

## TRADEMARK ASSIGNMENT

Electronic Version v1.1  
 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT		
NATURE OF CONVEYANCE:	SECURITY INTEREST		
CONVEYING PARTY DATA			
Name	Formerly	Execution Date	Entity Type
GENESYS TELECOMMUNICATIONS LABORATORIES, INC.		01/31/2012	CORPORATION: CALIFORNIA
RECEIVING PARTY DATA			
Name:	GOLDMAN SACHS LENDING PARTNERS LLC		
Street Address:	200 West Street		
City:	New York		
State/Country:	NEW YORK		
Postal Code:	10282		
Entity Type:	LIMITED LIABILITY COMPANY: DELAWARE		
PROPERTY NUMBERS Total: 11			
Property Type	Number	Word Mark	
Registration Number:	2347455	CALLCENTER PULSE	
Registration Number:	1719872	CALLPATH	
Registration Number:	2610700	CLIENTCARE	
Registration Number:	2161483		
Registration Number:	2271572	GENESYS	
Registration Number:	2249031	GENESYS	
Registration Number:	4070877	ICFD	
Serial Number:	85458640	ICFD	
Registration Number:	4070876	INTELLIGENT CUSTOMER FRONT DOOR	
Serial Number:	85458644	INTELLIGENT CUSTOMER FRONT DOOR	
Registration Number:	2520402	T-SERVER	
CORRESPONDENCE DATA			

Fax Number: (212)822-5096  
Email: nbrowand@milbank.com  
*Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent via US Mail.*  
Correspondent Name: Milbank, Tweed, Hadley & McCloy LLP  
Address Line 1: One Chase Manhattan Plaza  
Address Line 2: Attn: Nathaniel T. Browand  
Address Line 4: New York, NEW YORK 10005

ATTORNEY DOCKET NUMBER:	30045-35500
NAME OF SUBMITTER:	Nathaniel T. Browand
Signature:	/Nathaniel T. Browand/
Date:	01/31/2012

Total Attachments: 5  
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## TRADEMARK SECURITY AGREEMENT

This Trademark Security Agreement (this "Agreement"), dated as of January 31, 2012, is entered into by each of the undersigned (each, a "Grantor") in favor of Goldman Sachs Lending Partners LLC, as collateral agent (together with its successors, in such capacity, the "Collateral Agent").

**WHEREAS**, Grantors have executed and delivered that certain U.S. Pledge and Security Agreement, dated on even date herewith, in favor of the Collateral Agent (the "Pledge and Security Agreement") pursuant to which Grantors have granted to Collateral Agent, for the ratable benefit of the Secured Parties, a security interest in all of the Grantors' right, title, and interest in and to the Trademark Collateral (as defined below);

**NOW, THEREFORE**, in consideration of the foregoing and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Grantors and the Collateral Agent hereby agree as follows:

SECTION 1. Defined Terms. Capitalized terms not otherwise defined herein have the meanings set forth in the Pledge and Security Agreement.

SECTION 2. Grant of Security Interest. Subject to the terms of the Pledge and Security Agreement, each Grantor hereby grants to the Collateral Agent, for the ratable benefit of the Secured Parties, a security interest in and continuing lien on all of such Grantor's right, title and interest in, to and under the following, in each case whether now owned or existing or hereafter acquired, developed, created or arising and wherever located (collectively, the "Trademark Collateral"), as collateral security for the prompt and complete payment and performance when due of the Obligations of such Grantor:

- (i) all U.S., State and foreign trademarks, trade names, corporate names, company names, business names, domain names, fictitious business names, trade styles, trade dresses, service marks, certification marks, collective marks, logos and other source of business identifiers or any other indicia of origin, designs and general tangibles of a like nature, all registrations thereof, and all applications now or hereafter made in connection therewith, whether in the United States Patent and Trademark Office or in any similar office or agency of the United States, any State thereof or any other country or any political subdivision thereof, or otherwise, and all common-law rights related thereto, including, without limitation, any of the foregoing referred to on Schedule A, and all rights corresponding thereto throughout the world, (ii) all of the goodwill of the business connected with the use of and symbolized by the foregoing; (iii) all extensions and renewals of the foregoing, (iv) the right to sue for past, present and future infringements or dilution of any of the foregoing or for any injury to goodwill, and (v) all proceeds of the foregoing, including, without limitation, licenses, royalties, income, payments, claims, damages, and proceeds of suit.

SECTION 3. Security Agreement. The security interest granted pursuant to this Agreement is granted in conjunction with the security interest granted to the Collateral Agent for the Secured Parties pursuant to the Pledge and Security Agreement, and the Grantors hereby acknowledge and affirm that the rights and remedies of the Collateral Agent with respect to the security interest in the Trademark Collateral made and granted hereby are more fully set forth in the Pledge and Security Agreement, the terms and provisions of which are incorporated by

reference herein as if fully set forth herein. In the event that any provision of this Agreement is deemed to conflict with the Pledge and Security Agreement, the provisions of the Pledge and Security Agreement shall control.

SECTION 4. Recordation. Each Grantor authorizes and requests that the Commissioner of Patents and Trademarks and any other applicable government officer record this Agreement.

SECTION 5. Governing Law. This agreement and the rights and obligations of the parties hereunder and any claim or controversy relating hereto shall be governed by, and construed and interpreted in accordance with, the laws of the State of New York, without regard to its conflicts of laws principles.

SECTION 6. Counterparts. This Agreement may be executed in any number of counterparts, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same agreement.

*[Signature page follows]*

IN WITNESS WHEREOF, each of the undersigned has caused this Agreement to be duly executed and delivered as the date first above written.

GRANTORS:

GENESYS TELECOMMUNICATIONS  
LABORATORIES, INC.

By: 

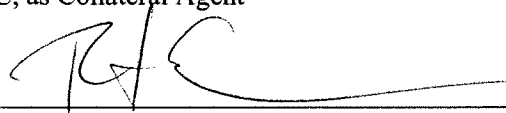
Name: James M. René

Title: Vice President and Secretary

*[Signature page to Trademark Security Agreement]*

**TRADEMARK**  
**REEL: 004707 FRAME: 0671**

GOLDMAN SACHS LENDING PARTNERS  
LLC, as Collateral Agent

By:   
Authorized Signatory

Robert Ehudin  
Authorized Signatory

*[Signature page to Trademark Security Agreement]*

**TRADEMARK**  
**REEL: 004707 FRAME: 0672**

SCHEDULE A

**TRADEMARKS**

**Trademarks (owned by Genesys Telecommunications Laboratories, Inc.)**

<b>Trademark</b>	<b>Country</b>	<b>Classes</b>	<b>Filing Date</b>	<b>Filing Number</b>	<b>Registration Number</b>	<b>Current Status</b>
CALLCENTER PULSE	United States of America	09	19 Feb 1997	75/243867	2 347 455	Registered
CALLPATH	United States of America	09	10 Jul 1989	73/811 351	1 719 872	Registered
CLIENTCARE	United States of America	09	11 May 2000	78007686	2 610 700	Registered
COIL DESIGN PURE DEVICE	United States of America	09;42	20 Nov 1996	75202055	2 161 483	Registered
GENESYS	United States of America	09	10 Nov 1997	75387700	2 271 572	Registered
GENESYS	United States of America	42	10 Nov 1997	75387701	2 249 031	Registered
ICFD	United States of America	42	25 Mar 2008	77/430,792	4 070 877	Registered
ICFD	United States of America	09	28 Oct 2011	85/458,640		Pending
INTELLIGENT CUSTOMER FRONT DOOR	United States of America	42	25 Mar 2008	77/430,788	4 070 876	Registered
INTELLIGENT CUSTOMER FRONT DOOR	United States of America	09	28 Oct 2011	85/458,644		Pending
T-SERVER	United States of America	09	19 Feb 1997	75244349	2 520 402	Registered (renewal in progress)