

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING DEPOSITED WITH THE UNITED STATES POSTAL SERVICE AS FIRST-CLASS MAIL IN AN ENVELOPE ADDRESSED TO: COMMISSIONER OF PATENTS AND TRADEMARKS, WASHINGTON, DC 20231 ON THE DATE SET FORTH BELOW.

CORRELATION TRADE

04-05-2002



U.S. DEPARTMENT OF COMMERCE Patent and Trademark Office

Atty. Dkt. 33-238

102045133

ROLAND PLOTTEL PTO REG. NO. 20707

MAR 12 2002

Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):
International Business Machines Corporation
 3-21-02

Individual(s) Association
 General Partnership Limited Partnership
 Corporation-State **New York**
 Other _____

Additional name(s) of conveying party(ies) attached? Yes No

2. Name and address of receiving party(ies)
 Name: **Genesys Telecommunications Laboratories, Inc.**
 Internal Address: _____
 Street Address: **1155 Market Street**
 City: **San Francisco** State: **CA** ZIP: **94103**

Individual(s) citizenship _____
 Association _____
 General Partnership _____
 Limited Partnership _____
 Corporation-State **California**
 Other _____

If assignee is not domiciled in the United States, a domestic representative designation is attached: Yes No
 (Designations must be a separate document from assignment)
 Additional name(s) & address(es) attached? Yes No

3. Nature of conveyance:
 Assignment Merger
 Security Agreement Change of Name
 Other _____

Execution Date: **May 30, 2001**

4. Application number(s) or patent number(s):
 A. Trademark Application No.(s)
 B. Trademark Registration No.(s)
1,719,872

Additional numbers attached? Yes No

OFFICE OF PATENT RECORDS
 2002 MAR 21 AM 7:36
 FINANCE SECTION

5. Name and address of party to whom correspondence concerning document should be mailed:
 Name: **Roland Plottel**
 Internal Address: _____
 Street Address: **Rockefeller Center Stn.**
P.O. Box 293
 City: **New York** State: **NY** ZIP: **10185-0293**

6. Total number of applications and registrations involved: **1**

7. Total fee (37 CFR 3.41).....\$ **40**
 Enclosed
 Authorized to be charged to deposit account

8. Deposit account number:
16-2128
 (Attach duplicate copy of this page if paying by deposit account)

9. Statement and signature.
To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Roland Plottel *Roland Plottel* **MAR 12 2002**
 Name of Person Signing Signature Date

Total number of pages including cover sheet, attachments, and document **5**

TRADEMARK ASSIGNMENT

WHEREAS, International Business Machines Corporation, a New York corporation (referred to as "IBM"), has adopted, owns, used or is using the trademarks listed below (referred to as the "Trademarks");

WHEREAS, Genesys Telecommunications Laboratories, Inc., a California corporation (referred to as "Genesys"), is desirous of acquiring the entire right, title and interest, including common law rights, in and to the Trademarks for valuable consideration; and

NOW, THEREFORE, for good and valuable consideration, the receipt of which is hereby acknowledged, IBM hereby transfers and assigns to Genesys, its successors and assigns, free and clear of all mortgages, pledges, security interests or other financial encumbrances, the entire right, title and interest in and to the Trademarks including common law rights thereof and any rights based on an intent to use such Trademarks, and all renewals and extensions thereof which may be granted relating to the Trademarks; and IBM hereby authorizes and requests the Commissioner of Patents and Trademarks to issue all further trademarks resulting from any applications pending with regard to the Trademarks, insofar as Genesys's interest is concerned, to Genesys as assignee of IBM's entire right, title and interest.

IBM also hereby transfers and assigns to Genesys, its successors and assigns, any foreign rights to the Trademarks, in all countries and regions of the world, including the right to file applications and obtain Trademarks under the terms of any international treaty or conventions, and further agrees to perform such lawful acts and to execute any and all trademark applications, assignments, affidavits, and any other papers in connection therewith necessary to perfect such trademark rights.

This Trademark Assignment is subject to and includes by reference all of the representations, warranties, covenants and indemnities with respect to the Trademarks set forth in that certain Asset Purchase Agreement between Genesys and IBM dated May 2, 2001, and that certain Intellectual Property Assignment and License Agreement between Genesys and IBM dated May 30, 2001.

Upon Genesys's written request, IBM hereby further agrees that IBM will communicate to Genesys, or to its successors, assigns, and legal representatives, any facts known to it respecting the Trademarks, and at the expense of Genesys, testify in any legal proceedings, sign all lawful papers, execute all renewal, extension and substitute applications, make all lawful oaths, and provide reasonable assistance to aid Genesys, its successors, assigns and nominees to obtain and enforce proper protection for the Trademarks in all countries.

United States Registrations

CallPath® - Filed July 10, 1989 - Registration No. 1,719,872 - Registered Sept. 29, 1992

SwitchServer® - Filed April 8, 1991 - Registration No. 1,993,710 - Registered Aug. 13, 1996

Also included are all foreign filed instances of the CallPath mark and the SwitchServer mark (to be listed) and all foreign and United States common law rights to the marks.

Worldwide CallPath Applications (only most current listed per country)

Country	Appl.Number	Appl.Date	Status
Argentina	1701456	08/25/89	Registered
Australia	521466	10/19/89	Registered
Austria	AM 5 323/8	11/06/89	Registered
Benelux	735893	10/17/89	Abandoned
Bolivia	49650C	01/29/90	Unknown (Renewal due 1/29/2000)
Brazil	815122276	09/04/89	Registered
Canada	636278	07/13/89	Registered
Chile	138453	08/23/89	Unknown (Renewal due 6/25/1999)
Columbia	309749	08/23/89	Pending
CTM Filing	1553577	03/13/00	Pending
Denmark	7926/89	10/25/89	Registered
Dominican Rep.	05145-NICE	05/12/89	Registered
Ecuador	16869	08/29/89	Registered
Finland	5442/89	10/24/89	Registered
France	5136	05/10/89	Abandoned
Germany	J 24 493/9	11/02/89	Abandoned
Greece	95206	08/17/90	Abandoned
Hong Kong	7624/89	09/23/89	Registered
Indonesia	14983/89	09/11/89	Registered
Ireland	3655/89	07/05/89	Registered
Israel	73006	07/13/89	Registered
Italy	25567C/89	11/08/89	Abandoned
Japan	1-127504	11/10/89	Registered
Korea, Rep. of	89-27895	11/07/89	Registered
Malaysia	89/05615	09/13/89	Abandoned
Norway	89.5205	10/23/89	Registered
Paraguay	09035	08/24/89	Unknown (Ren.due 8/27/99)
Peoples Rep. of China	8939515	11/06/89	Renewal Requested
Peru	158604	09/05/89	Registered
Philippines	69842	10/27/89	Affidavit submitted
Portugal	257766	08/11/89	Abandoned

Country	Appl.Number	Appl.Date	Status
Singapore	S/5849/89	09/05/89	Registered
South Africa	89/7121	08/09/89	Registered
Spain	1516475	08/14/89	Abandoned
Sweden	8909939	10/23/89	Registered
Taiwan	78032240	07/11/89	Registered
Thailand	194547	10/04/89	Registered
United Kingdom	1388680	06/29/89	Registered
United States	73/811351	07/10/89	Registered
Uruguay	05136-NICE	05/10/89	Registered
Venezuela	12574/89	08/23/89	Abandoned

Worldwide SwitchServer Applications (only most current listed per country)

Country	Appl.Number	Appl.Date	Status
Australia	562885	09/03/91	Abandoned
Benelux	768542	08/30/91	Registered
Canada	689733	09/06/91	Registered
France	7508	03/07/91	Abandoned
Germany	J 26 954/9	09/04/91	Abandoned
Japan	3-92767	09/06/91	Abandoned
Korea, Rep of	91-25868	09/05/91	Registered
Spain	1686017	02/24/92	Registered
Taiwan	80043094	09/20/91	Abandoned
United States	74/155158	04/08/91	Registered

Common Law Marks:

CallPath Call Coordinator
CallPath CallCoordinator/2
CallPath Web Connection
CallPath SwitchServer

9.

IN WITNESS WHEREOF, IBM hereunto sets its hand this day and year;

INTERNATIONAL BUSINESS
MACHINES CORPORATION

By 

Name

Title Vice President

Date May 30, 2001