

## PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

Assignment ID: PATI799149

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	Notice of Succession of Security Interests at Reel/Frame 050860/0227
<b>CONVEYING PARTY DATA</b>	
<b>Name</b>	<b>Execution Date</b>
Bank of America, N.A., as Resigning Agent	01/30/2025
<b>RECEIVING PARTY DATA</b>	
<b>Company Name:</b>	Goldman Sachs Bank USA, as Successor Agent
<b>Street Address:</b>	2001 Ross Ave.
<b>Internal Address:</b>	37th Floor
<b>City:</b>	Dallas
<b>State/Country:</b>	TEXAS
<b>Postal Code:</b>	75201
<b>PROPERTY NUMBERS Total: 75</b>	
<b>Property Type</b>	<b>Number</b>
Application Number:	15912434
Application Number:	15898476
Application Number:	15923908
Application Number:	15890293
Application Number:	15677927
Application Number:	15893436
Application Number:	15892364
Application Number:	15694160
Application Number:	15901784
Application Number:	15905789
Application Number:	15838328
Application Number:	16392455
Application Number:	16392448
Application Number:	16378452
Application Number:	16389745
Application Number:	16403348
Application Number:	16379110
Application Number:	16381452
Application Number:	62835656

Property Type	Number
Application Number:	62842550
Application Number:	62842552
Application Number:	16414885
Application Number:	16420258
Application Number:	62859262
Application Number:	62860346
Application Number:	16446092
Application Number:	16448384
PCT Number:	US1932782
PCT Number:	US1937420
PCT Number:	US1937429
PCT Number:	US1937435
Application Number:	15811311
Application Number:	15694009
Application Number:	15882970
Application Number:	15846105
Application Number:	15887505
Application Number:	15910828
Application Number:	15877220
Application Number:	15898174
Application Number:	15838077
Application Number:	15853088
Application Number:	15922784
Application Number:	14686404
Application Number:	15369358
Application Number:	15713283
Application Number:	15713342
Application Number:	15714869
Application Number:	15717509
Application Number:	15727480
Application Number:	15785090
Application Number:	15796542
Application Number:	15835318
Application Number:	15837980
Application Number:	15840295
Application Number:	15846111
Application Number:	15847724
Application Number:	15852665

Property Type	Number
Application Number:	15853064
Application Number:	15865142
Application Number:	15865161
Application Number:	15865167
Application Number:	15865198
Application Number:	15883441
Application Number:	15896012
Application Number:	15896026
Application Number:	15896835
Application Number:	15897967
Application Number:	15907121
Application Number:	15927698
Application Number:	15935813
Application Number:	16272130
Application Number:	16294767
Application Number:	16298404
Application Number:	16352022
Application Number:	16359512

#### 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: 8009279801  
Email: jean.paterson@cscglobal.com  
Correspondent Name: CSC J. Paterson  
Address Line 1: 19 West 44th Street  
Address Line 2: Suite 200  
Address Line 4: New York, NEW YORK 10036

NAME OF SUBMITTER:	Jean Paterson
SIGNATURE:	/Jean Paterson/
DATE SIGNED:	02/03/2025

##### Total Attachments: 12

source=02-03-2025 BOA-Goldman 6-PT#page1.tiff  
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**NOTICE OF COLLATERAL AGENT SUCCESSION – PATENTS**

**REEL/FRAME: 040815/0001, 041286/0418, 048414/0387, 050860/0227, 050969/0205, 053598/0521, 058643/0545, 059470/0398, 064367/0879, 067718/0823**

This NOTICE OF COLLATERAL AGENT SUCCESSION – PATENTS (this “Notice”), dated as of January 30, 2025 (the “Effective Date”), is executed by BANK OF AMERICA, N.A., in its capacity as resigning Collateral Agent under the Original Agreements (as defined below) (the “Resigning Agent”), and GOLDMAN SACHS BANK USA, in its capacity as successor Collateral Agent under the Current Agreement (as defined below) (the “Successor Agent”).

WHEREAS, pursuant to that certain Amended and Restated Credit Agreement, dated as of December 1, 2020 (as amended by Amendment No. 1 to Credit Agreement, dated as of May 27, 2021, Amendment No. 2 to Credit Agreement, dated as of August 19, 2021, Amendment No. 3 to the Credit Agreement, dated as of April 17, 2023, Incremental Agreement No. 1 to Amended and Restated Credit Agreement, dated as of February 16, 2024, Incremental Agreement No. 2 to Amended and Restated Credit Agreement, dated as of March 21, 2024, Incremental Agreement No. 3 to Amended and Restated Credit Agreement, dated as of October 3, 2024 and as further amended, supplemented, waived or otherwise modified from time to time), by and among Genesys Cloud Services Holdings I, LLC (f/k/a Greeneden U.S. Holdings I, LLC), a Delaware limited liability company (“Holdings”), Genesys Cloud Services Holdings II, LLC (f/k/a Greeneden U.S. Holdings II, LLC), a Delaware limited liability company, as Borrower, and Genesys Cloud Services Holdings III, LLC (f/k/a Greeneden Lux 3 S.à r.l.), a Delaware limited liability company, as European Co-Borrower, each Lender and Letter of Credit Issuer party thereto from time to time and the Resigning Agent (the “Original Credit Agreement”), the Resigning Agent and certain grantor parties identified on the signature pages thereto (the “Grantors”) entered into (i) that certain Security Agreement, dated as of December 1, 2016 (as supplemented by Supplement No. 1, dated as of January 2, 2022, Supplement No. 2, dated as of December 23, 2022, Supplement No. 3, dated as of February 29, 2024, and as further amended, supplemented, waived or otherwise modified from time to time, the “Original Security Agreement”) and (ii) that certain Patent Security Agreement, dated as of December 1, 2016, that certain Patent Security Agreement, dated as of January 16, 2017, that certain Patent Security Agreement, dated as of February 21, 2019, that certain Patent Security Agreement, dated as of July 25, 2019, that certain Patent Security Agreement, dated as of November 8, 2019, that certain Patent Security Agreement, dated as of August 25, 2020, that certain Patent Security Agreement Supplement, dated as of January 4, 2022, that certain Intellectual Property Security Agreement, dated as of March 15, 2022, that certain Intellectual Property Security Agreement, dated as of July 24, 2023, and that certain Intellectual Property Security Agreement, dated as of June 11, 2024 (collectively, the “Patent Security Agreements” and, together with the Original Credit Agreement and Original Security Agreement, the “Original Agreements”), in each case, signed by the respective Grantor that is a party thereto and by the Resigning Agent, pursuant to which each Grantor granted a security interest in and to certain collateral;

WHEREAS, the Patent Security Agreements were recorded with the United States Patent and Trademark Office on December 5, 2016 at Reel/Frame 040815/0001, on February 17, 2017 at Reel/Frame 041286/0418, on February 22, 2019 at Reel/Frame 048414/0387, on October 29, 2019 at Reel/Frame 050860/0227, on November 8, 2019 at Reel/Frame 050969/0205, on August 25, 2020 at Reel/Frame 053598/0521, on January 5, 2022 at Reel/Frame 058643/0545, on March 18, 2022 at Reel/Frame 059470/0398, on July 24, 2023 at Reel/Frame 064367/0879 and on June 11, 2024 at Reel/Frame 067718/0823, in each case, with respect to the applicable patents identified on Schedule A attached hereto;

WHEREAS, the Resigning Agent, the Successor Agent, the Borrower (as defined below), the lenders party thereto and the other Credit Parties party thereto have entered into that certain Amendment No. 4 to the Amended and Restated Credit Agreement, dated as of January 30, 2025 (the “Amendment”) and, the Original Credit Agreement as amended by the Amendment, the “Current Agreement”), by and

among Genesys Cloud Services, Inc. (f/k/a Genesys Telecommunications Laboratories, Inc.), a California corporation (the “Borrower”), Holdings, the other Credit Parties party thereto, the Successor Agent and the lenders party thereto, and in connection with the transactions under the Amendment, the Resigning Agent, the Successor Agent, the Borrower, Holdings and the other Credit Parties party hereto have entered into that certain Agency Resignation, Appointment and Assumption Agreement, dated as of January 30, 2025 (the “Agency Transfer Agreement”), whereby the Resigning Agent resigned as Administrative Agent, Collateral Agent, Letter of Credit Issuer and Swingline Lender and is succeeded to and replaced by the Successor Agent as successor Administrative Agent, Collateral Agent and Swingline Lender;

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

1. Defined Terms. All capitalized terms used, but not otherwise defined herein, shall have the respective meanings ascribed in or otherwise referenced in the Agency Transfer Agreement or the Current Agreement, as applicable.

2. Succession and Replacement of Collateral Agent. Pursuant to the terms and conditions set forth in the Agency Transfer Agreement, the Resigning Agent has ceased to be Collateral Agent under such capacity and is succeeded to and replaced by the Successor Agent as Collateral Agent under such capacity. Nothing herein shall be deemed to terminate, interrupt or impair the continuity of the security interest in the collateral originally granted to the Resigning Agent under the Patent Security Agreements, which security interest is now succeeded by and transferred to the Successor Agent.

*[Signature Pages Follow]*

IN WITNESS WHEREOF, the parties have executed this Notice effective as of the Effective Date:

**BANK OF AMERICA, N.A.**, as Resigning Agent

By: D. Wayne D. Rosse

Name: DeWayne D. Rosse

Title: Assistant Vice President

**GOLDMAN SACHS BANK USA**, as Successor  
Agent

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

Name: Dana Siconolfi

Title: Authorized Signatory



**Schedule A**

[See Attached]

**REEL/FRAME: 050860/0227**

**[See Attached]**

<b>Owner</b>	<b>Title</b>	<b>Application Number</b>	<b>Patent Number</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>WORKLOAD DISTRIBUTION WITH RESOURCE AWARENESS</b>	<b>15/912434</b>	<b>10298766</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>BEST MATCH INTERACTION SET ROUTING</b>	<b>15/898476</b>	<b>10291781</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>HYBRID CLOUD ARCHITECTURE WITH OPTIMIZED LOCAL DELIVERY</b>	<b>15/923908</b>	<b>10264129</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>SYSTEM AND METHOD FOR PERFORMANCE-BASED ROUTING OF INTERACTIONS IN A CONTACT CENTER</b>	<b>15/890293</b>	<b>10277744</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>AUTOMATIC QUALITY MANAGEMENT OF CHAT AGENTS VIA CHAT BOTS</b>	<b>15/677927</b>	<b>10313521</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>SYSTEM FOR SCHEDULING ROUTING RULES IN A CONTACT CENTER BASED ON FORECASTED AND ACTUAL INTERACTION LOAD AND STAFFING REQUIREMENTS</b>	<b>15/893436</b>	<b>10313527</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>METHOD AND SYSTEM FOR INTEGRATING AN INTERACTION MANAGEMENT SYSTEM WITH A BUSINESS RULES MANAGEMENT SYSTEM</b>	<b>15/892364</b>	<b>10250750</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>PORTABLE CONTINUITY OBJECT</b>	<b>15/694160</b>	<b>10313525</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>CONTEXT AWARE INTERACTION</b>	<b>15/901784</b>	<b>10289982</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>SYSTEM AND METHOD FOR NEURAL NETWORK BASED FEATURE EXTRACTION FOR ACOUSTIC MODEL DEVELOPMENT</b>	<b>15/905789</b>	<b>10283112</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>SYSTEM AND METHOD FOR NATURAL LANGUAGE PROCESSING</b>	<b>15/838328</b>	<b>10270910</b>
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>SYSTEMS AND METHODS FOR AUTOMATING CUSTOMER INTERACTIONS WITH ENTERPRISES</b>	<b>16/392455</b>	
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>SYSTEMS AND METHODS FOR AUTOMATING CUSTOMER INTERACTIONS WITH ENTERPRISES</b>	<b>16/392448</b>	
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>SYSTEM AND METHOD FOR OPTIMIZATION OF AUDIO FINGERPRINT SEARCH</b>	<b>16/378452</b>	
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>AUTOMATIC QUALITY MANAGEMENT OF CHAT AGENTS VIA CHAT BOTS</b>	<b>16/389745</b>	

Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR MANAGING AND SHARING DATA ACROSS UNAFFILIATED COMPUTING SYSTEMS	16/403348	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CUSTOMER JOURNEY EVENT REPRESENTATION LEARNING AND OUTCOME PREDICTION USING NEURAL SEQUENCE MODELS	16/379110	
Genesys Telecommunications Laboratories, Inc.	UNSUPERVISED ADAPTATION OF SENTIMENT LEXICON	16/381452	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR DISTRIBUTED AGGREGATION AND ANALYTICS OF NETWORK INTERFACE ANALYTICS IN WEB APPLICATIONS	62/835656	
Genesys Telecommunications Laboratories, Inc.	A Method for Measuring the Intelligence Quotient of Virtual Assistants/BOTs in Multichannel Environments	62/842550	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR PROVIDING CONTEXTUAL SUMMARY IN INTERACTION TRANSFER	62/842552	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR A MULTI-CLASS APPROACH FOR CONFIDENCE MODELING IN AUTOMATIC SPEECH RECOGNITION SYSTEMS	16/414885	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR MULTIMEDIA CONTACT CENTER INTERACTIONS VIA AN AUDIOVISUAL ASYNCHRONOUS CHANNEL	16/420258	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CONFIGURABLE, DYNAMIC, CONTEXT-SENSITIVE CONTENT FOR CONTACT CENTER INTERACTIONS	62/859262	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR A MULTI-MODAL CONVERSATION	62/860346	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR A REPLICATION PROTOCOL IN A REAL-TIME STATISTICAL ENGINE	16/446092	
Genesys Telecommunications Laboratories, Inc.	F0 TRANSFER LEARNING FOR IMPROVING F0 PREDICTION WITH DEEP NEURAL NETWORK MODELS	16/448384	



Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR A MULTI-CLASS APPROACH FOR CONFIDENCE MODELING IN AUTOMATIC SPEECH RECOGNITION SYSTEMS	PCT/US19/32782	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE AUTOMATION	PCT/US19/37420	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE AUTOMATION	PCT/US19/37429	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CUSTOMER EXPERIENCE AUTOMATION	PCT/US19/37435	
Genesys Telecommunications Laboratories, Inc.	GENERALIZED PHRASES IN AUTOMATIC SPEECH RECOGNITION SYSTEMS	15/811311	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD OF DISTRIBUTED MAINTENANCE OF CONTACT CENTER STATE	15/694009	10171661
Genesys Telecommunications Laboratories, Inc.	CUSTOMER CARE MOBILE APPLICATION	15/882970	10171664
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR ROUTING INTERACTIONS FOR A CONTACT CENTER BASED ON INTELLIGENT AND DYNAMIC ROUTING CONSIDERATIONS	15/846105	10171669
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR DYNAMIC CALL DIVERSION	15/887505	10171672
Genesys Telecommunications Laboratories, Inc.	GRAPHICAL USER INTERFACE FOR CONFIGURING CONTACT CENTER ROUTING STRATEGIES	15/910828	10194028
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS WITH TEXT MESSAGING	15/877220	10212284
Genesys Telecommunications Laboratories, Inc.	PINNING IN AN INTERACTIVE MEDIA/VOICE RESPONSE SYSTEM	15/898174	10225407
Genesys Telecommunications Laboratories, Inc.	METHOD AND SYSTEM FOR PROCESSING A CUSTOMER REQUEST THROUGH A PLURALITY OF COMMUNICATION INTERFACES AND FOR SUPERVISING SUCH PROCESSING	15/838077	10237406
Genesys Telecommunications Laboratories, Inc.	SYSTEM TO DEPLOY A DISASTER-PROOF GEOGRAPHICALLY-DISTRIBUTED CALL CENTER	15/853088	10348893

Genesys Telecommunications Laboratories, Inc.	INTERACTION REQUEST PROCESSING ACCORDING TO CLIENT PRE-CONFIGURED SCHEDULE	15/922784	10348899
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR INTERACTION ROUTING BY APPLYING PREDICTIVE ANALYTICS AND MACHINE LEARNING TO WEB AND MOBILE APPLICATION CONTEXT	14/686404	
Genesys Telecommunications Laboratories, Inc.	MEDIA CHANNEL MANAGEMENT APPARATUS FOR NETWORK COMMUNICATIONS SESSIONS	15/369358	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR AUTOMATIC QUALITY MANAGEMENT IN A CONTACT CENTER ENVIRONMENT	15/713283	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR AUTOMATIC QUALITY MANAGEMENT IN A CONTACT CENTER ENVIRONMENT	15/713342	
Genesys Telecommunications Laboratories, Inc.	RESOURCE SHARING IN A PEER-TO-PEER NETWORK OF CONTACT CENTER NODES	15/714869	
Genesys Telecommunications Laboratories, Inc.	CONTACT CENTER SYSTEM AND METHOD FOR ADVANCED OUTBOUND COMMUNICATIONS TO A CONTACT GROUP	15/717509	
Genesys Telecommunications Laboratories, Inc.	TECHNOLOGIES FOR MANAGING UNRESOLVED CUSTOMER INTERACTIONS	15/727480	
Genesys Telecommunications Laboratories, Inc.	SYSTEM FOR ROUTING INTERACTIONS USING BIO-PERFORMANCE ATTRIBUTES OF PERSONS AS DYNAMIC INPUT	15/785090	
Genesys Telecommunications Laboratories, Inc.	TAG-BASED PERFORMANCE FRAMEWORK FOR CONTACT CENTER	15/796542	
Genesys Telecommunications Laboratories, Inc.	GENERALIZED PHRASES IN AUTOMATIC SPEECH RECOGNITION SYSTEMS	15/811311	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR NEURAL NETWORK BASED SPEAKER CLASSIFICATION	15/835318	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR SEMANTICALLY EXPLORING CONCEPTS	15/837980	
Genesys Telecommunications Laboratories, Inc.	SYSTEMS AND METHODS FOR CHATBOT GENERATION	15/840295	
Genesys Telecommunications Laboratories, Inc.	LOG FILE MANAGEMENT TOOL	15/846111	



Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR ROUTING SOCIAL EXPRESSIONS	15/847724	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR IMPROVING INTERACTION ROUTING PERFORMANCE	15/852665	
Genesys Telecommunications Laboratories, Inc.	SERVICE CONTROL POINT FUNCTIONALITY IMPLEMENTED AT COMMUNICATION ENDPOINTS	15/853064	
Genesys Telecommunications Laboratories, Inc.	ROUTING USER COMMUNICATIONS TO AGENTS	15/865142	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR CONTROLLED KNOWLEDGE SYSTEM MANAGEMENT	15/865161	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR PREDICTIVE ROUTING BASED ON A CUSTOMER JOURNEY PATIENCE	15/865167	
Genesys Telecommunications Laboratories, Inc.	DYNAMIC CALL CONTROL	15/865198	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHOD FOR SPEECH-BASED INTERACTION RESOLUTION	15/883441	
Genesys Telecommunications Laboratories, Inc.	SCALABLE APPROACH TO AGENT-GROUP STATE MAINTENANCE IN A CONTACT CENTER	15/896012	
Genesys Telecommunications Laboratories, Inc.	NETWORK RECORDING AND SPEECH ANALYTICS SYSTEM AND METHOD	15/896026	
Genesys Telecommunications Laboratories, Inc.	VOICE ENABLED SOCIAL ARTIFACTS	15/896835	
Genesys Telecommunications Laboratories, Inc.	CUSTOMER CONTROLLED INTERACTION MANAGEMENT	15/897967	
Genesys Telecommunications Laboratories, Inc.	SYSTEM AND METHODS FOR TRACKING UNRESOLVED CUSTOMER INVOLVEMENT WITH A SERVICE ORGANIZATION AND AUTOMATICALLY FORMULATING A DYNAMIC SERVICE SOLUTION	15/907121	
Genesys Telecommunications Laboratories, Inc.	METHODS AND APPARATUS FOR INSERTING CONTENT INTO CONVERSATIONS IN ON-LINE AND DIGITAL ENVIRONMENTS	15/927698	
Genesys Telecommunications Laboratories, Inc.	METHOD FOR INTERACTING WITH A MULTIMEDIA PRESENTATION SERVED BY AN INTERACTIVE RESPONSE UNIT	15/935813	

<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>METHOD FOR FORMING THE EXCITATION SIGNAL FOR A GLOTTAL PULSE MODEL BASED PARAMETRIC SPEECH SYNTHESIS SYSTEM</b>	<b>16/272130</b>	
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>SYSTEM AND METHOD FOR TRANSMITTING SIGNALING AND MEDIA FROM A HYBRID CONTACT CENTER OPERATIONS ENVIRONMENT</b>	<b>16/294767</b>	
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>CONNECTED MACHINE INITIATED SERVICE</b>	<b>16/298404</b>	
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>SYSTEM AND METHOD FOR INTERACTION ROUTING BY APPLYING PREDICTIVE ANALYTICS AND MACHINE LEARNING TO WEB AND MOBILE APPLICATION CONTEXT</b>	<b>16/352022</b>	
<b>Genesys Telecommunications Laboratories, Inc.</b>	<b>SYSTEM AND METHOD FOR KEY MANAGEMENT AND USER AUTHENTICATION</b>	<b>16/359512</b>	