

TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

ETAS ID: TM407421

SUBMISSION TYPE:	NEW ASSIGNMENT		
NATURE OF CONVEYANCE:	Trademark Release (Reel:5199/Frame:0929)		
CONVEYING PARTY DATA			
Name	Formerly	Execution Date	Entity Type
JPMorgan Chase Bank, N.A., as Collateral Agent		12/01/2016	Association: UNITED STATES
RECEIVING PARTY DATA			
Name:	Genesys Telecommunications Laboratories, Inc., as Grantor		
Street Address:	2001 Junipero Serra Blvd.		
City:	Daly City		
State/Country:	CALIFORNIA		
Postal Code:	94014		
Entity Type:	Corporation: DELAWARE		
Name:	Angel.com Incorporated		
Street Address:	2001 Junipero Serra Blvd.		
City:	Daly City		
State/Country:	CALIFORNIA		
Postal Code:	94014		
Entity Type:	Corporation: DELAWARE		
Name:	Utopy, Inc.		
Street Address:	2001 Junipero Serra Blvd.		
City:	Daly City		
State/Country:	CALIFORNIA		
Postal Code:	94014		
Entity Type:	Corporation: DELAWARE		
Name:	SoundBite Communications, Inc.		
Street Address:	2001 Junipero Serra Blvd.		
City:	Daly City		
State/Country:	CALIFORNIA		
Postal Code:	94014		
Entity Type:	Corporation: DELAWARE		
PROPERTY NUMBERS Total: 44			
Property Type	Number	Word Mark	
Registration Number:	3177337	ANGEL	
TRADEMARK			

Property Type	Number	Word Mark
Registration Number:	3169032	ANGEL.COM
Registration Number:	4298402	CALLER FIRST
Serial Number:	85719453	CX FIRST
Serial Number:	85719456	CXFIRST
Serial Number:	85524535	LEXEE
Registration Number:	4298403	PUTTING THE CALLER FIRST
Serial Number:	85528735	
Registration Number:	2882922	YOUR TELEPHONE JUST GOT SMARTER
Serial Number:	85877936	1 TO 1 CUSTOMER SERVICE
Registration Number:	2347455	CALLCENTER PULSE
Serial Number:	85863288	CITIZEN EFFORT
Registration Number:	2161483	
Serial Number:	85813435	CONVERSATION MANAGER
Serial Number:	85946790	CUSTOMER ENGAGEMENT PLATFORM
Registration Number:	2271572	GENESYS
Registration Number:	2249031	GENESYS
Serial Number:	85702554	GENESYS CLOUD CONNECT
Serial Number:	85702557	GENESYS CONNECT
Serial Number:	85702562	GENESYS CONTACT CENTER CONNECT
Serial Number:	85813436	GENESYS CONVERSATION MANAGER
Serial Number:	85813433	GENESYS MOBILE ENGAGEMENT
Serial Number:	85726606	GENESYS ONE
Serial Number:	85702566	GENESYS PRIME CONNECT
Serial Number:	86033059	GENESYS PROACTIVE ENGAGEMENT
Serial Number:	85813434	GENESYS SMART LINK
Serial Number:	85702570	GENESYS SOCIAL CONNECT
Serial Number:	85813432	GENESYS SOCIAL ENGAGEMENT
Serial Number:	85458640	ICFD
Registration Number:	4070877	ICFD
Serial Number:	85458644	INTELLIGENT CUSTOMER FRONT DOOR
Registration Number:	4070876	INTELLIGENT CUSTOMER FRONT DOOR
Serial Number:	85877919	ONE TO ONE CUSTOMER SERVICE
Serial Number:	85792220	SIPSPAN2
Serial Number:	86068518	SPEECH-TO-PHRASE
Serial Number:	86068522	SPEECH-TO-PHRASE RECOGNITION
Registration Number:	2520402	T-SERVER
Registration Number:	3453832	SMARTREPLY
Registration Number:	2791788	SOUNDBITE

Property Type	Number	Word Mark
Registration Number:	2757525	SPEECHMINER
Registration Number:	2757526	UTOPIA
Serial Number:	86092207	ACTIONABLE ANALYTICS
Serial Number:	85748468	GENESYS SMART CONNECT
Serial Number:	85748467	SMART CONNECT

CORRESPONDENCE DATA

Fax Number: 8009144240

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: 800-713-0755

Email: Michael.Violet@wolterskluwer.com

Correspondent Name: Michael Violet

Address Line 1: 4400 Easton Commons Way

Address Line 2: Suite 125

Address Line 4: Columbus, OHIO 43219

NAME OF SUBMITTER:	Ken Tan
SIGNATURE:	/Ken Tan/
DATE SIGNED:	12/02/2016

Total Attachments: 8

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RELEASE OF SECURITY INTEREST IN TRADEMARKS

This RELEASE OF SECURITY INTEREST IN TRADEMARKS (this "Release"), dated as of December 1, 2016 (the "Effective Date"), is made by JPMorgan Chase Bank, N.A., in its capacity as successor to the Original Collateral Agent (as defined below) (the "Collateral Agent"), in favor of the grantor parties identified on the signature page hereto (the "Grantors").

WHEREAS, pursuant to that certain U.S. Pledge and Security Agreement, dated as of February 8, 2013, by and among Goldman Sachs Bank USA (the "Original Collateral Agent"), the Grantors and certain other parties thereto (as amended, amended and restated, or otherwise modified from time to time, the "Pledge and Security Agreement"), each of the Grantors granted to the Original Collateral Agent a security interest in and to certain collateral;

WHEREAS, pursuant to the Pledge and Security Agreement, each of the Grantors executed and delivered a Confirmatory Trademark Security Agreement, dated as of November 13, 2013, the "Trademark Security Agreement"), to the Collateral Agent, for recordal with the United States Patent and Trademark Office;

WHEREAS, the Trademark Security Agreement was recorded with the United States Patent and Trademark Office on November 21, 2013 at Reel/Frame 5199/0929;

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Collateral Agent hereby agrees 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 Pledge and Security Agreement or the Trademark Security Agreement, as applicable.

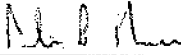
2. Release. The Collateral Agent, without representation or warranty of any kind, and as successor to the Original Collateral Agent, hereby releases, discharges, terminates and cancels all of its security interest in and to the Trademark Collateral, including the trademark registrations and applications set forth Schedule A attached hereto, arising under the Pledge and Security Agreement and the Trademark Security Agreement. If and to the extent that the Collateral Agent has acquired any right, title or interest in and to the Trademark Collateral under the Trademark Security Agreement, the Collateral Agent, without representation or warranty of any kind, hereby re-transfers, re-conveys and re-assigns such right, title or interest to the Grantors.

3. Termination. The Collateral Agent, without representation or warranty of any kind, terminates and cancels the Trademark Security Agreement.

4. Further Assurances. The Collateral Agent agrees to take all further actions, and provide to each of the Grantors and their successors, assigns or other legal representatives, all such cooperation and assistance (including, without limitation, the execution and delivery of any and all documents or other instruments), reasonably requested by the Grantors, at the Grantors' sole cost and expense, to more fully and effectively effectuate the purposes of this Release.

5. Governing Law. This Release shall be governed exclusively under the laws of New York, without regard to conflicts of law or choice of law principles.

JPMORGAN CHASE BANK, N.A., acting in
its capacity as Collateral Agent for the
Secured Parties

By: 

Name: Peter Thauer

Title: Managing Director

GRANTORS:

GENESYS TELECOMMUNICATIONS

LABORATORIES, INC.

ANGEL.COM INCORPORATED

UTOPIA, INC.

SOUNDBITE COMMUNICATIONS, INC.

[Signature Page to Trademark Release Letter]

TRADEMARK
REEL: 005934 FRAME: 0184

SCHEDULE A

Debtor/Grantor	Mark	Serial/Registration Number	Filing/Registration Date
Angel.com Incorporated	ANGEL	3,177,337	November 28, 2005
Angel.com Incorporated	ANGEL.COM	3,169,032	November 7, 2006
Angel.com Incorporated	CALLER FIRST	4,298,402	March 5, 2013
Angel.com Incorporated	CX FIRST	85/719,453	September 4, 2012
Angel.com Incorporated	CXFIRST	85/719,456	September 4, 2012
Angel.com Incorporated	LEXEE	85/524,535	January 25, 2012
Angel.com Incorporated	PUTTING THE CALLER FIRST	4,298,403	March 5, 2013
Angel.com Incorporated	Wing Design YOUR TELEPHONE JUST GOT SMARTER	85/528,735	January 30, 2012
Angel.com Incorporated	YOUR TELEPHONE JUST GOT SMARTER	2,882,922	September 7, 2004
Genesys Telecommunications Laboratories, Inc.	1 TO 1 CUSTOMER SERVICE	85/877936	March 15, 2013 (ITU)
Genesys Telecommunications Laboratories, Inc.	CALLCENTER PULSE	2347455	02-May-00
Genesys Telecommunications Laboratories, Inc.	CITIZEN EFFORT	85/863288	February 28, 2013 (ITU)
Genesys Telecommunications Laboratories, Inc.	COIL DESIGN PURE DEVICE	2161483	02-Jun-98
Genesys Telecommunications Laboratories, Inc.	CONVERSATION MANAGER	85/813435	31-Dec-12 (ITU)
Genesys Telecommunications Laboratories, Inc.	CUSTOMER ENGAGEMENT PLATFORM	85/946790	30-May-13 (ITU)
Genesys Telecommunications Laboratories, Inc.	GENESYS	2271572	24-Aug-99

Debtor/Grantor	Mark	Serial/Registration Number	Filing/Registration Date
Genesys Telecommunications Laboratories, Inc.	GENESYS	2249031	01-Jun-99
Genesys Telecommunications Laboratories, Inc.	GENESYS CLOUD CONNECT	85/702554	13-Aug-12 (TTU)
Genesys Telecommunications Laboratories, Inc.	GENESYS CONNECT	85/702557	13-Aug-12 (TTU)
Genesys Telecommunications Laboratories, Inc.	GENESYS CONTACT CENTER CONNECT	85/702562	13-Aug-12 (TTU)
Genesys Telecommunications Laboratories, Inc.	GENESYS CONVERSATION MANAGER	85/813436	31-Dec-12 (TTU)
Genesys Telecommunications Laboratories, Inc.	GENESYS MOBILE ENGAGEMENT	85/813433	31-Dec-12 (TTU)
Genesys Telecommunications Laboratories, Inc.	GENESYS ONE	85/726606	11-Sep-12 (TTU)
Genesys Telecommunications Laboratories, Inc.	GENESYS PRIME CONNECT	85/702566	13-Aug-12 (TTU)
Genesys Telecommunications Laboratories, Inc.	GENESYS PROACTIVE ENGAGEMENT	86/033059	8/8/2013
Genesys Telecommunications Laboratories, Inc.	GENESYS SMART LINK	85/813434	31-Dec-12 (TTU)
Genesys Telecommunications Laboratories, Inc.	GENESYS SOCIAL CONNECT	85/702570	13-Aug-12 (TTU)
Genesys Telecommunications Laboratories, Inc.	GENESYS SOCIAL ENGAGEMENT	85/813432	31-Dec-12 (TTU)
Genesys Telecommunications Laboratories, Inc.	ICFD	85/458640	28-Oct-11 (TTU)
Genesys Telecommunications Laboratories, Inc.	ICFD	4070877	13-Dec-11

Debtor/Grantor	Mark	Serial/Registration Number	Filing/Registration Date
Genesys Telecommunications Laboratories, Inc.	INTELLIGENT CUSTOMER FRONT DOOR	85/458644	28-Oct-11 (ITU)
Genesys Telecommunications Laboratories, Inc.	INTELLIGENT CUSTOMER FRONT DOOR	4070876	13-Dec-11
Genesys Telecommunications Laboratories, Inc.	ONE TO ONE CUSTOMER SERVICE	85/877919	March 15, 2013 (ITU)
Genesys Telecommunications Laboratories, Inc.	SIPSPAN2	85/792220	30-Nov-12 (ITU)
Genesys Telecommunications Laboratories, Inc.	SPEECH-TO-PHRASE	86/068518	9/18/2013(ITU)
Genesys Telecommunications Laboratories, Inc.	SPEECH-TO-PHRASE RECOGNITION	86/068522	9/18/2013(ITU)
Genesys Telecommunications Laboratories, Inc.	T-SERVER	2520402	18-Dec-01
SoundBite Communications, Inc.	SMARTREPLY	3,453,832	6/24/2008
SoundBite Communications, Inc.	SOUNDBITE	2,791,788	12/09/2003
Utopy, Inc.	SPEECHMINER	2,757,525	August 26, 2003
Utopy, Inc.	UTOPY	2,757,526	August 26, 2003
Genesys Telecommunications Laboratories, Inc.	ACTIONABLE ANALYTICS	86/092207	October 15, 2013
Genesys Telecommunications Laboratories, Inc.	GENESYS SMART CONNECT ¹	85/748468	October 8, 2012
Genesys Telecommunications Laboratories, Inc.	SMART CONNECT ²	85/748467	October 8, 2012

Debtor/Grantor	Mark	Serial/Registration Number	Filing/Registration Date
Genesys Telecommunications, Laboratories	CUSTOMER SERVICE HEROES	4,359,636	July 2, 2013

RECORDATION FORM COVER SHEET TRADEMARKS ONLY

To the Director of the U. S. Patent and Trademark Office: Please record the attached documents or the new address(es) below.

1. Name of conveying party(ies):

JPMorgan Chase Bank, N.A., as Collateral Agent

- Individual(s) Association
 Partnership Limited Partnership
 Corporation- State: _____
 Other _____

Citizenship (see guidelines) USA

Additional names of conveying parties attached? Yes No

3. Nature of conveyance/Execution Date(s) :

Execution Date(s) December 1, 2016

- Assignment Merger
 Security Agreement Change of Name
 Other Trademark Release (Reel:5199 / Frame:0929)

2. Name and address of receiving party(ies)

Additional names, addresses, or citizenship attached? Yes
 No

Name: Genesys Telecommunications Laboratories, Inc., as Grantor

Street Address: 2001 Junipero Serra Blvd.

City: Daly City

State: California

Country: USA Zip: 94014

- Individual(s) Citizenship _____
 Association Citizenship _____
 Partnership Citizenship _____
 Limited Partnership Citizenship _____
 Corporation Citizenship Delaware
 Other _____ Citizenship _____

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)

4. Application number(s) or registration number(s) and identification or description of the Trademark.

A. Trademark Application No.(s)

See Schedule A

B. Trademark Registration No.(s)

See Schedule A

Additional sheet(s) attached? Yes No

C. Identification or Description of Trademark(s) (and Filing Date if Application or Registration Number is unknown):

5. Name & address of party to whom correspondence concerning document should be mailed:

Name: Ken Tan, Legal Assistant

Internal Address: _____

Street Address: c/o Cahill Gordon & Reindel LLP
80 Pine Street

City: New York

State: New York Zip: 10005

Phone Number: (212) 701-3804

Docket Number: 08061.1204

Email Address: KTan@cahill.com

6. Total number of applications and registrations involved:

45

7. Total fee (37 CFR 2.6(b)(6) & 3.41) \$

- Authorized to be charged to deposit account
 Enclosed

8. Payment Information:

Deposit Account Number _____

Authorized User Name _____

9. Signature:

Signature

Ken Tan

December 1, 2016

Date

Name of Person Signing

Total number of pages including cover sheet, attachments, and document:

8

Documents to be recorded (including cover sheet) should be faxed to (571) 273-0140, or mailed to:
Mail Stop Assignment Recordation Branch, Director of the USPTO, P.O. Box 1450, Alexandria, VA 22313-1450

TRADEMARK
REEL: 005934 FRAME: 0189

Addendum to Cover Page of Trademarks Form Cover Sheet

2. Name and address of receiving party(ies)

- 2) Angel.com Incorporated, a Delaware corporation, as Grantor
Citizenship – DE
2001 Junipero Serra Blvd.
Daly City, CA 94014
 - 3) Utopy, Inc., a Delaware corporation, as Grantor
Citizenship – DE
2001 Junipero Serra Blvd.
Daly City, CA 94014
 - 4) SoundBite Communications, Inc., a Delaware corporation, as Grantor
Citizenship – DE
2001 Junipero Serra Blvd.
Daly City, CA 94014
-