5/13/2016	EP3186948 (DE)	12/19/2018
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN	Issued	Germany	EP16822264.4	11/22/2016	EP3384663 (DE)	4/22/2020

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
A CONTACT CENTER SYSTEM						
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Germany	EP16823038.1	11/22/2016	EP3384664 (DE)	1/6/2021
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING	Issued	Germany	EP18168538.9	8/19/2009	EP3373569 (DE)	2/16/2022
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	Germany	EP20780874.2	9/15/2020	EP3895098 (DE)	3/20/2024
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Issued	Germany	EP22747551.4	1/22/2024	EP4360290 (DE)	7/3/2024
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Issued	Germany	EP23159782.4	1/29/2021	EP4213022 (DE)	5/1/2024
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	Germany	EP8871835.8	9/19/2008	EP2235925 (DE)	12/5/2018
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	Germany	EP9705092.6	1/21/2009	EP2235926 (DE)	5/1/2019
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	Germany	EP9791681.1	8/19/2009	EP2338270 (DE)	4/25/2018
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	Hong Kong	HK15107410.0	8/3/2015	HK1206893A1	3/2/2018
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	Hong Kong	HK15109552.4	9/29/2015	HK1208975A1	6/29/2018
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	Hong Kong	HK16102418.2	3/2/2016	HK1214438A1	10/11/2019
A METHOD, SYSTEM AND ARTICLE OF MANUFACTURE FOR HANDLING CONTACTS AND AGENTS IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK17107396.6	7/24/2017	HK1233806	10/22/2021

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK17109342.7	9/14/2017	HK1235586	1/8/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK18106162.9	5/11/2018	HK1246938	11/4/2022
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK18110591.2	8/17/2018	HK1251383	1/22/2021
METHOD, SYSTEM AND ARTICAL OF MANUFACTURE FOR RANKING INDIVIDUALS IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK18111271.7	9/3/2018	HK1251835	4/22/2022
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK18111431.4	9/5/2018	HK1252194A1	3/20/2020
TECHNIQUES FOR CASE ALLOCATION	Issued	Hong Kong	HK18111432.3	9/5/2018	HK1252195	4/8/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK18114303.3	11/8/2018	HK1255185	12/16/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK18114304.2	11/8/2018	HK1255186	3/31/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK18114957.2	11/22/2018	HK1255874	9/30/2022
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK18115658.1	12/6/2018	HK1256580	7/23/2021
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK18115661.6	12/6/2018	HK1256583	8/6/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK18115663.4	12/6/2018	HK1256680A1	1/22/2021
TECHNIQUES FOR BEHAVIORAL PAIRING IN A DISPATCH CENTER SYSTEM	Issued	Hong Kong	HK19101259.3	1/24/2019	HK1259203	11/11/2022

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK19101794.5	1/31/2019	HK1259608	4/23/2021
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	Hong Kong	HK19122768.5	4/23/2019	HK1262894	2/5/2021
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	Hong Kong	HK19125324.4	6/17/2019	HK40002077	6/17/2022
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK19131370.9	10/23/2019	HK40007886A1	7/30/2021
TECHNIQUES FOR L3 PAIRING	Issued	Hong Kong	HK19131372.5	10/23/2019	HK40007888A1	4/14/2022
TECHNIQUES FOR L3 PAIRING	Issued	Hong Kong	HK19131374.1	10/23/2019	HK40007890	6/17/2022
METHOD, SYSTEM AND A NON-TRANSITORY COMPUTER PROCESSOR READABLE MEDIUM FOR WORKFORCE MANAGEMENT IN CONTACT CENTER SYSTEM	Issued	Hong Kong	HK19131378.2	10/23/2019	HK40007893A1	10/15/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	Issued	Hong Kong	HK19131382.4	10/23/2019	HK40007897	6/17/2022
METHOD, SYSTEM AND ARTICLE OF MANUFACTURE FOR PAIRING IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK19131383.2	10/23/2019	HK40007898	6/30/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK19131385.7	10/23/2019	HK40007900	4/1/2022
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	Hong Kong	HK42020016622.1	9/22/2020	HK40026197	9/27/2024
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021024810.0	2/3/2021	HK40035222	3/17/2023
METHOD, SYSTEM AND ARTICLE OF MANUFACTURE FOR BENCHMARKING PAIRING STRATEGIES	Issued	Hong Kong	HK42021031860.6	5/27/2021	HK40041435B	6/27/2024

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
METHOD, SYSTEM AND ARTICLE FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021036542.5	8/9/2021	HK40046513B	6/27/2024
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021036967.4	8/16/2021	HK40047381	1/27/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021036968.2	8/16/2021	HK40047382	10/20/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021036969.0	8/16/2021	HK40047383	8/11/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021036970.8	8/16/2021	HK40047384	4/6/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021036971.6	8/16/2021	HK40047385	11/10/2023
METHOD, SYSTEM AND MEDIUM FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021036972.4	8/16/2021	HK40047386	2/3/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021036973.2	8/16/2021	HK40047387	1/27/2023
METHOD, SYSTEM AND ARTICLE OF MANUFACTURE FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021038111.7	9/2/2021	HK40047907	3/1/2024
TECHNIQUES FOR CASE ALLOCATION	Issued	Hong Kong	HK42021038112.5	9/2/2021	HK40047908	6/30/2023
TECHNIQUES FOR CASE ALLOCATION	Issued	Hong Kong	HK42021038113.3	9/2/2021	HK40047909	12/23/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021038114.1	9/2/2021	HK40047910	12/23/2022

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TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021038115.8	9/2/2021	HK40047911	3/17/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021038116.6	9/2/2021	HK40047912	8/11/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021038120.8	9/2/2021	HK40047915	2/3/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021038121.6	9/2/2021	HK40047916	2/3/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021038122.4	9/2/2021	HK40047917	2/3/2023
METHOD, SYSTEM AND ARTICLE OF MANUFACTURE FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021038123.2	9/2/2021	HK40047918	12/16/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021038117.4	9/2/2021	HK40047913	6/14/2024
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021038652.0	9/10/2021	HK40048795	10/20/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021038653.8	9/10/2021	HK40048796	8/11/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42021040196.4	10/11/2021	HK40050040	12/23/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Hong Kong	HK42022062470.4	10/20/2022	HK40073635	10/18/2024
TECHNIQUES FOR ADAPTING BEHAVIORAL PAIRING TO RUNTIME	Issued	Hong Kong	HK62021026367.4	2/26/2021	HK40036993	4/29/2022

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
CONDITIONS IN A TASK ASSIGNMENT SYSTEM						
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	Hungary	EP13768796.8	3/21/2013	EP2832083 (HU)	5/8/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Hungary	EP16730466.6	5/13/2016	EP3186948 (HU)	12/19/2018
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	Hungary	EP8871835.8	9/19/2008	EP2235925 (HU)	12/5/2018
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	Hungary	EP9705092.6	1/21/2009	EP2235926 (HU)	5/1/2019
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	Hungary	EP9752022.5	10/21/2009	EP2364545 (HU)	6/12/2019
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	Hungary	EP9791681.1	8/19/2009	EP2338270 (HU)	4/25/2018
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	India	IN1797/DELNP/2011	8/19/2009	IN339380	6/25/2020
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	India	IN201717012770	5/13/2016	IN472166	11/23/2023
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	India	IN3748/CHENP/2011	10/21/2009	IN326608	12/3/2019
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	India	IN5967/DELNP/2010	1/21/2009	IN315515	7/4/2019
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Ireland	EP16823038.1	11/22/2016	EP3384664 (IE)	1/6/2021
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING	Issued	Ireland	EP18168538.9	8/19/2009	EP3373569 (IE)	2/16/2022
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	Ireland	EP20780874.2	9/15/2020	EP3895098 (IE)	3/20/2024
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Issued	Ireland	EP22747551.4	6/24/2022	EP4360290 (IE)	7/3/2024

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TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Issued	Ireland	EP23159782.4	1/29/2021	EP4213022 (IE)	5/1/2024
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Israel	IL250776	5/13/2016	IL250776	2/29/2020
TECHNIQUES FOR CASE ALLOCATION	Issued	Israel	IL259538	11/30/2016	IL259538	5/1/2021
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Israel	IL259539	11/22/2016	IL259539	7/31/2020
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Israel	IL259542	11/22/2016	IL259542	7/31/2020
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	Israel	IL263536	5/23/2017	IL263536	11/30/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Israel	IL264332	5/13/2016	IL264332	11/30/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Israel	IL268193	5/13/2016	IL268193	7/1/2020
TECHNIQUES FOR BENCHMARKING CONTACT CENTER SYSTEM PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	Israel	IL268196	5/23/2017	IL268196	6/2/2021
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Israel	IL270213	4/5/2018	IL270213	9/2/2023
TECHNIQUES FOR CASE ALLOCATION	Issued	Israel	IL279206	11/29/2016	IL279206	10/30/2021
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	Italy	EP13768796.8	3/21/2013	EP2832083 (IT)	5/8/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Italy	EP16730466.6	5/13/2016	EP3186948 (IT)	12/19/2018
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Italy	EP16822264.4	11/22/2016	EP3384663 (IT)	4/22/2020
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN	Issued	Italy	EP16823038.1	11/22/2016	EP3384664 (IT)	1/6/2021

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A CONTACT CENTER SYSTEM						
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING	Issued	Italy	EP18168538.9	8/19/2019	EP3373569 (IT)	2/16/2022
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	Italy	EP20780874.2	9/15/2020	EP3895098 (IT)	3/20/2024
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Issued	Italy	EP23159782.4	1/29/2021	EP4213022 (IT)	5/1/2024
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	Italy	EP8871835.8	9/19/2008	EP2235925 (IT)	12/5/2018
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	Italy	EP9705092.6	1/21/2009	EP2235926 (IT)	5/1/2019
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	Italy	EP9752022.5	10/21/2009	EP2364545 (IT)	6/12/2019
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	Italy	EP9791681.1	8/19/2009	EP2338270 (IT)	4/25/2018
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	Japan	JP2010544292	9/19/2008	JP5421928B2	11/29/2013
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	Japan	JP2011525099	8/19/2009	JP5649575B2	11/21/2014
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	Japan	JP2011535592	10/21/2009	JP5631326B2	10/17/2024
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	Japan	JP2014142906	7/11/2014	JP5865444B2	1/8/2016
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	Japan	JP2015503396	3/21/2013	JP6109922B2	3/17/2017
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	Japan	JP2015503397	3/21/2013	JP5990634B2	8/19/2016

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TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2017514350	5/13/2016	JP6526180B2	5/17/2019
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	Japan	JP2018199149	10/23/2018	JP6751126B2	8/17/2020
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2018528305	11/22/2016	JP6492231B2	3/8/2019
TECHNIQUES FOR CASE ALLOCATION	Issued	Japan	JP2018528306	11/30/2016	JP6648277B2	1/17/2020
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2018528314	11/22/2016	JP6492232B2	3/8/2019
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2018534065	4/18/2017	JP6488061B2	3/1/2019
TECHNIQUES FOR L3 PAIRING AND WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2018536156	12/18/2017	JP6557788B2	7/19/2019
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2018536451	12/13/2017	JP6582138B2	9/6/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2018549931	4/5/2018	JP6816164	12/25/2020
TECHNIQUES FOR BEHAVIORAL PAIRING IN A DISPATCH CENTER SYSTEM	Issued	Japan	JP2018551771	4/3/2018	JP6894065	6/7/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2018552074	5/23/2017	JP6585312B2	9/13/2019
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2018552214	5/23/2017	JP6596171B2	10/4/2019
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	Japan	JP2018556358	4/5/2018	JP6674559B2	3/10/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A	Issued	Japan	JP2019017847	8/9/2019	JP6502594B1	3/29/2019

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CONTACT CENTER SYSTEM						
METHOD, SYSTEM AND ARTICAL OF MANUFACTURE FOR RANKING INDIVIDUALS IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2019126003	7/5/2019	JP6882382	5/10/2021
TECHNIQUES FOR L3 PAIRING AND WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2019129899	7/12/2019	JP6748267B2	8/11/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2019158030	8/30/2019	JP6761089	9/7/2020
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2019159494	9/2/2019	JP6641519B1	1/7/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2019160991	9/4/2019	JP6630019B2	12/13/2019
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2019168434	9/17/2019	JP6820387	1/6/2021
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2019168440	9/17/2019	JP6905017	6/28/2021
TECHNIQUES FOR BENCHMARKING CONTACT CENTER SYSTEM PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2019177280	9/27/2019	JP6979988	11/18/2021
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	Japan	JP2019208659	11/19/2019	JP6894067	6/7/2021
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP201938298	3/4/2019	JP6591105B2	9/27/2019
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP201938302	3/4/2019	JP6591106B2	9/27/2019
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	Issued	Japan	JP2019509547	7/18/2018	JP6851463	3/11/2021

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TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Japan	JP201952529	3/20/2019	JP6581740B2	9/6/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	Japan	JP2019552944	7/18/2018	JP6944535	9/14/2021
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2019552945	7/18/2018	JP7346301	9/8/2023
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2019563047	7/18/2018	JP7045396	3/23/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP201987516	5/7/2019	JP6873413	4/23/2021
TECHNIQUES FOR L3 PAIRING AND WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2020098273	6/5/2020	JP6852211	3/12/2021
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	Japan	JP2020136620	8/13/2020	JP7071043	5/10/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2020148069	9/3/2020	JP7045429	3/23/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2020186317	11/9/2020	JP6935571	8/27/2021
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	Japan	JP202038438	3/6/2020	JP7045409	3/23/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP202038621	3/6/2020	JP6858331B2	3/26/2021
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP202044462	3/13/2020	JP6765023B2	9/16/2020
TECHNIQUES FOR L3 PAIRING AND WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2021038066	3/10/2021	JP6909361	7/6/2021

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
USE OF L3 PAIRING AND WORKFORCE MANAGEMENT TECHNIQUES IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2021110562	7/2/2021	JP7076617	5/19/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP202129891	2/26/2021	JP7342051	9/1/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	Issued	Japan	JP202137303	3/9/2021	JP7254110	3/30/2023
TECHNIQUES FOR BENCHMARKING CONTACT CENTER SYSTEM PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	Japan	JP202147461	3/22/2021	JP7171801	11/7/2022
TECHNIQUES FOR ADAPTING BEHAVIORAL PAIRING TO RUNTIME CONDITIONS IN A TASK ASSIGNMENT SYSTEM	Issued	Japan	JP2021517255	2/27/2019	JP6982711	11/24/2021
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2022-176390	11/2/2022	JP7292485	6/8/2023
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	Japan	JP2022-517394	3/17/2022	JP7529771	7/29/2024
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	Japan	JP2023-118057	7/20/2023	JP7534500	8/5/2024
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Issued	Japan	JP2023-94689	6/8/2023	JP7346764	9/8/2023
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	Mexico	MX/a/2010/008238	1/21/2009	MX322251	7/24/2014
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	Mexico	MX/a/2011/004815	10/21/2009	MX316118	12/5/2013
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	Mexico	MX/a/2014/011543	3/21/2013	MX340854	7/28/2016
CALL MAPPING SYSTEMS AND METHODS USING	Issued	Mexico	MX/a/2014/011544	3/21/2013	MX346287	3/14/2017

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
BAYESIAN MEAN REGRESSION (BMR)						
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Mexico	MX/a/2017/002918	5/13/2016	MX385694	8/30/2021
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Mexico	MX/a/2018/006521	11/22/2016	MX396108	10/3/2022
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Mexico	MX/a/2018/006546	11/22/2016	MX396070	9/30/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Mexico	MX/a/2018/012666	4/18/2017	MX406601	9/27/2023
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	New Zealand	NZ587100	1/21/2009	NZ587100	10/30/2013
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	New Zealand	NZ587101	9/19/2008	NZ587101	10/30/2013
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	New Zealand	NZ591486	1/28/2014	NZ591486	1/28/2014
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	New Zealand	NZ592781	10/21/2009	NZ592781	3/21/2014
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	Philippines	PH12010501704	9/19/2008	PH1/2010/501704	2/7/2014
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	Philippines	PH12010501705	1/21/2009	PH1/2010/501705	2/9/2015
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	Philippines	PH12011500426	8/19/2009	PH1/2011/500426	2/29/2016
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	Philippines	PH12011500868	10/21/2009	PH1/2011/500868	6/26/2015
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	Philippines	PH12014502129	3/21/2013	PH1/2014/502129	8/23/2017
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR	Issued	Philippines	PH12014502130	3/21/2013	PH1/2014/502130	7/19/2017

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
DISTRIBUTION COMPENSATION						
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	Portugal	EP13768796.8	3/21/2013	EP2832083 (PT)	5/8/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Portugal	EP16730466.6	5/13/2016	EP3186948 (PT)	12/19/2018
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	Portugal	EP8871835.8	9/19/2008	EP2235925 (PT)	12/5/2018
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	Portugal	EP9705092.6	1/21/2009	EP2235926 (PT)	5/1/2019
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	Portugal	EP9752022.5	10/21/2009	EP2364545 (PT)	6/12/2019
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	Portugal	EP9791681.1	8/19/2009	EP2338270 (PT)	4/25/2018
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR10-2020-7033106	4/5/2018	KR10-2273632	6/30/2021
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR10-2021-7006536	5/23/2017	KR10-2375052	3/11/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR10-2021-7009917	7/18/2018	KR10-2478549	12/13/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR10-2021-7012726	7/18/2018	KR10-2444035	9/13/2022
TECHNIQUES FOR ADAPTING BEHAVIORAL PAIRING TO RUNTIME CONDITIONS IN A TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR10-2021-7012864	2/27/2019	KR10-2455416	10/12/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A MULTISTAGE TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR10-2021-7014847	2/27/2019	KR10-2465759	11/7/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR10-2021-7038672	4/18/2017	KR10-2479061	12/14/2022
TECHNIQUES FOR PAIRING CONTACTS AND	Issued	Republic of Korea	KR10-2022-7004407	8/6/2020	KR10-2680099	6/26/2024

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AGENTS IN A CONTACT CENTER SYSTEM						
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR10-2022-7043365	12/9/2022	KR10-2584377	9/25/2023
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR10-2022-7043733	12/13/2022	KR10-2677061	6/17/2024
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR10-2022-7043949	12/14/2022	KR10-2619349	12/26/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020187033245	4/18/2017	KR102005692B1	7/24/2019
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020187033750	5/23/2017	KR102010718B1	8/7/2019
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR1020187035153	4/5/2018	KR102039290B1	10/25/2019
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020187035266	5/23/2017	KR102051247B1	11/26/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020187036058	4/5/2018	KR102054362B1	12/4/2019
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020197013365	12/13/2017	KR102093271B1	3/19/2020
TECHNIQUES FOR L3 PAIRING AND WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020197015164	12/18/2017	KR102108696B1	4/29/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020197021622	4/18/2017	KR102171864B1	10/23/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020197023053	5/23/2017	KR102116825B1	5/25/2020

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR BEHAVIORAL PAIRING IN A DISPATCH CENTER SYSTEM	Issued	Republic of Korea	KR1020197029247	4/3/2018	KR10-2312723	10/7/2021
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR1020197031296	4/5/2018	KR10-2182405	11/18/2020
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020197034680	5/23/2017	KR102225471B1	3/3/2021
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020197035806	4/5/2018	KR102188646	12/2/2020
TECHNIQUES FOR L3 PAIRING	Issued	Republic of Korea	KR1020207012381	12/18/2017	KR102201964B1	1/6/2021
TECHNIQUES FOR L3 PAIRING	Issued	Republic of Korea	KR1020207012382	12/18/2017	KR102201962B1	1/6/2021
TECHNIQUES FOR L3 PAIRING	Issued	Republic of Korea	KR1020207012387	12/18/2017	KR102201965B1	1/6/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR1020207013280	7/18/2018	KR10-2247591	4/27/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020207014851	5/23/2017	KR10-2312147	10/6/2021
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020207015334	7/18/2018	KR10-2477567	12/9/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR1020207016657	7/18/2018	KR10-2238034	4/2/2021
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020207022917	7/18/2018	KR102227361	3/8/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020207030709	4/18/2017	KR10-2241968	4/13/2021
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Republic of Korea	KR1020207034744	12/2/2020	KR102361995B1	2/8/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A	Issued	Republic of Korea	KR1020217010948	4/18/2017	KR10-2333114	11/25/2021

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CONTACT CENTER SYSTEM						
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR1020217020501	6/30/2021	KR102321206B1	10/28/2021
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	Republic of Korea	KR1020217035067	10/27/2021	KR10-2477064	12/8/2022
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	Spain	EP13768796.8	3/21/2013	EP2832083 (ES)	5/8/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Spain	EP16730466.6	5/13/2016	EP3186948 (ES)	12/19/2018
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Spain	EP16822264.4	11/22/2016	EP3384663 (ES)	4/22/2020
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Spain	EP16823038.1	11/22/2016	EP3384664 (ES)	1/6/2021
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING	Issued	Spain	EP18168538.9	8/19/2009	EP3373569 (ES)	2/16/2022
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	Spain	EP20780874.2	9/15/2020	EP3895098 (ES)	3/20/2024
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Issued	Spain	EP22747551.4	6/24/2022	EP4360290 (ES)	7/3/2024
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Issued	Spain	EP23159782.4	1/29/2021	EP4213022 (ES)	5/1/2024
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	Spain	EP8871835.8	9/19/2008	EP2235925 (ES)	12/5/2018
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	Spain	EP9705092.6	1/21/2009	EP2235926 (ES)	5/1/2019
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	Spain	EP9752022.5	10/21/2009	EP2364545 (ES)	6/12/2019
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE	Issued	Spain	EP9791681.1	8/19/2009	EP2338270 (ES)	4/25/2018

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STANDARDIZED SCORING AND SHADOW QUEUE						
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	Turkey	EP13768796.8	3/21/2013	EP2832083 (TR)	5/8/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	Turkey	EP16730466.6	5/13/2016	EP3186948 (TR)	12/19/2018
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	Turkey	EP20780874.2	9/15/2020	EP3895098 (TR)	3/20/2024
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Issued	Turkey	EP22747551.4	6/24/2022	EP4360290 (TR)	7/3/2024
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Issued	Turkey	EP23159782.4	1/29/2021	EP4213022 (TR)	5/1/2024
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	Turkey	EP8871835.8	9/19/2008	EP2235925 (TR)	12/5/2018
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	Turkey	EP9705092.6	1/21/2009	EP2235926 (TR)	5/1/2019
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	Turkey	EP9752022.5	10/21/2009	EP2364545 (TR)	6/12/2019
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	Turkey	EP9791681.1	8/19/2009	EP2338270 (TR)	4/25/2018
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	United Kingdom	EP13768796.8	3/21/2013	EP2832083 GB)	5/8/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United Kingdom	EP16730466.6	5/13/2016	EP3186948 (GB)	12/19/2018
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United Kingdom	EP16822264.4	11/22/2016	EP3384663 GB)	4/22/2020
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United Kingdom	EP16823038.1	11/22/2016	EP3384664 GB)	1/6/2021
CALL ROUTING METHODS AND SYSTEMS BASED ON	Issued	United Kingdom	EP18168538.9	8/19/2009	EP3373569 GB)	2/16/2022

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MULTIPLE VARIABLE STANDARDIZED SCORING						
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United Kingdom	EP20780874.2	9/15/2020	EP3895098 GB)	3/20/2024
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Issued	United Kingdom	EP22747551.4	6/24/2022	EP4360290 (GB)	7/3/2024
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Issued	United Kingdom	EP23159782.4	1/29/2021	EP4213022 GB)	5/1/2024
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United Kingdom	EP8871835.8	9/19/2008	EP2235925 GB)	12/5/2018
ROUTING CALLERS FROM A SET OF CALLERS IN AN OUT OF ORDER SEQUENCE	Issued	United Kingdom	EP9705092.6	1/21/2009	EP2235926 GB)	5/1/2019
TWO STEP ROUTING PROCEDURE IN A CALL CENTER	Issued	United Kingdom	EP9752022.5	10/21/2009	EP2364545 GB)	6/12/2019
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING AND SHADOW QUEUE	Issued	United Kingdom	EP9791681.1	8/19/2009	EP2338270 (GB)	4/25/2018
USER CUSTOMIZABLE REVERSE RING TONE	Issued	United States of America	US10841037	5/6/2004	US8880035	11/4/2014
SELECTIVE MUTING FOR CONFERENCE CALL PARTICIPANTS	Issued	United States of America	US11402120	4/10/2006	US7843486	11/30/2010
REMOVAL OF LOCAL DUPLICATION VOICE ON CONFERENCE CALLS	Issued	United States of America	US11520146	9/12/2006	US7835774	11/16/2010
SYSTEM AND METHOD OF SYNCHRONIZING MULTIPLE MICROPHONE AND SPEAKER-EQUIPPED DEVICES TO CREATE A CONFERENCED AREA NETWORK	Issued	United States of America	US11864021	9/28/2007	US8095120	1/10/2012
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US12021251	1/28/2008	US9712679	7/18/2017
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US12180382	7/25/2008	US8359219	1/22/2013

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
CALL ROUTING METHODS AND SYSTEMS BASED ON MULTIPLE VARIABLE STANDARDIZED SCORING	Issued	United States of America	US12202091	8/29/2008	US8718271	5/6/2014
AGENT SATISFACTION DATA FOR CALL ROUTING BASED ON PATTERN MATCHING ALOGRITHM	Issued	United States of America	US12202097	8/29/2008	US8781106	7/15/2014
SHADOW QUEUE FOR CALLERS IN A PERFORMANCE/PATTERN MATCHING BASED CALL ROUTING SYSTEM	Issued	United States of America	US12202101	8/29/2008	US8644490	2/4/2014
SYSTEM AND METHOD OF MANAGING CONFERENCE CALLS THROUGH THE USE OF FILTERED LISTS OF PARTICIPANTS	Issued	United States of America	US12243142	10/1/2008	US9025751	5/5/2015
POOLING CALLERS FOR MATCHING TO AGENTS BASED ON PATTERN MATCHING ALGORITHMS	Issued	United States of America	US12266418	11/6/2008	US10567586	2/18/2020
SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	Issued	United States of America	US12266446	11/6/2008	US8824658	9/2/2014
BALANCING MULTIPLE COMPUTER MODELS IN A CALL CENTER ROUTING SYSTEM	Issued	United States of America	US12266461	11/6/2008	US8472611	6/25/2013
SEPARATE PATTERN MATCHING ALGORITHMS AND COMPUTER MODELS BASED ON AVAILABLE CALLER DATA	Issued	United States of America	US12331153	12/9/2008	US8634542	1/21/2014
SEPARATE MATCHING MODELS BASED ON TYPE OF PHONE ASSOCIATED WITH A CALLER	Issued	United States of America	US12331161	12/9/2008	US8712821	4/29/2014
JUMPING CALLERS HELD IN QUEUE FOR A CALL CENTER ROUTING SYSTEM	Issued	United States of America	US12331181	12/9/2008	US8670548	3/11/2014
ROUTING CALLERS FROM A SET OF CALLERS BASED ON CALLER DATA	Issued	United States of America	US12331195	12/9/2008	US8903079	12/2/2014
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US12331201	12/9/2008	US8433597	4/30/2013
SELECTIVE MAPPING OF CALLERS IN A CALL-CENTER ROUTING SYSTEM BASED ON INDIVIDUAL AGENT SETTINGS	Issued	United States of America	US12355618	1/16/2009	US8295471	10/23/2012

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PROBABILITY MULTIPLIER PROCESS FOR CALL CENTER ROUTING	Issued	United States of America	US12490949	6/24/2009	US8781100	7/15/2014
ESTIMATING AGENT PERFORMANCE IN A CALL ROUTING CENTER SYSTEM	Issued	United States of America	US12869645	8/26/2010	US8724797	5/13/2014
PRECALCULATED CALLER-AGENT PAIRS FOR A CALL CENTER ROUTING SYSTEM	Issued	United States of America	US12869654	8/26/2010	US8699694	4/15/2014
LATENCY COMPENSATION ADJUNCT FOR TELECONFERENCE VOICE SWITCHES	Issued	United States of America	US12978721	12/27/2010	US8649493	2/11/2014
PREDICTED CALL TIME AS ROUTING VARIABLE IN A CALL ROUTING CENTER SYSTEM	Issued	United States of America	US13221692	8/30/2011	US8750488	6/10/2014
ENHANCING CONFERENCING USER EXPERIENCE VIA COMPONENTS	Issued	United States of America	US13603264	9/4/2012	US9094524	7/28/2015
SPEAKER PHONE NOISE SUPPRESSION METHOD AND APPARATUS	Issued	United States of America	US13676632	11/14/2012	US8976956	3/10/2015
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US13715765	12/14/2012	US8731178	5/20/2014
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	United States of America	US13843541	3/15/2013	US8565410	10/22/2013
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	United States of America	US13843724	3/15/2013	US8879715	11/4/2014
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	United States of America	US13843807	3/15/2013	US9025757	5/5/2015
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US13854825	4/1/2013	US8737595	5/27/2014
USE OF ABSTRACTED DATA IN PATTERN MATCHING SYSTEM	Issued	United States of America	US14032657	9/20/2013	US8792630	7/29/2014

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
MATCHING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Issued	United States of America	US14035506	9/24/2013	US9020137	4/28/2015
MATCHING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Issued	United States of America	US14035522	9/24/2013	US9462127	10/4/2016
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	United States of America	US14059248	10/21/2013	US8929537	1/6/2015
SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	Issued	United States of America	US14472998	8/29/2014	US9215323	12/15/2015
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	United States of America	US14530058	10/31/2014	US9277055	3/1/2016
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	United States of America	US14702656	5/1/2015	US10334107	6/25/2019
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US14702657	5/1/2015	US9288325	3/15/2016
SYSTEMS AND METHODS FOR ROUTING A CONTACT TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US14702658	5/1/2015	US9288326	3/15/2016
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US14702659	5/1/2015	US9413894	8/9/2016
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US14702663	5/1/2015	US9426296	8/23/2016
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US14705215	5/6/2015	US9680997	6/13/2017
SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	Issued	United States of America	US14727271	6/1/2015	US10051125	8/14/2018
SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	Issued	United States of America	US14728521	6/2/2015	US10057422	8/21/2018

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
BALANCING MULTIPLE COMPUTER MODELS IN A CALL CENTER ROUTING SYSTEM	Issued	United States of America	US14750965	6/25/2015	RE48476	3/16/2021
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	United States of America	US14788442	6/30/2015	US9686411	6/20/2017
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	United States of America	US14788457	6/30/2015	US9699314	7/4/2017
BALANCING MULTIPLE COMPUTER MODELS IN A CALL CENTER ROUTING SYSTEM	Issued	United States of America	US14788469	6/30/2015	RE48412	1/26/2021
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	United States of America	US14788495	6/30/2015	US10044867	8/7/2018
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	United States of America	US14788517	6/30/2015	US10142479	11/27/2018
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US14871658	9/30/2015	US9300802	3/29/2016
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US14956074	12/1/2015	US9787841	10/10/2017
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US14956086	12/1/2015	US9781269	10/3/2017
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US14957039	12/2/2015	US9654641	5/16/2017
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15000739	1/19/2016	US9871924	1/16/2018
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15000762	1/19/2016	US9917949	3/13/2018

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15000775	1/19/2016	US10051126	8/14/2018
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15000797	1/19/2016	US10051124	8/14/2018
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US15010319	1/29/2016	US10135987	11/20/2018
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15131915	4/18/2016	US9712676	7/18/2017
ESTIMATING AGENT PERFORMANCE IN A CALL ROUTING CENTER SYSTEM	Issued	United States of America	US15153553	5/12/2016	RE48846	12/7/2021
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15176899	6/8/2016	US10142473	11/27/2018
MATCHING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Issued	United States of America	US15193673	6/27/2016	US10027811	7/17/2018
MATCHING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Issued	United States of America	US15193687	6/27/2016	US10027812	7/17/2018
USE OF ABSTRACTED DATA IN PATTERN MATCHING SYSTEM	Issued	United States of America	US15209512	7/13/2016	RE46986	8/7/2018
ESTIMATING AGENT PERFORMANCE IN A CALL ROUTING CENTER SYSTEM	Issued	United States of America	US15210763	7/14/2016	RE48860	12/21/2021
ESTIMATING AGENT PERFORMANCE IN A CALL ROUTING CENTER SYSTEM	Issued	United States of America	US15210779	7/14/2016	RE48896	1/18/2022
USE OF ABSTRACTED DATA IN PATTERN MATCHING SYSTEM	Issued	United States of America	US15216931	7/22/2016	RE47201	1/8/2019
TECHNIQUES FOR BENCHMARKING PARING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15220822	7/27/2016	US9692898	6/27/2017
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A	Issued	United States of America	US15220830	7/27/2016	US9888120	2/6/2018

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CONTACT CENTER SYSTEM						
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15221698	7/28/2016	US9774740	9/26/2017
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15251591	8/30/2016	US9692899	6/27/2017
TECHNIQUES FOR CASE ALLOCATION	Issued	United States of America	US15364699	11/30/2016	US9924041	3/20/2018
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15377397	12/13/2016	US9888121	2/6/2018
TECHNIQUES FOR L3 PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15395469	12/30/2016	US10257354	4/9/2019
TECHNIQUES FOR L3 PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15395505	12/30/2016	US10320984	6/11/2019
TECHNIQUES FOR L3 PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15395517	12/30/2016	US9955013	4/24/2018
TECHNIQUES FOR WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15395529	12/30/2016	US10326882	6/18/2019
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15438325	2/21/2017	US10135986	11/20/2018
TECHNIQUES FOR BEHAVIORAL PAIRING IN A DISPATCH CENTER SYSTEM	Issued	United States of America	US15480034	4/5/2017	US10970658	4/6/2021
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15582223	4/28/2017	US9930180	3/27/2018
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15608718	5/30/2017	US10116797	10/30/2018

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TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15633162	6/26/2017	US10110745	10/23/2018
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US15645277	7/10/2017	US10122860	11/6/2018
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US15648788	7/13/2017	US10116795	10/30/2018
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15686945	8/25/2017	US10326884	6/18/2019
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15687000	8/25/2017	US10320985	6/11/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15691106	8/30/2017	US9942405	4/10/2018
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15691163	8/30/2017	US10298762	5/21/2019
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15785933	10/17/2017	US10348900	7/9/2019
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15785946	10/17/2017	US10348901	7/9/2019
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15785952	10/17/2017	US10142478	11/27/2018
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US15807215	11/8/2017	US10509669	12/17/2019
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US15807227	11/8/2017	US10110746	10/23/2018
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15808337	11/9/2017	US10165123	12/25/2018

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TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15816821	11/17/2017	US10298763	5/21/2019
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15826093	11/29/2017	US11399096	7/26/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US15837911	12/11/2017	US10509671	12/17/2019
TECHNIQUES FOR CASE ALLOCATION	Issued	United States of America	US15892166	2/8/2018	US10135988	11/20/2018
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15892886	2/9/2018	US10623565	4/14/2020
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15918442	3/12/2018	US10116800	10/30/2018
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US15918469	3/12/2018	US10284727	5/7/2019
SELECTIVE MAPPING OF CALLERS IN A CALL CENTER ROUTING SYSTEM	Issued	United States of America	US15952843	4/13/2018	US10320986	6/11/2019
MATCHING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Issued	United States of America	US15987287	5/23/2018	US10244117	3/26/2019
TECHNIQUES FOR WORKFORCE MANAGEMENT IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US15993498	5/30/2018	US11250359	2/15/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16035428	7/13/2018	US10721357	7/21/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16114511	8/28/2018	US10419615	9/17/2019
TECHNIQUES FOR ADAPTING BEHAVIORAL PAIRING TO RUNTIME CONDITIONS IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16146783	9/28/2018	US10496438	12/3/2019
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16173997	10/29/2018	US10375246	8/6/2019

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
SYSTEMS AND METHODS FOR ROUTING CALLERS TO AN AGENT IN A CONTACT CENTER	Issued	United States of America	US16193565	11/16/2018	US10511716	12/17/2019
TECHNIQUES FOR CASE ALLOCATION	Issued	United States of America	US16194598	11/19/2018	US10708432	7/7/2020
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16198419	11/21/2018	US10834259	11/10/2020
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	United States of America	US16198428	11/21/2018	US10666805	5/26/2020
TECHNIQUES FOR BEHAVIORAL PAIRING IN A MULTISTAGE TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16209295	12/4/2018	US10867263	12/15/2020
USE OF ABSTRACTED DATA IN PATTERN MATCHING SYSTEM	Issued	United States of America	US16242968	1/8/2019	RE48550	5/11/2021
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16250478	1/17/2019	US11144344	10/12/2021
MATCHING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Issued	United States of America	US16359649	3/20/2019	US10419616	9/17/2019
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16363826	3/25/2019	US10404861	9/3/2019
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16413146	5/15/2019	US10708430	7/7/2020
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Issued	United States of America	US16424348	5/28/2019	US10979569	4/13/2021
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16438197	6/11/2019	US10708431	7/7/2020
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16444972	6/18/2019	US10750023	8/18/2020

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TECHNIQUES FOR WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16445014	6/18/2019	US10863026	12/8/2020
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16506784	7/9/2019	US10750024	8/18/2020
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16527588	7/31/2019	US10757260	8/25/2020
TECHNIQUES FOR PAIRING CONTACTS AND AGENTS IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16538288	8/12/2019	US10757261	8/25/2020
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16551285	8/26/2019	US11445062	9/13/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16559065	9/3/2019	US10659613	5/19/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16573627	9/17/2019	US10827073	11/3/2020
MATCHING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Issued	United States of America	US16573742	9/17/2019	US10757264	8/25/2020
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16576434	9/19/2019	US10757262	8/25/2020
TECHNIQUES FOR ADAPTING BEHAVIORAL PAIRING TO RUNTIME CONDITIONS IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16701388	12/3/2019	US10860371	12/8/2020
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16717724	12/17/2019	US11269682	3/8/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16717765	12/17/2019	US11467869	10/11/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16876678	5/18/2020	US10863028	12/8/2020

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TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16876689	5/18/2020	US11019212	5/25/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16876880	5/18/2020	US10863029	12/8/2020
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16877143	5/18/2020	US10834263	11/10/2020
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Issued	United States of America	US16883686	5/26/2020	US10992812	4/27/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16886396	5/28/2020	US10791223	9/29/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16887591	5/29/2020	US10863030	12/8/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16887693	5/29/2020	US10924612	2/16/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16887750	5/29/2020	US10951766	3/16/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16890235	6/2/2020	US10873664	12/22/2020
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16890391	6/2/2020	US10951767	3/16/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16890411	6/2/2020	US10979570	4/13/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16913724	6/26/2020	US10897540	1/19/2021

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TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16913730	6/26/2020	US10979571	4/13/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16913881	6/26/2020	US11019213	5/25/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16913888	6/26/2020	US10986231	4/20/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16915106	6/29/2020	US10965813	3/30/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16915119	6/29/2020	US11070674	7/20/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16915139	6/29/2020	US11165908	11/2/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16915545	6/29/2020	US10893146	1/12/2021
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16915776	6/29/2020	US11044366	6/22/2021
TECHNIQUES FOR CASE ALLOCATION	Issued	United States of America	US16921643	7/6/2020	US10958789	3/23/2021
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16921649	7/6/2020	US11425248	8/23/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16926404	7/10/2020	US11115534	9/7/2021
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16927001	7/13/2020	US11265420	3/1/2022

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TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16927007	7/13/2020	US11316978	4/26/2022
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16930624	7/16/2020	US10999439	5/4/2021
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16930626	7/16/2020	US11265421	3/1/2022
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16931101	7/16/2020	US10972610	4/6/2021
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US16990184	8/11/2020	US10917526	2/9/2021
TECHNIQUES FOR HYBRID BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US16996669	8/18/2020	US11509768	11/22/2022
TECHNIQUES FOR PAIRING CONTACTS AND AGENTS IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17001376	8/24/2020	US11019214	5/25/2021
MATCHING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Issued	United States of America	US17001454	8/24/2020	US11258907	2/22/2022
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17093076	11/9/2020	US11356556	6/7/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17093085	11/9/2020	US11218597	1/4/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A MULTISTAGE TASK ASSIGNMENT SYSTEM	Issued	United States of America	US17097559	11/13/2020	US12008494	6/11/2024
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US17150193	1/15/2021	US11922213	3/5/2024
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US17150204	1/15/2021	US11915042	2/27/2024
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17154893	1/21/2021	US11381684	7/5/2022

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TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17154903	1/21/2021	US11470198	10/11/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17154910	1/21/2021	US11283930	3/22/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17154913	1/21/2021	US11283931	3/22/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US17162133	1/29/2021	US11611659	3/21/2023
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Issued	United States of America	US17162187	1/29/2021	US11258905	2/22/2022
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Issued	United States of America	US17162322	1/29/2021	US11954523	4/9/2024
TECHNIQUES FOR SHARING CONTROL OF ASSIGNING TASKS BETWEEN AN EXTERNAL PAIRING SYSTEM AND A TASK ASSIGNMENT SYSTEM WITH AN INTERNAL PAIRING SYSTEM	Issued	United States of America	US17167920	2/4/2021	US11050886	6/29/2021
TECHNIQUES FOR SHARING CONTROL OF ASSIGNING TASKS BETWEEN AN EXTERNAL PAIRING SYSTEM AND A TASK ASSIGNMENT SYSTEM WITH AN INTERNAL PAIRING SYSTEM	Issued	United States of America	US17168597	2/5/2021	US11115535	9/7/2021
TECHNIQUES FOR SHARING CONTROL OF ASSIGNING TASKS BETWEEN AN EXTERNAL PAIRING SYSTEM AND A TASK ASSIGNMENT SYSTEM WITH AN INTERNAL PAIRING SYSTEM	Issued	United States of America	US17168699	2/5/2021	US11206331	12/21/2021
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US17169948	2/8/2021	US11196865	12/7/2021

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17191000	3/3/2021	US11178283	11/16/2021
TECHNIQUES FOR WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17191015	3/3/2021	US11122163	9/14/2021
TECHNIQUES FOR WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17191028	3/3/2021	US11595522	2/28/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17205524	3/18/2021	US11265422	3/1/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17207108	3/19/2021	US11290595	3/29/2022
TECHNIQUES FOR PAIRING CONTACTS AND AGENTS IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17242830	4/28/2021	US11418651	8/16/2022
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US17518418	11/3/2021	US11736614	8/22/2023
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17525468	11/12/2021	US11363142	6/14/2022
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17526920	11/15/2021	US11425249	8/23/2022
TECHNIQUES FOR SHARING CONTROL OF ASSIGNING TASKS BETWEEN AN EXTERNAL PAIRING SYSTEM AND A TASK ASSIGNMENT SYSTEM WITH AN INTERNAL PAIRING SYSTEM	Issued	United States of America	US17527684	11/16/2021	US11677876	6/13/2023
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17537966	11/30/2021	US11647119	5/9/2023

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR WORKFORCE MANAGEMENT IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US17572030	1/10/2022	US11972376	4/30/2024
MATCHING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Issued	United States of America	US17572044	1/10/2022	US11863708	1/2/2024
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17745217	5/16/2022	US11695872	7/4/2023
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17749616	5/20/2022	US11876931	1/16/2024
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17845692	6/21/2022	US11743388	8/29/2023
CONTACT CENTER SYSTEM	Issued	United States of America	US17846748	6/22/2022	US11831808	11/28/2023
TECHNIQUES FOR PAIRING CONTACTS AND AGENTS IN A CONTACT CENTER SYSTEM	Issued	United States of America	US17859796	7/7/2022	US11778097	10/3/2023
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US18112890	2/22/2023	US11936817	3/19/2024
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	United States of America	US18197482	5/15/2023	US12120268	10/15/2024
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Issued	United States of America	US18206448	6/6/2023	US12075003	8/27/2024
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Issued	United States of America	US18351914	7/13/2023	US12022029	6/25/2024
MATCHING USING AGENT/CALLER SENSITIVITY TO PERFORMANCE	Issued	United States of America	US18511253	11/16/2023	US12120271	10/15/2024
Techniques For Behavioral Pairing In A Task Assignment System	Pending	Australia	AU2018383093	7/18/2018		
Techniques For Multistep Data Capture For Behavioral Pairing In A Task Assignment System	Pending	Australia	AU2020298080	6/12/2020		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
Techniques For Decisioning Behavioral Pairing In A Task Assignment System	Pending	Australia	AU2020348678	9/15/2020		
Techniques For Error Handling In A Task Assignment System With An External Pairing System	Pending	Australia	AU2021216364	1/29/2021		
Techniques For Behavioral Pairing In A Task Assignment System With An External Pairing System	Pending	Australia	AU2021216863	1/29/2021		
Techniques For Sharing Control Of Assigning Tasks Between An External Pairing System And A Task Assignment System With An Internal Pairing System	Pending	Australia	AU2021216947	2/4/2021		
Techniques For Pairing In A Task Assignment System With An External Pairing System	Pending	Australia	AU2021217368	2/4/2021		
Techniques For Assigning Tasks In A Task Assignment System With An External Pairing System	Pending	Australia	AU2021217672	2/5/2021		
Method And System For Teleconferencing Using Coordinated Mobile Devices	Pending	Australia	AU2022299449	12/22/2023		
TECHNIQUES FOR OPTIMIZING ASSISTANCE CHANNEL ROUTING	Pending	Australia	AU2022419381	6/20/2024		
Techniques For Benchmarking Performance In A Contact Center System	Pending	Australia	AU2023278103	12/8/2023		
Techniques For Data Matching In A Contact Center System	Pending	Australia	AU2024220136	9/26/2024		
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Pending	Brazil	BR1120140235864	3/21/2013		
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Pending	Brazil	BR1120140235910	3/21/2013		
TECHNIQUES FOR CASE ALLOCATION	Pending	Brazil	BR1120180110272	11/30/2016		
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Pending	Brazil	BR1120180715190	4/18/2017		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	Brazil	BR1120190225382	4/5/2018		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
Techniques For Benchmarking Performance In A Contact Center System	Pending	Canada	CA3024932	11/20/2018		
Techniques For Behavioral Pairing In A Contact Center System	Pending	Canada	CA3032337	1/29/2019		
Techniques For Behavioral Pairing Model Evaluation In A Contact Center System	Pending	Canada	CA3034200	2/18/2019		
Techniques For Data Matching In A Contact Center System	Pending	Canada	CA3071224	1/27/2020		
Techniques For Adapting Behavioral Pairing To Runtime Conditions In A Task Assignment System	Pending	Canada	CA3113623	3/19/2021		
Techniques For Multistep Data Capture For Behavioral Pairing In A Task Assignment System	Pending	Canada	CA3142622	12/2/2021		
Techniques For Decisioning Behavioral Pairing In A Task Assignment System	Pending	Canada	CA3155150	3/18/2022		
Techniques For Behavioral Pairing In A Task Assignment System	Pending	Canada	CA3155366	4/7/2022		
Techniques For Behavioral Pairing In A Task Assignment System With An External Pairing System	Pending	Canada	CA3166786	8/2/2022		
Techniques For Sharing Control Of Assigning Tasks Between An External Pairing System And A Task Assignment System With An Internal Pairing System	Pending	Canada	CA3166789	8/2/2022		
Techniques For Error Handling In A Task Assignment System With An External Pairing System	Pending	Canada	CA3166792	8/2/2022		
Techniques For Pairing In A Task Assignment System With An External Pairing System	Pending	Canada	CA3166794	8/2/2022		
Techniques For Assigning Tasks In A Task Assignment System With An External Pairing System	Pending	Canada	CA3166796	8/2/2022		
Call Mapping Systems And Methods Using Bayesian Mean Regression (Bmr)	Pending	Canada	CA3167095	7/7/2022		
Techniques For Estimating Expected Performance In A Task Assignment System	Pending	Canada	CA3219095	11/6/2023		
Method And System For Teleconferencing Using Coordinated Mobile Devices	Pending	Canada	CA3225540	12/22/2023		
TECHNIQUES FOR OPTIMIZING ASSISTANCE CHANNEL ROUTING	Pending	Canada	CA3239833	5/31/2024		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Pending	Canada	CA3250481	10/24/2024		
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Pending	Canada	TBD	5/23/2017		
Techniques For Estimating Expected Performance In A Task Assignment System	Pending	Canada	TBD	7/29/2024		
TECHNIQUES FOR L3 PAIRING AND WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Pending	China	CN201780005565 .0	7/3/2018		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	China	CN201880015611 .X	9/3/2019		
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Issued	China	CN202011564869 .0	12/25/2020	ZL20201156486 9.0	10/15/2024
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	China	CN202080003629 .5	12/25/2020		
TECHNIQUES FOR MULTISTEP DATA CAPTURE FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	China	CN202080044649 .7	12/17/2021		
TECHNIQUES FOR L3 PAIRING AND WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Pending	China	CN202110361087 .5	4/2/2021		
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Pending	China	CN202110365935 .X	4/6/2021		
TECHNIQUES FOR L3 PAIRING	Pending	China	CN202110452960 .1	4/26/2021		
TECHNIQUES FOR ASSIGNING TASKS IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	China	CN202180019277 .7	9/6/2022		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	China	CN202180019281.3	9/6/2022		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	China	CN202180019283.2	9/6/2022		
TECHNIQUES FOR SHARING CONTROL OF ASSIGNING TASKS BETWEEN AN EXTERNAL PAIRING SYSTEM AND A TASK ASSIGNMENT SYSTEM WITH AN INTERNAL PAIRING SYSTEM	Pending	China	CN202180019356.8	9/6/2022		
TECHNIQUES FOR PAIRING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	China	CN202180019369.5	9/6/2022		
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	China	CN202210324874.7	3/30/2022		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	China	CN202210527347.6	5/16/2022		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	China	CN202210527730.1	5/16/2022	ZL202210527730.1	10/15/2024
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	China	CN202210528701.7	5/16/2022		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Issued	China	CN202211084730.5	9/6/2022	ZL202211084730.5	9/27/2024
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Pending	China	CN202280057888.5	2/23/2024		
TECHNIQUES FOR OPTIMIZING ASSISTANCE CHANNEL ROUTING	Pending	China	CN202280083789.4	6/18/2024		
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Pending	China	CN202410413009.9	4/8/2024		
TECHNIQUES FOR ESTIMATING EXPECTED	Pending	China	CN202410413172.5	4/8/2024		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
PERFORMANCE IN A TASK ASSIGNMENT SYSTEM						
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Pending	China	CN202410413207.5	4/8/2024		
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Pending	China	CN202410414756.4	4/8/2024		
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Pending	China	CN202410502717.X	4/25/2024		
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Issued	China	CN202410507788.9	4/25/2024	ZL202410507788.9	11/1/2024
CONTACT CENTER SYSTEM AND METHOD PERFORMED BY CONTACT CENTER SYSTEM	Pending	China	CN202410515340.1	4/26/2024		
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Pending	China	CN202410620885.9	5/20/2024		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A MULTISTAGE TASK ASSIGNMENT SYSTEM	Pending	China	CN202410671200.3	5/28/2024		
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	China	CN202411275103.9	9/12/2024		
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	China	CN202411278421.0	9/12/2024		
CALL MAPPING SYSTEMS AND METHODS USING VARIANCE ALGORITHM (VA) AND/OR DISTRIBUTION COMPENSATION	Pending	European Patent Office	EP13767694.6	3/21/2013		
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Pending	European Patent Office	EP17728646.5	4/18/2017		
TECHNIQUES FOR BEHAVIORAL PAIRING MODEL EVALUATION IN A CONTACT CENTER SYSTEM	Pending	European Patent Office	EP17842390.1	12/13/2017		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	European Patent Office	EP18211670.7	12/11/2018		
TECHNIQUES FOR ESTIMATING EXPECTED PERFORMANCE IN A TASK ASSIGNMENT SYSTEM	Pending	European Patent Office	EP18723052.9	4/5/2018		
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Pending	European Patent Office	EP19156164.6	3/21/2013		
TECHNIQUES FOR MULTISTEP DATA CAPTURE FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	European Patent Office	EP20737642.7	1/12/2022		
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	European Patent Office	EP21707554.8	1/29/2021		
TECHNIQUES FOR PAIRING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	European Patent Office	EP21708522.4	4/2/2021		
TECHNIQUES FOR SHARING CONTROL OF ASSIGNING TASKS BETWEEN AN EXTERNAL PAIRING SYSTEM AND A TASK ASSIGNMENT SYSTEM WITH AN INTERNAL PAIRING SYSTEM	Pending	European Patent Office	EP21708859.0	4/2/2021		
TECHNIQUES FOR PAIRING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	European Patent Office	EP21708877.2	5/2/2021		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	European Patent Office	EP22170862.1	4/29/2022		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	European Patent Office	EP22173631.7	5/16/2022		
TECHNIQUES FOR OPTIMIZING ASSISTANCE CHANNEL ROUTING	Pending	European Patent Office	EP22912476.3	5/24/2024		
TECHNIQUES FOR COMPARATIVELY MEASURING PAIRING ALGORITHMS IN A CONTACT CENTER SYSTEM	Pending	European Patent Office	EP23170155.8	4/26/2023		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
TECHNIQUES FOR L3 PAIRING	Pending	European Patent Office	EP23208603.3	11/8/2023		
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	European Patent Office	EP24157564.6	2/14/2024		
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	European Patent Office	EP24161277.9	3/4/2024		
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Pending	European Patent Office	EP24172654.6	4/26/2024		
TECHNIQUES FOR L3 PAIRING	Pending	Hong Kong	HK19121185.3	3/19/2019		
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Pending	Hong Kong	HK19131971.4	11/7/2019		
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Pending	Hong Kong	HK42021029949.1	4/26/2021		
TECHNIQUES FOR CASE ALLOCATION	Pending	Hong Kong	HK42021036974.0	8/16/2021		
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Pending	Hong Kong	HK42021038118.2	9/2/2021		
TECHNIQUES FOR L3 PAIRING	Pending	Hong Kong	HK42021038654.6	9/10/2021		
METHOD, SYSTEM AND ARTICLE OF MANUFACTURE FOR PAIRING IN A CONTACT CENTER SYSTEM	Pending	Hong Kong	HK42021038695.9	9/10/2021		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	Hong Kong	HK42021038696.7	9/10/2021		
TECHNIQUES FOR L3 PAIRING	Pending	Hong Kong	HK42021040105.5	10/8/2021		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	Hong Kong	HK42021040106.3	10/8/2021	HK40050018	12/13/2024
TECHNIQUES FOR BEHAVIORAL PAIRING IN	Pending	Hong Kong	HK42022062474.6	10/20/2022		

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A CONTACT CENTER SYSTEM						
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	Hong Kong	HK42022062476.1	10/20/2022		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	Hong Kong	HK42022062479.5	10/20/2022		
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	Hong Kong	HK42023066544.0	1/5/2023		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	Hong Kong	HK42023067538.1	1/28/2023		
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Pending	Hong Kong	HK42024097900.5	10/11/2024		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	Hong Kong	HK62019000668.9	12/27/2019		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	Hong Kong	HK62020007249.9	5/11/2020		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A MULTISTAGE TASK ASSIGNMENT SYSTEM	Pending	Hong Kong	HK62021037258.2	8/19/2021		
TECHNIQUES FOR MULTISTEP DATA CAPTURE FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	Hong Kong	HK62022050790.4	3/29/2022		
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	Hong Kong	HK62022064010.1	11/17/2022		
TECHNIQUES FOR SHARING CONTROL OF ASSIGNING TASKS BETWEEN AN EXTERNAL PAIRING SYSTEM AND A TASK ASSIGNMENT SYSTEM WITH AN INTERNAL PAIRING SYSTEM	Pending	Hong Kong	HK62022064012.7	11/17/2022		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM WITH AN	Pending	Hong Kong	HK62022065900.2	12/20/2022		








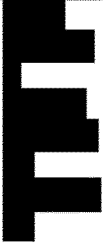




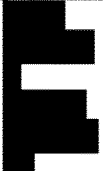


Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
EXTERNAL PAIRING SYSTEM						
TECHNIQUES FOR PAIRING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	Hong Kong	HK62022066384.8	12/30/2022		
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Pending	Hong Kong	HK62024090812.4	4/9/2024		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	India	IN201917043465	4/5/2018		
TECHNIQUES FOR MULTISTEP DATA CAPTURE FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	Japan	JP2021574799	6/12/2020		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	Japan	JP2023-114380	7/12/2023		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	Mexico	MX/a/2021/004730	5/13/2016		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	Mexico	MX/a/2021/004742	4/23/2021		
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Pending	Mexico	MX/a/2023/010385	9/5/2023		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A CONTACT CENTER SYSTEM	Pending	Philippines	PH12017500585	5/13/2016		
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	Republic of Korea	KR10-2022-7013004	4/19/2022		
TECHNIQUES FOR PAIRING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	Republic of Korea	KR10-2022-7030511	2/4/2021		
TECHNIQUES FOR ERROR HANDLING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	Republic of Korea	KR10-2022-7030512	1/29/2021		
TECHNIQUES FOR BEHAVIORAL PAIRING IN	Pending	Republic of Korea	KR10-2022-7030513	1/29/2021		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM						
TECHNIQUES FOR SHARING CONTROL OF ASSIGNING TASKS BETWEEN AN EXTERNAL PAIRING SYSTEM AND A TASK ASSIGNMENT SYSTEM WITH AN INTERNAL PAIRING SYSTEM	Pending	Republic of Korea	KR10-2022-7030574	2/4/2021		
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Pending	Republic of Korea	KR10-2023-7044747	12/26/2023		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	Republic of Korea	KR10-2024-7020133	6/17/2024		
TECHNIQUES FOR PAIRING CONTACTS AND AGENTS IN A CONTACT CENTER SYSTEM	Pending	Republic of Korea	KR10-2024-7021392	6/26/2024		
TECHNIQUES FOR OPTIMIZING ASSISTANCE CHANNEL ROUTING	Pending	Republic of Korea	KR10-2024-7024034	7/17/2024		
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Pending	Republic of Korea	KR10-20247002095	1/18/2024		
TECHNIQUES FOR MULTISTEP DATA CAPTURE FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	Republic of Korea	KR1020227001121	6/12/2020		
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A TASK ASSIGNMENT SYSTEM	Pending	United States of America	US17/163,668	2/1/2021		
TECHNIQUES FOR PAIRING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	United States of America	US17167429	2/4/2021		
CALL MAPPING SYSTEMS AND METHODS USING BAYESIAN MEAN REGRESSION (BMR)	Pending	United States of America	US17198541	3/11/2021		
TECHNIQUES FOR WORKFORCE MANAGEMENT IN A CONTACT CENTER SYSTEM	Pending	United States of America	US17208740	3/22/2021		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		
TECHNIQUES FOR SHARING CONTROL OF ASSIGNING TASKS BETWEEN AN EXTERNAL PAIRING SYSTEM AND A TASK ASSIGNMENT SYSTEM WITH AN INTERNAL PAIRING SYSTEM	Pending	United States of America	US18143424	5/4/2023		
ESTIMATING A CUSTOMER LIFETIME VALUE BASED ON A CHURN MODEL	Pending	United States of America	US18222049	7/14/2023		
CONTACT CENTER SYSTEM	Pending	United States of America	US18381903	10/19/2023		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	United States of America	US18428544	1/31/2024		
METHOD AND SYSTEM FOR TELECONFERENCING USING COORDINATED MOBILE DEVICES	Pending	United States of America	US18573861	12/22/2023		
TECHNIQUES FOR BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM WITH AN EXTERNAL PAIRING SYSTEM	Pending	United States of America	US18598479	3/7/2024		
TECHNIQUES FOR WORKFORCE MANAGEMENT IN A TASK ASSIGNMENT SYSTEM	Pending	United States of America	US18615815	3/25/2024		
TECHNIQUES FOR DATA MATCHING IN A CONTACT CENTER SYSTEM	Pending	United States of America	US18666310	5/16/2024		
TECHNIQUES FOR OPTIMIZING ASSISTANCE CHANNEL ROUTING	Pending	United States of America	US18714143	5/29/2024		
TECHNIQUES FOR BENCHMARKING PERFORMANCE IN A CONTACT CENTER SYSTEM	Pending	United States of America	US18809579	8/20/2024		
TECHNIQUES FOR DECISIONING BEHAVIORAL PAIRING IN A TASK ASSIGNMENT SYSTEM	Pending	United States of America	US18810216	8/20/2024		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		
TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM	Pending	World Intellectual Property Organization (WIPO)/PCT	PCT/US2023/019999	4/26/2023		
COMPUTER-IMPLEMENTED SYSTEMS AND METHODS FOR EVALUATING CONTACT CENTER PERFORMANCE USING SIMULATED AGENT EVENT AND CONTACT EVENT DATA	Pending	World Intellectual Property Organization (WIPO)/PCT	PCT/US2023/025362	6/15/2023		
COMPUTER-IMPLEMENTED SYSTEMS AND METHODS FOR EVALUATING CONTACT CENTER PERFORMANCE USING SIMULATED CONTACT-AGENT PAIRINGS	Pending	World Intellectual Property Organization (WIPO)/PCT	PCT/US2023/025364	6/15/2023		
FAULT MANAGEMENT IN A COMMUNICATION SYSTEM	Pending	World Intellectual Property Organization (WIPO)/PCT	PCT/US2023/025855	6/21/2023		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
FAULT MANAGEMENT IN A COMMUNICATION SYSTEM	Pending	World Intellectual Property Organization (WIPO)/PCT	PCT/US2023/025866	6/21/2023		
COMMUNICATION SYSTEM NODE HAVING MULTIPLE MODULES AND A SHARED MEMORY	Pending	World Intellectual Property Organization (WIPO)/PCT	PCT/US2023/025871	6/21/2023		
SYSTEMS AND METHODS FOR MAINTAINING AND UPDATING CALLER STATE IN A COMMUNICATION CENTER	Pending	World Intellectual Property Organization (WIPO)/PCT	PCT/US2023/025877	6/21/2023		
NATURAL LANGUAGE PROCESSING WITH CONTACT CENTER DATA	Pending	World Intellectual Property Organization (WIPO)/PCT	PCT/US2023/028313	7/21/2023		
METHODS FOR DETERMINING AGENT CAPACITY FOR MANAGING CONTACT CHAT INTERACTIONS	Pending	World Intellectual Property Organization (WIPO)/PCT	PCT/US2023/031021	8/24/2023		
SYSTEMS AND METHODS FOR TRANSITIONING MULTI-CHANNEL CALL CENTER CUSTOMER EXPERIENCE VIA USER INTERFACES	Pending	World Intellectual Property Organization (WIPO)/PCT	PCT/US2023/031023	8/24/2023		
CONTACT CENTER AGENT STATE MANAGEMENT SYSTEM	Pending	World Intellectual	PCT/US2023/031391	8/29/2023		

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date
		Property Organizat ion (WIPO)/P CT				
TECHNIQUES FOR DETECTING AND HANDLING POTENTIAL BIAS IN A TASK ASSIGNMENT SYSTEM	Pending	World Intellectu al Property Organizat ion (WIPO)/P CT	PCT/US2023/081 986	12/1/2023		
DYNAMIC ADJUSTMENT OF TIMING OF SWITCHING BETWEEN DIFFERENT PAIRING STRATEGIES	Pending	World Intellectu al Property Organizat ion (WIPO)/P CT	PCT/US2023/082 838	12/7/2023		
ASSESSING AND IMPROVING CONTACT CENTER PERFORMANCE	Pending	World Intellectu al Property Organizat ion (WIPO)/P CT	PCT/US2023/085 786	12/22/2023		
						
						
						

Title	Status	Country	Application No.	Filing Date	Patent No.	Issue Date