

TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

ETAS ID: TM436832

SUBMISSION TYPE:	RESUBMISSION		
NATURE OF CONVEYANCE:	RELEASE OF SECURITY INTEREST		
RESUBMIT DOCUMENT ID:	900413661		
CONVEYING PARTY DATA			
Name	Formerly	Execution Date	Entity Type
Hercules Capital, Inc.		06/29/2017	Corporation: MARYLAND
RECEIVING PARTY DATA			
Name:	Matttersight Corporation		
Street Address:	200 W. Madison Street		
Internal Address:	Suite 3100		
City:	Chicago		
State/Country:	ILLINOIS		
Postal Code:	60606		
Entity Type:	Corporation: DELAWARE		
PROPERTY NUMBERS Total: 5			
Property Type	Number	Word Mark	
Registration Number:	4172456	MATTERSIGHT	
Registration Number:	4250756	MATTERSIGHT SEE WHAT MATTERS	
Registration Number:	4250755	MATTERSIGHT SEE WHAT MATTERS	
Registration Number:	5134721	THE CHEMISTRY OF CONVERSATION	
Registration Number:	5101063	CHEMISTRY OF CONVERSATION	
CORRESPONDENCE DATA			
Fax Number:	3122691747		
<i>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.</i>			
Phone:	3122698000		
Email:	trademarks@nge.com		
Correspondent Name:	Jessica Cohen, Neal, Gerber & Eisenberg		
Address Line 1:	Two North LaSalle Street		
Address Line 2:	Suite 1700		
Address Line 4:	Chicago, ILLINOIS 60602		
NAME OF SUBMITTER:	Jessica Cohen		
SIGNATURE:	/Jessica Cohen/		
DATE SIGNED:	07/27/2017		

Total Attachments: 7

source=Hercules Mattersight Release#page1.tif

source=Hercules Mattersight Release#page2.tif

source=Hercules Mattersight Release#page3.tif

source=Hercules Mattersight Release#page4.tif

source=Hercules Mattersight Release#page5.tif

source=Hercules Mattersight Release#page6.tif

source=Hercules Mattersight Release#page7.tif

RELEASE

This Release (the "Release") is made by Hercules Capital, Inc., formerly known as Hercules Growth Capital, Inc., a Maryland corporation (the "Agent") to, for the benefit of, The PrivateBank and Trust Company (the "Lender").

Agent and Mattersight Corporation, a Delaware corporation (the "Grantor") have entered into an Intellectual Property Security Agreement dated as of August 1, 2016 pursuant to which Grantor granted to Agent a security interest in certain Intellectual Property Collateral referred to therein, including the copyrights, patents and trademarks referred to on Exhibit A, B, and C hereto (the "IP Security Agreement").

Grantor has paid and repaid to Agent all liabilities and obligations secured by the IP Security Agreement. Agent hereby agrees that the IP Security Agreement and all liens and security interests created thereby are hereby released and terminated, including with respect to the copyrights, patents and trademarks referred to on Exhibit A, B, and C hereto.

Grantor or any agent or designee, and Lender, are hereby authorized to file the original or copies of this Release as may be necessary or desirable, including with the United States Patent and Trademark Office and the United States Copyright Office.

IN WITNESS WHEREOF, Agent has caused this Release to be duly executed by its officer thereunto duly authorized as of the first date written above.

HERCULES CAPITAL, INC.

By: Zimo Huang
Name: Zimo Huang
Title: Associate General Counsel

EXHIBIT A

Copyrights

Number	Date	Title
TXu 1-660-176	12/15/2009	eLoyalty IA v1.1
TXu 1-309-998	05/26/2006	eLoyalty AE v1.1
TXu 1-311-402	05/26/2006	eLoyalty AE v1.2
TXu 1-309-997	05/26/2006	eLoyalty AE v1.3
TXu 1-660-144	12/15/2009	eLoyalty AE v1.4
TXu1-304-548	05/26/2006	eLoyalty CRS v1.1
TXu1-304-554	05/26/2006	eLoyalty CRS v1.2
TXu 1-303-400	05/26/2006	eLoyalty CRS v1.3
TXu 1-660-177	12/15/2009	eLoyalty CRS v1.4
TXu 1-660-165	12/15/2009	eLoyalty DA v1.1
TXu1-308-019	05/26/2006	eLoyalty Portal v1.1
TXu1-308-018	05/26/2006	eLoyalty Portal v1.2
TXu1-308-017	05/26/2006	eLoyalty Portal v1.3
TXu 1-660-127	12/15/2009	eLoyalty Portal v1.4
TXu 1-660-174	06/15/2010	eLoyalty SC v1.1
TXu 1-903-063	2/4/2014	Resource Location Server
TXu 1-903-064	2/4/2014	Screen Capture Server
TXu 1-903-066	2/4/2014	Real-Time Data Service
TXu 1-903-067	2/4/2014	Portal Main (PHP)
TXu 1-903-068	2/4/2014	File Replication Service
TXu 1-903-070	2/4/2014	File Data Importer
TXu 1-903-075	2/4/2014	File Encryption Service
TXu 1-903-079	2/4/2014	Capture Database Service
TXu 1-903-080	2/4/2014	Predictive Behavioral Routing
TXu 1-903-082	2/4/2014	Analytic Engine
TXu 1-903-083	2/4/2014	Real-Time Bus

Number	Date	Title
TXu 1-903-084	2/4/2014	Notification Server
TXu 1-903-086	2/4/2014	Desktop Analytic Server
TXu 1-903-089	2/4/2014	Desktop Data Forwarder
TXu 1-903-090	2/4/2014	Real-Time Server
TXu 1-903-091	2/4/2014	Real-Time Dashboard
TXu 1-903-093	2/4/2014	Desktop Capture Client
TXu 1-903-095	2/4/2014	Premise Diagnostics
TXu 1-903-096	2/4/2014	Customer Integration Suite
TXu 1-903-097	2/4/2014	Portal Components (C#)
Case # 1-379029371	7/7/2016	Workstyle

EXHIBIT B

Patents

Issued Patents	Jurisdiction	Number	Date Issued
1. Method and system for recording an electronic communication and extracting constituent audio data therefrom	EU	1889257	
2. Optimized predictive routing and methods	U.S.	9,398,157	7/19/16
3. Personality-based intelligent personal assistant system and methods	US	9,390,706	7/12/16
4. Method and system for analyzing a communication by applying a behavioral model thereto	U.S.	9,357,071	5/31/16
5. Personality analysis of mono-recording system and methods	U.S.	9,300,801	3/29/16
6. System for automatically routing a communication	US	9,270,826	2/23/16
7. Predictive video analytics system and methods	US	9,269,374	2/23/16
8. Method and system for selecting and navigating to call examples for playback or analysis	US	9,225,841	12/29/15
9. Methods and system for analyzing multichannel electronic communication data	US	9,191,510	11/17/15
10. Real-time predictive routing	US	9,137,373	9/15/15
11. Real-time predictive routing	US	9,137,372	9/15/15
12. Method and system for automatically routing a telephonic communication	US	9,124,701	9/1/15
13. Optimized predictive routing and methods	US	9,106,748	8/11/15
14. Optimized predictive routing and methods	US	9,083,804	7/14/15
15. Methods and system for analyzing multichannel electronic communication data	US	9,083,801	7/14/15
16. Method and system for automatically routing a telephonic communication	US	8,983,054	3/17/15
17. Method and system for automatically routing a telephonic communication	US	8,891,754	11/18/14
18. Real-time predictive routing	US	8,867,733	8/21/14
19. Method and system for analyzing a communication by applying a behavioral model thereto	US	8,781,102	7/15/14
20. Method and system for automatically routing a telephonic communication based on analytic attributes associated with prior telephonic communication	US	8,718,262	5/6/14
21. Methods and systems for determining segments of a telephonic communication between a customer and a contact center to classify each segment of the	US	8,611,523	12/17/13

US-DOCS\70273668.6

Issued Patents	Jurisdiction	Number	Date Issued
communication, assess negotiations, and automate setup time calculation			
22. Method and system for analyzing separated voice data of a telephonic communication between a customer and a contact center by applying a psychological behavioral model thereto	US	8,594,285	11/26/13
23. Methods and systems for verifying typed objects or segments of a telephonic communication between a customer and a contact center	US	8,170,195	5/1/12
24. Method and system for analyzing separated voice data of a telephonic communication between a customer and a contact center by applying a psychological behavioral model thereto	US	8,094,803	1/10/12
25. Method and software for training a customer service representative by analysis of a telephonic interaction between a customer and a contact center	US	8,094,790	1/10/12
26. Method and system for analyzing separated voice data of a telephonic communication to determine the gender of the communicant	US	8,078,464	12/13/11
27. Method and system determining the complexity of a telephonic communication received by a contact center	US	8,023,639	9/20/11
28. Method and system for analyzing separated voice data of a telephonic communication between a customer and a contact center by applying a psychological behavioral model thereto	US	7,995,717	8/9/11
29. Method and system for aggregating and analyzing data relating to a plurality of interactions between a customer and a contact center and generating business process analytics	US	7,869,586	1/11/11

Patent Applications	Number	Application Date
1. Dynamic predictive routing and methods	15/211,955	7/7/16
2. Trend identification and behavioral analytics system and methods	15/071,037	3/15/16
3. Method and system for analyzing multichannel communication data	14/808,092	7/24/15
4. Systems and methods for analyzing coaching comments	13/912,918	6/7/13
5. Methods and apparatus for identifying fraudulent callers	13/673,187	11/9/12
6. Systems and methods for evaluating job candidates	13/963,646	8/9/13
7. Predictive analytic systems and methods	14/045,968	10/4/13
8. Online classroom analytic system and methods	14/046,019	10/4/13
9. Weighted promoter score analytics system and methods	14/078,184	11/12/13

US-DOCS\70273668.6

Patent Applications	Number	Application Date
10. Customer-based interaction prediction methods and system	14/049,152	10/8/13
11. Customer-based interaction prediction methods and system	13/782,522	3/1/13
12. Personality-based chatbot and methods	15/187521	7/22/16
13. Essay analytics system and methods	14/286,653	5/23/14
14. Method and system for generating a responsive communication	15/166,773	5/27/16
15. Predictive video analytics system and methods	14/996,913	1/13/16
16. Distress analysis of mono-recording system and methods	15/046,635	2/18/16
17. Real time predictive routing	14/818,082	8/4/15
18. Method and system for automatically routing a telephonic communication	14/974,586	12/18/15
19. Methods and apparatus for identifying fraudulent callers	14/591,768	1/7/15
20. Quality assurance analytics systems and methods	14/731,018	6/4/15
21. Method and system of searching communications for playback or analysis	14/960,194	12/4/15
22. Methods and systems for determining and displaying business relevance of telephonic communications between customers and a contact center	12/286,169	9/29/08
23. Method and system for monitoring contact center performance	12/079,827	3/28/08

EXHIBIT C

Trademarks

Reg./Ser. No.	Date	Mark
U.S. Reg. No. 4172456	Reg. Date 7/10/2012	MATTERSIGHT
U.S. Reg. No. 4250756	Reg. Date 11/27/2012	MATTERSIGHT SEE WHAT MATTERS and Design (B&W)
U.S. Reg. No. 4250755	Reg. Date 11/27/2012	MATTERSIGHT SEE WHAT MATTERS and Design (Color claimed)
U.S. Reg. No. 5134721	Reg. Date 1/31/17	THE CHEMISTRY OF CONVERSATION
U.S. Reg. No. 5101063	Reg. Date 12/13/2016	CHEMISTRY OF CONVERSATION