

## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM420447

<b>SUBMISSION TYPE:</b>	RESUBMISSION
<b>NATURE OF CONVEYANCE:</b>	Release For Security Interest in Trademarks Originally Recorded at Reel/Frame (4959/0043)
<b>RESUBMIT DOCUMENT ID:</b>	900398181

## CONVEYING PARTY DATA

Name	Formerly	Execution Date	Entity Type
JPMorgan Chase Bank, N.A., as Successor to the Original Collateral Agent Goldman Sachs Bank USA		02/23/2017	National Banking Association: UNITED STATES

## RECEIVING PARTY DATA

<b>Name:</b>	Genesys Telecommunications Laboratories, Inc.
<b>Street Address:</b>	2001 Junipero Serra Blvd.
<b>City:</b>	Daly City
<b>State/Country:</b>	CALIFORNIA
<b>Postal Code:</b>	94014
<b>Entity Type:</b>	Corporation: CALIFORNIA

## PROPERTY NUMBERS Total: 27

Property Type	Number	Word Mark
<b>Registration Number:</b>	4070877	ICFD
<b>Registration Number:</b>	4070876	INTELLIGENT CUSTOMER FRONT DOOR
<b>Registration Number:</b>	2520402	T-SERVER
<b>Registration Number:</b>	2347455	CALLCENTER PULSE
<b>Registration Number:</b>	2610700	CLIENTCARE
<b>Registration Number:</b>	2161483	
<b>Serial Number:</b>	85458640	ICFD
<b>Serial Number:</b>	85458644	INTELLIGENT CUSTOMER FRONT DOOR
<b>Serial Number:</b>	85813431	SAVE THE WORLD FROM BAD CUSTOMER SERVICE
<b>Serial Number:</b>	85548571	SAVE THE WORLD FROM BAD CUSTOMER SERVICE
<b>Serial Number:</b>	85792220	SIPSPAN2
<b>Serial Number:</b>	85748467	SMART CONNECT
<b>Serial Number:</b>	85813435	CONVERSATION MANAGER
<b>Serial Number:</b>	85550117	EZPULSE
<b>Serial Number:</b>	75387700	GENESYS
<b>Serial Number:</b>	75387701	GENESYS

TRADEMARK

Property Type	Number	Word Mark
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:	85748468	GENESYS SMART CONNECT
Serial Number:	85813434	GENESYS SMART LINK
Serial Number:	85702570	GENESYS SOCIAL CONNECT
Serial Number:	85813432	GENESYS SOCIAL ENGAGEMENT

**CORRESPONDENCE DATA**

Fax Number: 6502515002

*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: (650) 251-5027

Email: jnull@stblaw.com

Correspondent Name: Marcela Robledo

Address Line 1: 2475 Hanover Street

Address Line 4: Palo Alto, CALIFORNIA 94304

<b>ATTORNEY DOCKET NUMBER:</b>	002778/0005
<b>NAME OF SUBMITTER:</b>	J. Jason Mull
<b>SIGNATURE:</b>	/J. Jason Mull/
<b>DATE SIGNED:</b>	03/21/2017

**Total Attachments: 5**

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**CORRECTIVE RELEASE OF SECURITY INTEREST IN TRADEMARKS**

This CORRECTIVE RELEASE OF SECURITY INTEREST IN TRADEMARKS (this “Release”), dated as of February 23, 2017 (the “Effective Date”), is made by JPMorgan Chase Bank, N.A., in its capacity as collateral agent and as successor to the Original Collateral Agent (as defined below) in such capacity (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 Trademark Security Agreement, dated as of February 8, 2013, the “Original Trademark Security Agreement”), to the Original Collateral Agent, for recording with the United States Patent and Trademark Office;

WHEREAS, the Original Trademark Security Agreement was recorded with the United States Patent and Trademark Office on February 8, 2013 at Reel/Frame 4959/0043;

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 as successor to the Original Collateral Agent in such capacity, for recording 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, the Original Trademark Security Agreement or the Trademark Security Agreement, as applicable.
2. Release. The Collateral Agent, without representation or warranty of any kind, and in its capacity 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 in Schedule A attached hereto, arising under the Security Agreement, the Original Trademark 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 Original Trademark Security Agreement or 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 Original Trademark Security Agreement and 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.

IN WITNESS WHEREOF, the Collateral Agent has caused this Release to be executed by its duly authorized representative as of the Effective Date:

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

By: 

Name: Peter Thauer

Title: Managing Director

**GRANTORS:  
GENESYS TELECOMMUNICATIONS  
LABORATORIES, INC.  
ANGEL.COM INCORPORATED  
UTOPIA, INC.  
SOUNDBITE COMMUNICATIONS, INC.**

*[Signature Page to Trademark IP Release]*

**TRADEMARK  
REEL: 006014 FRAME: 0728**

SCHEDULE A**TRADEMARKS**

<b>Debtor/ Grantor</b>	<b>Country</b>	<b>Status</b>	<b>Mark</b>	<b>Serial Number</b>	<b>Filing Date</b>	<b>Reg. Date</b>	<b>Reg. Number</b>
Genesys Telecommunications Laboratories, Inc.	United States	Allowed	ICFD	85/458640	28-Oct-11		
Genesys Telecommunications Laboratories, Inc.	United States	Registered	ICFD	77/430792	25-Mar-08	13-Dec-11	4070877
Genesys Telecommunications Laboratories, Inc.	United States	Pending	INTELLIGENT CUSTOMER FRONT DOOR	85/458644	25-Oct-11		
Genesys Telecommunications Laboratories, Inc.	United States	Registered	INTELLIGENT CUSTOMER FRONT DOOR	77/430788	25-Mar-08	13-Dec-11	4070876
Genesys Telecommunications Laboratories, Inc.	United States	Pending	SAVE THE WORLD FROM BAD CUSTOMER SERVICE (Stylized) and Design	85/813431	31-Dec-12		
Genesys Telecommunications Laboratories, Inc.	United States	Published	SAVING THE WORLD FROM BAD CUSTOMER SERVICE	85/548571	21-Feb-12		
Genesys Telecommunications Laboratories, Inc.	United States	Pending	SIPSPAN2	85/792220	30-Nov-12		
Genesys Telecommunications Laboratories, Inc.	United States	Pending	SMART CONNECT	85/748467	08-Oct-12		
Genesys Telecommunications Laboratories, Inc.	United States	Registered	T-SERVER	75/244349	19-Feb-97		2520402
Genesys Telecommunications Laboratories, Inc.	United States	Registered	CALLCENTER PULSE	75/243867	19-Feb-97	02-May-00	2347455
Genesys Telecommunications Laboratories, Inc.	United States	Registered	CLIENTCARE	78/007686	11-May-00	20-Aug-02	2610700
Genesys Telecommunications Laboratories, Inc.	United States	Registered	COIL DESIGN PURE DEVICE	75/202055	20-Nov-96	02-Jun-98	2161483
Genesys Telecommunications Laboratories, Inc.	United States	Pending	CONVERSATION MANAGER	85/813435	31-Dec-12		
Genesys Telecommunications Laboratories, Inc.	United States	Published	EZPulze	85/550117	22-Feb-12		
Genesys Telecommunications Laboratories, Inc.	United States	Registered	GENESYS	75/387700	10-Nov-97	24-Aug-99	
Genesys Telecommunications Laboratories, Inc.	United States	Registered	GENESYS	75/387701	10-Nov-97	01-Jun-99	
Genesys Telecommunications Laboratories, Inc.	United States	Pending	GENESYS CLOUD CONNECT	85/02554	13-Aug-12		
Genesys Telecommunications Laboratories, Inc.	United States	Pending	GENESYS CONNECT	85/702557	13-Aug-12		
Genesys Telecommunications Laboratories, Inc.	United States	Pending	GENESYS CONTACT CENTER CONNECT	85/702562	13-Aug-12		
Genesys Telecommunications Laboratories, Inc.	United States	Pending	GENESYS CONVERSATION MANAGER	85/813436	31-Dec-12		
Genesys Telecommunications Laboratories, Inc.	United States	Pending	GENESYS MOBILE ENGAGEMENT	85/813433	31-Dec-12		

<b>Debtor/ Grantor</b>	<b>Country</b>	<b>Status</b>	<b>Mark</b>	<b>Serial Number</b>	<b>Filing Date</b>	<b>Reg. Date</b>	<b>Reg. Number</b>
Genesys Telecommunications Laboratories, Inc.	United States	Published	GENESYS ONE	85/726606	11-Sep-12		
Genesys Telecommunications Laboratories, Inc.	United States	Pending	GENESYS PRIME CONNECT	85/702566	13-Aug-12		
Genesys Telecommunications Laboratories, Inc.	United States	Pending	GENESYS SMART CONNECT	85/748468	08-Oct-12		
Genesys Telecommunications Laboratories, Inc.	United States	Pending	GENESYS SMART LINK	85/813434	13-Aug-12		
Genesys Telecommunications Laboratories, Inc.	United States	Pending	GENESYS SOCIAL CONNECT	85/702570	13-Aug-12		
Genesys Telecommunications Laboratories, Inc.	United States	Pending	GENESYS SOCIAL ENGAGEMENT	85/813432	31-Dec-12		