

TRADEMARK ASSIGNMENT COVER SHEET

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Stylesheet Version v1.2

ETAS ID: TM465242

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	RELEASE OF SECURITY INTEREST

CONVEYING PARTY DATA

Name	Formerly	Execution Date	Entity Type
PACIFIC WESTERN BANK, as successor in interest to Square 1 Bank		03/09/2018	STATE CHARTERED BANK: CALIFORNIA

RECEIVING PARTY DATA

Name:	INTELLISIST, INC.
Street Address:	2101 Fourth Avenue
Internal Address:	SUITE 620
City:	Seattle
State/Country:	WASHINGTON
Postal Code:	98121
Entity Type:	Corporation: WASHINGTON

PROPERTY NUMBERS Total: 16

Property Type	Number	Word Mark
Registration Number:	2911426	INTELLISIST
Registration Number:	3552291	GUIDED SPEECH PLATFORM
Registration Number:	3880296	WHEN THE CALLER EXPERIENCE MATTERS
Registration Number:	3955683	GOTSEARCH
Registration Number:	3936532	GOTSEARCH
Registration Number:	2920882	SPEECHFORMS
Registration Number:	2976251	GOTVOICE
Registration Number:	3013217	GOTVOICE
Registration Number:	3319837	VOICE WORKFLOW
Registration Number:	3303621	YOUR PEOPLE. OUR TECHNOLOGY. REAL RESULT
Registration Number:	3383616	SPOKEN SYSTEM
Registration Number:	3400400	SPOKEN COMMUNICATIONS
Registration Number:	3361134	SELF-SERVICE GUARANTEED
Registration Number:	3393750	GUIDED SPEECH IVR
Registration Number:	3374605	GUIDED SPEECH IVR
Registration Number:	4000970	VOICE TO ACTION

CH \$415.00 2911426

CORRESPONDENCE DATA**Fax Number:** 9193541278*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:** 919-314-3086**Email:** diligencereview@square1bank.com**Correspondent Name:** PACIFIC WESTERN BANK**Address Line 1:** 406 BLACKWELL STREET**Address Line 2:** SUITE 240**Address Line 4:** DURHAM, NORTH CAROLINA 27701

NAME OF SUBMITTER:	NICHOLAS NANCE
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SIGNATURE:	/NICHOLASNANCE-TKF/
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DATE SIGNED:	03/12/2018
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Total Attachments: 9

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RELEASE OF SECURITY INTEREST

This Release of Security Interest is made as of March 9, 2018, by **PACIFIC WESTERN BANK** (as successor in interest by merger to Square 1 Bank) ("Lender") in favor of **INTELLISIST, INC.**, a Washington corporation ("Company") with its principal place of business located at 2101 Fourth Avenue, Suite 620, Seattle, WA 98121.

Recitals

WHEREAS Company granted to Lender a security interest in its copyrights, patents and trademarks, including without limitation its patents and trademarks described on Exhibits A and B attached hereto, respectively, (collectively, the "Intellectual Property") under Intellectual Property Security Agreements dated as of March 30, 2015, April 28, 2016 and June 21, 2017 (collectively, the "Security Agreement"), and recorded with the US Patent and Trademark Office as set forth on Exhibits A and B.

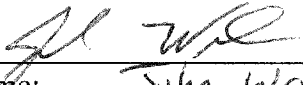
WHEREAS Company has no outstanding obligations to Lender under the terms of the Security Agreement, Lender agrees to release its security interest in the Intellectual Property.

Agreement

Now therefore, Lender agrees that it terminates and releases its security interest in the Intellectual Property and reassigns to Company, without warranty or recourse, all interest of Lender in the Intellectual Property.

LENDER:

PACIFIC WESTERN BANK


Name: John Weston
Title: SVP

406 Blackwell Street
Suite 240
Durham, NC 27701

EXHIBIT A

Patents

Lender's security interest in the following patents was recorded at the US Patent and Trademark Office on **October 23, 2015** at Reel and Frame Number **036942/0087**:

<u>Description</u>	<u>Patent Application No./Issued Patent No.</u>	<u>Application / Issue Date</u>
System and method to associate broadcast radio content with a transaction via an internet server	7472075	12/30/2008
Method and device to distinguish between voice conversation and automated speech recognition	7392191	6/24/2008
Modular telematics control unit	6766233	7/20/2004
Speech detection system and method	6757651	6/29/2004
System and method for transmitting voice input from a remote location over a wireless data channel	6885735	4/26/2005
Sharing account information and a phone number between personal mobile phone and an in-vehicle embedded phone	6748244	6/8/2004
Systems and methods for reviewing informational content in a vehicle	7406421	7/29/2008
System and method for providing a message-based communications infrastructure for automated call center operation	7292689	11/06/2007
Closed-loop command and response system for automatic communications between interacting computer systems over an audio communications channel	7330538	2/12/2008
System and method for dynamically configuring wireless network geographic coverage or service levels	7236777	6/26/2007
Business performance and customer care quality measurement	7783513	8/24/2010
System and method for providing multi-party message-based voice communications	7496353	2/24/2009

Audio/video service quality analysis of customer/agent interaction	10721704	11/25/2003
Sharing account information and a phone number between personal mobile phone and an in-vehicle embedded phone	7912512	3/22/2011
System and method for transmitting voice input from a remote location over a wireless data channel	7634064	12/15/2009
System and method for providing automated call center post-call processing	8577684	11/05/2013
Selective security masking within recorded speech utilizing speech recognition techniques	8577684	11/05/2013
Selective security masking within recorded speech	8433915	4/30/2013
Closed-loop command and response system for automatic communications between interacting computer systems over an audio communications channel.	8032373	10/04/2011
Closed-loop command and response system for automatic communications between interacting computer systems over an audio communications channel	8625752	1/07/2014
Closed-loop command and response system for automatic communications between interacting computer systems over an audio communications channel	7403601	7/22/2008
System and method for monitoring an interaction between a caller and an automated voice response system	7116445	2/14/2012
System and method for dynamically configuring wireless network geographic coverage or service levels.	7877088	1/25/2011
Method for providing a message-based communications infrastructure for automated call center operation	7391860	6/24/2008
System and method for processing out-of-order caller responses during automated call processing	8442209	5/14/2013
System and method for balancing agent console load during automated call processing	8023638	9/20/2011

System and method for managing a dynamic call flow during automated call processing	9738734	9/6/2016
System and method for retaining calls into a call center	8306211	11/06/2012
System and method for transmitting voice input from a remote location over a wireless data channel.	7769143	8/03/2010
System and method for dynamically configuring wireless network geographic coverage or service levels	8027672	9/27/2011
Determination of signal-processing approach based on signal destination characteristics	8175886	5/08/2012
Systems and methods for processing voice instructions in a vehicle	7801731	9/21/2010
System and method to associate broadcast radio content with a transaction via an internet server	8160930	4/17/2012
System and method for providing a multi-modal communications infrastructure for automated call center operation	8068595	11/29/2011
System and method for managing hold times during automated call processing	8948371	2/03/2015
System and method for providing an automated call center inline architecture	8204746	6/19/2012
System and method for managing customer queuing	12062373	4/03/2008
System and method for processing calls in a call center	8467519	6/18/2013
Efficient conversion of voice messages into text	8239197	8/07/2012
System and method for providing message-based communications via a centralized voice message server	8218737	7/10/2012
Selective security masking within recorded speech	7996230	8/09/2011
Selective security masking within recorded speech	9336409	5/10/2016
System and method for transmitting voice input from a remote location over a wireless data channel	9379802	2/19/2013

System and method for efficiently reducing transcription error using hybrid voice transcription	8645136	2/4/2014
Real-time display of system instructions	8249880	8/21/2012
System and method for analyzing agent interactions	8341013	12/25/2012
System and method for converting a message via a posting converter	9116894	8/25/2015
Sharing account information and a phone number between personal mobile phone and an in-vehicle embedded phone	8335544	12/18/2012
System and method for balancing call session assignments on an agent console	8494151	7/23/2013
System and method for identifying audio command prompts for use in a voice response environment	8265932	9/11/2012
System and method for processing multi-modal communications during a call session	8457296	6/4/2013
System and method for monitoring an automated voice response system	8462935	6/11/2013
System and method for distributed speech recognition	8666032	3/4/2014
System and method for distributed speech recognition	8521528	8/27/2013
System and method for transmitting voice messages via a centralized voice message server	8520813	8/27/2013
Computer-implemented system and method for providing recommendations regarding hiring agents in an automated center environment based on user traits	8842811	9/23/2014
Computer-implemented system and method for matching agents with callers in an automated call center environment based on user traits	8837687	9/16/2014
Computer-implemented system and method for providing coaching to agents in an automated call center environment based on user traits	8837706	9/16/2014
System and method for efficiently transcribing verbal messages to text	8583433	11/12/2013

Computer-implemented system and method for processing audio in a voice response environment	8521527	8/27/2013
System and method for storing call recording in a call center	8948368	2/03/2015
System and method for analyzing agent interactions	13726484	12/24/2012
Computer-implemented system and method for efficiently facilitating appointments within a call center via an automatic call distributor	9819798	11/14/2017
Computer-implemented system and method for individual message encryption using a unique key	9514329	12/06/2016
Computer-implemented system and method for identifying and masking special information within recorded speech	8731938	5/20/2014
Computer-implemented system and method for processing caller responses	9699315	7/04/2017
Computer-implemented system and method for processing user communications	8804938	8/12/2014
System and method for processing calls in a call center	8774392	7/08/2014
Computer-implemented system and method for user-controlled processing of audio signals	9380161	6/28/2016
System and method for performing distributed speech recognition	9224389	12/29/2015
System and method for transmitting voice messages to a discussion group	8929516	1/06/2015
Computer-implemented system and method for validating call connections	9357382	5/31/2016
Computer-implemented system and method for masking special data	8954332	2/10/2015
Computer-implemented system and method for transcribing verbal messages	9418659	8/16/2016
Computer-implemented system and method for voice transcription error reduction	8972261	3/03/2015
Computer-implemented system and method for automating call center phone calls	9264545	2/16/2016
Computer-implemented system and method for correlating activity within a user interface with	14281842	5/19/2014

special information		
Computer-implemented system and method for dynamically providing guidance during customer interactions	14300087	6/09/2014
Computer-implemented system and method for simultaneously processing multiple call sessions	9288323	3/15/2016
System and method for processing multi-modal communications within a call center	9014362	4/21/2015
System and method for providing guidance to persuade a caller	9159054	10/13/2015
System and method for pairing agents and callers within a call center	9509845	11/29/2016
System and method for providing hiring recommendations of agents within a call center	14493090	9/22/2014
Computer-implemented system and method for providing messages to users in a discussion group	9237237	1/12/2016

Lender's security interest in the following patents was recorded at the US Patent and Trademark Office on **May 13, 2016** at Reel and Frame Number **038582/0319**:

<u>Description</u>	<u>Patent Application No./Issued Patent No.</u>	<u>Application / Issue Date</u>
Computer-implemented system and method for efficiently facilitating appointments within a call center via an automatic call distributor	9819798	11/14/2017
Computer-implemented system and method for reducing voice transcription error	9218808	12/22/2015
Computer-implemented system and method for protecting sensitive information within a call center in real time	14667603	3/24/2015
Computer-implemented call center architecture and method for optimizing customer experience through in-band expert intervention	9392117	7/12/2016
Computer-implemented system and method for facilitating agent-customer calls	9258414	2/09/2016

Lender's security interest in the following patents was recorded at the US Patent and Trademark Office on **August 31, 2017** at Reel and Frame Number **043464/0635**:

<u>Description</u>	<u>Patent Application No./Issued Patent No.</u>	<u>Application / Issue Date</u>
System and method for selecting call recordings for storage	9503574	11/22/2016
Computer-implemented system and method for detecting events for use in an automated call center environment	9621726	4/11/2017
System and method for monitoring customer satisfaction in an ongoing call center interaction	9819799	11/14/2017
Computer-implemented system and method for efficiently reducing transcription error during a call	9392108	7/12/2016
System and method for distributed speech recognition	9484035	11/01/2016
Computer-implemented system and method for distributing messages by discussion group	9426298	8/23/2016
System and method for message-based call communication	9565310	2/07/2017
Computer-implemented system and method for determining call connection status	9560196	1/31/2017
Computer-implemented system and method for transcription error reduction during a live call	9633658	4/25/2017

EXHIBIT C**Trademarks**

Lender's security interest in the following trademarks was recorded at the US Patent and Trademark Office on October 26, 2015 at Reel and Frame Number 5652/0424:

<u>Description</u>	<u>Registration / Serial Number</u>	<u>Registration/ Application Date</u>
INTELLISIST	2911426	12/14/2004
GUIDED SPEECH PLATFORM	3552291	12/23/2008
WHEN THE CALLER EXPERIENCE MATTERS	3880296	11/23/2010
GOTSEARCH	3955683	5/03/2011
GOTSEARCH	3936532	3/29/2011
SPEECHFORMS	2920882	1/25/2005
GOTVOICE	2976251	7/26/2005
GOTVOICE	3013217	11/08/2005
VOICE WORKFLOW	3319837	10/23/2007
YOUR PEOPLE. OUR TECHNOLOGY. REAL RESULTS	3303621	10/02/2007
SPOKEN SYSTEM	3383616	2/12/2008
SPOKEN COMMUNICATIONS	3400400	3/18/2008
SELF-SERVICE GUARANTEED	3361134	12/25/2007
GUIDED SPEECH IVR	3393750	3/04/2008
GUIDED SPEECH IVR	3374605	1/22/2008
VOICE TO ACTION	4000970	7/26/2011