



**TRADEMARK ASSIGNMENT**

THIS TRADEMARK ASSIGNMENT ("Assignment") is made and entered into as of July 17, 2007 ("Effective Date"), by and between Lucent Technologies Inc., a Delaware corporation having its principal place of business at 600 Mountain Avenue, Murray Hill, New Jersey 07974 ("Lucent"), and Genesys Telecommunications Laboratories, Inc., a California corporation having its principal place of business at 2001 Junipero Serra Boulevard, Daly City, California 94014 ("Genesys").

WHEREAS, contemporaneous with the execution of this Assignment, Lucent and Genesys are executing an Asset Purchase Agreement relating to the transfer by Lucent to Genesys of Lucent's ClientCare product line and the business associated therewith;

WHEREAS, Lucent is the owner of the trademark and the corresponding registration as set forth on Schedule A hereto ("Assigned Trademark"), together with the goodwill of the ClientCare business connected with and symbolized by the Assigned Trademark;

WHEREAS, Lucent desires to transfer and assign to Genesys, and Genesys desires to acquire from Lucent, all of Lucent's right, title and interest in and to the Assigned Trademark.

NOW, THEREFORE, for good and valuable consideration, the receipt of which is hereby acknowledged, Lucent hereby transfers, conveys and assigns to Genesys, which accepts, all right, title and interest, anywhere in the world, in and to the Assigned Trademark, together with the goodwill of the business connected with and symbolized by the Assigned Trademark, and the right to sue and recover for past infringement of the Assigned Trademark.

IN WITNESS WHEREOF, the parties hereto have executed this Assignment as of the Effective Date.

LUCENT TECHNOLOGIES INC.

By: Ashek Shah  
Name: Ashek Shah  
Title: VP - Professional Services

GENESYS TELECOMMUNICATIONS LABORATORIES, INC.

By: \_\_\_\_\_  
Name :  
Title :

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IN WITNESS WHEREOF, the parties hereto have executed this Assignment as of the Effective Date.

LUCENT TECHNOLOGIES INC.

By : \_\_\_\_\_  
Name :  
Title :

GENESYS TELECOMMUNICATIONS LABORATORIES, INC.

By :   
Name : **STACEY W. WHITE**  
Title : **EXECUTIVE VICE PRESIDENT & CFO**  
**GENESYS TELECOMMUNICATIONS LABS**

**Schedule A  
Assigned Trademark**

| <b>Trademark</b> | <b>Country</b> | <b>Registration No.</b> |
|------------------|----------------|-------------------------|
| CLIENTCARE       | US             | 2,610,700               |