

## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM746322

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	SECURITY INTEREST		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
Avaya Inc.		07/12/2022	Corporation: DELAWARE
Intellisist, Inc.		07/12/2022	Corporation: WASHINGTON
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	WILMINGTON TRUST, NATIONAL ASSOCIATION, as Collateral Agent		
<b>Street Address:</b>	1100 North Market Street		
<b>City:</b>	Wilmington		
<b>State/Country:</b>	DELAWARE		
<b>Postal Code:</b>	19890		
<b>Entity Type:</b>	Association: UNITED STATES		
<b>PROPERTY NUMBERS Total: 53</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
<b>Registration Number:</b>	1689940	AUDIX	
<b>Registration Number:</b>	3012163	AUTHENTIC AVAYA	
<b>Registration Number:</b>	2696985	AVAYA	
<b>Registration Number:</b>	3507805	AVAYA	
<b>Registration Number:</b>	4372647	AVAYA	
<b>Registration Number:</b>	2697002	AVAYA	
<b>Registration Number:</b>	3871137	AVAYA AURA	
<b>Registration Number:</b>	5513937	AVAYA AURA	
<b>Registration Number:</b>	5212482	AVAYA BREEZE	
<b>Registration Number:</b>	5353412	AVAYA EDGE	
<b>Registration Number:</b>	5129143	AVAYA ENGAGE	
<b>Registration Number:</b>	5282627	AVAYA EQUINOX	
<b>Registration Number:</b>	5753015	AVAYA MOBILE EXPERIENCE	
<b>Registration Number:</b>	5128845	AVAYA OCEANA	
<b>Registration Number:</b>	3411046	AVAYA ONE-X	
<b>Registration Number:</b>	3411047	AVAYA ONE-X	
<b>Registration Number:</b>	6059536	AVAYA ORCHESTRATOR	
<b>Registration Number:</b>	4960224	AVAYA STADIUM	

OP \$1340.00 1689940

Property Type	Number	Word Mark
Registration Number:	5124891	AVAYA STADIUM
Registration Number:	5161622	AVAYA STADIUM
Registration Number:	5161623	AVAYA STADIUM
Registration Number:	4726410	AVAYA ONE-X
Registration Number:	2855081	CONVERSIVE
Registration Number:	1786298	EXPERT CALLING
Registration Number:	2547570	GUIDE BUILDER
Registration Number:	1786300	INTELLIGENT CALL BLENDING
Registration Number:	3344968	KONFTEL
Registration Number:	1372962	MAGIC ON HOLD
Registration Number:	3035694	MEETING EXCHANGE
Registration Number:	1342255	MERIDIAN
Registration Number:	2931661	OMNISOUND
Registration Number:	4986573	ONAVAYA
Registration Number:	0973939	PERIPHONICS
Registration Number:	2628503	PREDICTIVE AGENT BLEND
Registration Number:	2118787	RADVISION
Registration Number:	3248266	SCOPIA
Registration Number:	5302331	ZANG
Registration Number:	5478366	ZANG
Registration Number:	5545873	CLEARMETRIX
Registration Number:	5671662	CONVERSATIONCENTER
Registration Number:	3013217	GOTVOICE
Registration Number:	2976251	GOTVOICE
Registration Number:	5718923	INTELLIGENTWIRE
Registration Number:	2911426	INTELLISIST
Registration Number:	2920882	SPEECHFORMS
Registration Number:	5545862	SPOKEN
Registration Number:	5545846	SPOKEN
Registration Number:	3383616	SPOKEN SYSTEM
Registration Number:	5578433	W
Registration Number:	6206224	ACOUSTICEDGE
Registration Number:	6273875	AVAYA CLOUD OFFICE
Registration Number:	6193712	AVAYA SPACES
Serial Number:	90818663	AVAYA ONECLOUD

**CORRESPONDENCE DATA**

Fax Number:

**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:** 8448182387  
**Email:** ipteam@cogencyglobal.com  
**Correspondent Name:** Jennifer Tindie  
**Address Line 1:** 1025 Connecticut Avenue NW  
**Address Line 2:** Suite 712  
**Address Line 4:** Washington, NEW YORK 20036

**ATTORNEY DOCKET NUMBER:** 1737432 TM

**NAME OF SUBMITTER:** Jai Malhotra

**SIGNATURE:** /Jai Malhotra/

**DATE SIGNED:** 08/05/2022

**Total Attachments: 137**

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INTELLECTUAL PROPERTY SECURITY AGREEMENT

INTELLECTUAL PROPERTY SECURITY AGREEMENT, dated as of July 12, 2022 (this “**Agreement**”), by each of the Grantors listed on the signature pages hereto (each such subsidiary individually, a “**Grantor**” and, collectively, the “**Grantors**”) in favor of Wilmington Trust, National Association, as Notes Collateral Agent under the Indenture (as defined in the Security Agreement, defined below) (in such capacity, the “**Collateral Agent**”) for the benefit of the Secured Parties.

1. Reference is made to (i) the Indenture, dated as of July 12, 2022 (as the same may be amended, restated, amended and restated, supplemented or otherwise modified or replaced from time to time, the “**Indenture**”), among Avaya Inc., a Delaware corporation (the “**Company**”), each of the Guarantors (as defined therein) party thereto and Wilmington Trust, National Association, as trustee and the Collateral Agent and (ii) the Notes Security Agreement, dated as of July 12, 2022 (as the same may be amended, restated, amended and restated, supplemented or otherwise modified or replaced from time to time, the “**Security Agreement**”), among the Company, Avaya Holdings Corp., as Holdings, each of the Grantors listed on the signature pages thereto and the Collateral Agent. Capitalized terms used herein and not otherwise defined herein shall have the meanings assigned to such terms in the Indenture or the Security Agreement, as applicable.

2. The Grantors have identified on Schedule I, II and III hereto the Copyrights, Patents and Trademarks registered or applied for with the United States Patent and Trademark Office or the United States Copyright Office acquired by such Grantors as of the date hereof (except with respect to Patent applications, which shall be listed to the extent application numbers have been issued as of the date hereof). The undersigned Grantors are executing this Agreement in order to facilitate filings to be made by the undersigned Grantors with the United States Copyright Office and the United States Patent and Trademark Office.

Accordingly, the Collateral Agent and the Grantors agree as follows:

SECTION 1. As security for the payment or performance, as the case may be, in full of the Obligations, each Grantor hereby grants to the Collateral Agent for the benefit of the Secured Parties a security interest in all right, title and interest in or to the Intellectual Property set forth in Schedules I, II and III hereto (such Intellectual Property, collectively, the “**Collateral**”). Each Grantor hereby represents and warrants that the information set forth on Schedules I, II and III hereto is true and correct in all material respects as of the date hereof.

SECTION 2. This Agreement may be executed by one or more of the parties to this Agreement on any number of separate counterparts (including by facsimile or other electronic transmission (e.g., a “pdf” or “tif” file)), and all of said counterparts taken together shall be deemed to be originals and constitute one and the same instrument. This Agreement shall become effective as to each Grantor when the Collateral Agent shall have received counterparts of this Agreement that, when taken together, bear the signatures of such Grantor and the Collateral Agent.

SECTION 3. Upon the termination of the Security Agreement, the Collateral Agent shall, at the expense of the Grantors, execute, acknowledge, and deliver to the Grantors an instrument in writing in recordable form releasing the lien on and security interest in the Intellectual Property under this Agreement.

SECTION 4. The security interests granted to the Collateral Agent herein are granted in furtherance, and not in limitation of, the security interests granted to the Collateral Agent pursuant to the Security Agreement. Each Grantor hereby acknowledges and affirms that the rights and remedies of the Collateral Agent with respect to the Collateral are more fully set forth in the Security Agreement, the terms and provisions of which are hereby incorporated herein by reference as if fully set forth herein. In the event of any conflict between the terms of this Agreement and the Security Agreement, the terms of the Security Agreement shall govern.

**SECTION 5. THIS AGREEMENT AND THE RIGHTS AND OBLIGATIONS OF THE PARTIES HEREUNDER SHALL BE GOVERNED BY, AND CONSTRUED AND INTERPRETED IN ACCORDANCE WITH, THE LAW OF THE STATE OF NEW YORK.**

SECTION 6. Any provision of this Agreement that is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof and in the Security Agreement, and any such prohibition or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provision in any other jurisdiction. The parties hereto shall endeavor in good-faith negotiations to replace the invalid, illegal or unenforceable provisions with valid provisions, the economic effect of which comes as close as possible to that of the invalid, illegal or unenforceable provisions.

SECTION 7. All notices, requests and demands pursuant hereto shall be made in accordance with Section 8.2 of the Security Agreement.

SECTION 8. This Agreement is made to secure the satisfactory performance and payment of the Obligations. This Agreement and the security interest granted hereby shall terminate in accordance with Section 7.4 of the Security Agreement.


SECTION 9. Each Grantor agrees to reimburse the Collateral Agent for its respective reasonable and documented out-of-pocket costs and expenses in connection with this Agreement, including the reasonable and documented fees, other charges and disbursements of one firm of counsel, and, if necessary, one firm of regulatory counsel and/or one firm of local counsel in each appropriate jurisdiction, in each case to the Collateral Agent (and, in the case of an actual or perceived conflict of interest where the Person affected by such conflict informs the Company of such conflict and thereafter, after receipt of the consent of the Company (which consent shall not be unreasonably withheld or delayed), retains its own counsel, of another firm of counsel for such affected Person).

[Signature Pages Follow]




IN WITNESS WHEREOF, each Grantor and the Collateral Agent have duly executed this Agreement as of the day and year first above written.

AVAYA INC., as a Grantor

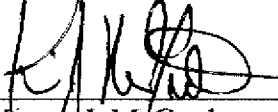
By:   
Name: Kieran J. McGrath  
Title: Executive Vice President and Chief Financial Officer

AVAYA MANAGEMENT L.P.


By: Avaya, Inc.  
Its: General Partner

By:   
Name: Kieran J. McGrath  
Title: Executive Vice President and Chief Financial Officer

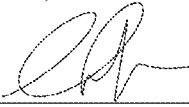
INTELLISIST, INC., as a Grantor

By:   
Name: Kieran J. McGrath  
Title: Vice President

AVAYA INTEGRATED CABINET SOLUTIONS LLC, as a Grantor

By:   
Name: Kieran J. McGrath  
Title: Vice President

WILMINGTON TRUST, NATIONAL  
ASSOCIATION, as Collateral Agent

By:  \_\_\_\_\_

Name: Christopher Spinelli

Title: Vice President

**SCHEDULE I****Copyrights****Registrations:**

<b>Title</b>	<b>Registration No.</b>	<b>Registration Date</b>	<b>Grantor</b>
LIA 405/84B4.	MW0000004745	5/18/1989	Avaya Inc.
LIA 4731/84B9.	MW0000004903	6/19/1989	Avaya Inc.
Aspen	TX0002480765	2/17/1989	Avaya, Inc.
Aspen 3.04	TX0002480766	2/17/1989	Avaya Inc.
SIP Application Server version 7.2.	TX0006978763	1/9/2009	Avaya Inc.
Avaya Services - Traffic Study Expert.	TX0007063835	4/13/2009	Avaya Inc.
Avaya Services ASCA	TX0007067417	4/14/2009	Avaya Inc.
Customer Group Management System (CMGS)	TX0007113743	7/2/2009	Avaya Inc.
Adomo Code Version 6.6.	TX0007136938	10/20/2009	Avaya Inc.
HeadSetInterface.dll.	TX0007148833	11/20/2009	Avaya Inc.
Real Time Agent Adherence 6.1.	TX0007151292	12/22/2009	Avaya Inc.
IQ Historical Framework 1.0.	TX0007204706	2/26/2010	Avaya Inc.
CMS Historical Framework 6.0.	TX0007204718	2/26/2010	Avaya Inc.
System Platform 6.0.	TX0007248257	5/3/2010	Avaya Inc.
RT Socket Version 4.2.	TX0007248300	5/3/2010	Avaya Inc.
Octel 200/300 Serenade Operating System	TX0007260106	5/21/2010	Avaya Inc.
Octel 250/350 Aria Operating Software	TX0007260107	5/21/2010	Avaya Inc.
AVAYA HTML 2009	TX0007317791	10/14/2009	Avaya Inc.
avaya.com	TX0007332070	3/23/2009	Avaya Inc.
Proactive Contact 5.0.	TX0007409597	6/22/2011	Avaya Inc.
Aurix audio miner v5.2.0 source code.	TX0007476360	12/14/2011	Avaya Inc.

<b>Title</b>	<b>Registration No.</b>	<b>Registration Date</b>	<b>Grantor</b>
AvayaLive Engage Analytics	TX0007576091	6/19/2012	Avaya Inc.
ROI Calculator.	TX0007802576	10/24/2013	Avaya Inc.
Avaya IP Office R9.1.	TX0008592908	8/28/2018	Avaya Inc.
Avaya IP Office R10.0.	TX0008592913	8/28/2018	Avaya Inc.
Avaya IP Office R9.0.	TX0008595990	8/28/2018	Avaya Inc.
Avaya IP Office R11.0.	TX0008655667	8/28/2018	Avaya Inc.
Avaya IP Office R10.1.	TX0008660283	8/28/2018	Avaya Inc.
Communication Manager 5.1.1.	TXu001592223	10/24/2008	Avaya Inc.
Communication Manager 2.2.3.	TXu001618588	1/19/2009	Avaya Inc.
Avaya Notification Solution 1.0.	TXu001690886	5/3/2010	Avaya Inc.
Desktop Wallboard version 4.2.	TXu001748744	3/31/2011	Avaya Inc.
Call Back Assist 3.0.	TXu001748784	3/31/2011	Avaya Inc.
Avaya Desktop Video 1.02.	TXu001776995	9/26/2011	Avaya Inc.
Contact Analyzer 1.0.	TXu001776999	9/26/2011	Avaya Inc.
Patient Contact Services 2.0 solution suite including Patient Appointment Reminder and Patient Follow-up applications.	TXu001780464	10/24/2011	Avaya Inc.

**Applications:**

None.

**SCHEDULE II**

**Patents**

**Issued Patents:**

<b>Title</b>	<b>Patent No.</b>	<b>Issue Date</b>	<b>Expiration Date</b>	<b>Status</b>	<b>Grantor</b>
TELEPHONE	D588,573	17-Mar-09	17-Mar-23	Granted	Avaya Inc.
TELEPHONE SET	D609212	2-Feb-10	2-Feb-24	Granted	Avaya Inc.
KEY EXTENSION MODULE FOR TELEPHONE	D634295	15-Mar-11	15-Mar-25	Granted	Avaya Inc.
PHONE	D639266	7-Jun-11	7-Jun-25	Granted	Avaya Inc.
PHONE	D639267	7-Jun-11	7-Jun-25	Granted	Avaya Inc.
PHONE	D639268	7-Jun-11	7-Jun-25	Granted	Avaya Inc.
DOCKING STATION	D646268	4-Oct-11	4-Oct-25	Granted	Avaya Inc.
DISPLAY SCREEN WITH GRAPHICAL USER INTERFACE	D664150	24-Jul-12	24-Jul-26	Granted	Avaya Inc.
DISPLAY SCREEN WITH GRAPHICAL USER INTERFACE	D664551	31-Jul-12	31-Jul-26	Granted	Avaya Inc.
TELEPHONE HANDSET	D668642	9-Oct-12	9-Oct-26	Granted	Avaya Inc.
DISPLAY SCREEN WITH GRAPHICAL USER INTERFACE	D669086	16-Oct-12	16-Oct-26	Granted	Avaya Inc.
DISPLAY SCREEN WITH GRAPHICAL USER INTERFACE	D669088	16-Oct-12	16-Oct-26	Granted	Avaya Inc.
GRAPHICAL USER INTERFACE FOR A DISPLAY SCREEN	D678305	19-Mar-13	19-Mar-27	Granted	Avaya Inc.
HANDSET	D681021	30-Apr-13	30-Apr-27	Granted	Avaya Inc.
PORTION OF A DISPLAY SCREEN WITH TRANSITIONAL ICON	D684592	18-Jun-13	18-Jun-27	Granted	Avaya Inc.
GRAPHICAL USER INTERFACE FOR A DISPLAY SCREEN	D716836	4-Nov-14	4-Nov-28	Granted	Avaya Inc.
DISPLAY SCREEN WITH TRANSITIONAL GRAPHICAL USER INTERFACE	D721725	27-Jan-15	27-Jan-29	Granted	Avaya Inc.
DISPLAY SCREEN WITH TRANSITIONAL GRAPHICAL USER INTERFACE	D722323	10-Feb-15	10-Feb-29	Granted	Avaya Inc.
GRAPHICAL USER INTERFACE FOR A DISPLAY SCREEN	D736802	18-Aug-15	18-Aug-29	Granted	Avaya Inc.
DISPLAY SCREEN OR A PORTION THEREOF WITH GRAPHICAL USER INTERFACE	D771672	15-Nov-16	15-Nov-30	Granted	Avaya Inc.
DISPLAY SCREEN OR PORTION THEREOF WITH COMMUNICATIONS GRAPHICAL INTERFACE	D772267	22-Nov-16	22-Nov-30	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DOWNLOADING CORRECT SOFTWARE TO AN ELECTRICAL HARDWARE PLATFORM	6704678	9-Mar-04	30-Aug-22	Granted	Avaya Inc.
LOCATION ENHANCED AUTOMATIC WORK DISTRIBUTION	6707905	16-Mar-04	18-Sep-22	Granted	Avaya Inc.
APPARATUS AND METHOD FOR UNIFIED TONE DETECTION	6748059	8-Jun-04	26-Jul-22	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND APPARATUS FOR TREATING EXTERNALLY-ORIGINATED CALLS AS COMING FROM INTERNAL SWITCH EXTENSIONS	6748071	8-Jun-04	23-Aug-22	Granted	Avaya Inc.
UNINTERRUPTED AUTOMATIC CALL DISTRIBUTION DURING FAILURE AND RECOVERY OF COMPUTER-TELEPHONY INTEGRATION	6748073	8-Jun-04	3-Dec-22	Granted	Avaya Inc.
METHOD AND APPARATUS FOR EXTENDING CALLS TO INTERNAL SWITCH EXTENSIONS DUE TO EXTERNAL NETWORK ENDPOINTS	6751309	15-Jun-04	3-Aug-22	Granted	Avaya Inc.
DETERMINING STATISTICS ABOUT THE BEHAVIOR OF A CALL CENTER AT A PAST TIME INSTANT	6754331	22-Jun-04	2-Oct-22	Granted	Avaya Inc.
TIMELY SHUT-DOWN OF A REAL-TIME WORK CENTER	6766013	20-Jul-04	4-Aug-22	Granted	Avaya Inc.
CUSTOMER SERVICE BY BATCH	6766014	20-Jul-04	6-Aug-22	Granted	Avaya Inc.
HIGH SPEED ACCESS BUS INTERFACE AND PROTOCOL	6778526	17-Aug-04	27-Nov-22	Granted	Avaya Management L.P.
NETWORK CENTRIC SELF ADMINISTERED CALL CENTER WITH INTELLIGENT MOBILE AGENTS	6785380	31-Aug-04	16-Aug-22	Granted	Avaya Inc.
NETWORK PRE-ROUTE USING AVERAGE ADVANCE TIME	6823062	23-Nov-04	2-May-23	Granted	Avaya Inc.
INTERFACE METHOD AND SYSTEM FOR ACCESSING INNER LAYERS OF ANETWORK PROTOCOL	6845397	18-Jan-05	11-Apr-23	Granted	Avaya Inc.
HIGH SPEED PHYSICAL CIRCUITS OF MEMORY INTERFACE	6847640	25-Jan-05	13-May-23	Granted	Avaya Management L.P.
ACCENT BASED MATCHING OF A COMMICANT WITH A CALL-CENTER AGENT	6847714	25-Jan-05	19-Nov-22	Granted	Avaya Inc.
MODELING LINK THROUGHPUT IN IP NETWORKS	6850491	1-Feb-05	13-May-23	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ANSWERING MACHINE DETECTION IN AUTOMATIC DIALING	6850602	1-Feb-05	28-Jul-22	Granted	Avaya Inc.
PACKET ORDER ALGORITHM	6862282	1-Mar-05	21-Jan-23	Granted	Avaya Inc.
METHOD AND APPARATUS FOR IMPROVING THE INTELLIGIBILITY OF DIGITALLY COMPRESSED SPEECH	6889186	3-May-05	28-Aug-22	Granted	Avaya Inc.
ACTIVE QUEUE MANAGEMENT WITH FLOW PROPORTIONAL BUFFERING	6901593	31-May-05	10-Apr-23	Granted	Avaya Management L.P.
METHOD AND APPARATUS FOR DATA-PATH CONVERSION COMPRISING PCM BIT ROBBING SIGNALLING	6907045	14-Jun-05	22-May-23	Granted	Avaya Inc.
GENERATION AND PROCESSING OF STATISTICAL INFORMATION	6917898	12-Jul-05	18-Dec-23	Granted	Avaya Inc.
GATEWAY ADAPTER FOR A PBX SYSTEM	6920130	19-Jul-05	26-Nov-22	Granted	Avaya Inc.
REAL-TIME MEDIA COMMUNICATIONS OVER FIREWALLS USING A CONTROL PROTOCOL	6922786	26-Jul-05	1-Jul-23	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
PEER-TO-PEER DISCOVERY FOR LOCATION-BASED FORWARDING	6928279	9-Aug-05	22-Feb-24	Granted	Avaya Inc.
NETWORKING DEVICE AND METHOD FOR PROVIDING A PREDICTABLE MEMBERSHIP SCHEME FOR POLICY-BASED VLANS	6928480	9-Aug-05	28-Sep-22	Granted	Avaya Inc.
IP MULTICAST SERVICES OVER ATM MULTICAST	6931005	16-Aug-05	23-Oct-22	Granted	Avaya Inc.
HIGH-DENSITY CAPACITOR FILTER BANK WITH EMBEDDED FARADAY CAGE	6933805	23-Aug-05	20-Aug-23	Granted	Avaya Inc.
CONTACT CENTER MANAGEMENT	6937715	30-Aug-05	16-Aug-23	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PERSONALIZED CONFERENCE AND HANDS-FREE TELEPHONY USING AUDIO BEAMING	6937718	30-Aug-05	5-Aug-23	Granted	Avaya Inc.
ECHO DETECTION AND MONITORING	6937723	30-Aug-05	5-May-23	Granted	Avaya Inc.
MESSAGE FORMAT AND FLOW CONTROL FOR REPLACEMENT OF THE PACKET CONTROL DRIVER/PACKET INTERFACE DUAL PORT RAM COMMUNICATOR	6944129	13-Sep-05	6-Apr-23	Granted	Avaya Inc.
COMPUTER-TELEPHONY INTEGRATION THAT USES FEATURES OF AN AUTOMATIC CALL DISTRIBUTION SYSTEM	6947543	20-Sep-05	2-Dec-22	Granted	Avaya Inc.
DETECTION OF BOTH VOICE AND TONES USING GOERTZEL FILTERS	6950511	27-Sep-05	13-Nov-23	Granted	Avaya Inc.
LOCATION-BASED FORWARDING OVER MULTIPLE NETWORKS	6950651	27-Sep-05	9-Mar-24	Granted	Avaya Inc.
AUDITORY METHODS FOR PROVIDING INFORMATION ABOUT A TELECOMMUNICATION SYSTEM'S SETTINGS AND STATUS	6952577	4-Oct-05	10-Oct-23	Granted	Avaya Inc.
METHODS AND DEVICES FOR PROVIDING POWER TO NETWORK-BASED SYSTEMS	6956462	18-Oct-05	12-Sep-23	Granted	Avaya Inc.
METHOD AND APPARATUS FOR AUTOMATICALLY DIRECTING CALLS BY AN INVISIBLE AGENT IN A SWITCH	6956940	18-Oct-05	27-Nov-23	Granted	Avaya Inc.
GAIN CONTROL METHOD FOR ACOUSTIC ECHO CANCELLATION AND SUPPRESSION	6961422	1-Nov-05	16-May-23	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING COMMUNICATIONS SECURITY USING A REMOTE SERVER	6961851	1-Nov-05	3-Oct-23	Granted	Avaya Inc.
COMMUNICATING USING IP ADDRESSING FOR REDUNDANT TELEPHONY MODULES	6970471	29-Nov-05	14-Sep-22	Granted	Avaya Inc.
HIGH-SPEED COMPUTATION IN NETWORK DEVICES	6970943	29-Nov-05	7-Oct-23	Granted	Avaya Management L.P.
METHOD AND APPARATUS FOR FINDING VARIABLE LENGTH DATA PATTERNS WITHIN A DATA STREAM	6971058	29-Nov-05	31-Dec-22	Granted	Avaya Management L.P.
EMC/ESD MITIGATION MODULE	6972967	6-Dec-05	17-Oct-23	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
MODIFYING MESSAGE SIZE INDICATIONS IN COMMUNICATIONS OVER DATA NETWORKS	6973097	6-Dec-05	10-Jul-23	Granted	Avaya Management L.P.
METHOD AND APPARATUS FOR ROTATING AUTO RESERVE AGENTS	6973176	6-Dec-05	9-May-24	Granted	Avaya Inc.
ROUTING DATA	6977931	20-Dec-05	17-Mar-23	Granted	Avaya Management L.P.
MULTIMEDIA CUSTOMER CARE CENTER HAVING A LAYERED CONTROL ARCHITECTURE	6978247	20-Dec-05	21-Aug-22	Granted	Avaya Inc.
GLOBAL ACCESS BUS ARCHITECTURE	6981077	27-Dec-05	10-Oct-22	Granted	Avaya Management L.P.
WIRELESS PERIPHERAL DEVICE FOR ALLOWING AN IP SOFTPHONE TO PLACE CALLS TO A PUBLIC SAFETY ANSWERING POINT	6990328	24-Jan-06	7-Jul-23	Granted	Avaya Inc.
VARIABLE SIDETONE SYSTEM FOR REDUCING AMPLITUDE INDUCED DISTORTION	6993125	31-Jan-06	10-Jan-24	Granted	Avaya Inc.
SYSTEM, DEVICE, AND METHOD FOR PROVIDING NETWORK ACCESS IN A COMMUNICATION SYSTEM	6996085	7-Feb-06	25-Jul-23	Granted	Avaya Management L.P.
SHIELD FOR HIGH FREQUENCY TELECOMMUNICATIONS CONNECTOR	6997747	14-Feb-06	13-Nov-23	Granted	Avaya Inc.
METHOD AND APPARATUS FOR THE EFFICIENT UTILIZATION OF TRUNK BANDWIDTH IN A GLOBAL ENTERPRISE	6999579	14-Feb-06	30-Aug-23	Granted	Avaya Inc.
DETERMINING DEPARTURE TIMES FOR TIMETABLE-BASED TRIPS	7003398	21-Feb-06	8-Sep-24	Granted	Avaya Inc.
DYNAMIC JITTER BUFFERING FOR VOICE-OVER-IP AND OTHER PACKET-BASED COMMUNICATION SYSTEMS	7006511	28-Feb-06	10-Feb-24	Granted	Avaya Inc.
EFFICIENT ENCRYPTION ALGORITHM	7006628	28-Feb-06	29-Jul-24	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DEFINING FAILOVER EVENTS IN A NETWORK DEVICE	7010716	7-Mar-06	7-Dec-23	Granted	Avaya Management L.P.
LOCATION-BASED FORWARDING	7013003	14-Mar-06	22-Feb-24	Granted	Avaya Inc.
PROVIDING ACCESS TO A PLURALITY OF EMAIL AND VOICE MESSAGE ACCOUNTS FROM A SINGLE WEB-BASED INTERFACE	7020687	28-Mar-06	23-Aug-22	Granted	Avaya Inc.
APPARATUS AND METHOD FOR DISPLAYING A NAME OF A SPEAKER ON A TELECOMMUNICATION CONFERENCE CALL	7023965	4-Apr-06	13-Aug-23	Granted	Avaya Inc.
OUTBOUND DIALING DECISION CRITERIA BASED	7023980	4-Apr-06	26-Aug-23	Granted	Avaya Inc.
APPARATUS AND METHOD FOR ECHO CONTROL	7027593	11-Apr-06	11-Apr-23	Granted	Avaya Inc.
DISTRIBUTED MONITORING AND ANALYSIS FOR NETWORK TRAFFIC	7031264	18-Apr-06	21-Nov-23	Granted	Avaya Inc.
POLICY ENFORCEMENT SWITCHING	7031297	18-Apr-06	3-May-23	Granted	Avaya Inc.
SELECTABLE MUTING ON CONFERENCE CALLS	7031448	18-Apr-06	7-Jun-23	Granted	Avaya Inc.



Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
TOOL FOR CONSTRUCTING VOICE RECOGNITION GRAMMARS	7031907	18-Apr-06	23-Jan-24	Granted	Avaya Inc.
INTELLIGENT INBOUND/OUTBOUND COMMUNICATIONS BLENDING	7035927	25-Apr-06	4-Mar-24	Granted	Avaya Inc.
CONTROLLING COMMUNICATIONS THROUGH A VIRTUAL REALITY ENVIRONMENT	7036082	25-Apr-06	28-Jun-23	Granted	Avaya Inc.
EMBEDDED CABLE CONNECTION IDENTIFICATION CIRCUITS	7038135	2-May-06	28-Jun-24	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PERFORMING A RADIX SEARCH BY SELECTING ONE OF A VALID TABLE AND A TRANSITION TABLE	7039627	2-May-06	14-Apr-24	Granted	Avaya Management L.P.
CALL PROCESSING WITH STATISTICAL WEIGHTING OF SCRIPTS IN A COMMUNICATION SYSTEM SWITCH	7043005	9-May-06	28-Aug-23	Granted	Avaya Inc.
APPARATUS AND METHOD FOR TIME-ALIGNMENT OF TWO SIGNALS	7043014	9-May-06	17-Mar-23	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MAINTAINING USER-DEFINED STATE INFORMATION DURING A REBOOT EVENT	7043629	9-May-06	25-Apr-24	Granted	Avaya Inc.
END TO END SECURITY IN DATA NETWORKS	7043632	9-May-06	15-Apr-24	Granted	Avaya Inc.
POLITE CALL WAITING NOTIFICATION	7046784	16-May-06	18-Aug-22	Granted	Avaya Inc.
POLL SCHEDULING FOR EMERGENCY CALLS	7047002	16-May-06	25-May-24	Granted	Avaya Inc.
TCP RATE CONTROL WITH ADAPTIVE THRESHOLDS	7047312	16-May-06	3-Feb-23	Granted	Avaya Management L.P.
CAMERA FRAME DISPLAY	7050084	23-May-06	28-Sep-24	Granted	Avaya Inc.
VOICE MESSAGE NOTIFICATION AND RETRIEVAL VIA MOBILE CLIENT DEVICES IN A COMMUNICATION SYSTEM	7050792	23-May-06	24-May-24	Granted	Avaya Inc.
VIRTUAL NETWORK MANAGEMENT	7058711	6-Jun-06	5-Mar-24	Granted	Avaya Inc.
METHOD OF PROVIDING SPEECH RECOGNITION FOR IVR AND VOICE MAIL SYSTEMS	7062019	13-Jun-06	19-Sep-22	Granted	Avaya Inc.
TOPOLOGY DISCOVERY BY PARTITIONING MULTIPLE DISCOVERY TECHNIQUES	7069343	27-Jun-06	15-Dec-23	Granted	Avaya Inc.
LOAD-SHIFT CARRY INSTRUCTION	7069422	27-Jun-06	10-May-23	Granted	Avaya Management L.P.
APPARATUS AND METHOD FOR CONVERTING TEXT BEING STREAMED TO A DISPLAY OF TELECOMMUNICATION TERMINAL	7079628	18-Jul-06	20-Sep-22	Granted	Avaya Inc.
ROUTING INFORMATION EXCHANGE	7080161	18-Jul-06	21-Mar-23	Granted	Avaya Inc.
FEEDBACK CONTROL OF CALL PROCESSING IN A COMMUNICATION SYSTEM SWITCH WITH SCRIPT SELECTION BASED ON ASSIGNED WEIGHTINGS	7082194	25-Jul-06	7-Oct-23	Granted	Avaya Inc.
CALL DURATION ALERT	7085367	1-Aug-06	26-Feb-24	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CONNECTING GEOGRAPHICALLY DISTRIBUTED VIRTUAL LOCAL AREA NETWORKS	7088714	8-Aug-06	27-Jan-24	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
IDENTIFY CALLER PREFERENCES	7088813	8-Aug-06	22-Sep-24	Granted	Avaya Inc.
FAULT TOLERANCE SOFTWARE SYSTEM WITH PERIODIC EXTERNAL SELF-TEST FAILURE DETECTION	7096388	22-Aug-06	21-Aug-23	Granted	Avaya Inc.
METHOD, APPARATUS AND SYSTEM FOR MANAGEMENT OF MULTICAST ROUTES FOR A PLURALITY OF ROUTING PROTOCOLS IN A NETWORK DEVICE	7099323	29-Aug-06	27-Oct-24	Granted	Avaya Management L.P.
APPARATUS AND METHOD FOR PROVIDING SERVICE FOR TTY AND VOICE TRANSMISSION	7099440	29-Aug-06	4-May-24	Granted	Avaya Inc.
MULTIPLEXER DISCOVERY AND PARAMETER EXCHANGE	7107354	12-Sep-06	14-Nov-24	Granted	Avaya Inc.
PBX FEATURE BUTTONS ACTIVATED FROM AN EXTERNAL NETWORK	7120243	10-Oct-06	7-Apr-25	Granted	Avaya Inc.
SYSTEM, DEVICE, AND METHOD FOR LIMITING TUNNEL TRAFFIC IN AN INFORMATION COMMUNICATION NETWORK	7123587	17-Oct-06	7-Oct-23	Granted	Avaya Inc.
METHOD & SYSTEM FOR RESPONDING TO REQUESTS RELATING TO COMPLEX DATA MAINTAINED IN A STRUCTURED FORM	7124142	17-Oct-06	10-Oct-24	Granted	Avaya Inc.
MANAGING COMMUNICATIONS IN A CALL CENTRE	7127058	24-Oct-06	26-Mar-23	Granted	Avaya Inc.
IRONCLAD NOTIFICATION OF LICENSE ERRORS	7127442	24-Oct-06	18-Apr-25	Granted	Avaya Inc.
LOCAL FIREWALL APPARATUS AND METHOD	7127738	24-Oct-06	16-Mar-23	Granted	Avaya Inc.
ADVANCED PORT-BASED E911 STRATEGY FOR IP TELEPHONY	7130385	31-Oct-06	22-Jul-24	Granted	Avaya Inc.
CONFERENCE CALL ENHANCEMENTS	7130404	31-Oct-06	2-Sep-24	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MINIMIZING OVERRUN AND UNDERRUN ERRORS IN PACKETIZED VOICE TRANSMISSION	7130793	31-Oct-06	25-May-24	Granted	Avaya Inc.
METHOD AND APPARATUS FOR GUESSING CORRECT URLS USING TREE MATCHING	7130923	31-Oct-06	6-Nov-24	Granted	Avaya Inc.
ROUTE SWITCH PACKET ARCHITECTURE	7131125	31-Oct-06	25-Jan-23	Granted	Avaya Management L.P.
METHODS AND APPARATUS FOR DATA CACHING TO IMPROVE NAME RECOGNITION IN LARGE NAMESPACES	7136459	14-Nov-06	23-Jun-24	Granted	Avaya Inc.
INTERACTIVE VOICE RESPONSE UNIT RESPONSE DELAY	7136478	14-Nov-06	23-Sep-24	Granted	Avaya Inc.
LOCATION-BASED RINGBACKS	7142656	28-Nov-06	4-Jan-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR INTERACTIVE VOICE PROCESSING WITH VISUAL MONITORING CHANNEL	7142661	28-Nov-06	10-Oct-24	Granted	Avaya Inc.
INTELLIGENT MULTIMODE MESSAGE ALERTS	7142664	28-Nov-06	26-Nov-23	Granted	Avaya Inc.
A METHOD FOR ADMINISTERING MESSAGE ATTACHMENTS	7149777	12-Dec-06	19-Jan-23	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
APPARATUS AND METHOD FOR TRANSITIONING BETWEEN TTY AND VOICE TRANSMISSION MODES	7162012	9-Jan-07	2-May-24	Granted	Avaya Inc.
PRESENCE-BASED TELECOMMUNICATION SYSTEM	7162256	9-Jan-07	2-Nov-24	Granted	Avaya Inc.
AN ADAPTIVE CELL SCHEDULING ALGORITHM FOR WIRELESS ASYNCHRONOUS TRANSFER MODE (ATM) SYSTEMS	7170904	30-Jan-07	27-Feb-23	Granted	Avaya Inc.
AUTONOMOUS DISPATCHER	7170990	30-Jan-07	19-May-24	Granted	Avaya Inc.
ROOM ACOUSTICS ECHO METER FOR VOICE TERMINALS	7171004	30-Jan-07	15-Jun-23	Granted	Avaya Inc.
SYSTEM, DEVICE, AND METHOD FOR IMPROVING COMMUNICATION NETWORK RELIABILITY USING TRUNK SPLITTING	7173934	6-Feb-07	5-Oct-24	Granted	Avaya Inc.
NETWORK-BASED METHOD TO SUPPORT INTEROPERABILITY BETWEEN INCOMPATIBLE TTY DEVICES	7174004	6-Feb-07	19-Jul-25	Granted	Avaya Inc.
DETERMINING THE GEOGRAPHICAL LOCATION FROM WHICH AN EMERGENCY CALL ORIGINATES IN A PACKET-BASED COMMUNICATIONS NETWORK	7177399	13-Feb-07	4-Jun-24	Granted	Avaya Inc.
TELEPHONE HANDSET WITH USER-ADJUSTABLE AMPLITUDE, DEFAULT AMPLITUDE AND AUTOMATIC POST-CALL AMPLITUDE RESET	7177417	13-Feb-07	1-Jan-24	Granted	Avaya Inc.
DYNAMIC INTERACTIVE CALL NOTIFICATION	7180991	20-Feb-07	29-Nov-23	Granted	Avaya Inc.
APPARATUS AND METHOD FOR MEDIA PARAMETERS SELECTION BASED ON NETWORK AND HOST CONDITIONS	7184400	27-Feb-07	2-Apr-25	Granted	Avaya Inc.
A SYSTEM AND METHOD TO IMPROVE THE RESILIENCY AND PERFORMANCE OF ENTERPRISE NETWORKS BY UTILIZING IN-BUILT NETWORK REDUNDANCY	7188189	6-Mar-07	17-Nov-24	Granted	Avaya Inc.
METHOD AND APPARATUS FOR HUMAN-ASSISTED ADAPTIVE OUTBOUND TELEPHONE CALL CLASSIFICATION BASED ON PATTERN RECOGNITION	7190768	13-Mar-07	20-Aug-22	Granted	Avaya Inc.
AUTHENTICATION MECHANISM FOR TELEPHONY DEVICES	7190948	13-Mar-07	17-Feb-25	Granted	Avaya Inc.
INSTANT MESSAGE NOTIFICATION APPLICATION	7191213	13-Mar-07	29-Jun-24	Granted	Avaya Inc.
WIRELESS NETWORK MEDIUM ACCESS CONTROL PROTOCOL	7193986	20-Mar-07	25-May-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ROUTING A COMMUNICATION TO A USER BASED ON A PREDICTED PRESENCE	7196630	27-Mar-07	26-Sep-23	Granted	Avaya Inc.
NETWORK SYSTEM HAVING A VIRTUAL-SERVICE-MODULE	7197553	27-Mar-07	12-Jul-23	Granted	Avaya Management L.P.
DYNAMIC ALLOCATION OF PROCESSING TASKS USING VARIABLE PERFORMANCE HARDWARE PLATFORMS	7203943	10-Apr-07	13-Sep-23	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
SYSTEM AND METHOD FOR NETWORK CONFIGURATION ENGINE	7206825	17-Apr-07	11-Dec-24	Granted	Avaya Management L.P.
METHODS AND DEVICES FOR BALANCING COMMUNICATIONS USING MATCH RATES	7209444	24-Apr-07	21-Dec-24	Granted	Avaya Inc.
NETWORK SPANNING HETEROGENEOUS CALL CENTER AND METHOD OF OPERATION	7212516	1-May-07	23-Apr-23	Granted	Avaya Inc.
USING INFORMATION ABOUT SOFTWARE EVENTS TO ROUTE CONTACTS IN A CONTACT CENTER	7212624	1-May-07	10-Aug-24	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PRESENTING QUEUE LENGTHS OF VARIOUS MEDIA USED BY SERVICECENTERS	7212625	1-May-07	4-Jun-24	Granted	Avaya Inc.
OUTBOUND DIALING DECISION CRITERIA BASED	7215760	8-May-07	4-Dec-22	Granted	Avaya, Inc.
LICENSING DUPLICATED SYSTEMS	7216363	8-May-07	16-Oct-24	Granted	Avaya Inc.
APPARATUS, METHOD AND COMPUTER PROGRAM FOR PROVIDING PASS CODES RELATED TO CONFERENCE CALLS	7218338	15-May-07	30-Sep-23	Granted	Avaya Inc.
SOFTWARE AND PROCESS FOR PLAY-DASH CURSOR CALCULATION	7218977	15-May-07	18-Nov-23	Granted	Avaya Inc.
USING EXISTING WEB-BASED INFORMATION TO GENERATE RESPONSES TO USER QUERIES	7225232	29-May-07	13-May-23	Granted	Avaya Inc.
CUSTOMIZABLE BACKGROUND FOR VIDEO COMMUNICATIONS	7227567	5-Jun-07	18-Feb-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DESIGNING PRINTED CIRCUIT BOARDS TO MEET LEAKAGE CURRENT REQUIREMENTS	7228511	5-Jun-07	1-Dec-25	Granted	Avaya Inc.
LICENSE FILE SERIAL NUMBER TRACKING	7228567	5-Jun-07	17-Apr-25	Granted	Avaya Inc.
SYSTEM AND METHOD FOR TRACKING VOICEXML DOCUMENT EXECUTION IN REAL-TIME	7231636	12-Jun-07	13-Jan-25	Granted	Avaya Inc.
ROUTING TABLE FOR FORWARDING INTERNET PROTOCOL (IP) PACKETS THROUGH A COMMUNICATIONS NETWORK	7233579	19-Jun-07	7-Feb-26	Granted	Avaya Inc.
WIRELESS SECURITY AND ACCESS DEVICE	7233789	19-Jun-07	25-Aug-23	Granted	Avaya Inc.
AN APPARATUS AND METHOD TO COMPENSATE FOR UNSYNCHRONIZED TRANSMISSION OF SYNCHROUS DATA USING A SORTED LIST	7233895	19-Jun-07	19-May-25	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MULTI-SITE LOAD-BALANCING OF ENCRYPTED TRAFFIC	7233981	19-Jun-07	15-Apr-25	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DYNAMICALLY CONFIGURING WIRELESS NETWORK GEOGRAPHIC COVERAGE OR SERVICE LEVELS	7236777	26-Jun-07	30-Jun-24	Granted	Intellisist, Inc.
FAILURE RECOVERY PROCESS IN RESPONSE TO NON-FATAL FAILURES	7243267	10-Jul-07	25-Jan-24	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND APPARATUS FOR AUDITING SERVICE LEVEL AGREEMENTS BY TEST PACKET INSERTION	7245584	17-Jul-07	12-May-25	Granted	Avaya Inc.
VIRTUAL INTERACTION QUEING USING INTERNET PROTOCOLS	7245711	17-Jul-07	7-Mar-24	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR CHANGING TOPOLOGY OF A NETWORK	7246178	17-Jul-07	12-Jul-23	Granted	Avaya Inc.
INTEGRATED REAL-TIME AUTOMATED LOCATION POSITIONING ASSET MANAGEMENT SYSTEM	7246746	24-Jul-07	5-Feb-25	Granted	Avaya Inc.
METHODS AND APPARATUS FOR ROUTING AND ACCOUNT OF REVENUE GENERATING CALLS USING NATURAL LANGUAGE VOICE RECOGNITION	7248678	24-Jul-07	21-Dec-24	Granted	Avaya Inc.
METHODS AND APPARATUS FOR AUTOMATIC TRAINING USING NATURAL LANGUAGE TECHNIQUES FOR ANALYSIS OF QUERIES PRESENTED TO A TRAINEE AND RESPONSES FROM THE TRAINEE	7249011	24-Jul-07	4-May-25	Granted	Avaya Inc.
MULTI-SITE TELECONFERENCING SYSTEM	7257090	14-Aug-07	9-Dec-25	Granted	Avaya Management L.P.
PRESENCE ENABLED QUEUE MANAGEMENT	7257218	14-Aug-07	30-Dec-22	Granted	Avaya Inc.
METHOD AND APPARATUS FOR LICENSE DISTRIBUTION	7260557	21-Aug-07	27-Mar-25	Granted	Avaya Inc.
APPARATUS AND METHOD FOR IDENTIFICATION OF PERSON PLACING A PHONE CALL	7263179	28-Aug-07	11-Sep-23	Granted	Avaya Inc.
ADAPTIVE FEEDBACK ARRANGEMENT FOR CONTROLLING AGENT AVAILABILITY SERVICE LEVEL IN A PREDICTIVE DIALER	7266193	4-Sep-07	27-Oct-25	Granted	Avaya Inc.
INFORMATION SERVICES ENHANCEMENTS	7269417	11-Sep-07	20-Jun-24	Granted	Avaya Inc.
MULTI-MEDIA CONTACT CENTER	7272223	18-Sep-07	23-Apr-24	Granted	Avaya Inc.
SWITCH-BASED CALL PROCESSING WITH DETECTION OF VOICE PATH CONNECTION BETWEEN MULTIPLE TRUNKS IN EXTERNAL NETWORK	7272391	18-Sep-07	13-Mar-23	Granted	Avaya Inc.
LOCATION ESTIMATION OF WIRELESS TERMINALS IN A MULTI-STORY ENVIRONMENT	7272394	18-Sep-07	10-Jan-25	Granted	Avaya Inc.
GLOBAL POSITIONING SYSTEM HARDWARE KEY FOR SOFTWARE LICENSES	7272500	18-Sep-07	2-Dec-24	Granted	Avaya Inc.
ACTIVE QUEUE MANAGEMENT USING PROPORTIONAL CONTROL AND RATE-BASED INFORMATION	7277391	2-Oct-07	31-Jan-26	Granted	Avaya Management L.P.
ARCHITECTURE FOR INK ANNOTATIONS ON WEB DOCUMENTS	7284192	16-Oct-07	6-Apr-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PERFORMING ADMISSION CONTROL IN A COMMUNICATION NETWORK	7286474	23-Oct-07	28-Oct-25	Granted	Avaya Inc.
LOCAL AREA NETWORK WITH ELECTROCHEMICAL POWER SOURCE	7286556	23-Oct-07	12-Sep-23	Granted	Avaya Inc.
MOBILE GATEWAY FOR SECURE EXTENSION OF ENTERPRISE SERVICES TO MOBILE DEVICES	7289788	30-Oct-07	20-Nov-24	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
SYSTEM AND METHOD FOR MOBILE MESSAGING	7292689	6-Nov-07	13-Feb-25	Granted	Intellisist, Inc.
METHOD AND APPARATUS FOR MONITORING A NETWORK USING STATISTICAL INFORMATION STORED IN A MEMORY ENTRY	7293079	6-Nov-07	8-Feb-23	Granted	Avaya Management L.P.
TRANSPARENT INTERFACE MIGRATION USING A COMPUTER-READABLE MAPPING BETWEEN A FIRST INTERFACE AND A SECOND INTERFACE TO AUTO-GENERATE AN INTERFACE WRAPPER	7293253	6-Nov-07	5-Jul-25	Granted	Avaya Inc.
WIRELESS DEVICE TO MANAGE CROSS-NETWORK TELECOMMUNICATION SERVICES	7298833	20-Nov-07	15-Oct-25	Granted	Avaya Integrated Cabinet Solutions LLC (f/k/a Avaya Integrated Cabinet Solutions Inc.)
TERMINAL-COORDINATED RINGTONES	7302253	27-Nov-07	5-Jan-25	Granted	Avaya Inc.
DISTRIBUTED EXPERT SYSTEM FOR AUTOMATED PROBLEM RESOLUTION IN A COMMUNICATION SYSTEM	7302611	27-Nov-07	7-Apr-26	Granted	Avaya Inc.
APPARATUS AND METHOD FOR CONTROLLING TELEPHONY ENDPOINTS	7307982	11-Dec-07	25-Dec-25	Granted	Avaya Inc.
LOG-BASED RINGTONE SERVICE	7308253	11-Dec-07	30-Sep-24	Granted	Avaya Inc.
DYNAMIC LOAD BALANCING FOR ENTERPRISE IP TRAFFIC	7308499	11-Dec-07	26-Dec-25	Granted	Avaya Inc.
COMMUNICATION SYSTEM ENDPOINT DEVICE WITH INTEGRATED CALL SYNTHESIS CAPABILITY	7313098	25-Dec-07	27-Oct-25	Granted	Avaya Inc.
MECHANISM AND METHOD TO SELECT A TIME DELAY IN RESPONSE TO A COLLISION	7313105	25-Dec-07	7-Sep-24	Granted	Avaya Inc.
HIGH SPEED NON-VOLATILE ELECTRONIC MEMORY CONFIGURATION	7315951	1-Jan-08	10-May-25	Granted	Avaya Inc.
SUBSCRIBER MOBILITY IN TELEPHONY SYSTEMS	7319692	15-Jan-08	21-Sep-24	Granted	Avaya Inc.
CACHING USER INFORMATION IN AN INTEGRATED COMMUNICATING SYSTEM	7321655	22-Jan-08	10-Apr-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR OVER-THE-AIR BANDWIDTH RESERVATIONS IN WIRELESS NETWORKS	7324491	29-Jan-08	30-Jun-26	Granted	Avaya Inc.
QUEUE SCHEDULING WITH PRIORITY AND WEIGHT SHARING	7324536	29-Jan-08	3-Feb-26	Granted	Avaya Inc.
DETERMINATION OF ENDPOINT IP ADDRESS ASSIGNMENT IN AN INTERNET TELEPHONY SYSTEM	7327721	5-Feb-08	12-Aug-25	Granted	Avaya Inc.
METHOD AND SYSTEM FOR PROVIDING INTERACTIVE EVENT REMINDERS	7327834	5-Feb-08	15-Oct-24	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DETERMINING TELECOMMUNICATION NUMBER BASED ON PRESENCE	7328257	5-Feb-08	29-Nov-25	Granted	Avaya Inc.
INTEGRATING MESSAGING SERVER DIRECTORY SERVICE WITHIN A COMMUNICATION SYSTEM VOICE MAIL MESSAGE INTERFACE	7330537	12-Feb-08	7-Feb-25	Granted	Avaya Inc.

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CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL	7330538	12-Feb-08	21-Oct-25	Granted	Intellisist, Inc.
SECURED AUTOMATED PROCESS FOR SIGNED, ENCRYPTED OR VALIDATED CONTENT GENERATION	7330982	12-Feb-08	15-Apr-26	Granted	Avaya Inc.
LOCALIZATION OF CALL ROUTING FOR TDM SETS IN AN IP NETWORK	7333480	19-Feb-08	26-Jul-26	Granted	Avaya Inc.
SPEECH BASED STATUS AND CONTROL USER INTERFACE CUSTOMIZABLE BY THE USER	7333933	19-Feb-08	2-Aug-23	Granted	Avaya Inc.
RATE-BASED MULTI-LEVEL ACTIVE QUEUE MANAGEMENT WITH DROP PRECEDENCE DIFFERENTIATION	7336611	26-Feb-08	9-Nov-25	Granted	Avaya Management L.P.
METHOD AND APPARATUS FOR THE ASSESSMENT AND OPTIMIZATION OF NETWORK TRAFFIC	7336613	26-Feb-08	8-Feb-24	Granted	Avaya Inc.
CONSTANT GAIN CONTROLLER FOR ACTIVE QUEUE MANAGEMENT	7336672	26-Feb-08	26-Aug-22	Granted	Avaya Management L.P.
TOPICAL DYNAMIC CHAT	7336779	26-Feb-08	11-May-24	Granted	Avaya Inc.
HIGH-AVAILABILITY PACKET FORWARDING APPARATUS AND METHOD	7342874	11-Mar-08	5-Aug-24	Granted	Avaya Management L.P.
METHOD AND APPARATUS FOR DETECTION OF PRIORITIZATION AND PER HOP BEHAVIOR BETWEEN ENDPOINTS ON A PACKET NETWORK	7342879	11-Mar-08	7-Dec-25	Granted	Avaya Inc.
LOG-BASED RINGTONES	7343150	11-Mar-08	25-Sep-24	Granted	Avaya Inc.
METHOD AND SYSTEM FOR REDUCING RADIATED ENERGY EMISSIONS IN COMPUTATIONAL DEVICES	7345889	18-Mar-08	20-May-26	Granted	Avaya Inc.
CONTROLLING MESSAGING ACTIONS USING FORM-BASED USER INTERFACE	7346150	18-Mar-08	25-Mar-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR VALIDATING AGREEMENT BETWEEN TEXTUAL AND SPOKEN REPRESENTATIONS OF WORDS	7346151	18-Mar-08	13-Mar-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SECURE WIRELESS DELIVERY OF CONVERGED SERVICES	7346168	18-Mar-08	12-Oct-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR COORDINATING ROUTING PARAMETERS VIA A BACK-CHANNEL COMMUNICATION MEDIUM	7349994	25-Mar-08	9-Jun-23	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DETERMINING ENDPOINTS FOR USE AS TESTING DEVICES	7352705	1-Apr-08	14-Sep-26	Granted	Avaya Inc.
KEY SERVER FOR SECURING IP TELEPHONY REGISTRATION, CONTROL AND MAINTENANCE	7353388	1-Apr-08	30-Mar-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR UNIFORM OPERATIONAL ACCESS ACROSS MULTIPLE INFORMATION SYSTEMS	7359495	15-Apr-08	26-May-26	Granted	Avaya Inc.
PACKET PRIORITIZATION AND ASSOCIATED BANDWIDTH AND BUFFER MANAGEMENT TECHNIQUES FOR AUDIO OVER IP	7359979	15-Apr-08	9-Apr-26	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND APPARATUS FOR TRANSLATING A CLASSIFICATION SYSTEM INTO A TARGET LANGUAGE	7363212	22-Apr-08	7-Jun-26	Granted	Avaya Inc.
SYSTEMS AND METHOD FOR ROBUST, REAL-TIME MEASUREMENT OF NETWORK PERFORMANCE	7363367	22-Apr-08	1-Jul-23	Granted	Avaya Inc.
METHOD AND FILE STRUCTURES FOR MANAGING DATA ON A FLASH DISK	7363420	22-Apr-08	14-Apr-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MERGING CALL COMPONENTS DURING CALL RECONSTRUCTION	7366110	29-Apr-08	30-Apr-26	Granted	Avaya Inc.
ANNOUNCEMENT SERVICE FOR THE VISUALLY IMPAIRED	7366499	29-Apr-08	6-Apr-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR AN ENCRYPTING KEYBOARD	7366916	29-Apr-08	10-Nov-25	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CALLER INITIATED VOICE MAIL ANNOTATION AND ITS TRANSMISSION OVER IP/SIP FOR FLEXIBLE AND EFFICIENT VOICE MAIL RETRIEVAL	7369649	6-May-08	25-Feb-24	Granted	Avaya Inc.
METHOD FOR REAL-TIME TRANSPORT PROTOCOL (RTP) PACKET AUTHENTICATION	7372856	13-May-08	11-Jul-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SHARING STACK SPACE BETWEEN MULTIPLE PROCESSES IN A NETWORK DEVICE	7373646	13-May-08	11-Mar-26	Granted	Avaya Management L.P.
METHOD AND APPARATUS FOR CONTROLLING DATA AND SOFTWARE ACCESS	7373657	13-May-08	5-Jun-25	Granted	Avaya Inc.
ERROR CORRECTION METHOD AND APPARATUS FOR TTY ON VOIP TRANSMISSIONS	7379431	27-May-08	23-Nov-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR VLAN ID DISCOVERY	7385973	10-Jun-08	15-Aug-26	Granted	Avaya Inc.
ARRANGEMENT FOR MAINTAINING MODE SYNCHRONIZATION IN AUTOMATIC TTY-TO-TEXT TRANSLATION SYSTEMS	7386100	10-Jun-08	18-Sep-26	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR PROCESSING NETWORK DATA PACKETS	7386628	10-Jun-08	11-Jul-24	Granted	Avaya Management L.P.
MULTI-FLOW MULTI-LEVEL LEAKY BUCKET POLICER	7388837	17-Jun-08	24-Dec-25	Granted	Avaya Management L.P.
ESTIMATING THE LOCATION OF INEXPENSIVE WIRELESS TERMINALS BY USING SIGNAL STRENGTH MEASUREMENTS	7389114	17-Jun-08	21-Apr-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ESTABLISHING VIRTUAL PRIVATE NETWORKS IN A WIRELESS NETWORK	7389534	17-Jun-08	12-Jun-25	Granted	Avaya Management L.P.
METHOD AND APPARATUS FOR EFFICIENT PROTOCOL-INDEPENDENT TRUNKING OF DATA SIGNALS	7391760	24-Jun-08	26-Jun-24	Granted	Avaya Inc.
METHOD FOR PROVIDING A MESSAGE-BASED COMMUNICATIONS INFRASTRUCTURE FOR AUTOMATED CALL CENTER OPERATION	7391860	24-Jun-08	14-Feb-23	Granted	Intellisist, Inc.
PEER-TO-PEER DISCOVERY FOR LOCATION-BASED FORWARDING	7392048	24-Jun-08	21-Jun-23	Granted	Avaya Inc.



Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND DEVICE TO DISTINGUISH BETWEEN VOICE CONVERSATION AND AUTOMATED SPEECH RECOGNITION	7392191	24-Jun-08	23-Mar-23	Granted	Intellisist, Inc.
ENHANCED EMERGENCY SYSTEM TELEPHONE FEATURE FOR PBX AND KEY SYSTEMS	7395047	1-Jul-08	21-Apr-26	Granted	Avaya Inc.
A SYSTEM AND METHOD FOR RECONNECTING DROPPED CELLULAR PHONE CALLS	7395057	1-Jul-08	19-Nov-24	Granted	Avaya Inc.
SYSTEM, DEVICE AND METHOD FOR SCHEDULING INFORMATION PROCESSING WITH LOAD-BALANCING	7397762	8-Jul-08	11-Sep-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PREDICTING THE QUALITY OF PACKET DATA COMMUNICATIONS	7397778	8-Jul-08	28-Feb-26	Granted	Avaya Inc.
SERVER-BASED DISCOVERY FOR LOCATION-BASED FORWARDING	7397787	8-Jul-08	11-Mar-26	Granted	Avaya Inc.
COLLABORATIVE REMOTE COMMUNICATION CIRCUIT DIAGNOSTIC TOOL	7400586	15-Jul-08	9-Oct-25	Granted	Avaya Inc.
CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL	7403601	22-Jul-08	27-Mar-23	Granted	Intellisist, Inc.
LOCATION-BASED ACCESS CONTROL FOR WIRELESS LOCAL AREA NETWORKS	7403773	22-Jul-08	26-Jul-23	Granted	Avaya Inc.
METHOD AND APPARATUS FOR POSITIONING A SET OF TERMINALS IN AN INDOOR WIRELESS ENVIRONMENT	7403784	22-Jul-08	27-Sep-25	Granted	Avaya Inc.
ELECTROLUMINESCENT PATCH CABLE	7406231	29-Jul-08	13-Apr-26	Granted	Avaya Inc.
PROCESSING VOICE INSTRUCTIONS IN A VEHICLE	7406421	29-Jul-08	17-Mar-23	Granted	Intellisist, Inc.
METHOD AND APPARATUS FOR PERFORMANCE AND COST OPTIMIZATION IN AN INTERNETWORK	7406539	29-Jul-08	9-Feb-23	Granted	Avaya Inc.
ORIGINATOR BASED DIRECTING AND ORIGINATION CALL PROCESSING FEATURES FOR EXTERNAL DEVICES	7408925	5-Aug-08	10-Jul-26	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR THE SCHEDULE ALIGNMENT OF A PACKET FLOW	7411971	12-Aug-08	1-Jul-26	Granted	Avaya Inc.
INSTANT MESSAGING TO AND FROM PBX STATIONS	7412044	12-Aug-08	1-May-26	Granted	Avaya Inc.
PRESENCE AWARENESS AGENT	7415417	19-Aug-08	17-Mar-25	Granted	Avaya Inc.
NETWORK QUALITY ESTIMATION	7417991	26-Aug-08	28-May-26	Granted	Avaya Inc.
SERVER-COORDINATED RINGTONES	7418258	26-Aug-08	24-Apr-25	Granted	Avaya Inc.
TECHNIQUE FOR PREFIX LIMIT EXCHANGE FOR ROUTE ADVERTISEMENT	7418519	26-Aug-08	27-Nov-26	Granted	Avaya Management L.P.
LOCATION-BASED BRIDGING IN CALL CENTERS	7421072	2-Sep-08	2-Sep-25	Granted	Avaya Inc.
A METHOD OF MEASUREMENT BASED NETWORK ADMISSION CONTROL	7423965	9-Sep-08	20-Mar-27	Granted	Avaya Inc.
RATE-BASED PROPORTIONAL-INTEGRAL CONTROL SCHEME FOR ACTIVE QUEUE MANAGEMENT	7424546	9-Sep-08	23-Feb-27	Granted	Avaya Management L.P.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND APPARATUS FOR REDUCING PACKET DATA MIXER DELAY	7426219	16-Sep-08	3-Oct-25	Granted	Avaya Inc.
DETECTION OF LOAD BALANCED LINKS IN INTERNET PROTOCOL NETWORKS	7426577	16-Sep-08	17-Jan-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR POLICY AND ADMISSION CONTROL IN PACKET-BASED COMMUNICATION SYSTEMS	7428216	23-Sep-08	10-Jul-25	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR PRESERVING CONFIDENTIALITY OF SENSITIVE INFORMATION IN A POINT-OF-CARE COMMUNICATIONS ENVIRONMENT	7430671	30-Sep-08	3-Jan-26	Granted	Avaya Inc.
VIDEO-TELEPHONY INTEGRATION WITHOUT DISRUPTION	7432951	7-Oct-08	28-Apr-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR AUTOMATIC NOTIFICATION AND RESPONSE BASED ON COMMUNICATION FLOW EXPRESSIONS	7436947	14-Oct-08	25-May-24	Granted	Avaya Inc.
DETECTION OF LOOPING COMMUNICATION CHANNELS	7440421	21-Oct-08	12-Apr-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SYNCHRONIZING CLOCKS ON PACKET-SWITCHED NETWORKS	7440474	21-Oct-08	26-Mar-27	Granted	Avaya Inc.
APPARATUS AND METHOD FOR UPDATING A SCHEDULE	7443767	28-Oct-08	14-Oct-25	Granted	Avaya Inc.
CONNECTOR MODULE WITH EMBEDDED PHYSICAL LAYER SUPPORT AND METHOD	7445507	4-Nov-08	1-Oct-25	Granted	Avaya Inc.
METHOD AND APPARATUS OF ESTABLISHING A COMMUNICATION CHANNEL USING PROTECTED NETWORK RESOURCES	7447211	4-Nov-08	18-Mar-26	Granted	Avaya Inc.
WEB BASED PERSONAL ASSISTANT	7450567	11-Nov-08	29-Jan-26	Granted	Avaya Inc.
A STATEFUL AND CROSS PROTOCOL INTRUSION DETECTION FOR VOICE OVER IP	7451486	11-Nov-08	30-Jun-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PRODUCING A MULTICAST TREE	7,454,484	18-Nov-08	1-Aug-25	Granted	Avaya Management L.P.
SYSTEM FOR TRANSMITTING HIGH QUALITY SPEECH SIGNALS ON A VOICE OVER INTERNET PROTOCOL NETWORK	7457242	25-Nov-08	8-Dec-26	Granted	Avaya Inc.
ALTERNATE ROUTING OF MEDIA CONNECTIONS WITHIN A SINGLE COMMUNICATIONS SYSTEM ACROSS PUBLIC OR PRIVATE NETWORK FACILITIES	7457249	25-Nov-08	12-Jun-26	Granted	Avaya Inc.
METHODS OF MONITORING COMMUNICATIONS SESSIONS IN A CONTACT CENTRE	7457404	25-Nov-08	16-Jan-25	Granted	Avaya Inc.
USING GAZE DETECTION TO DETERMINE AN AREA OF INTEREST WITHIN A SCENE	7460150	2-Dec-08	4-Dec-26	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DISTRIBUTED MULTIPOINT CONFERENCING WITH AUTOMATIC ENDPOINT ADDRESS DETECTION AND DYNAMIC ENDPOINT-SERVER	7461126	2-Dec-08	25-Apr-25	Granted	Avaya Inc.
ROUTED SPLIT MULTILINK TRUNKING	7463579	9-Dec-08	30-Oct-25	Granted	Avaya Management L.P.

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SYSTEM AND METHOD FOR NOTIFICATION OF INTERNET USERS ABOUT FAULTS DETECTED ON AN IP NETWORK	7463652	9-Dec-08	17-Nov-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR CONTINUING TO PROVIDE PROCESSING ON DISK OUTAGES	7467324	16-Dec-08	27-Aug-26	Granted	Avaya Inc.
RFID PATCH PANELS AND CABLES	7468669	23-Dec-08	7-Dec-26	Granted	Avaya Inc.
USING ADDITIONAL INFORMATION PROVIDED IN SESSION REQUESTS	7469293	23-Dec-08	12-Jan-27	Granted	Avaya Inc.
MESSAGING ADVISE IN PRESENCE-AWARE NETWORKS	7474741	6-Jan-09	12-Aug-24	Granted	Avaya Inc.
INTERWORKING FUNCTIONALITY	7480306	20-Jan-09	24-Nov-25	Granted	Avaya Management L.P.
APPARATUS AND METHOD FOR PROVIDING CALL STATUS INFORMATION	7480376	20-Jan-09	11-Aug-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MIGRATING TO AN ALTERNATE CALL CONTROLLER	7483369	27-Jan-09	3-Jan-26	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING BANDWIDTH MANAGEMENT FOR VPNS	7486696	3-Feb-09	23-Jun-25	Granted	Avaya Inc.
LOAD OPTIMIZATION	7487237	3-Feb-09	3-Sep-23	Granted	Avaya Inc.
STEREO CONFERENCING	7489773	10-Feb-09	6-Aug-27	Granted	Avaya Inc.
A METHOD FOR DYNAMICALLY OPTIMIZING BANDWIDTH ALLOCATION IN VARIABLE BITRATE (MULTI-RATE) CONFERENCES	7492731	17-Feb-09	9-Aug-27	Granted	Avaya Inc.
CONFERENCE CONNECTIONS USING DYNAMIC TOPOLOGY SWITCHING FOR IP AND CIRCUIT-SWITCHED FABRICS	7496056	24-Feb-09	5-Dec-26	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING MULTI-PARTY MESSAGE-BASED VOICE COMMUNICATIONS	7496353	24-Feb-09	20-Jul-26	Granted	Intellisist, Inc.
CACHING DELTA-QUEUE	7500241	3-Mar-09	13-Jun-26	Granted	Avaya Inc.
LOAD BALANCING IN A NETWORK OF CONTACT CENTRES	7505578	17-Mar-09	26-Mar-24	Granted	Avaya Inc.
DATA-DRIVEN AND PLUG-IN DEFINED EVENT ENGINE	7509654	24-Mar-09	28-Nov-27	Granted	Avaya Inc.
IP-CENTRIC SPEED DIAL	7512226	31-Mar-09	8-Jun-26	Granted	Avaya Inc.
SYSTEM AND METHOD FOR EFFICIENT SCHEDULING OF PERIODIC PHENOMENA	7512947	31-Mar-09	30-Mar-27	Granted	Avaya Inc.
CLIENT CUSTOMIZABLE INTERACTIVE VOICE RESPONSE SYSTEM	7515695	7-Apr-09	22-Jun-26	Granted	Avaya Inc.
CALL HANDLING USING NON-SPEECH CUES VIA A PERSONAL ASSISTANT	7515699	7-Apr-09	4-Jan-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DEFINING FAILOVER EVENTS IN A NETWORK DEVICE	7516202	7-Apr-09	23-Apr-24	Granted	Avaya Inc.
MANAGEMENT OF CONTACTS IN A NETWORK OF CONTACT CENTERS	7519626	14-Apr-09	31-May-25	Granted	Avaya Inc.
MASS TEST GENERATOR	7523447	21-Apr-09	9-Apr-26	Granted	Avaya Inc.

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METHOD AND APPARATUS FOR CAPABILITY BASED ADDRESSING IN A COMMUNICATIONS NETWORK	7525974	28-Apr-09	30-Oct-26	Granted	Avaya Inc.
DYNAMIC FEATURE AND FUNCTION AVAILABILITY FOR SOFTWARE PBX	7529358	5-May-09	4-Mar-26	Granted	Avaya Inc.
SYSTEM AND METHOD FOR LOCATION BASED PUSH-TO-TALK	7529558	5-May-09	20-Jul-27	Granted	Avaya Inc.
COMMUNICATION DEVICE LOCATING SYSTEM	7536188	19-May-09	31-Dec-24	Granted	Avaya Inc.
GLOBAL DYNAMIC PERSISTENT INFORMATION ARCHITECTURE	7536434	19-May-09	20-Jan-26	Granted	Avaya Inc.
PRESENSE TRACKING AND NAMESPACE INTERCONNECTION TECHNIQUES	7536437	19-May-09	28-Jan-25	Granted	Avaya Inc.
USE OF AUDITORY FEEDBACK AND AUDIO QUEUES IN THE REALIZATION OF A PERSONAL VIRTUAL ASSISTANT	7538685	26-May-09	22-Dec-26	Granted	Avaya Inc.
EMERGENCY CALL HANDLING IN CONTENTION-BASED WIRELESS LOCAL-AREA NETWORKS	7539168	26-May-09	3-Feb-26	Granted	Avaya Inc.
WIRELESS TELECONFERENCING SYSTEM	7539486	26-May-09	3-May-26	Granted	Avaya Inc.
INFORMING CALLER OF CALLEE ACTIVITY MODE	7542558	2-Jun-09	11-Apr-26	Granted	Avaya Integrated Cabinet Solutions LLC (f/k/a Avaya Integrated Cabinet Solutions Inc.)
METHOD AND APPARATUS FOR INCREASING CHANNEL CAPACITY IN AN IP-BASED VOICE MESSAGING SYSTEM	7551729	23-Jun-09	17-Jan-27	Granted	Avaya Inc.
DYNAMIC LAYOUT OF PARTICIPANTS IN A MULTI-PARTY VIDEO CONFERENCE	7554571	30-Jun-09	27-Sep-27	Granted	Avaya Inc.
ENTERPRISE NETWORK SERVICES ARCHITECTURE	7555546	30-Jun-09	29-Apr-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MEETING AN ON-SITE ENTERPRISE SERVICE LEVEL OBJECTIVE	7558739	7-Jul-09	7-Jul-26	Granted	Avaya Inc.
SELF-CONFIGURING METHOD AND APPARATUS FOR PROVIDING SECURE COMMUNICATION BETWEEN MEMBERS OF A GROUP	7558877	7-Jul-09	4-Feb-26	Granted	Avaya Inc.
PREVENT VIDEO CALLS BASED ON APPEARANCE	7564476	21-Jul-09	15-Jan-27	Granted	Avaya Inc.
IN-BAND CALL ASSOCIATION SIGNALING FOR A SINGLE NUMBER DESTINATION	7564793	21-Jul-09	27-Jan-27	Granted	Avaya Inc.
FORM-BASED LASER INTERFACE FOR CONTROLLING MESSAGING	7564954	21-Jul-09	21-May-26	Granted	Avaya Inc.
PROVIDING USER INFORMATION AND CONTROL OVER A CONTACT WITHIN A CONTACT CENTRE	7564962	21-Jul-09	21-Nov-26	Granted	Avaya Inc.
MULTI-SITE SOFTWARE LICENSE BALANCING	7565325	21-Jul-09	10-Jul-26	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
MOBILE COMMUNICATION DEVICE WITH INTERROGATOR TO INTERACT WITH TAGS	7567178	28-Jul-09	2-Aug-27	Granted	Avaya Inc.
METHOD BY WHICH CALL CENTERS CAN VECTOR INBOUND TTY CALLS AUTOMATICALLY TO TTY-ENABLED RESOURCES	7567653	28-Jul-09	8-Feb-27	Granted	Avaya Inc.
MANAGING A COMMUNICATIONS SYSTEM BY OFFERING PARTICIPANTS THE OPPORTUNITY TO RESPOND TO REQUESTS SUBMITTED BY OTHER PARTICIPANTS	7570606	4-Aug-09	11-Jul-27	Granted	Avaya Inc.
DISTRIBUTION OF PACKETS TO MULTIPLE ADDRESSES	7570629	4-Aug-09	4-Apr-26	Granted	Avaya Inc.
TILT MECHANISM FOR COMMUNICATION DEVICE	7570757	4-Aug-09	29-Jan-28	Granted	Avaya Inc.
COMPUTER TELEPHONE INTEGRATION OVER A NETWORK	7571235	4-Aug-09	21-Mar-26	Granted	Avaya Inc.
HANDLING SEQUENCE NUMBERS AND/OR AN ANTI-REPLAY WINDOW AFTER FAILOVER BETWEEN SERVERS	7571343	4-Aug-09	27-Sep-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING A SCALABLE AND SECURE NETWORK WITHOUT POINT TO POINT ASSOCIATIONS	7571463	4-Aug-09	4-Aug-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR LOW-OVERHEAD NETWORK PROTOCOL PERFORMANCE ASSESSMENT	7573829	11-Aug-09	18-May-27	Granted	Avaya Inc.
APPARATUS AND METHOD FOR CONTROLLING INTERACTION BETWEEN A MULTI-MEDIA MESSAGING SYSTEM AND AN INSTANT MESSAGING SYSTEM	7573987	11-Aug-09	1-Apr-27	Granted	Avaya Inc.
PRESENCE BASED CALLBACK	7573996	11-Aug-09	3-Oct-26	Granted	Avaya Inc.
CONTENT-AWARE DYNAMIC BANDWIDTH ALLOCATION	7580349	25-Aug-09	11-May-25	Granted	Avaya Inc.
AUTOMATIC DETERMINATION OF CONNECTIVITY PROBLEM LOCATIONS OR OTHER NETWORK-CHARACTERIZING INFORMATION IN A NETWORK UTILIZING AN ENCAPSULATION PROTOCOL	7583667	1-Sep-09	1-Jul-28	Granted	Avaya Inc.
TESTING A DATA-PROCESSING SYSTEM WITH TELECOMMUNICATIONS ENDPOINTS	7583792	1-Sep-09	1-Jul-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR GENERATING A SIGNAL STRENGTH MODEL FOR AN ACCESS POINT AT AN ARBITRARY LOCATION	7583961	1-Sep-09	18-May-25	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CONTROLLING NETWORK ACCESS	7587588	8-Sep-09	4-Jun-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR TELECOMMUNICATION RELIABILITY BY MEDIA CONNECTIVITY ENDPOINT SELECTION OF A CONTROL ENTITY	7587624	8-Sep-09	9-Aug-27	Granted	Avaya Inc.
MOBILE DEVICES INCLUDING RFID TAG READERS	7589616	15-Sep-09	8-Aug-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR RESTRICTION OF MESSAGE DISTRIBUTION FOR SECURITY	7590693	15-Sep-09	15-May-28	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
SECURE GATEWAY WITH ALARM MANAGER AND SUPPORT FOR INBOUND FEDERATED IDENTITY	7590761	15-Sep-09	24-Mar-28	Granted	Avaya Inc.
NORMALIZATION OF SPEECH ACCENT	7593849	22-Sep-09	26-Aug-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING TRACE ROUTE AND TIMING INFORMATION FOR MEDIA STREAMS	7596096	29-Sep-09	3-Nov-26	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR REMOTE OUTBOUND CONTROL SECURITY STRAWMAN	7596811	29-Sep-09	7-Mar-26	Granted	Avaya Inc.
TIME SERIES MONITORING SYSTEM	7599913	6-Oct-09	16-Jul-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DETERMINATION OF NETWORK TOPOLOGY	7602728	13-Oct-09	17-Oct-27	Granted	Avaya Inc.
TELECOMMUNICATION TERMINAL IDENTIFICATION ON A SWITCHING SYSTEM	7602770	13-Oct-09	17-Oct-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ALLOCATING PROCESSING CAPACITY OF SYSTEM PROCESSING UNITS IN AN EXTRANET GATEWAY	7603463	13-Oct-09	16-Mar-26	Granted	Avaya Inc.
DISTRIBUTED ARCHITECTURE FOR DEPLOYING MULTIPLE WIRELESS LOCAL-AREA NETWORKS	7606208	20-Oct-09	5-Jun-27	Granted	Avaya Inc.
SYNCHRONIZING INFORMATION ACROSS TELECOMMUNICATIONS TERMINALS	7610055	27-Oct-09	27-Aug-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ADAPTIVE VIDEO ENCODING BASED ON USER PERCEPTION AND USE	7612792	3-Nov-09	19-Oct-27	Granted	Avaya Inc.
DIAL PLAN TRANSPARENCY FOR FRAGMENTED NETWORKS	7613106	3-Nov-09	8-Aug-28	Granted	Avaya Inc.
DETERMINING USER AVAILABILITY BASED ON THE EXPECTED DURATION OF A NEW EVENT	7616624	10-Nov-09	12-Nov-26	Granted	Avaya Inc.
AVOIDING EXPOSED NODE PROBLEMS IN WIRELESS LOCAL AREA NETWORKS	7616655	10-Nov-09	6-Dec-27	Granted	Avaya Inc.
MANAGING HELD TELEPHONE CALLS BY USING A MESSAGING RESOURCE	7616751	10-Nov-09	9-Sep-28	Granted	Avaya Inc.
VOIP QUALITY TRADEOFF SYSTEM	7617337	10-Nov-09	6-Apr-28	Granted	Avaya Inc.
RESOURCE CONFLICT MANAGEMENT USING PREDEFINED XML SCHEMAS	7617498	10-Nov-09	16-Aug-28	Granted	Avaya Inc.
WAITING BUT NOT READY	7620169	17-Nov-09	24-Apr-25	Granted	Avaya Inc.
UNIVERSAL EMERGENCY NUMBER ELIN BASED ON NETWORK ADDRESS RANGES	7627091	1-Dec-09	23-Jun-28	Granted	Avaya Inc.
ACCELERATED REMOVAL FROM SERVICE OF A SIGNAL PROCESSOR AT A MEDIA GATEWAY	7633932	15-Dec-09	15-Dec-26	Granted	Avaya Inc.
SYSTEM AND METHOD FOR TRANSMITTING VOICE INPUT FROM A REMOTE LOCATION OVER A WIRELESS DATA CHANNEL	7634064	15-Dec-09	22-Dec-24	Granted	Intellisist, Inc.
TIMELINE VISUALIZATION FOR CONTACT CENTER PROCESSES	7636433	22-Dec-09	26-Jun-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MAINTAINING STATE INFORMATION IN AN EVENT DRIVEN THIN CLIENT ENVIRONMENT	7636920	22-Dec-09	23-Nov-26	Granted	Avaya Inc.

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CONTEXT SENSITIVE CONTACT BROKER	7640550	29-Dec-09	28-Oct-28	Granted	Avaya Inc.
WAN KEEPER - EFFICIENT BANDWIDTH MANAGEMENT	7643414	5-Jan-10	28-Jul-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SUPPORTING MULTIPLE CUSTOMER PROVISIONED IPSEC VPNS	7643488	5-Jan-10	24-Aug-27	Granted	Avaya Inc.
A MULTI-RADIO ARCHITECTURE FOR WIRELESS LANS	7646758	12-Jan-10	27-Feb-28	Granted	Avaya Inc.
APPARATUS AND METHOD FOR OWNERSHIP VERIFICATION	7647499	12-Jan-10	17-Mar-27	Granted	Avaya Inc.
TELEPHONY EXTENSION ATTACK - DETECTION, RECORDING AND INTELLIGENT PREVENTION	7653188	26-Jan-10	18-Jun-28	Granted	Avaya Inc.
AUTOMATIC SIGNAL ADJUSTMENT BASED ON INTELLIGIBILITY	7653543	26-Jan-10	13-Sep-28	Granted	Avaya Inc.
PIGMENTED COLLAR FOR BI-COLOR LIGHT EMITTING DIODES	7654695	2-Feb-10	6-Feb-27	Granted	Avaya Inc.
CENTRALIZED CONTROLLER FOR DISTRIBUTED HANDLING OF TELECOMMUNICATIONS FEATURES	7656836	2-Feb-10	3-Dec-28	Granted	Avaya Inc.
AVOIDING HIDDEN TERMINALS IN WIRELESS LOCAL AREA NETWORKS	7656854	2-Feb-10	26-Dec-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR GLOBAL CALL QUEUE IN A GLOBAL CALL CENTER	7657021	2-Feb-10	14-Feb-25	Granted	Avaya Inc.
TRANSPARENT MONITORING AND INTERVENTION TO IMPROVE AUTOMATIC ADAPTATION OF SPEECH MODELS	7660715	9-Feb-10	28-Jul-27	Granted	Avaya Inc.
SYSTEM FOR INTEGRATING DIVERSE DATABASE AND MAINTAINING THEIR CONSISTENCY	7660830	2-Sep-10	31-Jan-27	Granted	Avaya Inc.
FOUR WAY ROCKER SWITCH WITH DISPLAY	7663070	16-Feb-10	6-Jul-27	Granted	Avaya Inc.
EFFICIENT LOAD BALANCING AND HEARTBEAT MECHANISMS FOR H.323 ENDPOINTS	7668100	23-Feb-10	28-Apr-27	Granted	Avaya Inc.
NETWORK ACCESS DEVICE LOCATION	7668123	23-Feb-10	4-Jan-25	Granted	Avaya Inc.
FEATURES OF POWER SAVE IN 802.11E WIRELESS LOCAL AREA NETWORKS (WLANS)	7668128	23-Feb-10	6-Jun-26	Granted	Avaya Inc.
DISPLAY HIERARCHY OF PARTICIPANTS DURING PHONE CALL	7668304	23-Feb-10	2-Aug-28	Granted	Avaya Inc.
FINITE-STATE MACHINE AUGMENTED FOR MULTIPLE EVALUATIONS OF TEXT	7672965	2-Mar-10	6-Sep-25	Granted	Avaya Inc.
ENHANCING PRESENCE INFORMATION THROUGH THE ADDITION OF ONE OR MORE OF BIOTELEMETRY DATA AND ENVIRONMENTAL DATA	7675411	9-Mar-10	2-Feb-28	Granted	Avaya Inc.
USE OF LOCATION AWARENESS TO ESTABLISH AND SUSPEND COMMUNICATIONS SESSIONS IN A HEALTHCARE ENVIRONMENT	7676380	9-Mar-10	12-Mar-28	Granted	Avaya Inc.
APPARATUS AND METHOD FOR ROUTING TELECOMMUNICATION CALLS USING VISUAL CALLER INFORMATION	7679636	16-Mar-10	14-Jan-29	Granted	Avaya Inc.
DETERMING GROUP AVAILABILITY ON DIFFERENT COMMUNICATION MEDIA	7680098	16-Mar-10	13-Jan-29	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
INTERNET PROTOCOL APPLIANCE MANAGER	7680100	16-Mar-10	27-Nov-28	Granted	Avaya Inc.
DETECTING A VOICE MAIL SYSTEM ANSWERING A CALL	7680260	16-Mar-10	30-Sep-28	Granted	Avaya Inc.
DETERMINING USER AVAILABILITY BASED ON A PAST EVENT	7680480	16-Mar-10	3-Apr-28	Granted	Avaya Inc.
RELIABLE QUALITY OF SERVICE (QOS) PROVISIONING USING ADAPTIVE CLASS-BASED CONTENTION PERIODS	7684333	23-Mar-10	6-Mar-27	Granted	Avaya Inc.
CALL ADMISSION CONTROL FOR MOBILITY-CAPABLE TELECOMMUNICATIONS TERMINALS	7688724	30-Mar-10	19-Oct-28	Granted	Avaya Inc.
NODE MERGING PROCESS FOR NETWORK TOPOLOGY REPRESENTATION	7688758	30-Mar-10	8-Apr-28	Granted	Avaya Inc.
MIXING BASIC SERVICE SET (BSS) TRAFFIC AND MESH FORWARDING TRAFFIC	7688783	30-Mar-10	2-Jul-28	Granted	Avaya Inc.
MEDIA INDEPENDENT OUT OF OFFICE MANAGER	7688850	30-Mar-10	24-Aug-28	Granted	Avaya Inc.
APPARATUS AND METHOD FOR PROCESSING CALL DISCONNECTS	7688963	30-Mar-10	29-Jun-27	Granted	Avaya Inc.
TECHNIQUE FOR EXTRACTING DATA FROM STRUCTURED DOCUMENTS	7689906	30-Mar-10	24-Nov-24	Granted	Avaya Inc.
AUTOMATICALLY GENERATING, AND PROVIDING MULTIPLE LEVELS OF, TOOLTIP INFORMATION OVER TIME	7689916	30-Mar-10	4-Jul-28	Granted	Avaya Inc.
SOFTWARE APPLICATIONS BREAK THROUGH A SCREEN BLANKER	7689939	30-Mar-10	23-Jun-26	Granted	Avaya Inc.
PRIORITIZED ACCESS IN A MULTI-CHANNEL MAC PROTOCOL	7693175	6-Apr-10	24-Jul-28	Granted	Avaya Inc.
INTELLIGENT RINGTONE SERVICE	7693553	6-Apr-10	4-Dec-24	Granted	Avaya Inc.
SECURE AUTHENTICATION WITH VOICED RESPONSES FROM A TELECOMMUNICATIONS TERMINAL	7694138	6-Apr-10	20-Aug-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR QUALITY-OF-SERVICE-BASED ADMISSION CONTROL	7697421	13-Apr-10	17-Oct-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR CONTROLLING THE DISSEMINATION OF ROUTING INFORMATION ON A COMMUNICATION NETWORK	7697454	13-Apr-10	29-Nov-26	Granted	Avaya Management L.P.
FINDING FEASIBLE RELAY NODES IN ORBIT NETWORKS	7697460	13-Apr-10	23-May-28	Granted	Avaya Inc.
LICENSE MODES IN CALL PROCESSING	7698225	13-Apr-10	31-Jan-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DESIGNING WEB SERVICES USING A SEQUENCE AND MULTIPLEX ARCHITECTURAL PATTERN	7698385	13-Apr-10	11-Feb-29	Granted	Avaya Inc.
CONNECTOR MODULE WITH EMBEDDED POWER-OVER-ETHERNET VOLTAGE ISOLATION AND METHOD	7701092	20-Apr-10	23-Jan-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING DEFAULT MEDIA CONTENT TO A CALLING PARTY	7702083	20-Apr-10	22-Dec-28	Granted	Avaya Inc.



Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
APPARATUS, METHOD, AND COMPUTER PROGRAM FOR PROVIDING MULTIMEDIA PROMPTING IN A COMMUNICATION SYSTEM	7702727	20-Apr-10	30-May-26	Granted	Avaya Inc.
SYSTEM, METHOD AND DEVICE FOR LOCATION OF AND COMMUNICATION WITH A WIRELESS-ENABLED DEVICE HAVING IMPROVED FUNCTIONALITY WHEN THE DEVICE IS IN A DE-POWERED STATE	7705726	27-Apr-10	10-Apr-28	Granted	Avaya Inc.
ACCOUNTING FOR TELECOMMUNICATIONS TERMINAL MOBILITY IN CALL ADMISSION CONTROL	7706341	27-Apr-10	5-Mar-28	Granted	Avaya Inc.
INTELLIGENT HANDLING OF MESSAGE REFUSAL	7706516	27-Apr-10	2-Oct-22	Granted	Avaya Inc.
DYNAMIC VIDEO EQUALIZATION OF IMAGES USING FACE-TRACKING	7706576	27-Apr-10	24-Feb-28	Granted	Avaya Inc.
USE OF LOCATION AWARENESS TO TRANSFER COMMUNICATIONS SESSION BETWEEN TERMINALS IN A HEALTHCARE ENVIRONMENT	7707044	27-Apr-10	27-Jun-28	Granted	Avaya Inc.
PERIODIC SOFTWARE LICENSING SYSTEM	7707115	27-Apr-10	8-Jul-25	Granted	Avaya Inc.
FLEXIBLE LICENSE FILE FEATURE CONTROLS	7707116	27-Apr-10	19-Apr-27	Granted	Avaya Inc.
SECURE INSTALLATION ACTIVATION	7707405	27-Apr-10	20-Dec-28	Granted	Avaya Inc.
DYNAMIC ASSIGNMENT OF TRAFFIC CLASSES TO A PRIORITY QUEUE IN A PACKET FORWARDING DEVICE	7710871	4-May-10	1-Mar-24	Granted	Avaya Inc.
COORDINATION OF CONTENT STREAMS IN INTERACTIVE VOICE RESPONSE SYSTEMS	7711095	4-May-10	1-Jan-29	Granted	Avaya Inc.
DIRECT CALLING TO DEVICES VIA A SHARED TELEPHONE NUMBER	7711101	4-May-10	14-Nov-28	Granted	Avaya Inc.
MULTI-TASKING TRACKING AGENT	7711104	4-May-10	18-Aug-27	Granted	Avaya Inc.
CREATING A TELECOMMUNICATIONS CHANNEL FROM MULTIPLE CHANNELS THAT HAVE DIFFERING SIGNAL-QUALITY GUARANTEES	7715417	11-May-10	24-Jul-28	Granted	Avaya Inc.
REHOMING VIA TUNNEL SWITCHING	7716338	11-May-10	6-Jan-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ENABLING MULTICAST OVER SPLIT MULTI-LINK TRUNKING	7719958	18-May-10	8-Mar-28	Granted	Avaya Inc.
INTERFERING PACKET STREAMS IN PACKET NETWORKS	7720004	18-May-10	18-Jun-28	Granted	Avaya Inc.
MUTE CONDITION INDICATOR	7720217	18-May-10	14-May-28	Granted	Avaya Inc.
TELEPHONE WITH ENHANCED FUNCTION DISPLAY AND SELECTION ABILITY	7720218	18-May-10	15-Aug-28	Granted	Avaya Inc.
NETWORKED VOICEMAIL	7724880	25-May-10	4-Dec-27	Granted	Avaya Inc.
CHANGE SPEED OF VOICEMAIL PLAYBACK DEPENDING ON CONTEXT	7729478	1-Jun-10	18-Oct-27	Granted	Avaya Inc.
POST-TERMINATION CONTACT MANAGEMENT	7729490	1-Jun-10	12-Jun-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DELIVERING ENHANCED CALLER IDENTIFICATION SERVICES TO A CALLED PARTY	7734028	8-Jun-10	19-Apr-26	Granted	Avaya Inc.

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TRACKING AND ACTING ON ONE AND DONE	7734032	8-Jun-10	23-Oct-26	Granted	Avaya Inc.
REMOTE PARTY SPEAKER PHONE DETECTION	7734034	8-Jun-10	1-Apr-29	Granted	Avaya Inc.
PRESENCE-BASED HYBRID PEER-TO-PEER COMMUNICATIONS	7734710	8-Jun-10	17-Aug-28	Granted	Avaya Inc.
SUBSCRIPTION SERVER FOR NOTIFICATION AND RESPONSE SYSTEM	7734731	8-Jun-10	15-Jul-27	Granted	Avaya Inc.
USING VOICE OVER IP (VOIP) OR INSTANT MESSAGING (IM) TECHNOLOGY TO CONNECT TO CUSTOMER PRODUCTS	7734909	8-Jun-10	9-May-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MERGING CALL COMPONENTS DURING CALL RECONSTRUCTION	7738360	15-Jun-10	5-Sep-25	Granted	Avaya Inc.
ADVANCED PORT-BASED E911 STRATEGY FOR IP TELEPHONY	7738634	15-Jun-10	16-Dec-26	Granted	Avaya Inc.
DYNAMIC LOAD BALANCER	7739398	15-Jun-10	23-Oct-27	Granted	Avaya Inc.
BGP HIGH SCALING AND HIGH PERFORMANCE ALGORITHMS	7739404	15-Jun-10	28-Aug-28	Granted	Avaya Inc.
END TO END IP SECURITY	7739728	15-Jun-10	17-Apr-29	Granted	Avaya Inc.
ADAPTIVE BANDWIDTH NETWORK MANAGEMENT FOR VOIP NETWORK	7742499	22-Jun-10	17-Oct-27	Granted	Avaya Inc.
SIMPLIFIED CALL ANSWERING SERVICE	7742579	22-Jun-10	21-Oct-27	Granted	Avaya Inc.
FREQUENCY-TABLE-BASED STORAGE FOR NETWORK PERFORMANCE DATA	7743136	22-Jun-10	24-Apr-29	Granted	Avaya Inc.
MULTI-PHASE DETECTION ALGORITHM	7743169	22-Jun-10	26-Dec-28	Granted	Avaya Inc.
TELEPHONE SOFTWARE CLIENT APPLICATION FOR HANDLING THE INSERTION AND REMOVAL OF LOGICAL AUDIO DEVICES	7747010	29-Jun-10	27-Sep-28	Granted	Avaya Inc.
METHOD AND APPARATUS USING LIGHTWEIGHT RRQ FOR EFFICIENT RECOVERY OF A CALL SIGNALING CHANNEL IN GATEKEEPER-ROUTED CALL SIGNALING	7747672	29-Jun-10	28-Apr-29	Granted	Avaya Inc.
METHOD TO MAKE A DISCUSSION FORUM OR RSS FEED A SOURCE FOR CUSTOMER CONTACT INTO A MULTIMEDIA CONTACT CENTER THAT IS CAPABLE OF HANDLING EMAILS	7747705	29-Jun-10	17-Aug-28	Granted	Avaya Inc.
CERTIFICATE DISTRIBUTION VIA LICENSE FILES	7747851	29-Jun-10	8-Jun-28	Granted	Avaya Inc.
PROVIDING AN ABSTRACTION LAYER IN A CLUSTER SWITCH THAT INCLUDES PLURAL SWITCHES	7751329	6-Jul-10	18-Jul-28	Granted	Avaya Inc.
LINE APPEARANCE RESERVATION FOR SIP ENDPOINTS	7751536	6-Jul-10	6-May-29	Granted	Avaya Inc.
FEEBLE RINGTONES	7751542	6-Jul-10	6-May-29	Granted	Avaya Inc.
EXTENDING A CALL TO A TELECOMMUNICATIONS TERMINAL THROUGH AN INTERMEDIATE POINT	7751547	6-Jul-10	31-Aug-27	Granted	Avaya Inc.
DATA EXTENSIBILITY USING EXTERNAL DATABASE TABLES	7752230	6-Jul-10	5-Feb-27	Granted	Avaya Inc.
ADHOC SECURE DOCUMENT EXCHANGE	7752269	6-Jul-10	18-Dec-26	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND APPARATUS FOR CONTENT BASED AUTHENTICATION FOR NETWORK ACCESS	7752320	6-Jul-10	19-May-27	Granted	Avaya Inc.
DETECTING AN ATTACK OF A NETWORK CONNECTION	7752670	6-Jul-10	30-Mar-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR COMMUNICATING DATA WITHIN MEASUREMENT TRAFFIC	7756032	13-Jul-10	5-Nov-25	Granted	Avaya Inc.
SEAMLESS LIVE MIGRATION OF VIRTUAL MACHINES ACROSS OPTICAL NETWORKS	7761573	20-Jul-10	2-Jan-29	Granted	Avaya Inc.
SHARING OF NETWORK SECURITY AND SERVICES PROCESSING RESOURCES	7764611	27-Jul-10	20-Feb-29	Granted	Avaya Inc.
SYNCHRONIZATION WATERMARKING IN MULTIMEDIA STREAMS	7764713	27-Jul-10	5-May-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ROUTING TELECOMMUNICATION CALLS	7764782	27-Jul-10	3-Dec-27	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AGGREGATION OF USER CONVERSATIONS AND VISUALIZING PERSONAL COMMUNICATIONS MAP	7765259	27-Jul-10	31-Jul-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DETERMINING PROBLEMS ON DIGITAL SYSTEMS USING AUDIBLE FEEDBACK	7768930	3-Aug-10	17-Sep-24	Granted	Avaya Inc.
SYSTEM AND METHOD FOR TRANSMITTING VOICE INPUT FROM A REMOTE LOCATION OVER A WIRELESS DATA CHANNEL	7769143	3-Aug-10	19-Jul-22	Granted	Intellisist, Inc.
FILLER VIDEO STREAMS IN INTERACTIVE VOICE RESPONSE SYSTEMS	7769148	3-Aug-10	3-Jun-29	Granted	Avaya Inc.
AGGREGATED PERCEIVED PRESENCE	7769154	3-Aug-10	9-Jun-24	Granted	Avaya Inc.
CONTACT CENTER	7769161	3-Aug-10	25-Jun-26	Granted	Avaya Inc.
FAULT RECOVERY IN CONCURRENT QUEUE MANAGEMENT SYSTEMS	7770061	3-Aug-10	2-Jun-25	Granted	Avaya Inc.
METHODOLOGY AND APPARATUS FOR LOAD-BALANCING WORK ON A NETWORK OF SERVERS BASED ON THE PROBABILITY OF BEING SERVICED WITHIN A SERVICE-TIME GOAL	7770175	3-Aug-10	2-Jan-29	Granted	Avaya Inc.
SYSTEM FOR CONDITIONAL ANSWERING OF REQUESTS	7774292	10-Aug-10	9-Nov-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR LINK PERFORMANCE MEASUREMENTS IN A PACKET-SWITCHED NETWORK	7778196	10-Aug-10	26-Feb-28	Granted	Avaya Inc.
DYNAMIC VIDEO GENERATION IN INTERACTIVE VOICE RESPONSE SYSTEMS	7778397	17-Aug-10	14-Jan-28	Granted	Avaya Inc.
SUBSTITUTION CIPHER TEXT-ENCODING AND UN-ENCODING SOFTWARE AND METHOD	7778415	17-Aug-10	17-Jun-29	Granted	Avaya Inc.
LINKING UNABLE TO RESPOND MESSAGES TO ENTRIES IN ELECTRONIC CALENDAR	7778858	17-Aug-10	16-Oct-27	Granted	Avaya Inc.
DEFERRED CONTROL OF SURROGATE KEY GENERATION IN A DISTRIBUTED PROCESSING ARCHITECTURE	7779042	17-Aug-10	24-Apr-29	Granted	Avaya Inc.
RAPID FAULT DETECTION AND RECOVERY FOR INTERNET PROTOCOL TELEPHONY	7782787	24-Aug-10	25-Feb-27	Granted	Avaya Inc.

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METHOD FOR TRANSLATING A DIALED STRING ENTERED BY A CALLING PARTY	7783031	24-Aug-10	30-Aug-22	Granted	Avaya Inc.
APPARATUS AND METHOD FOR SPEAKER IDENTIFICATION DURING TELECOMMUNICATION CALLS	7783022	24-Aug-10	21-Jul-28	Granted	Avaya Inc.
BUSINESS PERFORMANCE AND CUSTOMER CARE QUALITY MEASUREMENT	7783513	24-Aug-10	23-Sep-26	Granted	Intellist Inc.
PRIORITIZED SERVICE DELIVERY BASED ON PRESENCE AND AVAILABILITY OF INTERRUPTIBLE ENTERPRISE RESOURCES WITH SKILLS	7787609	31-Aug-10	26-Aug-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SECURE KEY MANAGEMENT USING MULTI-THRESHOLD SECRET SHARING	7787619	31-Aug-10	19-Apr-29	Granted	Avaya Inc.
WASHABLE SHELL FOR A HANDHELD ELECTRONIC DEVICE	7792284	7-Sep-10	22-Jan-29	Granted	Avaya Inc.
MONITORING QUALITY OF SERVICE IN PACKET-BASED COMMUNICATIONS	7796524	14-Sep-10	9-Mar-25	Granted	Avaya Inc.
METHOD AND SYSTEM FOR MANAGEMENT OF QUEUES IN CONTACT CENTERS	7796747	14-Sep-10	15-Jul-29	Granted	Avaya Inc.
LOCATION-BASED COMMAND EXECUTION FOR MOBILE TELECOMMUNICATIONS TERMINALS	7797001	14-Sep-10	13-Aug-24	Granted	Avaya Inc.
A METHOD FOR STORING AND RETRIEVING DIGITAL INK CALL LOGS	7797630	14-Sep-10	26-Feb-28	Granted	Avaya Inc.
USE OF LOCATION AWARENESS TO ESTABLISH COMMUNICATIONS WITH A TARGET CLINICIAN IN A HEALTHCARE ENVIRONMENT	7801743	21-Sep-10	9-Feb-28	Granted	Avaya Inc.
NETWORK SYSTEM HAVING AN INSTRUCTIONAL SEQUENCE FOR PERFORMING PACKET PROCESSING AND OPTIMIZING THE PACKET PROCESSING	7804785	28-Sep-10	19-May-30	Granted	Avaya Inc.
METHOD AND APPARATUS FOR VALIDATION AND ERROR RESOLUTION OF CONFIGURATION DATA IN A PRIVATE BRANCH EXCHANGE SWITCH	7804947	28-Sep-10	4-Dec-27	Granted	Avaya Inc.
AUTHENTICATION BASED ON FUTURE GEO-LOCATION	7805128	28-Sep-10	15-Jun-29	Granted	Avaya Inc.
INTEGRATED MULTI-MEDIA COMMUNICATION SYSTEM	7808980	5-Oct-10	16-Oct-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SELECTION OF SPECIAL-PURPOSE GATEWAYS	7809125	5-Oct-10	13-Jul-29	Granted	Avaya Inc.
RESILIENT APPLICATION LAYER OVERLAY FRAMEWORK FOR CONVERGED COMMUNICATION OVER INTERNET PROTOCOL NETWORKS	7809846	5-Oct-10	9-Mar-28	Granted	Avaya Inc.
SETTING UP A CONFERENCE CALL WITH A HASHED ADDRESS	7813305	12-Oct-10	10-May-29	Granted	Avaya Inc.
SECURE DOWNLOAD MANAGER	7814023	12-Oct-10	12-Mar-28	Granted	Avaya Inc.
STATEFUL AND CROSS-PROTOCOL INTRUSION DETECTION FOR VOICE OVER IP	7814547	12-Oct-10	30-Dec-24	Granted	Avaya Inc.
EMERGENCY CALL HANDLING IN CONTENTION-BASED WIRELESS LOCAL AREA NETWORKS	7817675	19-Oct-10	3-Dec-27	Granted	Avaya Inc.

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METHOD FOR SELECTING CONTACT CENTER AGENTS VARIOUSLY FOR TELEPHONY AND NON-TELEPHONY WORK 00053874IA A PBXS ACD	7817796	19-Oct-10	25-Mar-29	Granted	Avaya Inc.
SYSTEM FOR IDENTIFYING NON-IMPACTED AND POTENTIALLY DISASTER IMPACTED PEOPLE AND COMMUNICATING WITH THEM TO GATHER IMPACTED STATUS	7817982	19-Oct-10	26-Dec-28	Granted	Avaya Inc.
METHODS AND APPARATUS FOR ALLOCATING RESOURCES IN A DISTRIBUTED ENVIRONMENT	7818010	19-Oct-10	3-May-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SPECIFYING WEB SERVICE INTERFACES	7818398	19-Oct-10	7-Jan-29	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR REMOTE OUTBOUND CONTROL SECURITY STRAWMAN	7818805	19-Oct-10	9-Sep-25	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR PARTITIONING END-TO-END PERFORMANCE EFFECTS USING NETWORK TOMOGRAPHY	7821936	26-Oct-10	22-Dec-28	Granted	Avaya Inc.
ACKNOWLEDGEMENT OF MEDIA WAVEFORMS BETWEEN TELECOMMUNICATIONS ENDPOINTS	7821957	26-Oct-10	8-Jul-28	Granted	Avaya Inc.
DIRECTION OF COMMUNICATIONS SESSIONS TO CONTACT CENTERS	7822019	26-Oct-10	18-Nov-27	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR PROVIDING PRIORITY ACCESS TO 802.11 ENDPOINTS USING DCF PROTOCOL	7826472	2-Nov-10	13-Jul-29	Granted	Avaya Inc.
CALL STORAGE IN REMOVABLE MEMORY	7826832	2-Nov-10	14-May-29	Granted	Avaya Inc.
CALENDAR ITEM HIERARCHY FOR AUTOMATIC SPECIALIZATION	7827240	2-Nov-10	4-Sep-28	Granted	Avaya Inc.
TRAFFIC-BASED AVAILABILITY ANALYSIS	7830813	9-Nov-10	22-Mar-25	Granted	Avaya Inc.
VIRTUAL PRIVATE NETWORK MANAGER GUI WITH LINKS FOR USE IN CONFIGURING A VIRTUAL PRIVATE NETWORK	7831689	9-Nov-10	28-Oct-22	Granted	Avaya Inc.
POLICY-BASED FORWARDING IN OPEN SHORTEST PATH FIRST (OSPF) NETWORKS	7831733	9-Nov-10	29-Apr-26	Granted	Avaya Management L.P.
DYNAMIC CHANNEL ASSIGNMENT IN WIRELESS AD HOC NETWORKS	7835339	16-Nov-10	7-Dec-27	Granted	Avaya Inc.
DISTRIBUTED HANDLING OF TELECOMMUNICATIONS FEATURES IN A HYBRID PEER-TO-PEER SYSTEM OF ENDPOINTS	7835364	16-Nov-10	9-Feb-29	Granted	Avaya Inc.
PROVIDE A GRACEFUL TRANSFER OUT OF ACTIVE WAIT TREATMENT	7835514	16-Nov-10	18-Sep-26	Granted	Avaya Inc.
MULTIPLE SIMULTANEOUS WIRELESS CONNECTIONS IN A WIRELESS LOCAL AREA NETWORK	7836189	16-Nov-10	23-Nov-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MANAGING COMMUNICATION BETWEEN PARTICIPANTS IN A VIRTUAL ENVIRONMENT	7840668	23-Nov-10	23-Nov-28	Granted	Avaya Inc.
METHODS AND APPARATUS FOR MANAGING A PLURALITY OF HOME PAGES FOR A USER	7840684	23-Nov-10	23-Jan-29	Granted	Avaya Inc.
DETECTION OF HIDDEN WIRELESS ROUTERS	7840698	23-Nov-10	25-Jun-28	Granted	Avaya Inc.

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PROTOCOL FOR WIRELESS MULTI-CHANNEL ACCESS CONTROL	7843819	30-Nov-10	31-Oct-28	Granted	Avaya Inc.
AUTOMATIC DETECTION AND RE-CONFIGURATION OF PRIORITY STATUS IN TELECOMMUNICATIONS NETWORKS	7843826	30-Nov-10	11-Feb-29	Granted	Avaya Inc.
APPARATUS AND METHOD FOR PROVIDING CALL STATUS INFORMATION	7843899	30-Nov-10	21-May-29	Granted	Avaya Inc.
PORTING USER PROFILES BETWEEN COMMUNICATION DEVICES IN AN ENTERPRISE	7844274	30-Nov-10	26-Aug-26	Granted	Avaya Inc.
APPARATUS AND METHOD FOR PROVIDING VOICE RECOGNITION FOR MULTIPLE SPEAKERS	7844454	30-Nov-10	12-Jul-29	Granted	Avaya Inc.
ROUTING BASED ON THE CONTENTS OF A SHOPPING CART	7844504	30-Nov-10	5-Jun-27	Granted	Avaya Inc.
ROMOTE FEATURE ACTIVATOR FEATURE EXTRACTION	7844572	30-Nov-10	29-Sep-23	Granted	Avaya Inc.
OUT OF OFFICE AUTOREPLY FILTER	7844669	30-Nov-10	5-Mar-28	Granted	Avaya Inc.
TESTING BGA SOLDER JOINTS BY LOCALIZED PULSED-HEAT THERMOGRAPHY	7845849	7-Dec-10	25-May-29	Granted	Avaya Inc.
LOCATION- AND DIRECTION-ENHANCED AUTOMATIC REMINDERS OF APPOINTMENTS	7847686	7-Dec-10	24-May-28	Granted	Avaya Inc.
DYNAMIC MULTIMEDIA CONTENT STREAM DELIVERY BASED ON QUALITY OF SERVICE	7847813	7-Dec-10	9-Oct-29	Granted	Avaya Inc.
TELECOMMUNICATIONS-TERMINAL MUTE DETECTION	7848511	7-Dec-10	6-Mar-29	Granted	Avaya Inc.
TELECONFERENCING SYSTEM WITH MULTIPLE CHANNELS AT EACH LOCATION	7848738	7-Dec-10	5-Sep-29	Granted	Avaya Inc.
SWITCHING DEVICE, METHOD, AND COMPUTER PROGRAM FOR EFFICIENT INTRUSION DETECTION	7849506	7-Dec-10	29-Nov-27	Granted	Avaya Inc.
METHODS AND APPARATUS FOR AUDIO COMMUNICATION	7852992	14-Dec-10	14-Oct-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR HANDLING DISCONNECTED CALL	7856092	21-Dec-10	21-Oct-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR USING SINGLE-RADIO NODES AND MULTI-RADIO NODES IN A NETWORK	7860054	28-Dec-10	28-Mar-29	Granted	Avaya Inc.
METHODS AND APPARATUS FOR ALLOCATING A RESOURCE TO ENQUEUED REQUESTS USING PREDICTED WAIT TIME BASED ON PRIOR RESOURCE CONTRIBUTION	7860234	28-Dec-10	28-Oct-29	Granted	Avaya Inc.
DISTRIBUTED COMPUTATION IN NETWORK DEVICES	7860999	28-Dec-10	26-Dec-25	Granted	Avaya Inc.
HANDLING UNSOLICITED CONTENT AT A TELECOMMUNICATIONS TERMINAL	7864761	4-Jan-11	17-Jul-28	Granted	Avaya Inc.
START-TO-FINISH RESERVATIONS IN DISTRIBUTED MAC PROTOCOLS FOR WIRELESS LANS	7864796	4-Jan-11	23-Dec-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DATA PROTECTION FOR MOBILE DEVICES	7865172	4-Jan-11	29-Mar-29	Granted	Avaya Inc.
COMMUNICATIONS SERVICES FOR BUSINESS PROCESS DESIGN	7870184	11-Jan-11	20-Aug-28	Granted	Avaya Inc.

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METHODS AND APPARATUS FOR CONTROLLING AUDIO CHARACTERISTICS OF NETWORKED VOICE COMMUNICATIONS DEVICES	7873069	18-Jan-11	12-Mar-27	Granted	Avaya Inc.
ADAPTIVE SELECTION OF BANDWIDTH PARAMETERS TO MEET A SERVICE PROVIDER PRICING	7873074	18-Jan-11	9-Jul-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PERFORMING PREDICTIVE DIALING	7873157	18-Jan-11	23-Feb-27	Granted	Avaya Inc.
DYNAMIC SYSTEM OF AUTONOMOUS PARSERS FOR INTERPRETING ARBITRARY TELECOMMUNICATION EQUIPMENT STREAMS	7873992	18-Jan-11	19-Jun-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR GENERATING AND REINFORCING USER PASSWORDS	7873995	18-Jan-11	18-Mar-28	Granted	Avaya Inc.
METHOD FOR COORDINATING CO-RESIDENT TELECONFERENCING TO AVOID FEEDBACK	7876890	25-Jan-11	15-Jun-26	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DYNAMICALLY CONFIGURING WIRELESS NETWORK GEOGRAPHIC COVERAGE OR SERVICE LEVELS	7877088	25-Jan-11	17-Apr-25	Granted	Intellisist, Inc.
INTERFACE SCHEDULING AND TRAFFIC-SHAPING	7881197	1-Feb-11	3-Aug-28	Granted	Avaya Inc.
STATEFUL AND STATELESS DATA PROCESSING	7881215	1-Feb-11	16-Sep-27	Granted	Avaya Inc.
PROVIDING COMMUNICATIONS INCLUDING AN EXTENDED PROTOCOL HEADER	7881297	1-Feb-11	1-Jan-29	Granted	Avaya Inc.
POWER-SAVING MECHANISM FOR PERIODIC TRAFFIC STREAMS IN WIRELESS LOCAL-AREA NETWORKS	7881322	1-Feb-11	12-Jan-28	Granted	Avaya Inc.
ANSWER ON HOLD NOTIFICATION	7881450	1-Feb-11	8-Jul-28	Granted	Avaya Inc.
AUTOMATIC DOWNLOAD PROVISIONING	7882171	1-Feb-11	4-Dec-28	Granted	Avaya Inc.
STREAM PROCESSING NODE	7882257	1-Feb-11	13-Jan-30	Granted	Avaya Inc.
ALTERNATIVELY ENABLING AND DISABLING THE TALK PATHS OF ENDPOINTS THAT SHARE A VIRTUAL ADDRESS	7885209	8-Feb-11	3-Apr-27	Granted	Avaya Inc.
SYNCHRONIZATION OF SESSION-INITIATION-PROTOCOL PROXY DATABASES	7885253	8-Feb-11	12-Mar-29	Granted	Avaya Inc.
INTEGRATING MESSAGING SERVER DIRECTORY SERVICE WITH A COMMUNICATION SYSTEM VOICE MAIL MESSAGE INTERFACE	7885275	8-Feb-11	7-Feb-25	Granted	Avaya Inc.
COST-CONSCIOUS TELECOMMUNICATIONS TERMINAL	7885399	8-Feb-11	19-Jul-27	Granted	Avaya Inc.
METHOD AND APPARATUS TO FORECAST THE AVAILABILITY OF A RESOURCE	7885401	8-Feb-11	18-Nov-28	Granted	Avaya Inc.
METHOD FOR AUTHORIZING A SUBSTITUTE SOFTWARE LICENSE SERVER	7885896	8-Feb-11	25-May-25	Granted	Avaya Inc.
METHOD FOR ANNOUNCING E-MAIL AND CONVERTING E-MAIL TEXT TO VOICE	7886006	8-Feb-11	24-Mar-24	Granted	Avaya Inc.
VOICE RECOGNITION FOR SERVICING CALLS BY A CALL CENTER AGENT	7889859	15-Feb-11	15-Oct-28	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND APPARATUS FOR CONFIGURING A DEVICE BASED ON PROXIMITY TO ANOTHER DEVICE	7890743	15-Feb-11	5-Apr-29	Granted	Avaya Inc.
REMOTE FEATURE ACTIVATION AUTHENTICATION FILE SYSTEM	7890997	15-Feb-11	19-Feb-25	Granted	Avaya Inc.
COMPLEMENTARY VOIP SERVICE	7894590	22-Feb-11	14-Nov-28	Granted	Avaya Inc.
RECOGNITION RESULTS POSTPROCESSOR FOR USE IN VOICE RECOGNITION SYSTEMS	7899671	1-Mar-11	5-Feb-24	Granted	Avaya Inc.
SYSTEM AND METHOD FOR INDICATING STATUS OF AN INCOMING TRANSMISSION TO A USER	7903795	8-Mar-11	18-Feb-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR LEARNING ENDPOINT ADDRESSES OF IPSEC VPN TUNNELS	7907595	15-Mar-11	29-Jul-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MEASURING RTT IN A CUMULATIVE ACKNOWLEDGMENT TRANSMISSION PROTOCOL	7907613	15-Mar-11	22-Mar-30	Granted	Avaya Inc.
CACHING USER INFORMATION IN AN INTEGRATED COMMUNICATING SYSTEM	7907704	15-Mar-11	7-Feb-25	Granted	Avaya Inc.
ROUTING DATA TO ONE OR MORE ENTITIES IN A NETWORK	7908481	15-Mar-11	9-Oct-24	Granted	Avaya Inc.
MECHANISMS AND ALGORITHMS FOR ARBITRATING BETWEEN AND SYNCHRONIZING STATE OF DUPLICATED MEDIA PROCESSING COMPONENTS	7912075	22-Mar-11	9-Dec-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING CALLED PARTY INFORMATION TO A COVERAGE POINT DURING SURVIVABLE PROCESSOR OPERATION	7912203	22-Mar-11	20-Jan-30	Granted	Avaya Inc.
DATA MESSAGING DURING TELEPHONY CALLS	7912207	22-Mar-11	29-Mar-29	Granted	Avaya Inc.
MANAGING STATISTICAL INFORMATION IN A CONTACT CENTER	7912209	22-Mar-11	12-Nov-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SELECTIVELY READING COUNTER INFORMATION IN A NETWORK DEVICE	7912939	22-Mar-11	20-Aug-27	Granted	Avaya Inc.
REMOTE FEATURE ACTIVATION AUTHENTICATION FILE SYSTEM	7913301	22-Mar-11	15-Aug-25	Granted	Avaya Inc.
DIALING PLAN INFORMATION AS PROVIDED TO A TELECOMMUNICATIONS ENDPOINT	7916856	29-Mar-11	27-Jan-30	Granted	Avaya Inc.
INDIVIDUAL PARTICIPANT IDENTIFICATION IN SHARED VIDEO RESOURCES	7920158	5-Apr-11	21-Jul-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR LOOP PREVENTION IN COMMUNICATION NETWORKS	7920487	5-Apr-11	30-Sep-28	Granted	Avaya Inc.
PRIVATE BRANCH EXCHANGE WITH SELF-REFERENCING EXTENSIONS	7920685	5-Apr-11	27-Nov-26	Granted	Avaya Inc.
METHOD FOR WIRELESS NETWORK SELF-CONFIGURATION	7924727	12-Apr-11	22-Dec-28	Granted	Avaya Management L.P.
METHOD FOR MULTICAST DISTRIBUTION TREE SWITCHOVER	7924743	12-Apr-11	10-Nov-27	Granted	Avaya Management L.P.



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TELECONFERENCING SYSTEM WITH MULTI-CHANNEL IMAGING	7924995	12-Apr-11	9-Feb-30	Granted	Avaya Inc.
INTELLIGENT HANDLING OF MESSAGE REFUSAL	7924998	12-Apr-11	2-Oct-22	Granted	Avaya Inc.
MANAGING HELD TELEPHONE CALLS FROM A REMOTE TELECOMMUNICATIONS TERMINAL	7925000	12-Apr-11	5-Jul-28	Granted	Avaya Inc.
METHODS AND APPARATUS FOR CONTACT CENTER AGENT SELECTION	7925001	12-Apr-11	10-Feb-30	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROCESSING A SPEECH SIGNAL	7925499	12-Apr-11	8-Feb-30	Granted	Avaya Inc.
SECURE INTERACTION BETWEEN A MOBILE CLIENT DEVICE AND AN ENTERPRISE APPLICATION IN A COMMUNICATION SYSTEM	7925717	12-Apr-11	31-May-29	Granted	Avaya Inc.
FAULT RECOVERY IN CONCURRENT QUEUE MANAGEMENT SYSTEMS	7925921	12-Apr-11	2-Jun-25	Granted	Avaya Inc.
EFFICIENT AUTHENTICATION SYSTEM FOR PRIMARY AND SECONDARY SERVERS	7926095	12-Apr-11	12-Jan-30	Granted	Avaya Inc.
METHOD AND APPARATUS FOR LEARNING VRRP BACKUP ROUTERS	7929420	19-Apr-11	8-Dec-27	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR AUTOMATED MEDIA FILTERING	7930762	19-Apr-11	11-Sep-26	Granted	Avaya Inc.
APPARATUS AND METHOD FOR PROVIDING PRIORITY VOICE MESSAGING FROM AN EMERGENCY CENTER	7933391	26-Apr-11	25-Feb-29	Granted	Avaya Inc.
PROXY-BASED, TRANSACTION AUTHORIZATION SYSTEM	7933836	26-Apr-11	30-Sep-28	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DETECTING AND PREVENTING DENIAL OF SERVICE ATTACKS IN A COMMUNICATIONS SYSTEM	7933985	26-Apr-11	19-Dec-28	Granted	Avaya Inc.
MULTIPLEXING VOIP STREAMS FOR CONFERENCING AND SELECTIVE PLAYBACK OF AUDIO STREAMS	7936705	3-May-11	24-Nov-28	Granted	Avaya Inc.
MULTIMEDIA COMMUNICATION SESSION COORDINATION ACROSS HETEROGENEOUS TRANSPORT NETWORKS	7936746	3-May-11	18-Mar-29	Granted	Avaya Inc.
CLOCK MANAGEMENT BETWEEN TWO END POINTS	7936794	3-May-11	19-Jan-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING COMMUNICATION TASKS IN A WORKFLOW	7936863	3-May-11	30-Sep-24	Granted	Avaya Inc.
MESSAGING ADVISE IN PRESENCE-AWARE NETWORKS	7936865	3-May-11	18-Aug-23	Granted	Avaya Inc.
MULTI-SERVICE REQUEST WITHIN A CONTACT CENTER	7936867	3-May-11	14-Jan-30	Granted	Avaya Inc.
FINITE-STATE MACHINE AUGMENTED FOR MULTIPLE EVALUATIONS OF TEXT	7937411	3-May-11	9-Feb-24	Granted	Avaya Inc.
METHOD AND APPARATUS FOR CANCELING CHANNEL RESERVATIONS IN A WIRELESS NETWORK	7940688	10-May-11	9-Mar-30	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ALLOWING COMMUNICATION WITHIN A GROUP	7940702	10-May-11	10-Mar-30	Granted	Avaya Inc.
DATA DISTRIBUTION IN A DISTRIBUTED TELECOMMUNICATIONS NETWORK	7940758	10-May-11	24-Mar-28	Granted	Avaya Inc.

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ADAPTION OF EMERGENCY CALLS TO THE EMERGENCY SERVICES NETWORK BASED ON CALLER LOCATION	7940896	10-May-11	10-Mar-30	Granted	Avaya Inc.
ORCHESTRATION ENGINE AS AN INTERMEDIARY BETWEEN TELEPHONY FUNCTIONS AND BUSINESS PROCESSES	7940916	10-May-11	10-Mar-30	Granted	Avaya Inc.
TELECOMMUNICATIONS-BASED SOCIAL-TRUST NETWORKS	7941388	10-May-11	14-Jan-30	Granted	Avaya Inc.
APPARATUS AND METHODS FOR MANAGING POWER DISTRIBUTION OVER ETHERNET	7941677	10-May-11	5-Jan-27	Granted	Avaya Inc.
DVMRP BORDER ROUTER FOR REVERSE PATH FORWARDING VALIDATION WITH EXTERNAL SOURCES	7944846	17-May-11	8-Aug-27	Granted	Avaya Inc.
HANDLING LOOPS IN PROGRAMS AND EXAMINING FEASIBLE SOFTWARE BEHAVIOR FOR DETECTING MALICIOUS CODE	7945898	17-May-11	28-Jun-26	Granted	Avaya Inc.
ASYNCHRONOUS EVENT HANDLING FOR VIDEO STREAMS IN INTERACTIVE VOICE RESPONSE SYSTEMS	7949106	24-May-11	25-Jul-25	Granted	Avaya Inc.
GRANTING PRIVILEGES TO A TELECOMMUNICATIONS TERMINAL BASED ON THE RELATIONSHIP OF A FIRST SIGNAL TO A SECOND SIGNAL	7949114	24-May-11	15-Mar-25	Granted	Avaya Inc.
METHODS AND APPARATUS FOR PROCESSING A SESSION	7949118	24-May-11	19-Oct-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR THE SIMULTANEOUS DELIVERY OF MULTIPLE CONTACTS TO AN AGENT	7949121	24-May-11	10-Nov-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DETERMINING WAIT TREATMENT OF A CUSTOMER IN A CALL CENTER	7949122	24-May-11	18-Oct-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR EFFICIENT PRESENTATION OF CONTENT OVER A NETWORK TO A VISUALLY IMPAIRED USER	7952607	31-May-11	28-Apr-26	Granted	Avaya Inc.
PROCEDURE AND MECHANISMS FOR CONTROL AND BEARER REDUNDANCY OF TDM-BASED SERVICE PROVIDER CONNECTIONS	7952992	31-May-11	31-Jan-26	Granted	Avaya Inc.
SYSTEM AND METHOD OF CONTROLLING IN-BOUND PATH SELECTION BASED ON HISTORICAL AND CONTINUOUS PATH QUALITY MONITORING, ASSESSMENT AND PREDICTIONS	7953010	31-May-11	3-Dec-28	Granted	Avaya Inc.
ADAPTIVE PARTITIONING OF TRAFFIC WITHOUT ADDITIONAL PROBE TRAFFIC	7953023	31-May-11	14-Nov-28	Granted	Avaya Inc.
CLIENT CONFIGURATION DOWNLOAD FOR VPN VOICE GATEWAYS	7953070	31-May-11	17-Aug-26	Granted	Avaya Inc.
DATA MODEL OF PARTICIPATION IN MULTI-CHANNEL AND MULTI-PARTY CONTACTS	7953859	31-May-11	3-Nov-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MONITORING THE TRANSPORTATION OF MEDICAL IMAGES ON A COMMUNICATION NETWORK	7958225	7-Jun-11	10-Apr-28	Granted	Avaya Inc.

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DETECTING INTERFERING PACKET STREAMS IN PACKET NETWORKS	7961647	14-Jun-11	15-May-28	Granted	Avaya Inc.
DYNAMIC USER INTERFACE FOR THE TEMPORARILY IMPAIRED BASED ON AUTOMATIC ANALYSIS FOR SPEECH PATTERNS	7962342	14-Jun-11	22-Aug-26	Granted	Avaya Inc.
METHOD AND SYSTEM FOR SECURE COMMUNICATIONS WITH IP TELEPHONY APPLIANCE	7965701	21-Jun-11	29-Apr-25	Granted	Avaya Inc.
USE OF LOCATION AWARENESS TO CONTROL RADIO FREQUENCY INTERFERENCE IN A HEALTHCARE ENVIRONMENT	7966008	21-Jun-11	26-Jun-28	Granted	Avaya Inc.
SOFTWARE LICENSING FOR SPARE PROCESSORS	7966520	21-Jun-11	20-Aug-27	Granted	Avaya Inc.
METHOD FOR DISTRIBUTING HIGH AND LOW-BANDWIDTH VOICE CHANNELS USING A MINIMUM NUMBER OF TIMESLOTS	7970062	28-Jun-11	13-Jul-26	Granted	Avaya Inc.
ASSISTED DISCRIMINATION OF SIMILAR SOUNDING SPEAKERS	7970115	28-Jun-11	13-Oct-28	Granted	Avaya Inc.
MULTICAST SWITCHING IN A DISTRIBUTED COMMUNICATION SYSTEM	7974192	5-Jul-11	6-Sep-22	Granted	Avaya Inc.
ADVANCED PORT-BASED E911 STRATEGY FOR IP TELEPHONY	7974388	5-Jul-11	15-Dec-27	Granted	Avaya Inc.
DETECTION OF TELEPHONE NUMBER SPOOFING	7974395	5-Jul-11	26-Jan-30	Granted	Avaya Inc.
POWER-SAVING MECHANISMS FOR 802.11 CLIENTS	7978637	12-Jul-11	19-Jan-26	Granted	Avaya Inc.
AUTOMATIC CONFIGURATION OF CALL HANDLING BASED ON END-USER NEEDS AND CHARACTERISTICS	7978827	12-Jul-11	11-Sep-28	Granted	Avaya Inc.
METHODS AND APPARATUS FOR MULTIMEDIA TRACKING	7978828	12-Jul-11	12-May-30	Granted	Avaya Inc.
METHODS AND APPARATUS FOR DEFENDING AGAINST TELEPHONE-BASED ROBOTIC ATTACKS USING RANDOM PERSONAL CODES	7978831	12-Jul-11	15-Mar-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR TRAVERSING FIREWALLS, NATS, AND PROXIES WITH RICH MEDIA COMMUNICATIONS AND OTHER APPLICATION PROTOCOLS	7979528	12-Jul-11	16-Feb-24	Granted	Avaya Inc.
DISASTER RECOVERY VIA ALTERNATIVE TERMINALS AND PARTITIONED NETWORKS	7983148	19-Jul-11	13-Jul-27	Granted	Avaya Inc.
COORDINATED INVITATIONS TO A CONFERENCE CALL	7983201	19-Jul-11	9-May-26	Granted	Avaya Inc.
SYSTEM AND METHOD FOR INCREASING CALL CAPACITY FOR A WIRELESS LOCAL AREA NETWORK	7983243	19-Jul-11	1-May-28	Granted	Avaya Inc.
USING Q-IN-Q-IN-Q TO IMPLEMENT ETHERNET SERVICE UNIT RING	7983255	19-Jul-11	1-Feb-29	Granted	Avaya Inc.
ADAPTIVE, MULTI-CHANNEL TELECONFERENCING SYSTEM	7983406	19-Jul-11	30-Apr-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR TRUST BASED ROUTING IN DATA NETWORKS	7984294	19-Jul-11	14-Apr-25	Granted	Avaya Inc.
MANAGEMENT OF MEETINGS BY GROUPING	7984378	19-Jul-11	5-Mar-26	Granted	Avaya Inc.

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MAGNET CAP	7986206	26-Jul-11	3-Sep-28	Granted	Avaya Inc.
ACOUSTIC SENSOR NETWORK	7986231	26-Jul-11	16-Sep-28	Granted	Avaya Inc.
REAL-TIME XML MESSAGING PROTOCOL	7986685	26-Jul-11	23-May-30	Granted	Avaya Inc.
STAND FOR DESKTOP TELEPHONE	7986777	26-Jul-11	2-Nov-26	Granted	Avaya Inc.
LOCATION- AND DIRECTION-ENHANCED AUTOMATIC REMINDERS OF APPOINTMENTS	7990266	2-Aug-11	6-Jan-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR EXPANDING CONFERENCE SIZES	7990899	2-Aug-11	31-May-27	Granted	Avaya Inc.
METHOD TO ENHANCE X-RAY AND OPTICAL IMAGES AND LOCATE NANO-SCALE CRACKS IN ELECTRONIC DEVICES AND COMPONENTS	7991214	2-Aug-11	18-Apr-27	Granted	Avaya Inc.
FAILOVER/FAILBACK TRIGGER USING SIP MESSAGES IN A SIP SURVIVABLE CONFIGURATION	7995466	9-Aug-11	25-Sep-28	Granted	Avaya Inc.
TAG INTERROGATOR AND MICROPHONE ARRAY FOR IDENTIFYING A PERSON SPEAKING IN A ROOM	7995731	9-Aug-11	1-Nov-26	Granted	Avaya Inc.
TELECOMMUNICATIONS ENDPOINT FOR MANAGING MULTI-CONFERENCING	7995733	9-Aug-11	30-Mar-30	Granted	Avaya Inc.
AUTOMATIC CALL DISTRIBUTION SYSTEM USING COMPUTER NETWORK-BASED COMMUNICATION	7995740	9-Aug-11	26-Feb-23	Granted	Avaya Inc.
OUTBOUND DIALING DECISION CRITERIA BASED	7995742	9-Aug-11	26-Apr-26	Granted	Avaya Inc.
SELECTIVE SECURITY MASKING WITHIN RECORDED SPEECH	7996230	9-Aug-11	29-Jun-26	Granted	Intellisist, Inc.
METHOD AND APPARATUS FOR PROTECTING NETWORKS FROM UNAUTHORIZED APPLICATIONS	7996895	9-Aug-11	11-Nov-29	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR FACILITATING A FIRST RESPONSE MISSION AT AN INCIDENT SCENE USING PRECISION LOCATION	7999741	16-Aug-11	17-Sep-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DYNAMICALLY ADJUSTING MEMBERSHIP OF A COMMUNICATION FLOW EXPRESSION	8001182	16-Aug-11	21-Apr-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PREVENTING THE INADVERTENT OR UNAUTHORIZED RELEASE OF INFORMATION	8001609	16-Aug-11	26-Sep-27	Granted	Avaya Inc.
METHOD AND APPARATUS PROVIDING ADJACENT CHANNEL INTERFERENCE AVOIDANCE	8004975	23-Aug-11	9-Jan-30	Granted	Avaya Inc.
CALL ADMISSION CONTROL FOR MOBILITY-CAPABLE TELECOMMUNICATIONS TERMINALS	8004979	23-Aug-11	23-Dec-25	Granted	Avaya Inc.
METHOD FOR COMMUNICATION INFORMATION RECALL IN AN ENTERPRISE NETWORK	8005067	23-Aug-11	31-Oct-28	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR MULTI-TIERED PRIORITY MESSAGING	8005196	23-Aug-11	31-Aug-26	Granted	Avaya Inc.
METHODS AND APPARATUS FOR DEFENDING AGAINST TELEPHONE-BASED ROBOTIC ATTACKS USING CONTEXTUAL-BASED DEGRADATION	8005197	23-Aug-11	8-Mar-30	Granted	Avaya Inc.

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METHOD AND APPARATUS FOR DEFENDING AGAINST TELEPHONE-BASED ROBOTIC ATTACKS USING PERMUTATION OF AN IVR MENU	8005198	23-Aug-11	29-Jun-27	Granted	Avaya Inc.
INTELLIGENT MEDIA STREAM RECOVERY	8005199	23-Aug-11	18-Aug-26	Granted	Avaya Inc.
DEALING WITH LOST ACKNOWLEDGMENTS WHEN POWER-SAVING	8009600	30-Aug-11	30-Jan-24	Granted	Avaya Inc.
MULTI-HOP AD-HOC WIRELESS NETWORKS THAT SUPPORT NON-MULTI-HOP WIRELESS TERMINALS	8009615	30-Aug-11	9-Nov-27	Granted	Avaya Inc.
ALTERNATIVE BANDWIDTH MANAGEMENT ALGORITHM	8010677	30-Aug-11	2-Dec-29	Granted	Avaya Inc.
EFFICIENT POWER MANAGEMENT IN WIRELESS LOCAL AREA NETWORKS	8010168	30-Aug-11	12-Jan-25	Granted	Avaya Inc.
PASSING INFORMATION FROM A FORWARDING PLANE TO A CONTROL PLANE	8010696	30-Aug-11	18-Nov-27	Granted	Avaya Inc.
DYNAMIC FEEDBACK FROM AN INTERNET SERVICE PROVIDER ABOUT NETWORK OCCUPANCY/AVAILABILITY	8014273	6-Sep-11	24-Oct-27	Granted	Avaya Inc.
MESSAGING ADVISE IN PRESENCE-AWARE NETWORKS	8014497	6-Sep-11	25-Nov-25	Granted	Avaya Inc.
DETERMINING WHETHER TO PROVIDE AUTHENTICATION CREDENTIALS BASED ON CALL-ESTABLISHMENT DELAY	8014501	6-Sep-11	5-Feb-30	Granted	Avaya Inc.
PACKET PRIORITIZATION AND ASSOCIATED BANDWIDTH AND BUFFER MANAGEMENT TECHNIQUES FOR AUDIO OVER IP	8015309	6-Sep-11	13-Jul-23	Granted	Avaya Inc.
SURVIVABLE PHONE BEHAVIOR USING SIP SIGNALING IN A SIP NETWORK CONFIGURATION	8018848	13-Sep-11	26-Mar-28	Granted	Avaya Inc.
METHOD FOR GENERATING RELIABILITY TESTS BASED ON ORTHOGONAL ARRAYS AND FIELD DATA	8019049	13-Sep-11	27-Mar-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ORDERING COMMUNICATIONS	8019051	13-Sep-11	16-Aug-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ALERTING PARTICIPANTS IN A CONFERENCE CALL TO TOPICS OF INTEREST	8019069	13-Sep-11	26-Oct-26	Granted	Avaya Inc.
DISTRIBUTED CONFERENCING VIA PBX-CONFERENCE BRIDGE LINK	8019071	13-Sep-11	22-Jan-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR THE ASSESSMENT AND OPTIMIZATION OF NETWORK TRAFFIC	8023421	20-Sep-11	16-Nov-24	Granted	Avaya Inc.
SYSTEM AND METHOD FOR BALANCING AGENT CONSOLE LOAD DURING AUTOMATED CALL PROCESSING	8023638	20-Sep-11	15-Aug-27	Granted	Intellisist, Inc.
NETWORK CONDITION CAPTURE AND REPRODUCTION	8027267	27-Sep-11	1-May-28	Granted	Avaya Inc.
METHOD AND SYSTEM FOR SCHEDULER DOMINATED MERGE OF STATE CHANGES	8027346	27-Sep-11	21-Feb-29	Granted	Avaya Inc.
CALL PROCESSING BASED ON ELECTRONIC CALENDAR INFORMATION	8027447	27-Sep-11	25-Dec-29	Granted	Avaya Inc.
RINGBACKS BASED ON EXTRINSIC INFORMATION	8027455	27-Sep-11	28-Jul-28	Granted	Avaya Inc.
AUTOMATIC PROVISIONING OF DISTINCT RING-TONES FOR CO-LOCATED TELEPHONES	8027460	27-Sep-11	27-Mar-27	Granted	Avaya Inc.

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SYSTEM AND METHOD FOR DYNAMICALLY CONFIGURING WIRELESS NETWORK GEOGRAPHIC COVERAGE OR SERVICE LEVELS	8027672	27-Sep-11	30-Jun-24	Granted	Intellisist, Inc.
HIGHER ORDER LOGIC APPLIED TO EXPERT SYSTEMS FOR ALARM ANALYSIS, FILTERING, CORRELATION AND ROOT CAUSE	8027946	27-Sep-11	21-Dec-27	Granted	Avaya Inc.
DUAL MODEM ARCHITECTURE TO SUPPORT THE TRANSFER OF NON-BAUDOT TTY TELEPHONE CALLS	8031842	4-Oct-11	5-Jul-26	Granted	Avaya Inc.
CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL	8032373	4-Oct-11	31-Aug-26	Granted	Intellisist, Inc.
PLUGGABLE CONTACT RESOLUTION	8032624	4-Oct-11	19-Jun-29	Granted	Avaya Inc.
BROADCAST/MULTICAST DATA IN A WIRELESS NETWORK	8036187	11-Oct-11	29-Dec-28	Granted	Avaya Inc.
EFFICIENT POLLED FRAME EXCHANGE ON A SHARED-COMMUNICATIONS CHANNEL	8036200	11-Oct-11	2-Sep-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR COORDINATING ADJACENT CHANNEL TRANSMISSIONS ON MULTIPLE RADIO NODES	8036203	11-Oct-11	21-Dec-26	Granted	Avaya Inc.
METHOD AND APPARATUS PROVIDING ADDITIONAL INFORMATION TO AN INTERACTIVE VOICE RESPONSE (IVR) SYSTEM USER	8036347	11-Oct-11	11-Aug-30	Granted	Avaya Inc.
SYSTEM AND METHOD OF IDENTIFYING GEOGRAPHIC LOCATION FOR THE SOURCE OF A CALL	8036356	11-Oct-11	11-Aug-30	Granted	Avaya Inc.
DIRECTLY CONTACTABLE CALL CENTER AGENTS	8036370	11-Oct-11	3-Jun-26	Granted	Avaya Inc.
UTILIZING SMALL GROUP CALL CENTER AGENTS TO IMPROVE PRODUCTIVITY WITHOUT IMPACTING SERVICE LEVEL TARGETS	8036371	11-Oct-11	5-Dec-25	Granted	Avaya Inc.
CALL-HANDLING FOR AN OFF-PREMISES, TELECOMMUNICATIONS TERMINAL WITH AN INSTALLED SUBSCRIBER IDENTIFY MODULE	8036660	11-Oct-11	12-Aug-30	Granted	Avaya Inc.
APPARATUS AND METHOD FOR CALL CENTER CALL-BACK	8036682	11-Oct-11	10-Aug-30	Granted	Avaya Inc.
AUTOMATIC DISPLAY OF EMAIL DISTRIBUTION LISTS	8037143	11-Oct-11	11-Aug-27	Granted	Avaya Inc.
ALTERNATIVE METHODOLOGY IN ASSESSING NETWORK AVAILABILITY	8037163	11-Oct-11	18-Feb-29	Granted	Avaya Inc.
AUDIBLE COMPUTER USER INTERFACE METHOD AND APPARATUS	8037414	11-Oct-11	1-Mar-27	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR FACILITATING A FIRST RESPONSE MISSION AT AN INCIDENT SCENE	8040246	18-Oct-11	29-Apr-30	Granted	Avaya Inc.
AUTOMATED CALL HANDLING BASED ON CALLER ID	8041014	18-Oct-11	7-Aug-30	Granted	Avaya Inc.
EVENT DRIVEN NOISE CANCELLATION	8041026	18-Oct-11	7-Feb-26	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND APPARATUS TO INTELLIGENTLY PERFORM SCANNING AND ASSIST SCANNING BY PROFILING SCANNING HISTORY	8041319	18-Oct-11	16-Jun-25	Granted	Avaya Inc.
COOLING OFF PERIOD PRIOR TO SENDING DEPENDENT ON USER'S STATE	8041344	18-Oct-11	26-Jun-27	Granted	Avaya Inc.
LOCATION-BASED SURVEY VIA MOBILE DEVICE	8041365	18-Oct-11	4-Oct-25	Granted	Avaya Inc.
ORGANIZATION HEALTH ANALYSIS USING REAL-TIME COMMUNICATIONS MONITORING	8041589	18-Oct-11	17-Aug-30	Granted	Avaya Inc.
PREDICTIVE SOFTWARE LICENSE BALANCING	8041642	18-Oct-11	10-Jul-26	Granted	Avaya Inc.
METHOD AND APPARATUS PROVIDING SENDER INFORMATION BY WAY OF A PERSONAL VIRTUAL ASSISTANT (PVA)	8041765	18-Oct-11	27-Feb-28	Granted	Avaya Inc.
METHOD OF PROVIDING INSTANT MESSAGING FUNCTIONALITY WITHIN AN EMAIL SESSION	8041770	18-Oct-11	4-Sep-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DETERMINING CUSTOMER ROUTING IN A CALL CENTER	8045696	25-Oct-11	25-Aug-30	Granted	Avaya Inc.
APPARATUS AND METHODS FOR DATA DISTRIBUTION DEVICES HAVING SELECTABLE POWER SUPPLIES	8046619	25-Oct-11	20-Aug-30	Granted	Avaya Inc.
ENDPOINT REGISTRATION WITH LOCAL BACK-OFF IN A CALL PROCESSING SYSTEM	8050199	1-Nov-11	14-May-28	Granted	Avaya Inc.
MESSAGING ADVISE IN PRESENCE-AWARE NETWORKS	8050388	1-Nov-11	23-Apr-24	Granted	Avaya Inc.
ALERT REMINDER TRIGGER BY MOTION-DETECTOR	8050665	1-Nov-11	19-Sep-27	Granted	Avaya Inc.
PEER-TO-PEER NEIGHBOR DETECTION FOR PROXIMITY-BASED COMMAND EXECUTION	8050698	1-Nov-11	15-Jul-24	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR USE IN THE PROVISION OF SERVICES IN AN INSTITUTIONAL SETTING SUCH AS A HEALTHCARE FACILITY	8050939	1-Nov-11	3-Nov-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR IDENTIFYING TRUSTED SOURCES BASED ON ACCESS POINT	8051474	1-Nov-11	26-Sep-26	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR NETWORK TRAFFIC SECURITY	8051481	1-Nov-11	9-Sep-25	Granted	Avaya Inc.
USING BATTERY ORIENTATION TO CONTROL MODE OF OPERATION	8054049	8-Nov-11	13-Jun-28	Granted	Avaya Inc.
PROGRAMMING AN EXISTING INDICATOR TO INDICATE THE CAUSE OF A CONDITION	8054171	8-Nov-11	16-Mar-28	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR FACILITATING A FIRST RESPONSE MISSION AT AN INCIDENT SCENE USING PATIENT MONITORING	8054177	8-Nov-11	29-Apr-30	Granted	Avaya Inc.
ONE TOUCH VOICE MEMO	8054954	8-Nov-11	24-Aug-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DETECTING EMOTIONS AT DIFFERENT STEPS IN A COMMUNICATION	8054964	8-Nov-11	30-Apr-29	Granted	Avaya Inc.
TRANSMISSION OF A DIGITAL MESSAGE INTERSPERSED THROUGHOUT A COMPRESSED INFORMATION SIGNAL	8054969	8-Nov-11	19-Jun-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING AN INTERFACE FOR A MESSAGING MAILBOX	8055799	8-Nov-11	30-Sep-24	Granted	Avaya Inc.

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SIGNAL WATERMARKING IN THE PRESENCE OF ENCRYPTION	8055903	8-Nov-11	19-Jun-28	Granted	Avaya Inc.
ENCAPSULATION METHOD DISCOVERY PROTOCOL FOR NETWORK ADDRESS TRANSLATION GATEWAY TRAVERSAL	8059641	15-Nov-11	20-Jul-26	Granted	Avaya Inc.
TELEPHONE SOFTWARE TESTING SYSTEM AND METHOD	8059788	15-Nov-11	27-Jun-27	Granted	Avaya Inc.
SYSTEM AND METHOD FOR VOICEMAIL PRIVACY	8059793	15-Nov-11	7-Feb-25	Granted	Avaya Inc.
KEYWORD ALERTING IN CONFERENCE CALLS	8059807	15-Nov-11	14-Sep-30	Granted	Avaya Inc.
ENTERPRISE MOBILITY USER	8060071	15-Nov-11	8-Jan-27	Granted	Avaya Inc.
VOICE AND TEXT SESSION CONVERTER	8060565	15-Nov-11	23-Mar-28	Granted	Avaya Inc.
VIRTUAL OFFICE PRESENCE BRIDGE	8064487	22-Nov-11	4-Oct-28	Granted	Avaya Inc.
MESSAGING ADVISE IN PRESENCE-AWARE NETWORKS	8064574	22-Nov-11	13-Jun-24	Granted	Avaya Inc.
VOICEMAIL FILTERING AND TRANSCRIPTION SYSTEM	8064576	22-Nov-11	21-Feb-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR COMBINED WIRED/WIRELESS POP-OUT SPEAKERPHONE MICROPHONE	8064969	22-Nov-11	16-Jun-25	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING A MULTI-MODAL COMMUNICATIONS INFRASTRUCTURE FOR AUTOMATED CALL CENTER OPERATION	8068595	29-Nov-11	16-Nov-25	Granted	Intellisist, Inc.
AUTOMATED RECONNECTION OF INTERRUPTED VOICE CALL SESSION	8068824	29-Nov-11	18-May-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR NOTIFYING A USER OF SEPARATION FROM A MOBILE DEVICE	8068847	29-Nov-11	5-May-27	Granted	Avaya Inc.
SYSTEM AND METHOD FOR TESTING A DYNAMIC COMMUNICATION ACROSS A NETWORK	8072890	6-Dec-11	13-Jan-30	Granted	Avaya Inc.
METHOD AND APPARATUS PERFORMING EXPRESS FORWARDING FRAMES HAVING MULTIPLE FRAGMENTS	8072955	6-Dec-11	12-Sep-28	Granted	Avaya Inc.
WORK ITEM RELATION AWARENESS FOR AGENTS DURING ROUTING ENGINE DRIVEN SUB-OPTIMAL WORK ASSIGNMENTS	8073129	6-Dec-11	3-Oct-25	Granted	Avaya Inc.
MESSAGE LOG ANALYSIS FOR SYSTEM BEHAVIOR EVALUATION	8073806	6-Dec-11	6-Feb-30	Granted	Avaya Inc.
METHOD AND APPARATUS FOR CONTROLLING CONFERENCE CALLS	8077852	13-Dec-11	13-Oct-30	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ADAPTIVE CONTROL OF SYSTEM PARAMETERS FOR ADMISSION CONTROL	8081565	20-Dec-11	6-May-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MANAGING COMMUNICATION BETWEEN PARTICIPANTS IN A VIRTUAL ENVIRONMENT	8082297	20-Dec-11	27-May-28	Granted	Avaya Inc.
METHOD AND APPARATUS TO FACILITATE THE CLOSURE OF MOBILITY TUNNELS	8085727	27-Dec-11	13-Oct-27	Granted	Avaya Inc.
EFFICIENT LOAD BALANCING AND HEARTBEAT MECHANISM FOR TELECOMMUNICATION ENDPPOINTS	8089872	3-Jan-12	29-Aug-28	Granted	Avaya Inc.



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DYNAMIC BUFFERING AND SYNCHRONIZATION OF RELATED MEDIA STREAMS IN PACKET NETWORKS	8094556	10-Jan-12	27-Apr-29	Granted	Avaya Inc.
AUTOMATIC CONFIGURATION	8094680	10-Jan-12	23-Sep-28	Granted	Avaya Inc.
MULTIPLE QUEUING AND SERVICING OF A CONTACT	8094802	10-Jan-12	9-Nov-30	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ACCESSING THE STATUS OF WORK WAITING FOR SERVICE	8094804	10-Jan-12	7-Jan-30	Granted	Avaya Inc.
SPAM WHITELISTING FOR RECENT SITES	8095602	10-Jan-12	30-May-26	Granted	Avaya Inc.
SIP ENDPOINT ENHANCER	8095611	10-Jan-12	6-Mar-30	Granted	Avaya Inc.
ADDITIONAL FUNCTIONALITY FOR TELEPHONE NUMBERS AND UTILIZATION OF CONTEXT INFORMATION ASSOCIATED WITH TELEPHONE NUMBERS IN COMPUTER DOCUMENTS	8095882	10-Jan-12	18-Oct-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR IMPLEMENTING L2 VPNS ON AN IP NETWORK	8098656	17-Jan-12	30-Jul-30	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DYNAMIC TERMINATION OF UNUSED WIRED CONNECTION	8098681	17-Jan-12	19-Oct-30	Granted	Avaya Inc.
MESSAGING ADVISE IN PRESENCE-AWARE NETWORKS	8098799	17-Jan-12	26-Aug-24	Granted	Avaya Inc.
PROTOCOL INDEPENDENT MULTICAST DESIGNATED ROUTER ENHANCEMENTS FOR SUPPORTING INTERNET GROUP MANAGEMENT PROTOCOL IN A MULTI-ACCESS NETWORK	8099516	17-Jan-12	26-Mar-31	Granted	Avaya Inc.
APPLICATION LAYER METRICS MONITORING	8102879	24-Jan-12	6-Dec-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR EVENT NOTIFICATION BASED ON THE IDENTIFY OF A CALLING PARTY	8102974	24-Jan-12	11-Sep-24	Granted	Avaya Inc.
APPARATUS AND METHOD FOR SWITCHING FROM OVERLAP SIGNALING TO EN BLOC SIGNALING IN A DATA NETWORK	8102989	24-Jan-12	26-Oct-30	Granted	Avaya Inc.
METHOD FOR SETTING UP A COMMUNICATION CONNECTION AND PRIVATE BRANCH EXCHANGE FOR CARRYING OUT THE METHOD	8102990	24-Jan-12	17-Dec-28	Granted	Avaya Inc.
METHODS AND APPARATUS FOR ALLOCATING RESOURCES IN A DISTRIBUTED ENVIRONMENT BASED ON NETWORK ASSESSMENT	8103282	24-Jan-12	23-May-27	Granted	Avaya Inc.
IP SECURITY WITH SEAMLESS ROAMING AND LOAD BALANCING	8104081	24-Jan-12	26-Feb-29	Granted	Avaya Inc.
SHARING A VIDEO DISPLAY BETWEEN TELEPHONY AND COMPUTING DEVICES	8106880	31-Jan-12	27-Mar-27	Granted	Avaya Inc.
SIMULTANEOUS ACTIVE REGISTRATION IN A SIP SURVIVABLE NETWORK CONFIGURATION	8107361	31-Jan-12	9-Oct-30	Granted	Avaya Inc.
LOOP DETECTION IN A COMMUNICATIONS NETWORK	8107382	31-Jan-12	11-May-30	Granted	Avaya Management LP
EVALUATING QUALITY OF SERVICE IN AN IP NETWORK WITH COOPERATING RELAYS	8107385	31-Jan-12	9-Jan-29	Granted	Avaya Inc.

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ROUTE TRACING PROGRAM CONFIGURED TO DETECT PARTICULAR NETWORK ELEMENT MAKING TYPE OF SERVICE MODIFICATION	8107388	31-Jan-12	9-Dec-28	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING A VIRTUAL ASSISTANT TO A COMMUNICATION PARTICIPANT	8107401	31-Jan-12	3-Feb-27	Granted	Avaya Inc.
VARIABLE BIT RATE VIDEO CODEC USING ADAPTIVE TRACKING FOR VIDEO CONFERENCING	8107525	31-Jan-12	21-Jul-27	Granted	Avaya Inc.
APPARATUS AND METHOD FOR PROVIDING ON-HOLD INFORMATION BASED ON PREFERENCE OF USER	8107596	31-Jan-12	29-Dec-25	Granted	Avaya Inc.
MESSAGING ADVISE IN PRESENCE-AWARE NETWORKS	8107597	31-Jan-12	22-Feb-24	Granted	Avaya Inc.
VOICEMAIL FILTERING AND TRANSCRIPTION	8107598	31-Jan-12	21-Feb-27	Granted	Avaya Inc.
CONTEXT RECOVERY FOR CALL CENTER AGENTS	8107613	31-Jan-12	30-Nov-30	Granted	Avaya Inc.
IP PHONE INTRUDER SECURITY MONITORING SYSTEM	8107625	31-Jan-12	29-Nov-28	Granted	Avaya Inc.
METHODS AND APPARATUS FOR VOICE RECOGNITION FOR CALL TREATMENT MODIFICATION ON MESSAGING	8108218	31-Jan-12	11-Jul-22	Granted	Avaya Inc.
PRESENCE TRACKING AND NAME SPACE INTERCONNECTION TECHNIQUES	8108516	31-Jan-12	19-Jul-24	Granted	Avaya Inc.
MECHANISMS FOR TEMPORAL BUILDING AND PARSING SIP MESSAGES	8108556	31-Jan-12	17-Feb-30	Granted	Avaya Inc.
CODE-COVERAGE GUIDED PRIORITIZED TEST GENERATION	8108826	31-Jan-12	29-Jan-31	Granted	Avaya Inc.
UNIFIED GREETING SERVICE FOR TELECOMMUNICATIONS EVENTS	8111813	7-Feb-12	6-Feb-30	Granted	Avaya Inc.
CLEARING HOUSE FOR PUBLISH/SUBSCRIBE OF STATUS DATA FROM DISTRIBUTED TELECOMMUNICATIONS SYSTEMS	8116237	14-Feb-12	7-Jan-29	Granted	Avaya Inc.
CALL INTRUSION	8116439	14-Feb-12	19-Aug-25	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MONITORING AN INTERACTION BETWEEN A CALLER AND AN AUTOMATED VOICE RESPONSE SYSTEM	8116445	14-Feb-12	8-May-26	Granted	Intellisist, Inc.
AGENT DRIVEN WORK ITEM AWARENESS FOR TUNING ROUTING ENGINE WORK-ASSIGNMENT ALGORITHMS	8116446	14-Feb-12	10-Jan-29	Granted	Avaya Inc.
CUSTOMER LOYALTY, PRODUCT DEMONSTRATION, AND STORE/CONTACT CENTER/INTERNET COUPLING SYSTEM AND METHOD	8117087	14-Feb-12	24-Sep-29	Granted	Avaya Inc.
VOLTAGE LEVEL TRANSLATION	8120383	21-Feb-12	25-Sep-28	Granted	Avaya Inc.
TEXT FEEDBACK TO AN ON-HOLD PARTY	8121262	21-Feb-12	9-Apr-30	Granted	Avaya Inc.
OPTIMISATION OF TRANSMISSION PARAMETERS OF ACCESS POINTS IN WIRELESS NETWORKS	8125917	28-Feb-12	27-Aug-30	Granted	Avaya Inc.
PURPOSEFUL RECEIVE-PATH AUDIO DEGRADATION FOR PROVIDING FEEDBACK ABOUT TRANSMIT-PATH SIGNAL QUALITY	8126394	28-Feb-12	29-Dec-30	Granted	Avaya Inc.

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ENHANCED GATEWAY FOR ROUTING BETWEEN NETWORKS	8130768	6-Mar-12	12-Sep-27	Granted	Avaya Inc.
ROUTING OF CALLS BASED ON AGENTS EMOTIONAL STATE	8130935	6-Mar-12	23-Dec-29	Granted	Avaya Inc.
METHOD AND SYSTEM FOR GENERATING DATA FRAMES FOR ASYNCHRONOUS OVER TCP/IP PROTOCOL	8139486	20-Mar-12	15-Nov-27	Granted	Avaya Inc.
METHOD FOR OPERATING A TELEPHONE SYSTEM WITH AT LEAST TWO TELEPHONY TERMINALS AND A TELEPHONY TERMINAL FOR CARRYING OUT THE METHOD	8139740	20-Mar-12	17-Dec-28	Granted	Avaya Inc.
MANAGEMENT OF A MULTI-PROCESS SYSTEM	8140653	20-Mar-12	29-Sep-27	Granted	Avaya Inc.
METHOD TO DETECT SPAM OVER INTERNET TELEPHONY (SPIT)	8141152	20-Mar-12	17-Jan-31	Granted	Avaya Inc.
NETWORK SWITCH THAT IS OPTIMIZED FOR A TELEPHONY-CAPABLE ENDPOINT	8144583	27-Mar-12	13-Jan-30	Granted	Avaya Inc.
METHOD AND SYSTEM FOR CONTROLLING AUDIO IN A COLLABORATION ENVIRONMENT	8144633	27-Mar-12	13-Jun-30	Granted	Avaya Inc.
INTELLIGENT MULTI-PACKET HEADER COMPRESSION	8144734	27-Mar-12	6-May-29	Granted	Avaya Inc.
METHOD AND APPARATUS PROVIDING REMOTE END INPUT VALIDATION	8144860	27-Mar-12	25-Jan-31	Granted	Avaya Inc.
COMPUTER MEDIATED NATURAL LANGUAGE BASED COMMUNICATION AUGMENTED BY ARBITRARY AND FLEXIBLY ASSIGNED PERSONALITY CLASSIFICATION SYSTEMS	8145474	27-Mar-12	21-Dec-27	Granted	Avaya Inc.
DEVICES, METHODS AND MEDIA FOR DETERMINING AND ASSIGNING OPTIMAL MEDIA CHARACTERISTICS IN COMMUNICATIONS SESSIONS	8145770	27-Mar-12	31-Oct-28	Granted	Avaya Inc.
PACKET MIRRORING BETWEEN PRIMARY AND SECONDARY VIRTUALIZED SOFTWARE IMAGES FOR IMPROVED SYSTEM FAILOVER PERFORMANCE	8145945	27-Mar-12	6-Mar-30	Granted	Avaya Inc.
DYNAMIC QUEUE INSTANTIATION	8149695	3-Apr-12	12-Jul-27	Granted	Avaya Management L.P.
CALLER INITIATED UNDIVERT FROM VOICEMAIL	8150003	3-Apr-12	23-Jan-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR IMPLEMENTING FILTER RULES IN A NETWORK ELEMENT	8151339	3-Apr-12	15-Jan-31	Granted	Avaya Inc.
FEATURE INTERACTION DETECTION DURING CALLS WITH MULTIPLE-LEG SIGNALING PATHS	8155021	10-Apr-12	25-Feb-29	Granted	Avaya Inc.
SYNCHRONOUS AND ASYNCHRONOUS BROKERING OF IVR SESSIONS FOR OFFLINE INTERACTION AND RESPONSE	8155276	10-Apr-12	1-May-29	Granted	Avaya Inc.
SCALABLE GEO-LOCATION EVENT PROCESSING	8155672	10-Apr-12	16-Sep-28	Granted	Avaya Inc.
LOCAL COMMUNICATION AGENT	8160079	17-Apr-12	31-May-28	Granted	Avaya Inc.
VOICE FILTERING AND TRANSCRIPTION	8160212	17-Apr-12	21-Feb-27	Granted	Avaya Inc.

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INSTANT MESSAGING AND VOICE MAIL INTEGRATION	8160213	17-Apr-12	14-Feb-31	Granted	Avaya Inc.
ASSIGNMENT OF CALL-CENTER AGENTS TO INCOMING CALLS	8160234	17-Apr-12	16-Feb-31	Granted	Avaya Inc.
CALL-HANDLING FOR AN OFF-PREMISES, TELECOMMUNICATIONS TERMINAL WITH AN INSTALLED SUBSCRIBER IDENTITY MODULE	8160585	17-Apr-12	24-Jan-28	Granted	Avaya Inc.
SOFT REAL-TIME LOAD BALANCER	8161491	17-Apr-12	27-Apr-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MONITORING A NETWORK COMMUNICATION AT MULTIPLE NETWORK LAYERS	8165030	24-Apr-12	15-Jan-30	Granted	Avaya Inc.
METHOD AND SYSTEM FOR WIRELESS LAN-BASED INDOOR POSITION LOCATION	8165150	24-Apr-12	15-Oct-30	Granted	Avaya Inc.
EXPLOITING FACIAL CHARACTERISTICS FOR IMPROVED AGENT SELECTION	8165282	24-Apr-12	3-Nov-30	Granted	Avaya Inc.
DESTINATION ARRIVAL ESTIMATES AUTO-NOTIFICATION BASED ON CELLULAR SYSTEMS	8165773	24-Apr-12	29-Mar-25	Granted	Avaya Inc.
LICENSE SCHEME FOR USE WITH STACKABLE DEVICES	8165963	30-Jun-06	6-Oct-27	Granted	Avaya Inc.
DYNAMIC TECHNIQUES FOR OPTIMIZING SOFT REAL-TIME TASK PERFORMANCE IN VIRTUAL MACHINES	8166485	24-Apr-12	7-Aug-30	Granted	Avaya Inc.
MODULAR TELEPHONE	8169898	1-May-12	28-Sep-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR CONTROLLING ACCESS TO A MEDIA PORT	8169901	1-May-12	23-Nov-30	Granted	Avaya Inc.
ENHANCED CALL TRACING	8170182	1-May-12	14-Aug-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING AUTOMATED CALL CENTER POST-CALL PROCESSING	8170197	1-May-12	20-Jul-25	Granted	Intellisist, Inc.
PROCESSOR PROGRAMMABLE PLD DEVICE	8174287	8-May-12	23-Sep-29	Granted	Avaya Inc.
DISTRIBUTED CACHE SYSTEM	8175233	8-May-12	7-Feb-25	Granted	Avaya Inc.
PREDICTION OF THRESHOLD EXCEPTIONS BASED ON REAL TIME OPERATING INFORMATION	8175254	8-May-12	2-Sep-30	Granted	Avaya Inc.
METHODS AND APPARATUS FOR DETERMINING A PRESENCE OF A USER	8176086	8-May-12	12-Jun-25	Granted	Avaya Inc.
INSTANTANEOUS USER INITIATED VOICE QUALITY FEEDBACK	8176154	8-May-12	28-Sep-27	Granted	Avaya Inc.
HABIT-BASED AUTHENTICATION	8176159	8-May-12	16-Aug-27	Granted	Avaya Inc.
INTERNAL/EXTERNAL NETWORK IDENTIFIER	8179804	15-May-12	26-Jun-29	Granted	Avaya Inc.
SIP SERVLET APPLICATIONS CO-HOSTING	8179889	15-May-12	30-Jun-29	Granted	Avaya Inc.
SEMANTIC CONTACT CENTER MANAGEMENT	8180044	15-May-12	20-Jun-30	Granted	Avaya Inc.
USE OF LOCATION AWARENESS TO REQUEST ASSISTANCE FOR A MEDICAL EVENT OCCURRING IN A HEALTHCARE ENVIRONMENT	8180650	15-May-12	7-Dec-28	Granted	Avaya Inc.

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METHOD AND APPARATUS FOR DATA MINING WITHIN COMMUNICATION SESSION INFORMATION USING AN ENTITY RELATIONSHIP MODEL	8180722	15-May-12	5-Aug-25	Granted	Avaya Inc.
ENDPOINT DEVICE CONFIGURED TO PERMIT USER REPORTING OF QUALITY PROBLEMS IN A COMMUNICATION NETWORK	8184546	22-May-12	29-Feb-28	Granted	Avaya Inc.
NOTIFICATION OF DROPPED AUDIO IN A TELECONFERENCE CALL	8184790	22-May-12	13-Mar-31	Granted	Avaya Inc.
SYSTEM, METHOD AND APPARATUS FOR SECURELY EXCHANGING SECURITY KEYS AND MONITORING LINKS IN A IP COMMUNICATIONS NETWORK	8185947	22-May-12	11-Jul-27	Granted	Avaya Inc.
QOS-BASED ROUTING FOR CE-BASED VPN	8189481	29-May-12	24-Sep-26	Granted	Avaya Inc.
BROADCAST/MULTICAST DATA IN A WIRELESS NETWORK	8189517	29-May-12	14-Jul-27	Granted	Avaya Inc.
ANTI-REPLAY PROTECTION WITH QUALITY OF SERVICES (QOS) QUEUES	8191133	29-May-12	19-Mar-31	Granted	Avaya Inc.
LEAVING A MESSAGE FOR A PARTY WHILE ON AN ACTIVE REAL-TIME COMMUNICATION	8194829	5-Jun-12	5-Apr-31	Granted	Avaya Inc.
DETERMINING A PREFERABLE MODE OF COMMUNICATING WITH A CALLED PARTY	8194831	5-Jun-12	5-Apr-31	Granted	Avaya Inc.
PASSING URL FOR XML DOCUMENTS VIA A TELEPHONE SIGNALING SYSTEM	8199902	12-Jun-12	5-Jan-30	Granted	Avaya Inc.
MAGNET CAP	8199908	12-Jun-12	3-Sep-28	Granted	Avaya Inc.
ETHERNET ISOLATOR FOR MICROPHONICS SECURITY AND METHOD THEREOF	8199922	12-Jun-12	6-Apr-31	Granted	Avaya Inc.
MESSAGE FILE EDITING PROCESS	8200476	12-Jun-12	4-Nov-24	Granted	Avaya Inc.
METHODS AND APPARATUS FOR NETWORK PRESENCE DETECTION	8200776	12-Jun-12	26-Sep-27	Granted	Avaya Inc.
MULTI-CONFERENCEING CAPABILITY	8204195	19-Jun-12	19-Apr-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING AN AUTOMATED CALL CENTER INLINE ARCHITECTURE	8204746	19-Jun-12	20-Apr-31	Granted	Intellisist, Inc.
DEVICE, METHODS AND MEDIA FOR PROVIDING MULTI-POINT VIDEO CONFERENCE UNIT FUNCTIONS	8208004	26-Jun-12	25-Jan-31	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR IMPLEMENTING CALL WAITING IN MULTIMEDIA DEVICES	8208410	26-Jun-12	26-Apr-26	Granted	Avaya Inc.
NOTIFYING A USER OF A TELECOMMUNICATIONS TERMINAL OF DISRUPTED AUDIO	8208617	26-Jun-12	15-Oct-30	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DETERMING USER FEEDBACK BY FACIAL EXPRESSION	8210848	3-Jul-12	14-Jan-30	Granted	Avaya Inc.
METHODS, MEDIA, AND DEVICES FOR PROVIDING VISUAL RESOURCES OF VIDEO CONFERENCE PARTICIPANTS	8212856	3-Jul-12	1-Feb-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR IMPROVING VOICE RECORDING USING AN EXTENDED BUFFER	8213316	3-Jul-12	24-Jul-28	Granted	Avaya Inc.
RESOURCE IDENTIFIER BASED ACCESS CONTROL IN AN ENTERPRISE NETWORK	8218435	10-Jul-12	26-Sep-26	Granted	Avaya Inc.

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ARRANGEMENT FOR DYNAMICALLY DIVERTING COMMUNICATIONS HAVING CHARACTERISTICS INCOMPATIBLE WITH A COMMUNICATION DEVICE TO ANOTHER DEVICE	8218532	10-Jul-12	5-Nov-28	Granted	Avaya Inc.
MESSAGING ADVISE IN PRESENCE-AWARE NETWORKS	8218735	10-Jul-12	3-Nov-24	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING MESSAGE-BASED COMMUNICATIONS VIA A CENTRALIZED VOICE MESSAGE SERVER	8218737	10-Jul-12	14-Aug-25	Granted	Intellisist, Inc.
FACILITIES MANAGEMENT SYSTEM	8218738	10-Jul-12	10-May-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR IDENTIFYING AND ELIMINATING THE SOURCE OF BACKGROUND NOISE IN MULTI-PARTY TELECONFERENCES	8218751	10-Jul-12	14-Jan-31	Granted	Avaya Inc.
ORGANIZATION HEALTH ANALYSIS USING REAL-TIME COMMUNICATIONS MONITORING	8219429	10-Jul-12	10-Apr-27	Granted	Avaya Inc.
HIGHER ORDER LOGIC APPLIED TO EXPERT SYSTEMS FOR ALARM ANALYSIS, FILTERING, CORRELATION AND ROOT CAUSES WHICH CONVERTS A SPECIFICATION PROOF INTO A PROGRAM LANGUAGE	8219512	10-Jul-12	21-Dec-27	Granted	Avaya Inc.
QUALITY-OF-SERVICE AND CALL ADMISSION CONTROL	8223637	17-Jul-12	16-Jun-24	Granted	Avaya Inc.
METHOD AND APPARATUS PERFORMING NO BACK-OFF FORWARDING	8223790	17-Jul-12	30-Apr-28	Granted	Avaya Inc.
INTERACTIVE WEB INTERFACE FOR INTERACTIVE VOICE RESPONSE	8223929	17-Jul-12	16-May-31	Granted	Avaya Inc.
WORKFLOW ENGINE FOR CONTROLLING DELIVERY OF MEDIA TREATMENTS TO CUSTOMER CONTACTS	8224922	17-Jul-12	21-Dec-29	Granted	Avaya Inc.
WEB SERVICE INITIATION PROTOCOL FOR MULTIMEDIA AND VOICE COMMUNICATION OVER INTERNET PROTOCOL	8224975	17-Jul-12	14-May-27	Granted	Avaya Inc.
TRAFFIC LOAD BALANCING	8228891	24-Jul-12	11-Apr-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR VERIFICATION OF AT LEAST A PORTION OF A DATAGRAM'S HEADER INFORMATION	8228896	24-Jul-12	29-Jan-28	Granted	Avaya Inc.
PURPOSEFUL DEGRADATION OF SIDETONE AUDIO FOR PROVIDING FEEDBACK ABOUT TRANSMIT-PATH SIGNAL QUALITY	8229105	24-Jul-12	25-May-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR CONFIGURING A HANDHELD DEVICE USING EAR BIOMETRICS	8229145	24-Jul-12	17-Feb-31	Granted	Avaya Inc.
GRADUATED SINGLE FREQUENCY NETWORK	8229441	24-Jul-12	1-Aug-30	Granted	Avaya Inc.
PERSONAL LOCATION INFORMATION MANAGEMENT	8229454	24-Jul-12	23-Dec-28	Granted	Avaya Inc.
USING INTELLIGENT AGENTS TO PERFORM FLOW PATH DISCOVERY IN TELECOMMUNICATIONS SYSTEMS AND NETWORKS	8229468	24-Jul-12	26-May-31	Granted	Avaya Inc.
AUTOMATIC DISPLAY OF EMAIL DISTRIBUTION LISTS	8230034	24-Jul-12	30-Oct-26	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND APPARATUS FOR NETWORK SECURITY BASED ON DEVICE SECURITY STATUS	8230480	24-Jul-12	13-Jul-26	Granted	Avaya Inc.
METHOD FOR COOPERATIVE INTRUSION PREVENTION THROUGH COLLABORATIVE INFERENCE	8230505	24-Jul-12	23-Jan-29	Granted	Avaya Inc.
METHOD AND APPARATUS TO PROTECTING NETWORKS FROM UNAUTHORIZED APPLICATIONS	8230513	24-Jul-12	27-Mar-26	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ENHANCING CONTROL OF AN AVATAR IN A THREE DIMENSIONAL COMPUTER-GENERATED VIRTUAL ENVIRONMENT	8232989	31-Jul-12	30-Jul-30	Granted	Avaya Inc.
AFFECTING CALLS TO A PERSON ASSOCIATED WITH A TELECOMMUNICATIONS TERMINAL BASED ON VISUAL IMAGES AND AUDIO SAMPLES OF THE ENVIRONMENT IN THE VICINITY OF THE TELECOMMUNICATIONS TERMINAL	8233024	31-Jul-12	28-Oct-30	Granted	Avaya Inc.
DYNAMIC VISUAL BACKGROUND FOR CALL-CENTER AGENTS	8233028	31-Jul-12	20-Apr-31	Granted	Avaya Inc.
SYSTEM FOR TRANSMITTING HIGH QUALITY SPEECH SIGNALS ON A VOICE OVER INTERNET PROTOCOL NETWORK	8233393	31-Jul-12	19-Aug-26	Granted	Avaya Inc.
CACHING MESSAGE INFORMATION IN AN INTEGRATED COMMUNICATION SYSTEM	8233594	31-Jul-12	7-Feb-25	Granted	Avaya Inc.
CONFERENCE CALL HOLD WITH RECORD AND TIME COMPRESSION	8233606	31-Jul-12	19-Jan-31	Granted	Avaya Inc.
ASSISTING CONTACT CENTER AGENTS AND CUSTOMERS	8233610	31-Jul-12	6-Apr-31	Granted	Avaya Inc.
MONITORING KEY-PRESS DELAY AND DURATION TO DETERMINE NEED FOR ASSISTANCE	8233613	31-Jul-12	11-May-31	Granted	Avaya Inc.
METHOD FOR REGISTERING COMMUNICATION TERMINALS WITH BASE STATION DEVICES BY USING VIRTUAL APPLIANCES	8233903	31-Jul-12	20-Aug-30	Granted	Avaya Inc.
DYNAMIC WORK ASSIGNMENT STRATEGIES BASED ON MULTIPLE ASPECTS OF AGENT PROFICIENCY	8234141	31-Jul-12	18-Jan-30	Granted	Avaya Inc.
METHOD FOR DETERMINING COMMUNICATIVE VALUE	8234305	31-Jul-12	11-Aug-30	Granted	Avaya Inc.
DETECTION AND DISPLAY OF PACKET CHANGES IN A NETWORK	8238254	7-Aug-12	20-Nov-29	Granted	Avaya Inc.
MULTI-ROUTE TRANSMISSION OF PACKETS WITHIN A NETWORK	8238335	7-Aug-12	10-Jun-31	Granted	Avaya Inc.
NETWORK SYNCHRONIZATION OVER IP NETWORKS	8238377	7-Aug-12	6-Apr-29	Granted	Avaya Inc.
EMERGENCY CALL HANDLING IN CONTENTION-BASED WIRELESS LOCAL AREA NETWORKS	8238378	7-Aug-12	25-May-24	Granted	Avaya Inc.
AUTHENTICATING A USER BASED ON THE USER'S ABILITY TO DISTINGUISH TYPE-A FROM TYPE-B SOUNDS	8238530	7-Aug-12	8-Jun-31	Granted	Avaya Inc.
INTENT BASED SKILL-SET CLASSIFICATION FOR ACCURATE, AUTOMATIC DETERMINATION OF AGENT SKILLS	8238541	7-Aug-12	24-Oct-30	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
EFFICIENT CONVERSION OF VOICE MESSAGES INTO TEXT	8239197	7-Aug-12	31-Oct-25	Granted	Intellisist, Inc.
OPEN CABLE APPLICATION PLATFORM (OCAP), SET-TOP BOX (STB), NEXT GENERATION SERVICE APPLICATION	8239903	7-Aug-12	15-Sep-28	Granted	Avaya Inc.
METHOD AND APPARATUS PERFORMING EXPRESS FORWARDING	8243710	14-Aug-12	16-Jun-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR IMPLEMENTING A SECURE SIDE CONVERSATION ON A TELEPHONE CONFERENCE CALL	8243903	14-Aug-12	14-Mar-31	Granted	Avaya Inc.
METHOD OF RETAINING A MEDIA STREAM WITHOUT ITS PRIVATE AUDIO CONTENT	8244531	14-Aug-12	15-Apr-31	Granted	Avaya Inc.
METHOD TO AUTHENTICATE PACKET PAYLOADS	8245032	14-Aug-12	27-Mar-23	Granted	Avaya Inc.
CREDIT SCHEDULER FOR ORDERING THE EXECUTION OF TASKS	8245234	14-Aug-12	5-Mar-31	Granted	Avaya Inc.
NETWORK BASED VIRUS CONTROL	8245294	14-Aug-12	15-Jul-29	Granted	Avaya Inc.
TONAL CORRECTION OF SPEECH	8249873	21-Aug-12	3-Feb-28	Granted	Avaya Inc.
MULTIPLE DISTINCT PHYSICAL CHANNELS FOR MESH CONTROL	8254336	28-Aug-12	24-Dec-28	Granted	Avaya Inc.
MESSAGE HANDLING BASED ON THE STATE OF A TELECOMMUNICATIONS TERMINAL	8254898	28-Aug-12	4-Feb-25	Granted	Avaya Inc.
SHARED PERSISTENT COMMUNICATION THREAD	8255923	28-Aug-12	28-Jun-31	Granted	Avaya Inc.
EMULATION OF PRIVATE BRANCH EXCHANGE BEHAVIOR	8259922	4-Sep-12	25-Jun-31	Granted	Avaya Inc.
AUTOMATED RETRIEVAL AND HANDLING OF A SECOND TELECOMMUNICATIONS TERMINAL'S VOICEMAIL BY A FIRST TERMINAL	8260264	4-Sep-12	18-Oct-30	Granted	Avaya Inc.
TRAFFIC MULTIPLEXING USING TIMESTAMPING	8265091	11-Sep-12	12-Oct-27	Granted	Avaya Inc.
SYSTEM AND METHOD FOR IDENTIFYING AUDIO COMMAND PROMPTS FOR USE IN A VOICE RESPONSE ENVIRONMENT	8265932	11-Sep-12	27-Mar-23	Granted	Intellisist, Inc.
ADAPTIVE PARAMETERIZED SEARCH ALGORITHM	8266165	11-Sep-12	29-Jan-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR LAUNCHING A CONFERENCE BASED ON PRESENCE OF INVITEES	8270320	18-Sep-12	22-Apr-28	Granted	Avaya Inc.
POLICY-BASED VIRTUALIZATION METHOD INVOLVING ADAPTIVE ENFORCEMENT	8272031	18-Sep-12	23-Sep-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SEAMLESS SUBCONFERENCE MANAGEMENT	8275106	25-Sep-12	3-Dec-30	Granted	Avaya Inc.
SHARED MAPPING OF A STATION EXTENSION WITHIN A DISTRIBUTED, ENTERPRISE TELECOMMUNICATIONS SYSTEM TO AN ASSOCIATED TELEPHONE NUMBER	8275113	25-Sep-12	26-Jul-31	Granted	Avaya Inc.
CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH CUSTOMER SERVICE AGENTS	8280029	2-Oct-12	23-May-27	Granted	Avaya Inc.



Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
SYSTEM AND METHOD FOR ENABLING ONLINE COLLABORATION AMONGST A PLURALITY OF TERMINALS USING A WEB SERVER	8280948	2-Oct-12	25-Mar-25	Granted	Avaya Inc.
SMART LOAD BALANCING FOR CALL CENTER APPLICATIONS	8281020	2-Oct-12	30-Sep-28	Granted	Avaya Inc.
SERVICE CREATION SYSTEM AND METHOD FOR PACKET BASED CELLULAR NETWORKS	8281353	2-Oct-12	6-Jul-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR CREATING SECURE WRITE-ENABLED WEB PAGES THAT ARE ASSOCIATED WITH ACTIVE TELEPHONE CALLS	8281369	2-Oct-12	10-Mar-31	Granted	Avaya Inc.
POLICY-BASED VIDEO QUALITY ASSESSMENT	8284259	9-Oct-12	1-Jan-31	Granted	Avaya Inc.
USING MEASUREMENTS FROM REAL CALLS TO REDUCE THE NUMBER OF TEST CALLS FOR NETWORK TESTING	8284676	9-Oct-12	26-Sep-27	Granted	Avaya Inc.
ENTERPRISE-DISTRIBUTED NOISE MANAGEMENT	8284926	9-Oct-12	16-Feb-31	Granted	Avaya Inc.
TELEPHONE USING AN EXTERNAL MEDIA DEVICE TO PROVIDE ON-HOLD INFORMATION	8284927	9-Oct-12	9-Aug-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR INCOMING CALL PAUSE NOTIFICATION	8285338	9-Oct-12	8-Aug-28	Granted	Avaya Inc.
SIGNALING USING BINARY FORM OF SIP MESSAGES	8285858	9-Oct-12	23-Jun-29	Granted	Avaya Inc.
APPARATUS AND METHOD FOR PREVENTING EAVESDROPPING	8286233	9-Oct-12	19-Sep-30	Granted	Avaya Inc.
CONFERENCE ANNOTATION SYSTEM	8289366	16-Oct-12	3-Mar-31	Granted	Avaya Inc.
INTELLIGENT GROUPING AND SYNCHRONIZED GROUP SWITCHING FOR MULTIMEDIA CONFERENCING	8289368	16-Oct-12	6-Aug-31	Granted	Avaya Inc.
ASSURED PATH OPTIMIZATION	8289845	16-Oct-12	23-Jan-29	Granted	Avaya Inc.
PRIORITY-BASED DYNAMIC OPTIMIZATION OF UTILIZED BANDWIDTH	8289870	16-Oct-12	11-Mar-30	Granted	Avaya Inc.
COMMUNICATIONS HISTORY LOG SYSTEM	8290132	16-Oct-12	5-Feb-31	Granted	Avaya Inc.
CONFERENCE MATERIAL BOT METHOD AND APPARATUS	8290136	16-Oct-12	5-Jun-31	Granted	Avaya Inc.
OFF-LINE PROGRAM ANALYSIS AND RUN-TIME INSTRUMENTATION	8291399	16-Oct-12	3-Dec-30	Granted	Avaya Inc.
PORT-CENTRIC CONFIGURATION METHODS FOR CONVERGED VOICE APPLICATIONS	8295187	23-Oct-12	2-Dec-27	Granted	Avaya Inc.
RULE-BASED SYSTEM FOR DETERMINING USER AVAILABILITY	8295206	23-Oct-12	15-Feb-30	Granted	Avaya Inc.
UNCERTAINTY-BASED KEY AGREEMENT PROTOCOL	8295480	23-Oct-12	18-Nov-30	Granted	Avaya Inc.
PROVISION OF CONTACT CENTER SERVICES TO PLAYERS OF GAMES	8298086	30-Oct-12	30-Aug-31	Granted	Avaya Inc.
FEATURE INTERACTION DETECTION IN MULTI-PARTY CALLS AND CALLS WITH BRIDGED APPEARANCES	8300558	30-Oct-12	2-Sep-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MONITORING CALL FLOW IN HETEROGENEOUS ENVIRONMENTS	8300559	30-Oct-12	31-Aug-31	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND APPARATUS SUPPORTING OUT OF BAND SIGNALING FOR WLAN USING NETWORK NAME	8300594	30-Oct-12	12-Jun-29	Granted	Avaya Inc.
PREVENTING PACKET LOOPS IN UNIFIED NETWORKS	8300614	30-Oct-12	12-May-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DISTRIBUTED CALL MONITORING/RECORDING USING THE SESSION INITIATION PROTOCOL (SIP)	8300632	30-Oct-12	10-Aug-31	Granted	Avaya Inc.
COORDINATION OF USER INFORMATION ACROSS SESSION INITIATION PROTOCOL-BASED PROXY SERVERS	8300644	30-Oct-12	30-Sep-28	Granted	Avaya Inc.
SECURE FEATURE ACCESS FROM AN OFF-PBX TELEPHONE	8300782	30-Oct-12	18-Aug-31	Granted	Avaya Inc.
METHOD AND SYSTEM FOR AUTOMATIC CONFERENCE CALL SESSION MIGRATION	8300790	30-Oct-12	15-Jul-31	Granted	Avaya Inc.
ASSOCIATING SOURCE INFORMATION WITH PHONETIC INDICES	8301447	30-Oct-12	31-Aug-31	Granted	Avaya Inc.
CONTACT CENTER INTEGRATION INTO VIRTUAL ENVIRONMENTS	8301474	30-Oct-12	5-Aug-29	Granted	Avaya Inc.
GROUP COMPOSITING ALGORITHMS FOR PRESENCE	8301581	30-Oct-12	1-Feb-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR GENERATING QUERIES	8301619	30-Oct-12	16-Mar-31	Granted	Avaya Inc.
METHOD AND APPARATUS PROVIDING REMOVAL OF REPLICATED OBJECTS BASED ON GARBAGE COLLECTION	8301671	30-Oct-12	11-Nov-30	Granted	Avaya Inc.
METHOD AND APPARATUS PERFORMING EXPRESS RETRANSMISSION OF FRAMES	8301955	30-Oct-12	31-Aug-31	Granted	Avaya Inc.
EMBEDDED FIREWALL AT A TELECOMMUNICATIONS ENDPOINT	8302179	30-Oct-12	13-Dec-26	Granted	Avaya Inc.
ACCELERATED RECOVERY DURING NEGOTIATION BETWEEN A MEDIA GATEWAY AND A MEDIA GATEWAY CONTROLLER	8305876	6-Nov-12	21-Jun-31	Granted	Avaya Inc.
SYSTEM AND METHOD OF DETECTING SOURCES OF ROGUE NON-AUDIO TRAFFIC MARKED AS AUDIO TRAFFIC	8306029	6-Nov-12	19-Jul-31	Granted	Avaya Inc.
CALLER RECOGNITION BY VOICE MESSAGING SYSTEM	8306191	6-Nov-12	12-Jun-29	Granted	Avaya Inc.
VARIABLE NOISE CONTROL THRESHOLD	8306204	6-Nov-12	2-Feb-31	Granted	Avaya Inc.
APPARATUS AND METHOD FOR OPERATING A CONFERENCE ASSISTANCE SYSTEM	8306205	6-Nov-12	7-Jun-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR RETAINING CALLS INTO A CALL CENTER	8306211	6-Nov-12	16-Oct-30	Granted	Intellisist, Inc.
TIME BASED WORK ASSIGNMENTS IN AUTOMATED CONTACT DISTRIBUTION	8306212	6-Nov-12	26-Feb-31	Granted	Avaya Inc.
TOUCH SCREEN SIGN-IN KEY	8310453	13-Nov-12	25-Aug-31	Granted	Avaya Inc.
FLEXIBLE DECOMPOSITION AND RECOMPOSITION OF MULTIMEDIA CONFERENCING STREAMS USING REAL-TIME CONTROL INFORMATION	8310520	13-Nov-12	30-Mar-31	Granted	Avaya Inc.
EFFICIENT AND COST-EFFECTIVE DISTRIBUTION CALL ADMISSION CONTROL	8311207	13-Nov-12	25-Mar-31	Granted	Avaya Inc.

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METHOD FOR PREDICTING CALL WAITING TIMES	8311208	13-Nov-12	8-Mar-31	Granted	Avaya Inc.
EFFICIENT VOICE ACTIVITY DETECTOR TO DETECT FIXED POWER SIGNALS	8311814	13-Nov-12	11-Jan-30	Granted	Avaya Inc.
CACHE MANAGEMENT FOR INCREASING PERFORMANCE OF HIGH-AVAILABILITY MULTI-CORE SYSTEMS	8312239	13-Nov-12	26-Aug-30	Granted	Avaya Inc.
ISLAND OF TRUST IN A SERVICE-ORIENTED ENVIRONMENT	8312518	13-Nov-12	27-Feb-30	Granted	Avaya Inc.
ENHANCED POLLING METHOD AND SYSTEM	8315373	20-Nov-12	26-Aug-31	Granted	Avaya Inc.
SECURE CERTIFICATE INSTALLATION ON IP CLIENTS	8316229	20-Nov-12	17-Dec-30	Granted	Avaya Inc.
SYSTEMS, METHODS AND MEDIA FOR PROVIDING CASCADED MULTI-POINT VIDEO CONFERENCING UNITS	8319820	27-Nov-12	28-Jun-31	Granted	Avaya Inc.
SOCIAL MEDIA LANGUAGE IDENTIFICATION AND ROUTING	8331550	11-Dec-12	14-Mar-31	Granted	Avaya Inc.
SOCIAL NETWORK VIRTUAL PRIVATE NETWORK	8332476	11-Dec-12	15-Mar-31	Granted	Avaya Inc.
BARTERING SYSTEM AND METHOD FOR CONTROLLING POSITIONING IN A WAIT QUEUE IN A CONTACT CENTER	8340277	25-Dec-12	23-Jul-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ANALYZING AGENT INTERACTIONS	8341013	25-Dec-12	22-Oct-23	Granted	Intellisist, Inc.
WLAN ACCESS CONTROLLER PACKET BUFFERING	8345645	1-Jan-13	15-May-30	Granted	Avaya Management L.P.
TELECOMMUNICATIONS ENDPOINT THAT PROMPTS A USER TO FOCUS ON A MONITORED CALL	8345849	1-Jan-13	16-Nov-30	Granted	Avaya Inc.
ADAPTIVE, CONTEXT-DRIVEN TELEPHONE NUMBER DIALING	8345858	1-Jan-13	21-Mar-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING FAST REROUTE OF A PACKET THAT MAY BE FORWARDED ON ONE OF A PLURALITY OF EQUAL COST MULTIPATH ROUTES THROUGH A NETWORK	8351429	8-Jan-13	28-Apr-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING FAST RE-ROUTE OF A MULTICAST PACKET WITHIN A NETWORK ELEMENT TO AN AVAILABLE PORT ASSOCIATED WITH A MULTI-LINK TRUNK	8351431	8-Jan-13	28-Apr-31	Granted	Avaya Inc.
PERSPECTIVE-BASED MEDIA PLAYBACK	8351580	8-Jan-13	22-May-31	Granted	Avaya Inc.
MAINTAINING COMMUNICATION BETWEEN NETWORK NODES THAT ARE SUBJECTED TO A PACKET ATTACK	8353030	8-Jan-13	7-Jan-30	Granted	Avaya Inc.
MANAGING THE AUDIO-SIGNAL LOSS PLAN OF A TELECOMMUNICATIONS NETWORK	8355335	15-Jan-13	9-Oct-30	Granted	Avaya Inc.
TELECONFERENCE SCHEDULING AND ACTIVITY REPORTING METHOD	8355489	15-Jan-13	17-Jun-31	Granted	Avaya Inc.
EFFICIENT ENCODING OF INSTRUMENTED DATA IN REAL-TIME CONCURRENT SYSTEMS	8356289	15-Jan-13	22-Dec-30	Granted	Avaya Inc.

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METHOD AND APPARATUS FOR UNIFIED INTERFACE FOR HETEROGENEOUS SESSION MANAGEMENT	8358746	22-Jan-13	16-Sep-30	Granted	Avaya Inc.
METHOD FOR RINGCASTING WITH IMPROVED RELIABILITY	8363573	29-Jan-13	10-Nov-30	Granted	Avaya Inc.
SELECTION AND INITIATION OF IVR SCRIPTS BY CONTACT CENTER AGENTS	8363796	29-Jan-13	16-Sep-30	Granted	Avaya Inc.
BEEPING IN POLITELY	8363808	29-Jan-13	11-Mar-31	Granted	Avaya Inc.
METHOD AND SYSTEM FOR AURALLY POSITIONING VOICE SIGNALS IN A CONTACT CENTER ENVIRONMENT	8363810	29-Jan-13	18-Apr-31	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR MONITORING CONTACT SESSIONS OF A CONTACT CENTER	8363817	29-Jan-13	14-Apr-31	Granted	Avaya Inc.
CONTENT DELIVERY TO A TELECOMMUNICATIONS TERMINAL THAT IS ASSOCIATED WITH A CALL IN PROGRESS	8364125	29-Jan-13	9-Nov-24	Granted	Avaya Inc.
ROUTING A FLOW OF ELASTIC TRAFFIC	8369220	5-Feb-13	25-Sep-27	Granted	Avaya Inc.
VARIABLE COMPRESSION QUEUE	8369324	5-Feb-13	29-Sep-28	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SEARCH-BASED WORK ASSIGNMENTS IN A CONTACT CENTER	8369509	5-Feb-13	22-Jun-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PLAYING BACK INDIVIDUAL CONFERENCE CALLERS	8373743	12-Feb-13	9-Jul-31	Granted	Avaya Inc.
MANAGEMENT OF CALL HANDLING TREATMENTS	8374327	12-Feb-13	13-Dec-31	Granted	Avaya Inc.
SYSTEM AND METHOD OF ENHANCED COLLABORATION THROUGH TELEPORTATION	8375085	12-Feb-13	14-Aug-31	Granted	Avaya Inc.
DOCUMENT VERSION MARKING AND ACCESS METHOD AND APPARATUS	8375290	12-Feb-13	15-Jan-28	Granted	Avaya Inc.
NON-DESTRUCTIVE THERMAL CONDUCTIVITY DETECTION OF SOLDER VOIDS	8376209	19-Feb-13	13-May-30	Granted	Avaya Inc.
METHODS, APPARATUS AND COMPUTER READABLE MEDIUM FOR CONVEYING VIRTUAL LOCAL AREA NETWORK (VLAN) POLICIES FROM DESIGNATED TO ROAMED NETWORK	8379652	19-Feb-13	2-Jun-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR TRANSMITTING VOICE INPUT FROM A REMOTE LOCATION OVER A WIRELESS DATA CHANNEL	8379802	19-Feb-13	19-Jul-22	Granted	Intellisist, Inc.
ONE-TOUCH USER VOICED MESSAGE	8379809	19-Feb-13	9-Oct-30	Granted	Avaya Inc.
INDEXING RECORDINGS OF TELEPHONY SESSIONS	8379819	19-Feb-13	17-Sep-31	Granted	Avaya Inc.
METHOD FOR REGISTERING COMMUNICATION TERMINALS WITH BASE STATION DEVICES BY USING VIRTUAL APPLIANCES	8380202	19-Feb-13	14-Jun-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR IDENTIFYING AND MANAGING CUSTOMER NEEDS	8380555	19-Feb-13	17-Jun-31	Granted	Avaya Inc.
PEER-TO-PEER MIXING SYSTEM AND METHOD	8380805	19-Feb-13	20-Nov-31	Granted	Avaya Inc.

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METHOD TO ALLOW SEAMLESS CONNECTIVITY FOR WIRELESS DEVICES IN DHCP SNOOPING/DYNAMIC ARP INSPECTION/IP SOURCE GUARD ENABLED UNIFIED NETWORK	8380819	19-Feb-13	16-Dec-30	Granted	Avaya Inc.
PRACTICAL MEASUREMENT-BASED SESSION ADMISSION CONTROL FOR WI-FI LAN SYSTEMS	8385197	26-Feb-13	30-Jan-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING FAST RE-ROUTE OF A UNICAST PACKET WITHIN A NETWORK ELEMENT TO AN AVAILABLE PORT ASSOCIATED WITH MULTI-LINK TRUNK	8385335	26-Feb-13	28-Apr-31	Granted	Avaya Inc.
REAL-TIME DETECTIVE	8385532	26-Feb-13	1-Nov-31	Granted	Avaya Inc.
BIDDING WORK ASSIGNMENT ON CONFERENCE/SUBSCRIBE RTP CLEARING HOUSE	8385533	26-Feb-13	14-Oct-31	Granted	Avaya Inc.
ESTIMATING A LISTENER'S ABILITY TO UNDERSTAND A SPEAKER, BASED ON COMPARISONS OF THEIR STYLES OF SPEECH	8386252	26-Feb-13	15-Feb-31	Granted	Avaya Inc.
PROVIDING DESCRIPTIONS OF VISUALLY PRESENTED INFORMATION TO VIDEO TELECONFERENCE PARTICIPANTS WHO ARE NOT VIDEO-ENABLED	8386255	26-Feb-13	28-Dec-31	Granted	Avaya Inc.
QUANTUM AND PROMISCUOUS USER AGENTS	8391138	5-Mar-13	22-Apr-31	Granted	Avaya Inc.
PROBATIONARY ADMISSION CONTROL IN RELAY NETWORKS	8391154	5-Mar-13	8-Jan-28	Granted	Avaya Inc.
PROACTIVE LOAD DISTRIBUTION FOR 802.111-BASED WIRELESS LANS	8391224	5-Mar-13	3-Feb-31	Granted	Avaya Inc.
STATE-BASED MANAGEMENT OF MESSAGING SYSTEM JITTER BUFFERS	8391320	5-Mar-13	8-Oct-30	Granted	Avaya Inc.
METHOD AND SYSTEM FOR LIVE COLLABORATIVE TAGGING OF AUDIO CONFERENCES	8391455	5-Mar-13	17-May-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR IDENTIFYING RELATED CONTACTS	8391463	5-Mar-13	28-Jan-31	Granted	Avaya Inc.
STAGED ESTABLISHMENT OF SECURE STRINGS OF SYMBOLS	8392711	5-Mar-13	1-Sep-31	Granted	Avaya Inc.
TRUSTED HOST LIST FOR TLS SESSIONS	8392980	5-Mar-13	22-Aug-28	Granted	Avaya Inc.
VISUAL VOICEMAIL MANAGEMENT	8396456	12-Mar-13	4-Jul-28	Granted	Avaya Inc.
NETWORK SYNCHRONIZATION OVER IP NETWORKS	8401007	19-Mar-13	6-Apr-29	Granted	Avaya Inc.
MONITORING RESPONSIVE OBJECTS IN VEHICLES	8405484	26-Mar-13	5-Apr-31	Granted	Avaya Inc.
CONFERENCE CALL PARTICIPANT MANAGEMENT SYSTEM AND METHOD	8406403	26-Mar-13	2-Aug-27	Granted	Avaya Inc.
SYSTEMS, METHODS, AND MEDIA FOR IDENTIFYING AND ASSOCIATING USER DEVICES WITH MEDIA CUES	8407287	26-Mar-13	5-May-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DETECTING AND PREVENTING DENIAL OF SERVICE ATTACKS IN A COMMUNICATIONS SYSTEM	8407342	26-Mar-13	13-Feb-25	Granted	Avaya Inc.
USER SESSION DEPENDENT URL MASKING	8407482	26-Mar-13	31-Mar-26	Granted	Avaya Inc.

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NEXT GENERATION CELL PHONE	8412203	2-Apr-13	22-Aug-30	Granted	Avaya Inc.
METHOD AND APPARATUS FOR THE AUTOMATIC COMPLETION OF COMPOSITE CHARACTERS	8413069	2-Apr-13	28-Jun-25	Granted	Avaya Inc.
METHOD AND APPARATUS FOR EFFICIENT MEMORY REPLICATION FOR HIGH AVAILABILITY (HA) PROTECTION OF A VIRTUAL MACHINE (VM)	8413145	2-Apr-13	2-Jul-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CHANGING CONFERENCE MODERATORS DURING A CONFERENCE CALL	8416937	9-Apr-13	21-Jun-31	Granted	Avaya Inc.
SERVICING CALLS IN CALL CENTERS BASED ON CALLER GEO-LOCATION	8416944	9-Apr-13	6-Apr-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR HIGH AVAILABILITY (HA) PROTECTION OF A RUNNING VIRTUAL MACHINE (VM)	8417885	9-Apr-13	21-May-31	Granted	Avaya Inc.
NETWORK SWITCH PORT AGGREGATION	8422504	16-Apr-13	28-Jul-31	Granted	Avaya Inc.
LOCATION-BASED PRESENCE AUTOMATION	8423045	16-Apr-13	25-Apr-26	Granted	Avaya Inc.
NETWORK FRAMEWORK ASSOCIATING NON-ENTERPRISE PHONE WITH ENTERPRISE USERS	8423629	16-Apr-13	15-Apr-31	Granted	Avaya Inc.
VIRTUAL LOCAL AREA NETWORK SERVER REDUNDANCY AND FAILOVER TO ENABLE SEAMLESS MOBILITY IN THE MOBILITY DOMAIN	8427938	23-Apr-13	25-Jun-31	Granted	Avaya Inc.
ARCHITECTURE USING INEXPENSIVE, MANAGED WIRELESS SWITCHING POINTS TO DELIVER LARGE SCALE WLAN	8428021	23-Apr-13	24-May-31	Granted	Avaya Inc.
GENERATION OF REDUNDANT SCHEDULED NETWORK PATHS USING A BRANCH AND MERGE TECHNIQUE	8428056	23-Apr-13	20-May-27	Granted	Avaya Inc.
LEARNING AND UNLEARNING IN A NETWORK SWITCH	8428073	23-Apr-13	8-Feb-29	Granted	Avaya Inc.
CUSTOMER SERVICE AGENT ASSISTED SOCIAL NETWORKS	8428245	23-Apr-13	27-Jul-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ROBUST AND EFFICIENT FREE CHAIN MANAGEMENT	8429371	23-Apr-13	17-Jun-31	Granted	Avaya Inc.
SPLIT MULTI-LINK TRUNKING (SMLT) HOLD-DOWN TIMER FOR INTERNET PROTOCOL (IP) MULTICAST	8432789	30-Apr-13	11-Nov-31	Granted	Avaya Inc.
SWITCHING COMMUNICATIONS BETWEEN DIFFERENT NETWORKS BASED ON DEVICE CAPABILITIES	8432825	30-Apr-13	7-Feb-31	Granted	Avaya Inc.
OPTIMIZING CONFERENCE QUALITY WITH DIVERSE CODECS	8433050	30-Apr-13	25-May-31	Granted	Avaya Inc.
METHOD AND SYSTEM FOR DISTRIBUTED SPEAKERPHONE ECHO CANCELLATION	8433058	30-Apr-13	12-Jan-32	Granted	Avaya Inc.
SERVER-COORDINATED RINGTONES	8433295	30-Apr-13	27-Feb-27	Granted	Avaya Inc.
SELECTIVE SECURITY MASKING WITHIN RECORDED SPEECH	8433915	30-Apr-13	28-Jun-26	Granted	Intellisist, Inc.
REPRESENTATIONS OF COMMUNICATIONS SESSIONS IN VIRTUAL ENVIRONMENTS	8434004	30-Apr-13	4-Nov-29	Granted	Avaya Inc.
FLEXIBLE SECURITY REQUIREMENTS IN AN ENTERPRISE NETWORK	8434128	30-Apr-13	28-Jul-31	Granted	Avaya Inc.

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FLOW THROUGH CALL CONTROL	8437266	7-May-13	17-May-31	Granted	Avaya Inc.
CONTACT PRIORITY REORDERING	8437341	7-May-13	6-Nov-28	Granted	Avaya Inc.
CONFERENCE PARTICIPANT FINDER METHOD AND APPARATUS	8437461	7-May-13	3-Oct-30	Granted	Avaya Inc.
HANDLING OF A SESSION INITIATION PROTOCOL-CAPABLE TELECOMMUNICATIONS TERMINAL THAT IS PUT ON HOLD	8437464	7-May-13	1-Dec-30	Granted	Avaya Inc.
UNIFIED COMMUNICATIONS APPLIANCE	8442189	14-May-13	14-Feb-32	Granted	Avaya Inc.
CONNECTING WIRELESS, WIRELINE AND INTERNET-PROTOCOL TERMINALS	8442192	14-May-13	14-Dec-31	Granted	Avaya Inc.
TELEPHONE-BASED USER INTERFACE FOR PARTICIPATING SIMULTANEOUSLY IN MORE THAN ONE TELECONFERENCE	8442197	14-May-13	30-Mar-26	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROCESSING OUT-OF-ORDER CALLER RESPONSES DURING AUTOMATED CALL PROCESSING	8442209	14-May-13	26-May-31	Granted	Intellisist, Inc.
AUTOMATED TEXT-BASED MESSAGING INTERACTION USING NATURAL LANGUAGE TECHNOLOGIES	8442563	14-May-13	20-Apr-13	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MANAGING NETWORK CONGESTION DUE TO AUTOMATIC CONFIGURATION PROCEDURES	8443072	14-May-13	28-Oct-30	Granted	Avaya Inc.
GRAPHICAL REPRESENTATION OF DEFINITIONS OF STATISTICS	8443295	14-May-13	22-Nov-28	Granted	Avaya Inc.
ROUTED SPLIT MULTI-LINK TRUNKING RESILIENCY FOR WIRELESS LOCAL AREA NETWORK SPLIT-PLANE ENVIRONMENTS	8446818	21-May-13	3-Dec-31	Granted	Avaya Inc.
REDUCTION OF WIRELESS COMMUNICATION COSTS IN ENTERPRISES	8452303	28-May-13	25-Jan-31	Granted	Avaya Inc.
OCAP/STB ACAP/SATELLITE-RECEIVER AUDIENCE RESPONSE/CONSUMER INFORMATION APPLICATION	8453176	28-May-13	10-May-31	Granted	Avaya Inc.
OPEN CABLE APPLICATION PLATFORM SET-TOP BOX (STB) PERSONAL PROFILES AND COMMUNICATIONS APPLICATIONS	8453188	28-May-13	18-Mar-28	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ANALYZING AND TESTING PACKET FLOWS TO LOCALIZE PROBLEMS	8457004	4-Jun-13	20-Apr-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING A MULTI-MODAL COMMUNICATIONS INFRASTRUCTURE FOR AUTOMATED CALL CENTER OPERATION	8457296	4-Jun-13	14-Feb-23	Granted	Intellisist, Inc.
INSTANT MESSAGE CONTACT MANAGEMENT IN A CONTACT CENTER	8457300	4-Jun-13	24-Mar-25	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AUTOMATICALLY ADAPTING AUDIO PACKET MARKING IN A PACKET NETWORK	8462634	11-Jun-13	25-Jul-31	Granted	Avaya Inc.
DIAL PLAN ROUTING FOR FRAGMENTED NETWORKS	8462637	11-Jun-13	19-Sep-25	Granted	Avaya Inc.

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MULTIPLE SIMULTANEOUS WIRELESS CONNECTIONS IN A WIRELESS LOCAL AREA NETWORK	8462735	11-Jun-13	29-Sep-24	Granted	Avaya Inc.
MONITORING SIGNAL PATH QUALITY IN A CONFERENCE CALL	8462931	11-Jun-13	8-Mar-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MONITORING AN AUTOMATED VOICE RESPONSE SYSTEM	8462935	11-Jun-13	3-Apr-27	Granted	Intellisist, Inc.
INTELLIGENT RINGTONE SERVICE	8463330	11-Jun-13	13-Jun-25	Granted	Avaya Inc.
SYSTEMS, METHODS AND MEDIA FOR RETRANSMITTING DATA USING THE SECURE REAL-TIME TRANSPORT PROTOCOL	8464053	11-Jun-13	13-Aug-30	Granted	Avaya Inc.
TRUSTED GROUP OF A PLURALITY OF DEVICES WITH SINGLE SIGN ON, SECURE AUTHENTICATION	8464063	11-Jun-13	15-Mar-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROCESSING CALLS IN A CALL CENTER	8467519	18-Jun-13	8-Oct-25	Granted	Intellisist, Inc.
CREATION OF AD HOC SOCIAL NETWORKS BASED ON ISSUE IDENTIFICATION	8468102	18-Jun-13	17-May-31	Granted	Avaya Inc.
TASK-ORIENTED COMMUNICATION FILTER METHOD AND APPARATUS	8468265	18-Jun-13	28-Dec-30	Granted	Avaya Inc.
METHOD FOR MONITORING THE SAFETY OF TRAVELERS	8471699	25-Jun-13	21-Mar-32	Granted	Avaya Inc.
CONFERENCE WAITING ROOM METHOD AND APPARATUS	8472602	25-Jun-13	25-Apr-32	Granted	Avaya Inc.
CALL CENTRE CUSTOMER QUEUE SHORTCUT ACCESS CODE	8472612	25-Jun-13	29-Jan-24	Granted	Avaya Inc.
AUTOMATIC VIDEO SWITCHING FOR MULTIMEDIA CONFERENCING	8477174	2-Jul-13	21-Feb-32	Granted	Avaya Inc.
METHOD FOR ACHIEVING HIGH-AVAILABILITY OF ITINERARIES IN A REAL-TIME NETWORK SCHEDULED PACKET ROUTING SYSTEM	8477616	2-Jul-13	14-Dec-28	Granted	Avaya Inc.
ENHANCED MOBILITY MANAGEMENT AT A MOBILE ACCESS GATEWAY	8477685	2-Jul-13	11-Nov-31	Granted	Avaya Inc.

UNIFYING LOCAL AND MOBILITY NETWORK IDENTIFIERS	8477775	2-Jul-13	24-May-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR LOCALLY IMPLEMENTING PORT SELECTION VIA SYNCHRONIZED PORT STATE DATABASES MAINTAINED BY THE FORWARDING PLANE OF A NETWORK ELEMENT	8477791	2-Jul-13	28-Apr-31	Granted	Avaya Inc.
AUTOMATICALLY INITIATING A PROCESS BY THE OUTCOME OF A VOTING CONFERENCE	8478819	2-Jul-13	18-Nov-28	Granted	Avaya Inc.
CONDITIONING RESPONSES TO EMOTIONS OF TEXT COMMUNICATIONS	8478826	2-Jul-13	30-Jun-31	Granted	Avaya Inc.
TOLERANT DEVICE LICENSING IN A DISTRIBUTED ENVIRONMENT	8478854	2-Jul-13	8-Dec-30	Granted	Avaya Inc.
IDENTITY ASSERTION	8479272	2-Jul-13	27-Jun-30	Granted	Avaya Inc.



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SYSTEM AND METHOD FOR JOINING CONFERENCE CALLS	8483375	9-Jul-13	29-Jul-31	Granted	Avaya Inc.
SHARING OF ELECTROMAGNETIC-SIGNAL MEASUREMENTS FOR PROVIDING FEEDBACK ABOUT TRANSMIT-PATH SIGNAL QUALITY	8483679	9-Jul-13	28-Jan-30	Granted	Avaya Inc.
ARRANGEMENT FOR CREATING AND USING A PHONETIC-ALPHABET REPRESENTATION OF A NAME OF A PARTY TO A CALL	8484034	9-Jul-13	12-Sep-30	Granted	Avaya Inc.
APPARATUS AND METHOD FOR STATEFUL WEB SERVICES ENABLEMENT	8484328	9-Jul-13	3-Nov-30	Granted	Avaya Inc.
ADVANCED AVAILABILITY DETECTION	8484339	9-Jul-13	29-May-31	Granted	Avaya Inc.
INTERFACE FOR MEETING FACILITATION AND COORDINATION, METHOD AND APPARATUS	8489442	16-Jul-13	3-Jun-28	Granted	Avaya Inc.
DISTRIBUTED PRIORITY QUEUE THAT MAINTAINS ITEM LOCALITY	8484651	9-Jul-13	19-Nov-31	Granted	Avaya Inc.
NEXT GENERATION INTEGRATION BETWEEN DIFFERENT DOMAINS, SUCH AS, ENTERPRISE AND SERVICE PROVIDER USING SEQUENCING APPLICATIONS AND IMS PEERING	8484704	9-Jul-13	13-Jan-31	Granted	Avaya Inc.
PROGRAMMABLE PRESENCE PROXY FOR DETERMINING A PRESENCE STATUS OF A USER	8487770	16-Jul-13	17-Sep-28	Granted	Avaya Inc.
METHOD AND APPARATUS PERFORMING AUTOMATIC RESOURCE DISTRIBUTION	8488587	16-Jul-13	16-May-32	Granted	Avaya Inc.
UNIFIED MESSAGING SYSTEM AND METHOD	8488751	16-Jul-13	3-Aug-31	Granted	Avaya Inc.
CALL ROUTING OR ESCALATION BASED ON THE IDENTITY, ROLE, OR URGENCY OF THE CALLING OR COMMUNICATING PARTY	8488760	16-Jul-13	4-Dec-30	Granted	Avaya Inc.
CONFERENCE CALL SELECTABLE CONFIGURATION IN WHICH PARTICIPANTS CAN BE CONFIGURED TO JOIN AT DIFFERENT TIME (ORDER), USE PRESENCE INFORMATION TO CONFIGURE/INITIATE THE CONFERENCE CALL	8488764	16-Jul-13	5-Jun-31	Granted	Avaya Inc.
GROUPING OF CONTACT CENTER AGENTS	8488772	16-Jul-13	25-May-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PREDICTING MEETING SUBJECTS, LOGISTICS, AND RESOURCES	8489615	16-Jul-13	19-Apr-31	Granted	Avaya Inc.
DRAG AND DROP IMPORTATION OF CONTENT	8489646	16-Jul-13	8-Dec-30	Granted	Avaya Inc.
METHOD FOR PARAMATERIZED APPLICATION SPECIFIC INTEGRATED CIRCUIT (ASIC)/FIELD PROGRAMMABLE GATE ARRAY (FPGA) MEMORY-BASED TERNARY CONTENT ADDRESSABLE MEMORY (TCAM)	8489849	16-Jul-13	25-Jul-31	Granted	Avaya Inc.
DYNAMIC IVR DIALOG BASED ON ANALYTICS DATA	8494148	23-Jul-13	10-Jul-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR BALANCING AGENT CONSOLE LOAD DURING AUTOMATED CALL PROCESSING	8494151	23-Jul-13	15-Aug-27	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR GENERATING SEARCH TERMS	8495062	23-Jul-13	16-Sep-30	Granted	Avaya Inc.
THREADING OF MIXED MEDIA	8495147	23-Jul-13	8-Dec-28	Granted	Avaya Inc.

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METHOD AND APPARATUS FOR A PUBLISH-SUBSCRIBE SYSTEM WITH TEMPLATES FOR ROLE-BASED VIEW OF SUBSCRIPTIONS	8495163	23-Jul-13	23-Oct-27	Granted	Avaya Inc.
TRUST BASED APPLICATION FILTERING	8495726	23-Jul-13	22-Sep-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MANAGING TRAINING OF CALL CENTER AGENTS	8498403	30-Jul-13	18-May-32	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR MONITORING CONTACT CENTER OPERATIONS	8498404	30-Jul-13	22-Dec-31	Granted	Avaya Inc.
ADVANCED AVAILABILITY DETECTION	8499085	30-Jul-13	17-Mar-32	Granted	Avaya Inc.
CACHE MANAGEMENT FOR INCREASING PERFORMANCE OF HIGH-AVAILABILITY MULTI-CORE SYSTEMS	8499133	30-Jul-13	30-Sep-29	Granted	Avaya Inc.
DYNAMICALLY ALLOCATING SERVER RESOURCES TO COMPETING CLASSES OF WORK BASED UPON ACHIEVEMENT OF SERVICE GOALS	8499301	30-Jul-13	11-Aug-24	Granted	Avaya Inc.
DYNAMIC TECHNIQUES FOR OPTIMIZING SOFT REAL-TIME TASK PERFORMANCE IN VIRTUAL MACHINE	8499303	30-Jul-13	4-Aug-30	Granted	Avaya Inc.
SYSTEM, METHOD AND APPARATUS FOR AUTHENTICATING AND PROTECTING AN IP USER-END DEVICE	8503657	6-Aug-13	24-Jul-30	Granted	Avaya Inc.
DATABASE STRUCTURES AND ADMINISTRATION TECHNIQUES FOR GENERALIZED LOCALIZATION OF DATABASE ITEMS	8504534	6-Aug-13	22-Dec-29	Granted	Avaya Inc.
CUSTOMIZED ALGORITHM AND METHOD OF MIXING MULTIPLE DIFFERENT ALGORITHMS	8504717	6-Aug-13	27-Feb-31	Granted	Avaya Inc.
CIRCUIT EMULATION SERVICE OVER IP WITH DYNAMIC BANDWIDTH ALLOCATION	8509114	13-Aug-13	17-Mar-31	Granted	Avaya Inc.
COMPUTER AND TELEPHONY INTEGRATION	8509419	13-Aug-13	28-Oct-29	Granted	Avaya Inc.
COHESIVE TEAM SELECTION BASED ON A SOCIAL NETWORK MODEL	8510230	13-Aug-13	18-Apr-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR AUTOMATIC NOTIFICATION AND RESPONSE	8510392	13-Aug-13	20-Jul-22	Granted	Avaya Inc.
HIGHLY SCALABLE AND DISTRIBUTED CALL/MEDIA MODELING AND CONTROL FRAMEWORK	8510435	13-Aug-13	4-Jan-32	Granted	Avaya Inc.
PRESENCE-BASED MECHANISM TO INCLUDE VISITING ASSOCIATES IN LOCATION-SPECIFIC EMAIL DISTRIBUTION LISTS	8510472	13-Aug-13	10-May-30 <sup>2</sup>	Granted	Avaya Inc.
AUDIO CONFERENCE FEEDBACK SYSTEM AND METHOD	8515041	20-Aug-13	23-Nov-31	Granted	Avaya Inc.
SOCIAL NETWORK URGENT COMMUNICATION MONITOR AND REAL TIME CALL LAUNCH SYSTEM	8515049	20-Aug-13	13-Jan-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR AUTOMATIC NOTIFICATION AND RESPONSE BASED ON COMMUNICATION FLOW EXPRESSIONS HAVING DYNAMIC CONTEXT	8516045	20-Aug-13	31-Oct-29	Granted	Avaya Inc.

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SYSTEM AND METHOD FOR PER FLOW GUARANTEED THROUGHPUT, MULTIPLE TCP FLOW BANDWIDTH PROVISIONING, AND ELIMINATION OF PACKET DROPS FOR TRANSMISSION CONTROL PROTOCOL (TCP) AND TCP-FRIENDLY PROTOCOLS	8520520	27-Aug-13	6-Oct-27	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DISTRIBUTED SPEECH RECOGNITION	8521528	27-Aug-13	28-Mar-28	Granted	Intellisist, Inc.
REGISTERING AN ENDPOINT WITH A SLIDING WINDOW OF CONTROLLERS IN A LIST OF CONTROLLERS OF A SURVIVABLE NETWORK	8527656	3-Sep-13	7-Aug-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR CALL CONTROL USING MOTION AND POSITION INFORMATION	8532285	10-Sep-13	10-Jul-32	Granted	Avaya Inc.
MULTICAST VPN SUPPORT FOR IP-VPN LITE	8537816	17-Sep-13	16-Jun-31	Granted	Avaya Inc.
INTERRUPTING A CONFERENCE CALL FOR AN EMERGENCY SITUATION	8537981	17-Sep-13	5-Feb-30	Granted	Avaya Inc.
NETWORK TOPOLOGY DISCOVERY SYSTEMS AND METHODS	8543681	24-Sep-13	16-Sep-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MONITORING USER ATTENTION WITH A COMPUTER-GENERATED VIRTUAL ENVIRONMENT	8542232	24-Sep-13	6-Jan-31	Granted	Avaya Inc.
METHOD AND SYSTEM FOR REPLAYING A PORTION OF A MULTI-PARTY AUDIO INTERACTION	8547880	1-Oct-13	3-Apr-32	Granted	Avaya Inc.
METHOD AND SYSTEM FOR DETECTING A RELEVANT UTTERANCE IN A VOICE SESSION	8548812	1-Oct-13	13-Dec-31	Granted	Avaya Inc.
PERSONAL IDENTIFICATION AND INTERACTIVE DEVICE FOR INTERNET-BASED TEXT AND VIDEO COMMUNICATION SERVICES	8553849	8-Oct-13	16-Apr-32	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MEASURING VOICE QUALITY ON A VOIP NETWORK	8559320	15-Oct-13	31-Oct-30	Granted	Avaya Inc.
EXTENSIBLE DIAGNOSTIC TOOL	8559605	15-Oct-13	18-Apr-30	Granted	Avaya Inc.
A SYSTEM AND METHOD FOR ISOLATING UNCERTAINTY BETWEEN SPEECH RECOGNITION AND NATURAL LANGUAGE PROCESSING	8560311	15-Oct-13	6-Apr-31	Granted	Avaya Inc.
SHARED VIRTUAL TUNNELS SUPPORTING MAC LEARNING IN COMMUNICATION NETWORKS	8565230	22-Oct-13	12-May-31	Granted	Avaya Inc.
AUTOMATIC CONFIGURATION OF SOFT PHONES THAT ARE USABLE IN CONJUNCTION WITH SPECIAL-PURPOSE ENDPOINTS	8565386	22-Oct-13	8-Jun-32	Granted	Avaya Inc.
SERVICING CALLS IN CALL CENTERS BASED ON ESTIMATED CALL VALUE	8565412	22-Oct-13	10-Jul-32	Granted	Avaya Inc.
METHOD AND APPARATUS FOR NOTIFYING A USER OF A PREDEFINED CHANGES TO DYNAMIC ATTRIBUTES	8566311	22-Oct-13	5-Jun-28	Granted	Avaya Inc.
METHOD OF PROVIDING NETWORK LINK BONDING AND MANAGEMENT	8566471	22-Oct-13	22-Sep-30	Granted	Avaya Inc.
CUSTOMER SHARED CONTROL IN CUSTOMER SERVICE SCENARIOS	8571195	29-Oct-13	29-Jul-31	Granted	Avaya Inc.

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PROXIMITY-BASED AUTHORIZATION	8571541	29-Oct-13	9-Feb-28	Granted	Avaya Inc.
METHOD AND SYSTEM FOR EXCHANGING CONTEXTUAL KEYS	8572497	29-Oct-13	23-Apr-32	Granted	Avaya Inc.
SHELL ARCHITECTURE SOFTWARE DEVELOPMENT	8572558	29-Oct-13	28-Aug-32	Granted	Avaya Inc.
FAILOVER BASED ON SENDING COMMUNICATIONS BETWEEN DIFFERENT DOMAINS	8576725	5-Nov-13	8-Nov-31	Granted	Avaya Inc.
THIS CALL	8576996	5-Nov-13	15-Aug-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR THE AUTOMATED DELIVERY OF NOTIFICATIONS TO CONTACTS BASED ON PREDICTED WORK PRIORITIZATION	8577015	5-Nov-13	7-Jan-31	Granted	Avaya Inc.
INTERRUPTING AUXILIARY AGENTS	8577017	5-Nov-13	30-Sep-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DYNAMICALLY DETERMINING MIX SETS IN AN AUDIO PROCESSOR	8577060	5-Nov-13	13-Apr-32	Granted	Avaya Inc.
SELECTIVE SECURITY MASKING WITHIN RECORDED SPEECH UTILIZING SPEECH RECOGNITION TECHNIQUES	8577684	5-Nov-13	25-Mar-27	Granted	Intellisist, Inc.
SEARCH-BASED CONTACT INITIATION METHOD AND APPARATUS	8577916	5-Nov-13	21-Oct-30	Granted	Avaya Inc.
APPLICATION STORE	8578366	5-Nov-13	14-Nov-31	Granted	Avaya Inc.
METHOD AND SYSTEM FOR SECURE SESSION MANAGEMENT IN A WEB FARM	8578462	5-Nov-13	28-Sep-26	Granted	Avaya Inc.
DETECTION OF A ROLLING MOTION OR SLIDING MOTION OF A BODY PART ON A SURFACE	8581842	12-Nov-13	17-Nov-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING NETWORK LEVEL AND NODAL LEVEL VULNERABILITY PROTECTION IN VOIP NETWORKS	8582567	12-Nov-13	23-Jul-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING NETWORK BASED LOAD BALANCING OF MEDICAL IMAGE DATA	8583449	12-Nov-13	21-Mar-31	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR MANAGING COMMUNICATION REQUESTS IN AN INSTITUTIONAL SETTING SUCH AS A HEALTHCARE FACILITY	8589176	19-Nov-13	11-Mar-31	Granted	Avaya Inc.
CUSTOMER LOYALTY, PRODUCT DEMONSTRATION, AND STORE/CONTACT CENTER/INTERNET COUPLING SYSTEM AND METHOD	8589245	19-Nov-13	29-Sep-29	Granted	Avaya Inc.
UTILIZING PRESENCE IN CONJUNCTION WITH OTHER INFORMATION TO DETERMINE AN APPROPRIATE COMMUNICATIONS MODALITY	8589326	19-Nov-13	25-Mar-31	Granted	Avaya Inc.
PHASE BASED PRIORITIZATION OF IMS SIGNALING MESSAGES FOR OVERLOAD THROTTLING	8589498	19-Nov-13	11-Feb-31	Granted	Avaya Inc.
CHANGING BANDWIDTH USAGE BASED ON USER EVENTS	8593504	26-Nov-13	5-Feb-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ENHANCED CALL ROUTING	8594297	26-Nov-13	20-Feb-32	Granted	Avaya Inc.
CALL MANAGEMENT	8594298	26-Nov-13	14-Nov-31	Granted	Avaya Inc.

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MEETING NOTIFICATION AND MERGING AGENTS	8600794	3-Dec-13	16-Jun-26	Granted	Avaya Inc.
METHODS AND APPARATUS FOR PROVIDING CUSTOMER TREATMENT INFORMATION OVER A NETWORK	8600964	3-Dec-13	19-Feb-30	Granted	Avaya Inc.
SYSTEM AND METHOD TO CALCULATE TIME WEIGHT IN RDF GRAPHS	8606743	10-Dec-13	26-May-32	Granted	Avaya Inc.
REMOVING OR CORRECTING EMAIL RECIPIENTS FROM AN EMAIL CHAIN	8606867	10-Dec-13	2-Dec-31	Granted	Avaya Inc.
ENTERPRISE LEVEL SECURITY SYSTEM	8607325	10-Dec-13	11-Mar-31	Granted	Avaya Inc.
SYSTEMS, METHODS, AND MEDIA FOR CHEKING AVAILABLE BANDWIDTH USING FORWARD ERROR CORRECTION	8612819	17-Dec-13	27-Aug-30	Granted	Avaya Inc.
LOCATION BASED LOAD BALANCING OF WIRELESS ACCESS POINTS AND WIRELESS SWITCHES	8619549	31-Dec-13	14-Nov-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PREDICTING VIDEO TRANSMISSION QUALITY THROUGH A NETWORK	8619588	31-Dec-13	23-Aug-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR COMPARING PACKET TRACES FOR FAILED AND SUCCESSFUL COMMUNICATIONS	8619594	31-Dec-13	24-Mar-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MAINTAINING PORT STATE TABLES IN A FORWARDING PLANE OF A NETWORK ELEMENT	8619605	31-Dec-13	23-Sep-32	Granted	Avaya Inc.
METHOD FOR DYNAMIC SENSOR NETWORK PROCESSING	8619768	31-Dec-13	24-Apr-27	Granted	Avaya Inc.
VIDEO CONFERENCE BRIDGE SETTING, SHARING, PUSHING, AND RATIONALIZATION	8619949	31-Dec-13	18-Dec-31	Granted	Avaya Inc.
HIGH-ASSURANCE TELECONFERENCE AUTHENTICATION	8619962	31-Dec-13	31-Oct-32	Granted	Avaya Inc.
VIEW AND METRICS FOR A QUEUELESS CONTACT CENTER	8619968	31-Dec-13	23-Oct-31	Granted	Avaya Inc.
MOBILE ACTIVITY MANAGER	8620709	31-Dec-13	13-Feb-32	Granted	Avaya Inc.
REMOTE FEATURE ACTIVATOR FEATURE EXTRACTION	8620819	31-Dec-13	17-Nov-23	Granted	Avaya Inc.
ENHANCED APPLICATION-LAYER MULTICAST FOR PEER-TO-PEER CONFERENCING	8621003	31-Dec-13	17-Mar-32	Granted	Avaya Inc.
TREATMENT OF WEB FEEDS AS WORK ASSIGNMENT IN A CONTACT CENTER	8621011	31-Dec-13	10-Mar-30	Granted	Avaya Inc.
SYSTEM AND METHOD TO CREATE BI-DIRECTIONAL EVENT SUBSCRIPTIONS	8621037	31-Dec-13	24-Feb-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SOFTWARE IMMUNIZATION BASED ON STATIC AND DYNAMIC ANALYSIS	8621441	31-Dec-13	20-Jan-32	Granted	Avaya Inc.
CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL	8625752	7-Jan-14	12-Nov-28	Granted	Intellisist, Inc.
CONFERENCE BRIDGE AUDIO QUALITY DIAGNOSTIC AND SELF CONFIGURATION SYSTEM AND METHOD	8625767	7-Jan-14	21-Jul-31	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
INTEGRATING A CELLULAR PHONE WITH A SPEECH-ENABLED SOFTPHONE	8626237	7-Jan-14	8-Jan-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR FACILITATING COMMUNICATIONS BASED ON TRUSTED RELATIONSHIPS	8627076	7-Jan-14	9-Mar-32	Granted	Avaya Inc.
METHOD AND SYSTEM FOR MANAGING A CONTACT CENTER CONFIGURATION	8630399	14-Jan-14	31-Dec-31	Granted	Avaya Inc.
SELECTIVE CONTENT BLOCK OF POSTS TO SOCIAL NETWORK	8630968	14-Jan-14	22-Jul-31	Granted	Avaya Inc.
LOCATION-BASED AUTOMATIC MODIFICATION OF A PORTABLE BROWSER'S HOME PAGE AND BOOKMARKS	8631158	14-Jan-14	25-Jan-28	Granted	Avaya Inc.
WORK ASSIGNMENT DEFERMENT DURING PERIODS OF AGENT SURPLUS	8634541	21-Jan-14	26-Apr-32	Granted	Avaya Inc.
ONE-TO-ONE MATCHING IN A CONTACT CENTER	8634543	21-Jan-14	28-Dec-30	Granted	Avaya Inc.
ENHANCING NETWORK INFORMATION RETRIEVAL ACCORDING TO A USER SEARCH PROFILE	8635216	21-Jan-14	30-Sep-24	Granted	Avaya Inc.
CLASSIFICATION OF VOICE MESSAGES BASED ON ANALYSIS OF THE CONTENT OF THE MESSAGE AND USER-PROVISIONED TAGGING RULES	8638911	28-Jan-14	24-Jul-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR EXTRACTING AUTHENTICATION INFORMATION FROM A USER	8639937	28-Jan-14	18-Mar-28	Granted	Avaya Inc.
ROUTING OF CONTACTS BASED ON PREDICTED ESCALATION TIME	8644487	4-Feb-14	28-Jun-31	Granted	Avaya Inc.
MECHANISM FOR MULTISITE SERVICE STATE DESCRIPTION	8644491	4-Feb-14	8-Oct-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PRESENTING A SINGLE PERSISTENT VIEW OF A MULTI-MODULE COMMUNICATION DEVICE TO A NETWORK	8644817	4-Feb-14	26-Sep-32	Granted	Avaya Inc.
RING-TONE MESSAGING SERVICE	8644886	4-Feb-14	3-Aug-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR EFFICIENTLY REDUCING TRANSCRIPTION ERROR USING HYBRID VOICE TRANSCRIPTION	8645136	4-Feb-14	20-Jul-30	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR IMPROVING SPEECH INTELLIGIBILITY OF VOICE CALLS USING COMMON SPEECH CODECS	8645142	4-Feb-14	26-Apr-32	Granted	Avaya Inc.
SYSTEM AND METHOD OF ENHANCED COLLABORATION THROUGH TELEPORTATION	8645467	4-Feb-14	6-Jul-31	Granted	Avaya Inc.
MULTIPLE USER GUI	8645840	4-Feb-14	14-Jul-31	Granted	Avaya Inc.
UNIFIED GREETINGS FOR SOCIAL MEDIA	8645841	4-Feb-14	3-Dec-30	Granted	Avaya Inc.
AUTOMATED PEER AUTHENTICATION	8646039	4-Feb-14	22-Mar-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SYNCHRONIZING TRANSCRIPTS AND RECORDINGS OF A BRIDGE CONFERENCE AND USING THE SAME TO NAVIGATE THROUGH THE RECORDING	8654951	18-Feb-14	29-Jan-32	Granted	Avaya Inc.
AUTOMATIC IDENTIFICATION AND STORAGE OF CONTEXT INFORMATION ASSOCIATED WITH PHONE NUMBERS IN COMPUTER DOCUMENTS	8656274	18-Feb-14	12-Sep-25	Granted	Avaya Inc.

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METHOD AND APPARATUS FOR EFFICIENT MEMORY REPLICATION FOR HIGH AVAILABILITY (HA) PROTECTION OF A VIRTUAL MACHINE (VM)	8656388	18-Feb-14	5-May-31	Granted	Avaya Inc.
CONTROL PLANE PACKET PROCESSING AND LATENCY CONTROL	8660132	25-Feb-14	12-Sep-31	Granted	Avaya Inc.
METHOD OF IP ADDRESS DE-ALIASING	8661101	25-Feb-14	16-Feb-30	Granted	Avaya Inc.
CALL ADMISSION CONTROL OF SHARED-ACCESS RESOURCES THROUGH A CALL-HANDLING SERVER	8665714	4-Mar-14	24-Jan-28	Granted	Avaya Inc.
AUTOMATED MECHANISM FOR POPULATING AND MAINTAINING DATA STRUCTURES IN A QUEUELESS CONTACT CENTER	8670550	11-Mar-14	29-Sep-31	Granted	Avaya Inc.
SCHEDULED SERVICE PERIODS IN WIRELESS MESH NETWORKS	8675620	18-Mar-14	1-Mar-32	Granted	Avaya Inc.
NOTIFY CALLER IF LOW QUALITY VOICEMAIL IS BEING RECORDED	8675829	18-Mar-14	12-Apr-32	Granted	Avaya Inc.
TRAINING OPTIMIZER FOR CONTACT CENTER AGENTS	8675860	18-Mar-14	16-Feb-32	Granted	Avaya Inc.
CENTRALIZED ADMINISTRATION-BASED LICENSING SYSTEM	8683603	25-Mar-14	11-Feb-32	Granted	Avaya Inc.
QUALIFIER SET CREATION FOR WORK ASSIGNMENT ENGINE	8688684	1-Apr-14	6-Apr-32	Granted	Avaya Inc.
SIP SIGNALING WITHOUT CONSTANT RE-AUTHENTICATION	8689301	1-Apr-14	29-Dec-30	Granted	Avaya Inc.
SYSTEM AND METHOD OF CONTROLLING IN-BOUND PATH SELECTION BASED ON HISTORICAL AND CONTINUOUS PATH QUALITY MONITORING, ASSESSMENT AND PREDICTIONS	8699366	15-Apr-14	20-Apr-31	Granted	Avaya Inc.
ITERATIVE PRECODING SELECTION	8699603	15-Apr-14	10-Feb-33	Granted	Avaya Inc.
MULTI-TASKING RELIEF	8699691	15-Apr-14	25-Apr-32	Granted	Avaya Inc.
AUTOMATIC CALL NOTIFICATION GROUPS	8699695	15-Apr-14	19-Sep-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR EFFICIENTLY MANAGING LARGE CONTACT CENTERS	8699696	15-Apr-14	19-Jul-31	Granted	Avaya Inc.
AGENT SELECTABLE PROCESS FOR MANAGING CONTACT CENTER COMMUNICATIONS	8699698	15-Apr-14	29-Feb-32	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DYNAMIC DEVICE PAIRING	8700019	15-Apr-14	27-Aug-32	Granted	Avaya Inc.
INTELLIGENT CONFERENCE CALL INFORMATION AGENTS	8700665	15-Apr-14	28-Feb-31	Granted	Avaya Inc.
GLOBAL CONFERENCE ROSTER FOR DISTRIBUTED BRIDGES	8705410	22-Apr-14	23-Mar-31	Granted	Avaya Inc.
INTERACTIVE FLOWGRAPH FOR ANALYZING CALLER UTTERANCES	8705706	22-Apr-14	3-Dec-31	Granted	Avaya Inc.
SYSTEM, METHOD AND APPARATUS FOR CLIENTLESS TWO FACTOR AUTHENTICATION IN VOIP NETWORKS	8705720	22-Apr-14	24-May-32	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DELIVERING A VOICE MAIL MESSAGE WITH AN INDICATION OF THE PRESENCE OF THE SENDER	8706090	22-Apr-14	22-May-25	Granted	Avaya Inc.

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HIERARCHAL STRUCTURING OF NODES IN A PEER-TO-PEER NETWORK	8706888	22-Apr-14	10-Aug-31	Granted	Avaya Inc.
CONFERENCE RECAP AND RECORDING	8707186	22-Apr-14	21-Jan-31	Granted	Avaya Inc.
TECHNIQUE FOR PROVIDING SECURE NETWORK ACCESS	8707395	22-Apr-14	20-Dec-28	Granted	Avaya Inc.
SECURE DATA MANAGEMENT DEVICE	8707452	22-Apr-14	21-May-31	Granted	Avaya Inc.
PROVIDING A ROSTER AND OTHER INFORMATION BEFORE JOINING A PARTICIPANT INTO AN EXISTING CALL	8718246	6-May-14	22-Nov-29	Granted	Avaya Inc.
EFFICIENT AND COST-EFFECTIVE DISTRIBUTED CALL ADMISSION CONTROL	8718261	6-May-14	25-Mar-31	Granted	Avaya Inc.
ANALYTICS FEEDBACK AND ROUTING	8718267	6-May-14	16-Feb-32	Granted	Avaya Inc.
CUSTOMER SERVICE TEAMING	8718268	6-May-14	28-Feb-32	Granted	Avaya Inc.
RISKS FOR WAITING FOR WELL-MATCHED	8718269	6-May-14	20-Sep-32	Granted	Avaya Inc.
METHOD FOR THE SELECTION OF AN ACTIVE SOFTWARE ENVIRONMENT OF A VIRTUALIZED TELECOMMUNICATIONS TERMINAL	8718611	6-May-14	3-Oct-32	Granted	Avaya Inc.
PERVASIVE CONTACT CENTER	8718622	6-May-14	30-Aug-32	Granted	Avaya Inc.
SYSTEM AND METHOD OF PROVIDING A WALK-UP TELECOMMUNICATIONS TERMINAL HAVING A TELEPHONE APPLICATION AND INFORMATION APPLICATION	8731167	20-May-14	4-Jan-33	Granted	Avaya Inc.
DATA MODEL OF PARTICIPATION IN MULTI-CHANNEL AND MULTI-PARTY CONTACTS	8731177	20-May-14	23-Dec-26	Granted	Avaya Inc.
DATA STORE FOR ASSESSING ACCURACY OF CALL CENTER AGENT SERVICE TIME ESTIMATES	8731182	20-May-14	17-Sep-32	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR IDENTIFYING AND MASKING SPECIAL INFORMATION WITHIN RECORDED SPEECH	8731938	20-May-14	28-Jun-26	Granted	Intellisist, Inc.
DATE AND TIME DIMENSIONS FOR CONTACT CENTER REPORTING IN ARBITRARY INTERNATIONAL TIME ZONES	8737173	27-May-14	2-Sep-32	Granted	Avaya Inc.
METHOD AND SYSTEM FOR WIRELESS LAN-BASED INDOOR POSITION LOCATION	8737279	27-May-14	7-Mar-29	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SUPPORTING INDIVIDUALIZED SELECTION RULES FOR RESOURCE ALLOCATION	8738412	27-May-14	9-Aug-32	Granted	Avaya Inc.
SUPER NESTED BLOCK METHOD TO MINIMIZE COVERAGE TESTING OVERHEAD	8739145	27-May-14	16-Sep-32	Granted	Avaya Inc.
DESTINATION ARRIVAL ESTIMATES AUTO-NOTIFICATION BASED ON CELLULAR SYSTEMS	8742954	3-Jun-14	18-Aug-25	Granted	Avaya Inc.
PLAYING EXPECTED WAIT TIME ON AGENT'S NOTIFICATION	8744063	3-Jun-14	9-Oct-32	Granted	Avaya Inc.
ENHANCED CALL PRESERVATION TECHNIQUES FOR SIP-BASED COMMUNICATION NETWORKS	8750291	10-Jun-14	5-Apr-31	Granted	Avaya Inc.
USER-PROGRAMMABLE CALL PROGRESS TONE DETECTION	8750484	10-Jun-14	22-Sep-30	Granted	Avaya Inc.



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METHOD AND APPARATUS FOR ACCESSING THE STATUS OF WORK WAITING FOR SERVICE	8751274	10-Jun-14	27-Sep-26	Granted	Avaya Inc.
INTELLIGENT MERGING OF TRANSACTIONS BASED ON A VARIETY OF CRITERIA	8752054	10-Jun-14	28-Sep-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR VOIP HONEYPOT FOR CONVERGED VOIP SERVICES	8752174	10-Jun-14	26-Nov-32	Granted	Avaya Inc.
PACKAGING FOR ELECTRICAL EQUIPMENT	8757385	24-Jun-14	17-Jul-30	Granted	Avaya Inc.
DETECTION OF A ROLLING MOTION OR SLIDING MOTION OF A BODY PART ON A SURFACE	8760429	24-Jun-14	19-Jan-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DETECTING SOURCES OF ROGUE NON-AUDIO TRAFFIC MARKED AS AUDIO TRAFFIC	8761179	24-Jun-14	30-Jun-30	Granted	Avaya Inc.
CALL CENTER CALL PARKER	8761362	24-Jun-14	16-Aug-31	Granted	Avaya Inc.
ADAPTIVE ESTIMATED WAIT TIME PREDICTOR	8761380	24-Jun-14	12-Mar-32	Granted	Avaya Inc.
MULTI-THREAD PACKET PROCESSOR	8762581	24-Jun-14	2-Oct-25	Granted	Avaya Management L.P.
METHOD AND APPARATUS FOR INTERRELATING VIRTUAL ENVIRONMENT AND WEB CONTENT	8762861	24-Jun-14	19-Apr-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SPLIT SIP	8767719	1-Jul-14	6-Jul-32	Granted	Avaya Inc.
ASSOCIATING A TOPIC WITH A TELECOMMUNICATIONS ADDRESS	8767934	1-Jul-14	26-Aug-32	Granted	Avaya Inc.
TELECONFERENCE MONITORING AND ALERTING METHOD	8767935	1-Jul-14	28-Jun-32	Granted	Avaya Inc.
MECHANISM FOR STATUS AND CONTROL COMMUNICATION OVER SIP USING CODEC TUNNELING	8767944	1-Jul-14	5-Sep-30	Granted	Avaya Inc.
IM TO PHONE ESCALATION FOR CUSTOMER SUPPORT	8767945	1-Jul-14	26-Mar-32	Granted	Avaya Inc.
PROVIDING VIRTUAL MACHINE HIGH-AVAILABILITY AND FAULT TOLERANCE VIA SOLID-STATE BACKUP DRIVES	8769535	1-Jul-14	10-Sep-31	Granted	Avaya Inc.
SYSTEMS, METHODS, AND MEDIA FOR IDENTIFYING AND SELECTING DATA IMAGES IN A VIDEO STREAM	8773490	8-Jul-14	16-Jan-31	Granted	Avaya Inc.
SYSTEM AND METHOD TO USE ENTERPRISE COMMUNICATION SYSTEMS TO MEASURE AND CONTROL WORKPLACE NOISE	8774368	8-Jul-14	4-Jul-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROCESSING CALLS IN A CALL CENTER	8774392	8-Jul-14	14-Feb-23	Granted	Intellisist, Inc.
MANAGING A CONTACT CENTER BASED ON THE DEVICES AVAILABLE FOR USE BY AN AGENT	8774393	8-Jul-14	6-Apr-32	Granted	Avaya Inc.
GRANTING PRIVILEGES AND SHARING RESOURCES IN A TELECOMMUNICATIONS SYSTEM	8775586	8-Jul-14	9-Mar-28	Granted	Avaya Inc.
ALARM-DRIVEN ACCESS CONTROL IN AN ENTERPRISE NETWORK	8775602	8-Jul-14	6-Mar-34	Granted	Avaya Inc.

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RESOURCE ALLOCATION USING SHARED RESOURCE POOLS	8782240	15-Jul-14	19-Dec-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ENTERPRISE BROKERING OF USER-CONTROLLED AVAILABILITY	8782313	15-Jul-14	31-Oct-27	Granted	Avaya Inc.
SELECTION OF WIRELESS NETWORK TRAVEL PATHS	8787917	22-Jul-14	13-Feb-29	Granted	Avaya Inc.
CENTRAL REPOSITORY FOR SEARCHES	8788451	22-Jul-14	7-May-31	Granted	Avaya Inc.
FRAMEWORK FOR COMMUNICATING ACROSS A FIREWALL	8782773	15-Jul-14	27-Feb-32	Granted	Avaya Inc.
SECURING A DEVICE BASED ON ATYPICAL USER BEHAVIOR	8789136	22-Jul-14	20-Dec-30	Granted	Avaya Inc.
ENTERPRISE LICENSE REGISTRAR ANCHOR POINT	8789209	22-Jul-14	19-Jun-32	Granted	Avaya Inc.
METHOD FOR INITIATING AUTOMATIC TELECOMMUNICATION SESSIONS	8791976	29-Jul-14	30-Jun-32	Granted	Avaya Inc.
LOCAL PRESERVATION OF AN AGENT MESSAGE	8792624	29-Jul-14	7-Aug-32	Granted	Avaya Inc.
INTELLIGENT CALL LOG AND SCHEDULE INTEGRATION	8798248	5-Aug-14	25-Jan-32	Granted	Avaya Inc.
WEB SERVICES AND SESSION INITIATION PROTOCOL ENDPOINT FOR CONVERGED COMMUNICATION OVER INTERNET PROTOCOL NETWORKS	8799478	5-Aug-14	22-Oct-28	Granted	Avaya Inc.
INSIGHT DISTRIBUTION	8799983	5-Aug-14	02-Aug-30	Granted	Avaya Inc.
LICENSING AND CERTIFICATE DISTRIBUTION VIA SECONDARY OR DIVIDED SIGNALING COMMUNICATION PATHWAY	8800049	5-Aug-14	2-Mar-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SENDING PACKETS USING ANOTHER DEVICE'S NETWORK ADDRESS	8804535	12-Aug-14	3-Apr-31	Granted	Avaya Inc.
METHOD AND SYSTEM FOR TIMESTAMP INCLUSION IN VIRTUAL LOCAL AREA NETWORK TAG	8804762	12-Aug-14	15-Apr-32	Granted	Avaya Inc.
CALL ESTABLISHMENT BASED ON PRESENCE	8804935	12-Aug-14	23-Sep-23	Granted	Avaya Inc.
SHARED MEDIA ACCESS FOR REAL TIME FIRST AND THIRD PARTY MEDIA CONTROL	8804936	12-Aug-14	28-Sep-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING A MULTI-MODAL COMMUNICATIONS INFRASTRUCTURE FOR AUTOMATED CALL CENTER OPERATION	8804938	12-Aug-14	14-Feb-23	Granted	Intellisist, Inc.
PEER-TO-PEER COMMUNICATION SESSION MONITORING	8806020	12-Aug-14	12-Feb-33	Granted	Avaya Inc.
METHOD AND APPARATUS FOR IMPLEMENTING AN ELECTRONIC WHITEBOARD	8806354	12-Aug-14	15-Sep-30	Granted	Avaya Inc.
COLLABORATION MANAGEMENT TOOLS FOR CONTACT CENTERS	8806356	12-Aug-14	9-Aug-32	Granted	Avaya Inc.
CONTEXTUAL VIRTUAL MACHINES FOR APPLICATION QUARANTINE AND ASSESSMENT METHOD AND SYSTEM	8806639	12-Aug-14	18-Dec-31	Granted	Avaya Inc.
CONTACT CENTER PERFORMANCE PREDICTION	8811597	19-Aug-14	31-Jan-32	Granted	Avaya Inc.

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SCHEDULING AN AGENT BASED ON A CONTACT CENTER HISTORY	8811598	19-Aug-14	2-Feb-32	Granted	Avaya Inc.
CHANGING THE USER INTERFACE AT A TELECOMMUNICATIONS TERMINAL	8811967	19-Aug-14	5-May-25	Granted	Avaya Inc.
TRACEABILITY FOR THREADED COMMUNICATIONS	8812853	19-Aug-14	30-Aug-30	Granted	Avaya Inc.
METHOD AND APPARATUS PROVIDING FAILOVER FOR A POINT TO POINT TUNNEL FOR WIRELESS LOCAL AREA NETWORK SPLIT-PLANE ENVIRONMENTS	8817593	26-Aug-14	3-Dec-31	Granted	Avaya Inc.
METHOD, APPARATUS, AND SYSTEM FOR PROVIDING REAL-TIME PSAP CALL ANALYSIS	8817952	26-Aug-14	15-Mar-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ALIGNING TAGS TO SPECIFIC VIDEO FRAMES	8818176	26-Aug-14	21-Feb-32	Granted	Avaya Inc.
AUTO JOIN CONFERENCE	8819129	26-Aug-14	19-Nov-30	Granted	Avaya Inc.
ADVANCED USER INTERFACE AND CONTROL PARADIGM FOR MULTIPLE SERVICE OPERATOR EXTENDED FUNCTIONALITY OFFERS	8819729	26-Aug-14	23-Sep-31	Granted	Avaya Inc.
DATA COMPRESSION IN A DISTRIBUTED MONITORING SYSTEM	8824313	2-Sep-14	15-Mar-31	Granted	Avaya Inc.
WIRELESS CONTROL PLANE FAILURE HANDLING IN A SPLIT-PLANE DEPLOYMENT	8824323	2-Sep-14	8-Dec-32	Granted	Avaya Inc.
METHOD FOR ENHANCING REDUNDANCY IN A WIRELESS SYSTEM USING LOCATION ATTRIBUTES	8824448	2-Sep-14	16-Jun-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR INTELLIGENT PROCESSING OF SUSPEND AND RESUME OPERATIONS IN A CALL CENTER	8824646	2-Sep-14	1-May-33	Granted	Avaya Inc.
ACTIVE EMI SHIELDING FOR PROTECTION OF MEDICAL INSTRUMENTS	8830033	9-Sep-14	14-Jun-27	Granted	Avaya Inc.
INTELLIGENT MUSIC ON HOLD	8830056	9-Sep-14	30-May-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR REDUCING HEADERS	8831002	9-Sep-14	1-Nov-32	Granted	Avaya Inc.
ABBREVIATED LOGIN FOR CONFERENCING	8831198	9-Sep-14	3-Jun-33	Granted	Avaya Inc.
METHOD AND APPARATUS FOR EFFICIENT MEMORY BANK UTILIZATION IN MULTI-THREADED PACKET PROCESSORS	8832350	9-Sep-14	28-May-32	Granted	Avaya Inc.
VIDEO WINDOW WITH INTEGRATED CONTENT	8832587	9-Sep-14	14-May-31	Granted	Avaya Inc.
DYNAMIC USER-INTERFACE GENERATION AND ADMINISTRATION METHOD AND APPARATUS	8832675	9-Sep-14	22-Mar-32	Granted	Avaya Inc.
SINGLE SIGN-ON SYSTEM AND METHOD	8832782	9-Sep-14	28-Sep-32	Granted	Avaya Inc.
METHODS, SYSTEMS AND MEDIA FOR COMBINING CONFERENCE SIGNALS	8837330	16-Sep-14	6-Mar-31	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR MATCHING AGENTS WITH CALLERS IN AN AUTOMATED CALL CENTER ENVIRONMENT BASED ON USER TRAITS	8837687	16-Sep-14	22-Aug-32	Granted	Intellisist, Inc.
REAL-TIME PROBABILITY BASED CONTACT HANDLING TIME	8837705	16-Sep-14	25-Jan-32	Granted	Avaya Inc.

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COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR PROVIDING COACHING TO AGENTS IN AN AUTOMATED CALL CENTER ENVIRONMENT BASED ON USER TRAITS	8837706	16-Sep-14	17-Oct-32	Granted	Intellisist, Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR PROVIDING RECOMMENDATIONS REGARDING HIRING AGENTS IN AN AUTOMATED CALL CENTER ENVIRONMENT BASED ON USER TRAITS	8842811	23-Sep-14	21-Aug-32	Granted	Intellisist, Inc.
TELECONFERENCING MONITORING METHOD	8842813	23-Sep-14	10-Jun-33	Granted	Avaya Inc.
IP TELEPHONY ARCHITECTURE INCLUDING INFORMATION STORAGE AND RETRIEVAL SYSTEM TO TRACK FLUENCY	8842818	23-Sep-14	21-Sep-31	Granted	Avaya Inc.
PROCESSING COMMUNICATIONS FOR INCREASED HANDLING EFFICIENCY	8843563	23-Sep-14	11-Jul-31	Granted	Avaya Inc.
CUSTOMIZABLE NOTIFICATION BASED ON RECENT COMMUNICATION HISTORY	8848879	30-Sep-14	5-Apr-32	Granted	Avaya Inc.
SPEECH CANCELER-ENHANCER SYSTEM FOR USE IN CALL-CENTER APPLICATIONS	8848901	30-Sep-14	27-Mar-31	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR COMMUNICATING WITH WIRELESS-ENABLED DEVICES THAT ARE CAPABLE OF RESPONDING TO CHANGES IN OPERATIONAL STATE	8849360	30-Sep-14	2-Jul-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AGGREGATING AND PRESENTING TAGS	8849879	30-Sep-14	17-Feb-32	Granted	Avaya Inc.
FLOW LABEL SYSTEMS AND METHODS	8854965	7-Oct-14	18-Jan-32	Granted	Avaya Inc.
ASSIGNMENT OF FULL ENTERPRISE IDENTITY TO AUDIO CONFERENCE BRIDGES FOR IMPROVED CONFERENCE SCHEDULING AND CALL-IN EXPERIENCE	8855284	7-Oct-14	19-Dec-31	Granted	Avaya Inc.
AGENT-ENABLED QUEUE BYPASS TO AGENT	8855292	7-Oct-14	24-Aug-32	Granted	Avaya Inc.
LOCATION PRIVACY ENFORCEMENT IN A LOCATION-BASED SERVICES PLATFORM	8855665	7-Oct-14	12-Jun-29	Granted	Avaya Inc.
ROUTED SPLIT MULTILINK TRUNKING FOR IPV6	8861338	14-Oct-14	28-Apr-33	Granted	Avaya Inc.
PACKET FORWARDING FUNCTION OF A MOBILITY SWITCH DEPLOYED AS ROUTED SMLT (RSMLT) NODE	8861339	14-Oct-14	3-Dec-31	Granted	Avaya Inc.
METHOD FOR TCAM LOOKUP USING A KEY IN MULTI-THREADED PACKET PROCESSORS	8861524	14-Oct-14	26-Apr-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SENDING DATA USING CALLER ID	8861695	14-Oct-14	11-Jul-32	Granted	Avaya Inc.
CONFERENCE ASSISTANCE SYSTEM AND METHOD	8861702	14-Oct-14	23-Dec-30	Granted	Avaya Inc.
METHOD FOR INDICATING CALL-CENTER AGENT AVAILABILITY	8861709	14-Oct-14	12-Dec-32	Granted	Avaya Inc.
PLAYING EXPECTED WAIT TIME ON AGENT'S NOTIFICATION	8861710	14-Oct-14	24-Apr-32	Granted	Avaya Inc.
VISUAL VOICEMAIL MANAGEMENT	8862101	14-Oct-14	26-Jun-26	Granted	Avaya Integrated Cabinet Solutions LLC
SYSTEM AND METHOD FOR AUTOMATIC LANGUAGE TRANSLATION FOR APPLICATIONS	8862456	14-Oct-14	25-Sep-32	Granted	Avaya Inc.

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TELEPHONE STATIONS WITH INDEPENDENT BACKUP/RESTORE FEATURE	8862553	14-Oct-14	15-Jun-32	Granted	Avaya Inc.
SYSTEM, METHOD AND APPARATUS FOR TROUBLESHOOTING AN IP NETWORK	8862718	14-Oct-14	25-Jul-28	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MEASURING VIDEO QUALITY DEGRADATION USING FACE DETECTION	8867013	21-Oct-14	6-Nov-32	Granted	Avaya Inc.
SPLIT-PLANE WIRELESS NETWORK ARCHITECTURE	8867507	21-Oct-14	31-Jul-33	Granted	Avaya Inc.
METHOD AND APPARATUS PERFORMING EXPRESS FORWARDING BYPASS FOR TIME-CRITICAL FRAMES	8867518	21-Oct-14	28-Mar-33	Granted	Avaya Inc.
DYNAMIC DEVICE PAIRING WITH CONTROL SESSION ESTABLISHMENT	8867717	21-Oct-14	11-Mar-33	Granted	Avaya Inc.
CONTACT CENTER TREND ANALYSIS AND PROCESS ALTERING SYSTEM AND METHOD	8867730	21-Oct-14	8-Mar-32	Granted	Avaya Inc.
METHOD AND SYSTEM FOR GENERATING A COLLABORATION TIMELINE ILLUSTRATING APPLICATION ARTIFACTS IN CONTEXT	8868657	21-Oct-14	12-Aug-32	Granted	Avaya Inc.
METHOD AND APPARATUS FOR AUTOMATIC NOTIFICATION AND RESPONSE	8868659	21-Oct-14	14-Apr-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SUMMARIZING ONE OR MORE TEXT MESSAGES USING INDICATIVE SUMMARIES	8868670	21-Oct-14	24-Jun-27	Granted	Avaya Inc.
METHOD AND SYSTEM FOR PROVIDING CONFIGURABLE ROUTE TABLE LIMITS IN A SERVICE PROVIDER FOR MANAGING VPN RESOURCE USAGE	8868745	21-Oct-14	4-Jul-29	Granted	Avaya Inc.
TWO-WAY WEB SERVICE ROUTER GATEWAY	8868757	21-Oct-14	21-Aug-32	Granted	Avaya Inc.
SYSTEM FOR PRESENTING APPLICATIONS ON INSTANT MESSAGING CLIENTS	8869043	21-Oct-14	7-Jun-24	Granted	Avaya Inc.
ACCELERATED RECOVERY DURING NEGOTIATION BETWEEN A MEDIA GATEWAY AND A MEDIA GATEWAY CONTROLLER	8873374	28-Oct-14	11-Aug-30	Granted	Avaya Inc.
JOIN US CALL-LOG AND CALL-ANSWER MESSAGES	8873728	28-Oct-14	2-May-32	Granted	Avaya Inc.
GLOBAL LOGGING AND ANALYSIS SYSTEM	8873734	28-Oct-14	15-Mar-33	Granted	Avaya Inc.
ROUTING COMMUNICATION SESSIONS IN A CONTACT CENTER	8873737	28-Oct-14	19-Apr-30	Granted	Avaya Inc.
INSTANT MESSAGE CONTACT MANAGEMENT IN A CONTACT CENTER	8873739	28-Oct-14	12-Feb-24	Granted	Avaya Inc.
AUDIO/VIDEO MONITORING SERVICE USING SET-TOP BOXES AND APPLICATION SERVERS	8875168	28-Oct-14	15-Jun-31	Granted	Avaya Inc.
EVENT GENERATION BASED ON PRINT PORTION IDENTIFICATION	8878791	4-Nov-14	25-Jun-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING A REPLACEMENT PACKET	8879464	4-Nov-14	30-Nov-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DETERMINING CALL IMPORTANCE USING SOCIAL NETWORK CONTEXT	8879697	4-Nov-14	8-Sep-32	Granted	Avaya Inc.

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MULTIPLE LANGUAGE SUPPORT IN TELECOMMUNICATION SYSTEMS	8879701	4-Nov-14	15-Apr-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CLASSIFICATION OF MEDIA IN VOIP SESSIONS WITH RTP SOURCE PROFILING/TAGGING	8880581	4-Nov-14	8-Jun-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ENHANCING SELF-SERVICE SECURITY APPLICATIONS	8881245	4-Nov-14	28-Sep-32	Granted	Avaya Inc.
SHORT IMPROMPTU COMMUNICATIONS IN PRESENCE-BASED SYSTEMS	8886721	11-Nov-14	24-May-32	Granted	Avaya Inc.
SIP MONITORING AND CONTROL ANCHOR POINTS	8886789	11-Nov-14	13-Jun-32	Granted	Avaya Inc.
DEFINING ACTIVE ZONES IN A TRADITIONAL MULTI-PARTY VIDEO CONFERENCE AND ASSOCIATING METADATA WITH EACH ZONE	8890929	18-Nov-14	16-Feb-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR A CONFERENCE FOYER	8891411	18-Nov-14	15-Jun-32	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ASSESSING THE STATUS OF WORK WAITING FOR SERVICE	8891747	18-Nov-14	15-Apr-24	Granted	Avaya Inc.
NETWORK DEVICE AUTHENTICATION	8892869	18-Nov-14	5-Jun-32	Granted	Avaya Inc.
MANAGING RECORDINGS OF COMMUNICATIONS SESSIONS	8897428	25-Nov-14	19-Jul-27	Granted	Avaya Inc.
CONTEXT SENSITIVE, CLOUD-BASED TELEPHONY	8898219	25-Nov-14	3-Feb-32	Granted	Avaya Inc.
EXTERNAL CONTACT CENTER DATA COLLECTION AND MEASUREMENT	8903076	2-Dec-14	26-Sep-33	Granted	Avaya Inc.
GOAL-BASED ESTIMATED WAIT TIME	8903080	2-Dec-14	14-Jan-32	Granted	Avaya Inc.
PUSHING IDENTITY INFORMATION	8903904	2-Dec-14	2-Jan-31	Granted	Avaya Inc.
UTILIZING PRESENCE INFORMATION FOR THE PURPOSE OF ENHANCED SURVEILLANCE	8908033	9-Dec-14	16-Mar-32	Granted	Avaya Inc.
HIGH AVAILABILITY SNAPSHOT CORE	8908843	9-Dec-14	26-Aug-32	Granted	Avaya Inc.
METHOD FOR MEDIA ACCESS CONTROL ADDRESS LEARNING AND LEARNING RATE SUPPRESSION	8908564	9-Dec-14	16-Mar-33	Granted	Avaya Inc.
CAST TO CALL	8909243	9-Dec-14	2-Mar-33	Granted	Avaya Inc.
TELEPHONY DISCOVERY MASHUP AND PRESENCE	8909693	9-Dec-14	16-Jun-31	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR INCORPORATING A THIRD USER INTO AN INSTANT MESSAGE SESSION	8909718	9-Dec-14	7-Mar-32	Granted	Avaya Inc.
PACKET PROCESSOR CONFIGURED FOR PROCESSING FEATURES DIRECTED BY BRANCH INSTRUCTION WITH LOGICAL OPERATOR AND TWO FEATURE SELECTOR FIELDS	8909906	9-Dec-14	17-Apr-33	Granted	Avaya Inc.
FAST FAILOVER OF ACCESS POINTS IN A SPLIT-PLANE DEPLOYMENT	8913487	16-Dec-14	22-Nov-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DELIVERING A CONTACT TO A PREFERRED AGENT AFTER A SET WAIT PERIOD	8913736	16-Dec-14	30-Apr-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SPATIAL NOISE SUPPRESSION BASED ON PHASE INFORMATION	8913758	16-Dec-14	28-Apr-33	Granted	Avaya Inc.

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IM CONTINUATION ACROSS SIP SESSIONS AND ACROSS CLIENTS FOR POINT-TO-POINT AND MULTI-USER CHAT	8914446	16-Dec-14	5-Nov-31	Granted	Avaya Inc.
METHOD FOR DYNAMICALLY OPTIMIZING BANDWIDTH ALLOCATION IN VARIABLE BITRATE (MULTI-RATE) CONFERENCES	8917635	23-Dec-14	2-Apr-28	Granted	Avaya Inc.
SYSTEM AND METHOD FOR INTEGRATING CONVENTIONAL ENTERPRISE COMMUNICATION SYSTEMS INTO AN IP MULTIMEDIA SUBSYSTEM-BASED SERVICES ENVIRONMENT	8917720	23-Dec-14	18-Jan-33	Granted	Avaya Inc.
SYSTEMS AND METHODS TO SUPPORT USING ANALOG TTY DEVICES WITH VOICE-ONLY PC SOFT CLIENTS	8917820	23-Dec-14	26-Feb-33	Granted	Avaya Inc.
CONSUMER CONTACT PORTAL	8917837	23-Dec-14	22-Sep-33	Granted	Avaya Inc.
MID-CALL DETECTION AND RESOLUTION OF FEATURE INTERACTIONS	8917844	23-Dec-14	1-Jan-32	Granted	Avaya Inc.
SERVER FOR PROVIDING ENHANCED SERVICES TO CONTACT CENTER AGENTS	8917851	23-Dec-14	13-Aug-33	Granted	Avaya Inc.
DETERMINING AUTHENTICATION CHALLENGE TIMING AND TYPE	8918079	23-Dec-14	19-Aug-30	Granted	Avaya Inc.
MANAGING INSTANT MESSAGING CONTACTS AT A CONTACT CENTER	8918459	23-Dec-14	10-Nov-32	Granted	Avaya Inc.
METHOD AND SYSTEM FOR MANAGING CONTACTS IN A CONTACT CENTER	8923501	30-Dec-14	2-Nov-31	Granted	Avaya Inc.
SERVICING CALLS IN CALL CENTERS BASED ON ESTIMATED CALL VALUE	8923503	30-Dec-14	18-Apr-33	Granted	Avaya Inc.
SPEAKERPHONE FEEDBACK ATTENUATION	8923530	30-Dec-14	31-Oct-31	Granted	Avaya Inc.
METHOD BY WHICH PSAPS CAN IDENTIFY AND REQUEST INFORMATION FROM CELLULAR DEVICES THAT ARE NEAR EMERGENCY EVENTS	8923801	30-Dec-14	6-Aug-33	Granted	Avaya Inc.
MULTIPLEXING VOIP STREAMS FOR CONFERENCING AND SELECTIVE PLAYBACK OF AUDIO STREAMS	8923832	30-Dec-14	8-Mar-31	Granted	Avaya Inc.
MITIGATING PEAK TRAFFIC TIMES IN A MULTIMEDIA CONFERENCE	8924243	30-Dec-14	13-Jul-33	Granted	Avaya Inc.
SIP SERVICE WRAP	8924567	30-Dec-14	15-Mar-30	Granted	Avaya Inc.
SYSTEMS, METHODS, AND MEDIA FOR IDENTIFYING AND SELECTING DATA IMAGES IN A VIDEO STREAM	8928728	6-Jan-15	25-Sep-32	Granted	Avaya Inc.
QUANTUM AND PROMISCUOUS USER AGENTS	8929209	6-Jan-15	11-Feb-33	Granted	Avaya Inc.
SUPPORTING BGP BASED IP-VPN IN A ROUTED NETWORK	8929364	6-Jan-15	10-Jan-29	Granted	Avaya Inc.
SYSTEM AND METHOD FOR TRANSMITTING VOICE MESSAGES TO A DISCUSSION GROUP	8929516	6-Jan-15	21-Nov-23	Granted	Intellisist, Inc.
METHOD AND SYSTEM FOR PROGRAMMING VIRTUAL ROBOTS USING A TEMPLATE	8930296	6-Jan-15	10-Nov-23	Granted	Avaya Inc.
SYSTEM AND METHOD OF FAILOVER FOR AN INITIATED SIP SESSION	8930768	6-Jan-15	10-May-33	Granted	Avaya Inc.

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SYSTEM AND METHOD FOR OBVIATING A MEET-ME CONFERENCE HUB	8934342	13-Jan-15	26-Jan-33	Granted	Avaya Inc.
ROUTING OF WEB-BASED CONTACTS	8934477	13-Jan-15	19-Jan-26	Granted	Avaya Inc.
SERVICE-PRESERVING UPGRADE	8934617	13-Jan-15	22-Sep-32	Granted	Avaya Inc.
METHOD FOR ANALYZING AN INTERACTIVE VOICE RESPONSE SYSTEM	8934618	13-Jan-15	29-Oct-32	Granted	Avaya Inc.
AGGREGATION OF MULTIPLE INFORMATION FLOWS WITH INDEX PROCESSING	8935312	13-Jan-15	31-Jul-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DISPLAYING CALL FLOWS AND CALL STATISTICS	8938059	20-Jan-15	13-May-32	Granted	Avaya Inc.
CONTACT CENTER SERVICE MONITORING AND CORRECTING	8938063	20-Jan-15	5-Mar-32	Granted	Avaya Inc.
SIP TRANSFER IN A BACK-TO-BACK USER AGENT (B2BUA) ENVIRONMENT	8938545	20-Jan-15	11-Mar-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MODE-NEUTRAL COMMUNICATIONS WITH A WIDGET-BASED COMMUNICATIONS METAPHOR	8938677	20-Jan-15	29-Mar-30	Granted	Avaya Inc.
METHODS, APPARATUS AND COMPUTER READABLE MEDIUM FOR SEAMLESS INTERNET PROTOCOL MULTICAST CONNECTIVITY IN UNIFIED NETWORKS	8942167	27-Jan-15	5-May-31	Granted	Avaya Inc.
CALL-PROCESSING EVENT-NOTIFICATION SERVER	8943190	27-Jan-15	17-Dec-28	Granted	Avaya Inc.
MITIGATING SPAM AND IDENTIFYING CALLERS IN VIDEO CALLS	8948361	3-Feb-15	21-Jan-33	Granted	Avaya Inc.
REROUTING OF TRUNKS BY A PBX TO AN ALTERNATE PBX	8948367	3-Feb-15	4-Apr-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR RETAINING CALLS INTO A CALL CENTER	8948368	3-Feb-15	15-Dec-27	Granted	Intellisist, Inc.
METHOD AND SYSTEM FOR OPTIMIZING PERFORMANCE WITHIN A CONTACT CENTER	8948369	3-Feb-15	24-Jun-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING HOLD TIMES DURING AUTOMATED CALL PROCESSING	8948371	3-Feb-15	12-Feb-32	Granted	Intellisist, Inc.
METHOD AND APPARATUS FOR RECORDING/REPLAYING APPLICATION EXECUTION WITH RECORDED VOICE RECOGNITION UTTERANCES	8949134	3-Feb-15	16-May-29	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AUTOMATIC MERGING OF REAL AND VIRTUAL ENVIRONMENTS	8949159	3-Feb-15	29-May-33	Granted	Avaya Inc.
METHOD FOR CHARACTERIZING SYSTEM STATE USING MESSAGE LOGS	8949177	3-Feb-15	11-Jun-31	Granted	Avaya Inc.
CONTINUAL PEER AUTHENTICATION	8950001	3-Feb-15	1-Aug-27	Granted	Avaya Inc.
DETECTION OF ASYMMETRIC NETWORK ROUTES	8953496	10-Feb-15	16-Feb-29	Granted	Avaya Inc.
IMS APPLICATION SEQUENCING OPTIMIZER	8953501	10-Feb-15	2-Sep-32	Granted	Avaya Inc.
AGENT CONFERENCED IVR	8953772	10-Feb-15	18-Aug-32	Granted	Avaya Inc.
INCORPORATING INTERACTIVE VOICE RESPONSE FUNCTIONS INTO A WORK ASSIGNMENT ENGINE SCRIPT	8953773	10-Feb-15	1-Oct-32	Granted	Avaya Inc.



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SYSTEM, METHOD, AND APPARATUS FOR DETERMINING EFFECTIVENESS OF ADVANCED CALL CENTER ROUTING ALGORITHMS	8953775	10-Feb-15	21-Feb-33	Granted	Avaya Inc.
REAL-TIME INTELLIGENT MUTE INTERACTIVE FEATURES	8953778	10-Feb-15	17-Jun-33	Granted	Avaya Inc.
METHOD FOR TRANSPORTING LOW-BIT RATE INFORMATION	8953800	10-Feb-15	16-Apr-33	Granted	Avaya Inc.
SELECTIVE SECURITY MASKING WITHIN RECORDED SPEECH UTILIZING SPEECH RECOGNITION TECHNIQUES-SELECTIVE SECURITY MASKING	8954332	10-Feb-15	13-Jul-25	Granted	Intellisist, Inc.
ELECTRONICALLY ORDERING A PRODUCT	8954348	10-Feb-15	5-Mar-32	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DELEGATING A MESSAGE	8954517	10-Feb-15	24-Aug-31	Granted	Avaya Inc.
METHOD AND SYSTEM FOR TRANSMITTING AND RECEIVING CONFIGURATION AND REGISTRATION INFORMATION FOR SESSION INITIATION PROTOCOL DEVICES	8954542	10-Feb-15	12-Feb-32	Granted	Avaya Inc.
SINGLE SIGN-ON FOR APPLICATIONS	8955079	10-Feb-15	1-Mar-32	Granted	Avaya Inc.
WORD CLOUD AUDIO NAVIGATION	8958685	17-Feb-15	21-Dec-30	Granted	Avaya Inc.
TIMEMINDER FOR PROFESSIONALS	8959030	17-Feb-15	4-Apr-32	Granted	Avaya Inc.
PASSWORD MISMATCH WARNING METHOD AND APPARATUS	8959599	17-Feb-15	18-Apr-33	Granted	Avaya Inc.
GRID-BASED CONTACT CENTER	8964958	24-Feb-15	14-Oct-31	Granted	Avaya Inc.
DIALOG REORDER	8964962	24-Feb-15	1-Oct-33	Granted	Avaya Inc.
INTERRUPTIBLE WORK REASSIGNMENT	8964964	24-Feb-15	11-Feb-33	Granted	Avaya Inc.
QUALIFIER SET CREATION FOR WORK ASSIGNMENT ENGINE	8965878	24-Feb-15	6-Apr-32	Granted	Avaya Inc.
NEGOTIATE MULTI-STREAM CONTINUOUS PRESENCE	8966095	24-Feb-15	28-Feb-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROCESSING MEDIA HIGHLIGHTS	8966513	24-Feb-15	16-Nov-31	Granted	Avaya Inc.
METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA FOR EXCEPTION HANDLING OF INTERACTIVE COMMUNICATIONS PRIVILEGES GOVERNING INTERACTIVE COMMUNICATIONS WITH ENTITIES OUTSIDE A DOMAIN	8966589	24-Feb-15	24-Aug-31	Granted	Avaya Inc.
INTEGRATING AUDIO AND VIDEO CONFERENCING CAPABILITIES	8970651	3-Mar-15	2-May-33	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR VOICE TRANSCRIPTION ERROR REDUCTION	8972261	3-Mar-15	20-Jul-30	Granted	Intellisist, Inc.
BYPASSING OR REDIRECTING A COMMUNICATION BASED ON THE FAILURE OF AN INSERTED APPLICATION	8972586	3-Mar-15	1-Jul-33	Granted	Avaya Inc.
EMBEDDED LEARNING MANAGEMENT SYSTEM	8972859	3-Mar-15	14-Sep-32	Granted	Avaya Inc.
SCREEN ICON MANIPULATION BY CONTEXT AND FREQUENCY OF USE	8972878	3-Mar-15	20-Feb-32	Granted	Avaya Inc.

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AUTOMATIC MODIFICATION OF VOIP PACKET RETRANSMISSION LEVEL BASED ON THE PSYCHO-ACOUSTIC VALUE OF THE PACKET	8976675	10-Mar-15	24-Aug-32	Granted	Avaya Inc.
AUTHENTICATION FREQUENCY AND CHALLENGE TYPE BASED ON ENVIRONMENTAL AND PHYSIOLOGICAL PROPERTIES	8978117	10-Mar-15	15-Dec-26	Granted	Avaya Inc.
SYSTEM AND METHOD FOR WHITEBOARD COLLABORATION	8982177	17-Mar-15	16-Oct-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ROBUST AND EFFICIENT FREE CHAIN MANAGEMENT	8990537	24-Mar-15	23-Mar-30	Granted	Avaya Inc.
PEER-TO-PEER NETWORK OVER A VIRTUAL PRIVATE NETWORK	8997206	31-Mar-15	2-Dec-33	Granted	Avaya Inc.
INTERACTIVE VOICE RESPONSE OBJECT	9003049	7-Apr-15	28-May-32	Granted	Avaya Inc.
VIDEO BANDWIDTH MANAGEMENT SYSTEM AND METHOD	9009341	14-Apr-15	20-Mar-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROCESSING MULTI-MODAL COMMUNICATIONS WITHIN A CALL CENTER	9014362	21-Apr-15	14-Feb-23	Granted	Intellisist, Inc.
DETERMINING EXPECTED WAIT TIME	9014366	21-Apr-15	20-Mar-32	Granted	Avaya Inc.
AUTHENTICATION BASED ON GEO-LOCATION HISTORY	9014666	21-Apr-15	18-Feb-34	Granted	Avaya Inc.
AUTOMATIC ADJUSTMENT OF EMAIL FILTERS BASED ON BROWSER HISTORY AND TELECOMMUNICATION RECORDS	9015130	21-Apr-15	14-Feb-31	Granted	Avaya Inc.
COMMUNICATION APPLICATION SERVER FOR CONVERGED COMMUNICATION SERVICES	9015297	21-Apr-15	5-Jan-28	Granted	Avaya Inc.
ACCESS TO RESOURCES IN A VIRTUAL ENVIRONMENT	9015322	21-Apr-15	21-Jan-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING A PRESENTATION	9019337	28-Apr-15	25-Sep-33	Granted	Avaya Inc.
SYSTEM AND METHOD TO SUPPRESS VOICE PROMPTS IN SIP CALLS	9019869	28-Apr-15	3-Jun-33	Granted	Avaya Inc.
TIMELINE INTERFACE FOR MULTI-MODAL COLLABORATION	9020120	28-Apr-15	6-Feb-33	Granted	Avaya Inc.
METHOD AND APPARATUS FOR TAGGING OUTGOING TELEPHONY CALLS	9020122	28-Apr-15	5-Dec-31	Granted	Avaya Inc.
NUMBER NORMALIZATION AND DISPLAY	9020127	28-Apr-15	27-May-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR COST-BASED AUTOMATIC CALL DISTRIBUTION WITH STATISTICALLY PREDICTABLE WAIT TIME	9020128	28-Apr-15	10-Oct-33	Granted	Avaya Inc.
CONTACT CENTER AGENT FILTERING AND RELEVANCY RANKING	9020132	28-Apr-15	13-Mar-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AUTOMATED ASSIGNMENT OF MONITORING IN A CONTACT CENTER	9020134	28-Apr-15	14-Apr-31	Granted	Avaya Inc.
DIALOG COMPATABILITY	9020135	28-Apr-15	10-Sep-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ENHANCING SEARCH EXPERIENCE OF A USER OF A COMMUNICATION DEVICE	9020931	28-Apr-15	9-Aug-33	Granted	Avaya Inc.

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SYSTEM AND METHOD FOR DISPLAYING A TAG HISTORY OF A MEDIA EVENT	9021118	28-Apr-15	15-Jun-31	Granted	Avaya Inc.
ADVANCED USER INTERFACE AND CONTROL PARADIGM INCLUDING DIGITAL RIGHTS MANAGEMENT FEATURES FOR MULTIPLE SERVICE OPERATOR EXTENDED FUNCTIONALITY OFFERS	9021607	28-Apr-15	30-Oct-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR VISUAL CALLER IDENTIFICATION	9025746	5-May-15	28-Nov-32	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ACCESSING THE STATUS OF WORK WAITING FOR SERVICE	9025761	5-May-15	26-Sep-23	Granted	Avaya Inc.
ADVANCED PRESENCE STATES FOR COLLABORATION APPLICATIONS	9026090	5-May-15	20-Aug-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ADVANCED COMMUNICATION THREAD ANALYSIS	9026591	5-May-15	21-Apr-32	Granted	Avaya Inc.
PEER-TO-PEER OVERLAY GRAPH CONSTRUCTION	9026654	5-May-15	14-Nov-33	Granted	Avaya Inc.
COMMUNICATION SESSION CLONING USING BARCODES	9026666	5-May-15	29-Nov-32	Granted	Avaya Inc.
CALL RESTORATION IN RESPONSE TO APPLICATION FAILURE	9026836	5-May-15	9-May-33	Granted	Avaya Inc.
APPARATUS AND METHOD FOR CONTROLLING A MULTI-MEDIA PRESENTATION	9026912	5-May-15	16-Jun-32	Granted	Avaya Inc.
DATA AND STATE THREADING FOR VIRTUALIZED PARTITION MANAGEMENT	9027020	5-May-15	8-Jul-33	Granted	Avaya Inc.
AUTHENTICATION FREQUENCY AND CHALLENGE TYPE BASED ON APPLICATION USAGE	9027119	5-May-15	15-Dec-26	Granted	Avaya Inc.
AUTO-DETECTION OF ENVIRONMENT FOR MOBILE AGENT	9031205	12-May-15	12-Sep-33	Granted	Avaya Inc.
PROXIMITY-BASED AUTHORIZATION	9031534	12-May-15	15-Aug-24	Granted	Avaya Inc.
METHOD AND APPARATUS FOR AUTOMATIC COMMUNICATIONS SYSTEM INTELLIGIBILITY TESTING AND OPTIMIZATION	9031836	12-May-15	20-Feb-33	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PERFORMING AUTOMATABLE SOFTWARE UPGRADES USING A LIGHTWEIGHT SERVICELESS INSTALL AGENT	9038056	19-May-15	29-Jan-32	Granted	Avaya Inc.
AUTOMATIC SIGN IN OF A USER AT MULTIPLE ENDPOINTS	9038156	19-May-15	7-May-33	Granted	Avaya Inc.
METHOD OF MANAGEMENT AND DISTRIBUTION OF DEVICE ADAPTERS FOR ELEMENT MANAGEMENT SYSTEMS	9049044	2-Jun-15	6-Dec-31	Granted	Avaya Inc.
INTERACTION DETECTION BETWEEN WEB-ENABLED AND CALL-RELATED FEATURES	9049290	2-Jun-15	5-May-32	Granted	Avaya Inc.
INTELLIGENT TAGGING FOR MULTIMEDIA CALL RECORDING PURPOSES USING CONTINUOUS METADATA	9049291	2-Jun-15	19-Apr-30	Granted	Avaya Inc.
APPARATUS AND METHOD FOR PROVIDING STATUS INFORMATION TELECOMMUNICATION	9054910	9-Jun-15	3-Jan-27	Granted	Avaya Inc.
METHOD TO SET THE FLAG AS REPLIED OR FORWARDED TO ALL REPLIED OR FORWARDED VOICE MESSAGES	9055151	9-Jun-15	12-Aug-31	Granted	Avaya Inc.

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SIGNAL PROCESSING AT A TELECOMMUNICATIONS ENDPOINT	9058221	16-Jun-15	16-Apr-34	Granted	Avaya Inc.
PROVIDING WEB CONTENT IN THE CONTEXT OF A VIRTUAL ENVIRONMENT	9064023	23-Jun-15	9-Mar-32	Granted	Avaya Inc.
METHOD AND APPARATUS FOR AUTHORIZING MULTICAST FORWARDING STATES	9065669	23-Jun-15	17-Sep-27	Granted	Avaya Inc.
SCALABLE WEB REAL-TIME COMMUNICATIONS (WEBRTC) MEDIA ENGINES, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	9065969	23-Jun-15	7-Sep-33	Granted	Avaya Inc.
BINARY-CACHING FOR XML DOCUMENTS WITH EMBEDDED EXECUTABLE CODE	9082409	14-Jul-15	18-Jun-33	Granted	Avaya Inc.
WORKFLOW MANAGEMENT IN CONTACT CENTERS	9083799	14-Jul-15	17-Oct-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING SERVICE BY A FIRST AGENT WHILE WAITING FOR A SECOND AGENT	9083805	14-Jul-15	3-Jul-32	Granted	Avaya Inc.
METHOD OF BOOTSTRAPPING CONTACT CENTER	9083806	14-Jul-15	28-Sep-32	Granted	Avaya Inc.
FIREWALL TRAVERSAL DRIVEN BY PROXIMITY	9088542	21-Jul-15	3-Sep-33	Granted	Avaya Inc.
BI-DIRECTIONAL USER NOTIFICATION SYSTEM FOR MEDIA QUALITY CONTROL	9088589	21-Jul-15	24-May-31	Granted	Avaya Inc.
CONTEXT AWARENESS FOR A MOBLIE COMMUNICATION DEVICE	9088665	21-Jul-15	20-Mar-31	Granted	Avaya Inc.
AUTOMATED FIELD OF VIEW ADJUSTMENT BASED ON SCREEN SIZE	9088689	21-Jul-15	12-Jul-33	Granted	Avaya Inc.
ADJUSTING VIDEO LAYOUT	9088694	21-Jul-15	7-Feb-34	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR INITIATING COMMUNICATION BETWEEN IM CLIENTS AND MOBILE CLIENTS	9088877	21-Jul-15	18-Sep-26	Granted	Avaya Inc.
MULTI-MODE TOUCH SCREEN USER INTERFACE FOR A MULTI-STATE TOUCH SCREEN DEVICE	9092125	28-Jul-15	5-Jun-31	Granted	Avaya Inc.
ADVANCED AVAILABILITY DETECTION	9092389	28-Jul-15	22-Feb-32	Granted	Avaya Inc.
SOCIAL MEDIA IDENTITY DISCOVERY AND MAPPING	9092492	28-Jul-15	24-May-32	Granted	Avaya Inc.
SYSTEM AND METHOD TO JOIN AND CUT TWO-WAY REST OVERLAY TREES FOR DISTRIBUTED KNOWLEDGE BASES	9092497	28-Jul-15	4-Mar-34	Granted	Avaya Inc.
FACILITATING REAL-TIME COMMUNICATIONS IN ELECTRONIC MESSAGE BOARDS	9094354	28-Jul-15	25-Jul-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR FACILITATING COMMUNICATIONS BASED ON TRUSTED RELATIONSHIPS	9094376	28-Jul-15	30-Sep-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ASSURING QUALITY REAL-TIME COMMUNICATION EXPERIENCE IN VIRTUAL MACHINE	9094420	28-Jul-15	3-Jun-33	Granted	Avaya Inc.
METHOD FOR TELECOMMUNICATIONS DEVICE SYNCHRONIZATION	9094426	28-Jul-15	20-Nov-29	Granted	Avaya Inc.

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SYSTEM AND METHOD FOR STEREOPHONIC ACOUSTIC ECHO CANCELLATION	9094496	28-Jul-15	31-Aug-31	Granted	Avaya Inc.
METHODS AND APPARATUS FOR DETERMINING A PROXY PRESENCE OF A USER	9094508	28-Jul-15	26-Apr-28	Granted	Avaya Inc.
SYSTEMS AND METHODS TO DUPLICATE AUDIO AND VISUAL VIEWS IN A CONFERENCING SYSTEM	9094572	28-Jul-15	20-Jun-33	Granted	Avaya Inc.
MULTI-NODE AND MULTI-CALL STATE MACHINE PROFILING FOR DETECTING SPIT	9100417	4-Aug-15	12-Sep-27	Granted	Avaya Inc.
ALTERNATE ROUTING OF VOICE CALLS IN A HEAVILY LOADED SIP NETWORK	9100467	4-Aug-15	4-Oct-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR FOLLOWING A CALL	9100469	4-Aug-15	9-Oct-32	Granted	Avaya Inc.
ADJUSTMENT OF CONTACT ROUTING DECISIONS TO REWARD AGENT BEHAVIOR	9100480	4-Aug-15	6-Jun-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING A CONTACT CENTER	9100481	4-Aug-15	6-Mar-33	Granted	Avaya Inc.
MOBILE MONITORING FOR SUPERVISORS	9100482	4-Aug-15	25-Jun-33	Granted	Avaya Inc.
MANAGING TRANSACTION COMPLEXITY IN A CONTACT CENTER	9100486	4-Aug-15	10-Sep-33	Granted	Avaya Inc.
TIME SHIFTING IN TELECONFERENCES CONDUCTED WITHIN VIRTUAL WORLDS	9100546	4-Aug-15	24-Jul-33	Granted	Avaya Inc.
CONTEXT AND APPLICATION AWARE SELECTORS	9104441	11-Aug-15	4-Aug-33	Granted	Avaya Inc.
AGENT AND CUSTOMER AVATAR PRESENTATION IN A CONTACT CENTER VIRTUAL REALITY ENVIRONMENT	9105013	11-Aug-15	24-Aug-33	Granted	Avaya Inc.
FACILITATING A CONTACT CENTER AGENT TO SELECT A CONTACT IN A CONTACT CENTER QUEUE	9106750	11-Aug-15	20-Aug-33	Granted	Avaya Inc.
AFFINITY LIST GENERATION	9111259	18-Aug-15	7-Feb-33	Granted	Avaya Inc.
VERIFYING PRIVACY OF WEB REAL-TIME COMMUNICATIONS (WEBRTC) MEDIA CHANNELS VIA CORRESPONDING WEBRTC DATA CHANNELS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	9112840	18-Aug-15	21-Dec-33	Granted	Avaya Inc.
KEYWORD ALERTING IN CONFERENCE CALLS	9112978	18-Aug-15	29-Jan-29	Granted	Avaya Inc.
KEYWORD ALERTING IN CONFERENCE CALLS	9112979	18-Aug-15	20-Mar-27	Granted	Avaya Inc.
DYNAMIC CUSTOMIZATION OF PLUGGABLE SERVICE BY USERS	9116772	25-Aug-15	4-Feb-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CONVERTING A MESSAGE VIA A POSTING CONVERTER- CONVERTING A MESSAGE VIA A POSTING CONVERTER	9116884	25-Aug-15	13-Apr-32	Granted	Intellisist, Inc.
METHOD AND SYSTEM TO DETERMINE AND EMPLOY BEST CONTACT OPPORTUNITY	9118764	25-Aug-15	9-Aug-33	Granted	Avaya Inc.
AGENT SKILL PROMOTION AND DEMOTION BASED ON CONTACT CENTER STATE	9118765	25-Aug-15	20-Dec-31	Granted	Avaya Inc.
METHODS AND APPARATUS FOR PROCESSING INCOMPLETE OR INVALID DIALED NUMBERS	9124465	1-Sep-15	13-Dec-32	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND APPARATUS FOR A PUBLISH-SUBSCRIBE SYSTEM WITH TEMPLATES FOR ROLE-BASED VIEW OF SUBSCRIPTIONS	9124643	1-Sep-15	30-Nov-24	Granted	Avaya Inc.
STRATEGY PAIRING	9124702	1-Sep-15	4-Nov-33	Granted	Avaya Inc.
PROXIMITY-BASED FEATURE ACTIVATION BASED ON PROGRAMMABLE PROFILE	9125144	1-Sep-15	25-Jun-32	Granted	Avaya Inc.
GENERATION OF MACROS	9130975	8-Sep-15	1-May-31	Granted	Avaya Inc.
UNIFYING VIRTUALIZATIONS IN A CORE NETWORK AND A WIRELESS ACCESS NETWORK	9131366	8-Sep-15	29-Dec-32	Granted	Avaya Inc.
ON-DEMAND FEATURE SERVER ACTIVATION IN THE CLOUD	9137213	15-Sep-15	3-Sep-32	Granted	Avaya Inc.
HIGH AVAILABILITY FOR VOICE ENABLED APPLICATIONS	9137287	15-Sep-15	19-Mar-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DETECTING EVENTS INDICATIVE OF INNAPPROPRIATE ACTIVITY IN AN ONLINE COMMUNITY	9137318	15-Sep-15	20-Jan-33	Granted	Avaya Inc.
PROVIDING MERGED PRESENCE CALCULATION INFORMATION BASED ON ANALOGOUS MULTI-UTILITY EVENTS	9141943	22-Sep-15	28-Aug-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PREDICTING MEETING SUBJECTS, LOGISTICS, AND RESOURCES	9143460	22-Sep-15	16-Mar-31	Granted	Avaya Inc.
METHOD FOR TELEPHONY CLIENT SYNCHRONIZATION IN TELEPHONE VIRTUALIZATION	9143597	22-Sep-15	21-Apr-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CLASSIFICATION OF MEDIA IN VOIP SESSIONS WITH RTP SOURCE PROFILING/TAGGING	9148306	29-Sep-15	8-Dec-32	Granted	Avaya Inc.
IDENTIFICATION OF STATIC POSITION WITNESSES TO A PSAP EMERGENCY	9148770	29-Sep-15	27-Apr-34	Granted	Avaya Inc.
METHOD FOR SIMPLIFYING A SWYPE BASED TOUCH-SCREEN KEYPAD FOR FAST TEXT ENTRY	9152319	6-Oct-15	16-Jan-33	Granted	Avaya Inc.
SOCIAL MEDIA IDENTITY DISCOVERY AND MAPPING FOR BANKING AND GOVERNMENT	9152681	6-Oct-15	24-May-32	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR ENHANCED CONFERENCE SESSION INTERACTION	9154531	6-Oct-15	28-Dec-33	Granted	Avaya Inc.
SECRET TRANSFERS IN CONTACT CENTERS	9154626	6-Oct-15	15-Mar-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR GENERATING PERSONALIZED TAG RECOMMENDATIONS FOR TAGGING AUDIO CONTENT	9154629	6-Oct-15	10-Jul-33	Granted	Avaya Inc.
USER INTERFACE FOR MANAGING COMMUNICATION SESSIONS	9158444	13-Oct-15	26-Jan-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING GUIDANCE TO PERSUADE A CALLER	9159054	13-Oct-15	13-Jul-32	Granted	Intellisist, Inc.
MANAGING HELD TELEPHONE CALLS AT THE CALL-FORWARDING SYSTEM	9160861	13-Oct-15	15-Mar-30	Granted	Avaya Inc.
TELECOMMUNICATIONS METHODS AND SYSTEMS PROVIDING USER SPECIFIC AUDIO OPTIMIZATION	9161136	13-Oct-15	8-Dec-33	Granted	Avaya Inc.

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METHOD AND APPARATUS FOR USING RECEIVED SIGNAL STRENGTH INDICATOR (RSSI) FILTERING TO PROVIDE AIR-TIME OPTIMIZATION IN WIRELESS NETWORKS	9161293	13-Oct-15	3-Jan-34	Granted	Avaya Inc.
METHOD AND APPARATUS FOR USING ESTIMATED TRAVEL TIME TO SCHEDULE AN EVENT AND EVENT REMINDERS	9165260	20-Oct-15	9-Nov-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR COORDINATED CALL-BACK REVOCATION	9167085	20-Oct-15	30-Sep-33	Granted	Avaya Inc.
PUBLIC SAFETY ANSWERING POINT LANGUAGE DETECTION	9167090	20-Oct-15	18-Mar-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ASSISTING AGENTS OF A CONTACT CENTER	9167094	20-Oct-15	6-Mar-33	Granted	Avaya Inc.
METHOD OF DETERMINING COMMUNICATIVE VALUE	9171275	27-Oct-15	31-Jul-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AUTOMATICALLY ADAPTING AUDIO PACKET MARKING IN A PACKET NETWORK	9172644	27-Oct-15	13-Oct-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PRIORITIZING CUSTOMERS AND PREDICTING SERVICE ESCALATION	9172809	27-Oct-15	19-Jun-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CALCULATING CONTEXT-AWARE ESTIMATED WAIT TIME FOR CUSTOMERS	9172810	27-Oct-15	27-Jun-33	Granted	Avaya Inc.
VISUAL INDICATION OF USER INTERESTS IN A COMPUTER-GENERATED VIRTUAL ENVIRONMENT	9176579	3-Nov-15	27-Nov-31	Granted	Avaya Inc.
PROVISIONING VPN PHONES	9178761	3-Nov-15	15-Nov-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR END-TO-END RTCP	9178778	3-Nov-15	19-Oct-32	Granted	Avaya Inc.
ROGUE AP DETECTION	9178896	3-Nov-15	7-Nov-33	Granted	Avaya Inc.
DISTRIBUTED STATEFUL INTRUSION DETECTION FOR VOICE OVER IP	9178898	3-Nov-15	12-Sep-27	Granted	Avaya Inc.
SYSTEM AND METHOD FOR REDUCING POWER CONSUMPTION OF A WIRELESS TERMINAL AND INCREASING CAPACITY OF A WIRELESS COMMUNICATION SYSTEM	9178975	3-Nov-15	3-Mar-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR RECORDING CALLS IN A WEBRTC CONTACT CENTER	9178998	3-Nov-15	12-Mar-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR INITIATING ONLINE SOCIAL INTERACTIONS BASED ON CONFERENCE CALL PARTICIPATION	9179002	3-Nov-15	26-Apr-32	Granted	Avaya Inc.
SCALABLE MULTI-VIDEOCONFERENCING SYSTEM	9179095	3-Nov-15	6-Sep-33	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ASSIGNING AND RELEASING LICENSES	9183359	10-Nov-15	25-Mar-34	Granted	Avaya Inc.
ADVANCED USER INTERFACE AND CONTROL PARADIGM INCLUDING CONTEXTUAL COLLABORATION FOR MULTIPLE SERVICE OPERATOR EXTENDED FUNCTIONALITY OFFERS	9183514	10-Nov-15	17-Aug-31	Granted	Avaya Inc.
RECONSTRUCTION OF SESSION INITIATION PROTOCOL (SIP) DIALOGS IN A SIP NETWORK	9185140	10-Nov-15	5-May-34	Granted	Avaya Inc.

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METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA FOR SELF-LEARNING INTERACTIVE COMMUNICATIONS PRIVILEGES FOR GOVERNING INTERACTIVE COMMUNICATIONS WITH ENTITIES OUTSIDE A DOMAIN	9185169	10-Nov-15	29-Jul-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR HIGHLY ASSURED DELIVERY OF AN IMPORTANT SEGMENT OF AN AUTOMATED CALL	9185218	10-Nov-15	20-Sep-33	Granted	Avaya Inc.
IDENTIFYING ESCALATION EVENTS IN COMMUNICATION SESSIONS	9185222	10-Nov-15	30-Apr-34	Granted	Avaya Inc.
USING SOURCE CODE GENERATED FROM A DATA MODEL FILE TO GENERATE A GRAPHICAL USER INTERFACE FROM OBJECTS IN A DATABASE	9189210	17-Nov-15	9-Jun-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AUTOMATING CHECKLISTS	9196260	24-Nov-15	28-Aug-34	Granted	Avaya Inc.
APPARATUS AND METHOD FOR PROVIDING ENHANCED TELECOMMUNICATION TERMINAL STATUS INFORMATION	9197449	24-Nov-15	3-Jun-25	Granted	Avaya Inc.
DYNAMIC REDISTRIBUTION OF PERCENT ALLOCATED CALLS DURING OUTAGES	9197580	24-Nov-15	28-Dec-33	Granted	Avaya Inc.
SYSTEM, METHOD AND APPARATUS FOR AUTHENTICATING CALLS	9197746	24-Nov-15	9-Sep-32	Granted	Avaya Inc.
SYSTEM AND METHOD OF TRANSFERRING INFORMATION BETWEEN CONTACT CENTERS	9210274	8-Dec-15	14-Feb-32	Granted	Avaya Inc.
FEDERATION ROUTE CACHE BASED ON DYNAMIC DOMAIN NAME SYSTEM SERVER	9215204	15-Dec-15	4-Mar-33	Granted	Avaya Inc.
SECURE, POLICY-BASED COMMUNICATIONS SECURITY AND FILE SHARING ACROSS MIXED MEDIA, MIXED-COMMUNICATIONS MODALITIES AND EXTENSIBLE TO CLOUD COMPUTING SUCH AS SOA	9215236	15-Dec-15	11-Feb-32	Granted	Avaya Inc.
CALLER IDENTIFICATION AND NOTIFICATION ADJUNCT	9215316	15-Dec-15	27-Oct-34	Granted	Avaya Inc.
OPEN CABLE APPLICATION PLATFORM (OCAP) AND SET-TOP BOX (STB)-BASED BILL NOTIFICATION AND PAYMENT APPLICATION	9215421	15-Dec-15	31-Jul-30	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR VOICE TRANSCRIPTION ERROR REDUCTION	9218808	22-Dec-15	20-Jul-30	Granted	Intellisist, Inc.
SCHEDULED SERVICE PERIODS IN WIRELESS MESH NETWORKS	9223744	29-Dec-15	13-Oct-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PERFORMING DISTRIBUTED SPEECH RECOGNITION	9224389	29-Dec-15	23-Sep-28	Granted	Intellisist, Inc.
MANAGING ANTENNAS ON AN ACCESS POINT IN A WIRELESS NETWORK	9225442	29-Dec-15	29-Jan-33	Granted	Avaya Inc.
APPLICATION COMPOSITOR FOR CONVERGED SIP AND HTTP SERVLET APPLICATIONS BACKGROUND	9225764	29-Dec-15	12-Oct-33	Granted	Avaya Inc.
SIP PRESENCE BASED NOTIFICATIONS	9232055	5-Jan-16	14-Jul-33	Granted	Avaya Inc.
MANAGEMENT OF CONTACT LISTS	9232060	5-Jan-16	23-Nov-32	Granted	Avaya Inc.
CONTACT CENTER AGENT TRAINING TRAJECTORY	9232064	5-Jan-16	17-Dec-34	Granted	Avaya Inc.



Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND SYSTEM FOR VIDEO CONFERENCE SNAPSHOT PRESENCE	9232192	5-Jan-16	12-Jan-34	Granted	Avaya Inc.
SEAMLESS MOVEMENT BETWEEN PHONE AND PC WITH REGARD TO APPLICATIONS, DISPLAY, INFORMATION TRANSFER OR SWAPPING ACTIVE DEVICE	9237200	12-Jan-16	14-Sep-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MODIFYING PARAMETERS IN A CONTACT CENTER	9237234	12-Jan-16	26-Apr-34	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR PROVIDING MESSAGES TO USERS IN A DISCUSSION GROUP	9237237	12-Jan-16	21-Nov-23	Granted	Intellisist, Inc.
APPLICATION TRIGGERED STATE MIGRATION VIA HYPERVISOR	9239765	19-Jan-16	30-Jan-32	Granted	Avaya Inc.
EMERGENCY GREETING OVERRIDE BY SYSTEM ADMINISTRATOR OR ROUTING TO CONTACT CENTER	9241069	19-Jan-16	12-Feb-34	Granted	Avaya Inc.
GENERATION OF OPEN VIRTUALIZATION FRAMEWORK PACKAGE FOR SOLUTION INSTALLATIONS AND UPGRADES	9244716	26-Jan-16	7-Oct-32	Granted	Avaya Inc.
APPLICATION SEQUENCING FOR ADVANCED COMMUNICATION FEATURES	9247049	26-Jan-16	30-Jun-34	Granted	Avaya Inc.
ANSWER BASED AGENT ROUTING AND DISPLAY METHOD	9247061	26-Jan-16	15-Mar-33	Granted	Avaya Inc.
METHOD OF OPERATING A CONTACT CENTER	9247070	26-Jan-16	7-Aug-30	Granted	Avaya Inc.
APPARATUS FOR CONTROLLING A PREMISES FROM A REMOTE LOCATION	9250267	2-Feb-16	4-Mar-27	Granted	Avaya Inc.
CONFIGURING A VIRTUAL REALITY ENVIRONMENT IN A CONTACT CENTER	9251504	2-Feb-16	24-Aug-33	Granted	Avaya Inc.
SYSTEM AND METHOD TO INFLUENCE SIP ROUTING BY SEQUENCED APPLICATIONS	9253219	2-Feb-16	7-Jun-34	Granted	Avaya Inc.
DEVICE SKINS FOR USER ROLE, CONTEXT AND FUNCTION AND SUPPORTING SYSTEM MASHUPS	9253306	2-Feb-16	16-Jun-31	Granted	Avaya Inc.
OUTBOUND EFFECTIVENESS THROUGH MANAGEMENT OF IDLE AGENT POOL	9253310	2-Feb-16	14-Feb-32	Granted	Avaya Inc.
CALL CENTER CUSTOMER SERVICE KIOSK	9256726	9-Feb-16	19-Jun-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING CUSTOMER SERVICE HELP	9256893	9-Feb-16	16-Apr-34	Granted	Avaya Inc.
SPEECH ANALYTICS WITH ADAPTIVE FILTERING	9257117	9-Feb-16	26-Mar-34	Granted	Avaya Inc.
CONTEXTUAL SUMMARY OF RECENT COMMUNICATIONS METHOD AND APPARATUS	9258143	9-Feb-16	14-Dec-31	Granted	Avaya Inc.
UNIVERSE MEDIA SHUFFLING	9258334	9-Feb-16	8-May-32	Granted	Avaya Inc.
INCLUSION OF WEB CONTENT IN A VIRTUAL ENVIRONMENT	9258337	9-Feb-16	25-Dec-30	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR FACILITATING AGENT-CUSTOMER CALLS	9258414	9-Feb-16	14-Feb-23	Granted	Intellisist, Inc.
SPEECH ANALYTICS: CONVERSATION TIMING AND ADJUSTMENT	9258421	9-Feb-16	2-May-34	Granted	Avaya Inc.
PRIORITIZE CONTACT NUMBERS OF CUSTOMERS IN REAL TIME	9258424	9-Feb-16	24-May-33	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
SERVICES VERSIONING	9262150	16-Feb-16	9-Jul-34	Granted	Avaya Inc.
AUTHENTICATION FREQUENCY AND CHALLENGE TYPE BASED ON ENVIRONMENTAL AND PHYSIOLOGICAL PROPERTIES	9262609	16-Feb-16	19-Nov-27	Granted	Avaya Inc.
METHOD AND SYSTEM FOR ALERTING CONTACTEES OF EMERGENCY EVENT	9262908	16-Feb-16	2-Apr-34	Granted	Avaya Inc.
METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA FOR SELF-MAINTAINING INTERACTIVE COMMUNICATIONS PRIVILEGES GOVERNING INTERACTIVE COMMUNICATIONS WITH ENTITIES OUTSIDE A DOMAIN	9264534	16-Feb-16	11-Mar-32	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR AUTOMATING CALL CENTER PHONE CALLS	9264545	16-Feb-16	14-Feb-23	Granted	Intellisist, Inc.
METHOD AND APPARATUS FOR PRIORITY BASED SESSION DELIVERY TO MULTIMODAL ENDPOINTS	9265082	16-Feb-16	27-Apr-34	Granted	Avaya Inc.
VIRTUAL AGENDA PARTICIPANT	9269073	23-Feb-16	18-May-33	Granted	Avaya Inc.
PROTECTING PRIVACY OF A CUSTOMER AND AN AGENT USING FACE RECOGNITION IN A VIDEO CONTACT CENTER ENVIRONMENT	9270822	23-Feb-16	7-Jul-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR VARIABLE VIDEO DEGRADATION COUNTER-MEASURES	9271055	23-Feb-16	3-Mar-33	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DYNAMIC DEVICE PAIRING	9271104	23-Feb-16	27-Aug-32	Granted	Avaya Inc.
SENDING A USER ASSOCIATED TELECOMMUNICATION ADDRESS	9277021	1-Mar-16	20-Jun-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DELETION COMPACTOR FOR LARGE STATIC DATA IN NOSQL DATABASE	9280570	8-Mar-16	10-Dec-33	Granted	Avaya Inc.
METHOD AND APPARATUS FOR MANAGING MEMBERSHIP OF DYNAMIC VIRTUAL GROUPS	9280758	8-Mar-16	18-May-30	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR SIMULTANEOUSLY PRECESSING MULTIPLE CALL SESSIONS	9288323	15-Mar-16	14-Feb-23	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR CONCURRENT ELECTRONIC CONFERENCES	9292814	22-Mar-16	20-Mar-34	Granted	Avaya Inc.
MANAGING IDENTITY PROVIDER (IDP) IDENTIFIERS FOR WEB REAL-TIME COMMUNICATIONS (WEBRTC) INTERACTIVE FLOWS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	9294458	22-Mar-16	10-Oct-33	Granted	Avaya Inc.
IMMERSIVE 3D SOUND SPACE FOR SEARCHING AUDIO	9301069	29-Mar-16	26-Jun-34	Granted	Avaya Inc.
METHOD AND SYSTEM FOR TOPIC BASED VIRTUAL ENVIRONMENTS AND EXPERTISE DETECTION	9305465	5-Apr-16	10-Mar-33	Granted	Avaya Inc.
PROGRAMMABLE PRESENCE PROXY FOR DETERMINING A PRESENCE STATUS OF A USER	9306820	5-Apr-16	14-Apr-24	Granted	Avaya Inc.
CODING AND PACKET DISTRIBUTION FOR ALTERNATIVE NETWORK PATHS IN TELECOMMUNICATIONS NETWORKS	9306852	5-Apr-16	30-Jun-31	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ENABLING PEOPLE TO FIND EACH OTHER AND STAY TOGETHER IN VIRTUAL ENVIRONMENTS	9306880	5-Apr-16	29-Jan-31	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
SERVER FOR PROVIDING ENHANCED SERVICES TO CONTACT CENTER AGENTS	9307087	5-Apr-16	20-Aug-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING IMPROVED WAIT TIME ESTIMATES	9319527	19-Apr-16	7-Nov-31	Granted	Avaya Inc.
DETECTING PATTERNS WITH PROXIMITY SENSORS	9323333	26-Apr-16	4-May-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ESTABLISHING A RELATIONSHIP BASED ON A PRIOR ASSOCIATION	9324057	26-Apr-16	1-Dec-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING A CONTACT CENTER WITH A GRAPHICAL CALL CONNECTION METAPHOR	9325661	26-Apr-16	10-Oct-30	Granted	Avaya Inc.
METHOD, APPARATUS, AND SYSTEM FOR PROVIDING RIPPLE REDUCTION USING NEAR TERM SIMULATION FOR OPTIONAL SEQUENCING	9325848	26-Apr-16	30-Sep-33	Granted	Avaya Inc.
SHARING ELECTROMAGNETIC-SIGNAL MEASUREMENTS FOR PROVIDING FEEDBACK ABOUT TRANSMIT-PATH SIGNAL QUALITY	9326160	26-Apr-16	27-Mar-29	Granted	Avaya Inc.
SELECTIVE SECURITY MASKING WITHIN RECORDED SPEECH	9336409	10-May-16	7-Aug-29	Granted	Intellisist, Inc.
PRESENTATION DELAY FEEDBACK IN A WEB CONFERENCING SESSION	9338201	10-May-16	24-May-34	Granted	Avaya Inc.
METHOD FOR TELEPHONY CLIENT SYNCHRONIZATION IN TELEPHONE VIRTUALIZATION	9338273	10-May-16	21-Sep-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DRIVING A VIRTUAL VIEW OF AGENTS IN A CONTACT CENTER	9338296	10-May-16	14-Mar-34	Granted	Avaya Inc.
SETUP APPLICATION FOR GENERATING CUSTOM CODE	9338297	10-May-16	15-Feb-34	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR USING EQUIVALENCE CLASSES TO IDENTIFY AND MANAGE PARTICIPANTS AND RESOURCES IN A CONFERENCE ROOM	9338400	10-May-16	18-Aug-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PERSISTENT MULTIMEDIA CONFERENCING SERVICES	9344396	17-May-16	15-Mar-31	Granted	Avaya Inc.
HIGH AVAILABILITY SESSION RECONSTRUCTION	9344460	17-May-16	7-Mar-34	Granted	Avaya Inc.
INPUT, DISPLAY AND MONITORING OF CONTACT CENTER OPERATION IN A VIRTUAL REALITY ENVIRONMENT	9349118	24-May-16	4-Nov-33	Granted	Avaya Inc.
SHARED BACK-TO-BACK USER AGENT	9350594	24-May-16	26-Feb-34	Granted	Avaya Inc.
ENHANCING PRIVACY BY OBSCURING TRAVERSAL USING RELAYS AROUND NETWORK ADDRESS TRANSLATOR (TURN) CONNECTIONS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	9356915	31-May-16	21-Mar-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR END-TO-END ENCRYPTION AND SECURITY INDICATION AT AN ENDPOINT	9356917	31-May-16	2-Apr-35	Granted	Avaya Inc.
INCREASING CONTACT CENTER EFFICIENCY VIA MULTI-CAST AND MULTI-ITEM PRESENTATION	9357066	31-May-16	28-Sep-32	Granted	Avaya Inc.
CONFERENCE CALL QUALITY VIA A CONNECTION-TESTING PHASE	9357075	31-May-16	19-Apr-33	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
SYSTEM AND METHOD FOR TRANSMITTING VOICE MESSAGES TO A DISCUSSION GROUP	9357382	31-May-16	8-Feb-34	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR A CONTEXT-BASED RICH COMMUNICATION LOG	9361604	7-Jun-16	11-Mar-34	Granted	Avaya Inc.
DISTRIBUTED APPLICATION OF ENTERPRISE POLICIES TO WEB REAL-TIME COMMUNICATIONS (WEBRTC) INTERACTIVE SESSIONS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	9363133	7-Jun-16	31-Jul-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR OPTIMIZING AGENT LOGIN IN A CONTACT CENTER	9363377	7-Jun-16	26-Jul-34	Granted	Avaya Inc.
METHOD AND APPARATUS FOR ALLOWING DRAG-AND-DROP OPERATIONS ACROSS THE SHARED BORDERS OF ADJACENT TOUCH SCREEN-EQUIPPED DEVICES	9367224	14-Jun-16	19-Aug-32	Granted	Avaya Inc.
APPLICATION ROUTER	9367367	14-Jun-16	11-Jul-34	Granted	Avaya Inc.
PERSONAL IDENTIFICATION AND INTERACTIVE DEVICE FOR INTERNET-BASED TEXT AND VIDEO COMMUNICATION SERVICES	9369578	14-Jun-16	27-Sep-33	Granted	Avaya Inc.
SYSTEM AND METHOD TO DETECT AND CORRECT IP PHONE MISMATCH IN A CONTACT CENTER	9369580	14-Jun-16	31-Mar-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SOFTWARE TURRET PHONE CAPABILITIES	9369587	14-Jun-16	10-Mar-34	Granted	Avaya Inc.
SYSTEM AND METHOD TO ESTIMATE END-TO-END VIDEO FRAME DELAYS	9369742	14-Jun-16	6-Nov-32	Granted	Avaya Inc.
ADVANCED AVAILABILITY DETECTION	9372824	21-Jun-16	13-Jan-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AUTOMATED DISTRIBUTION OF SUPERVISORY FUNCTIONS IN A CONTACT CENTER	9373092	21-Jun-16	29-Aug-33	Granted	Avaya Inc.
INTEGRATED CONFERENCE FLOOR CONTROL	9374233	21-Jun-16	27-Jun-33	Granted	Avaya Inc.
INBOUND CONTACT CENTER CALL DISCONNECT BUFFER	9374468	21-Jun-16	21-Dec-33	Granted	Avaya Inc.
CROSS-DOMAIN TOPIC EXPANSION	9378459	28-Jun-16	13-May-34	Granted	Avaya Inc.
AUDIO POWER BASED MEDIA BANDWIDTH MANAGEMENT	9379999	28-Jun-16	6-Jan-35	Granted	Avaya Inc.
FIREWALL TRAVERSAL FOR WEB REAL-TIME COMMUNICATIONS	9380030	28-Jun-16	20-May-34	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR USER-CONTROLLED PROCESSING OF AUDIO SIGNALS	9380161	28-Jun-16	1-Mar-24	Granted	Intellisist, Inc.
REAL-TIME CUSTOMER FEEDBACK	9386144	5-Jul-16	7-Aug-32	Granted	Avaya Inc.
METHOD AND APPARATUS FOR RECONSTRUCTING A COMMUNICATION SESSION	9392037	12-Jul-16	21-Jan-29	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR EFFICIENTLY REDUCING TRANSCRIPTION ERROR DURING A CALL	9392108	12-Jul-16	20-Jul-30	Granted	Intellisist, Inc.

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COMPUTER-IMPLEMENTED CALL CENTER ARCHITECTURE AND METHOD FOR OPTIMIZING CUSTOMER EXPERIENCE THROUGH IN-BAND EXPERT INTERVENTION	9392117	12-Jul-16	25-Mar-35	Granted	Intellisist, Inc.
SECURE CALL INDICATOR MECHANISM FOR ENTERPRISE NETWORKS	9398055	19-Jul-16	11-Jun-33	Granted	Avaya Inc.
WEB-BASED SHARING OF DOCUMENTS	9398067	19-Jul-16	20-Feb-27	Granted	Avaya Inc.
USING BUSINESS RULES FOR DETERMINING PRESENCE	9398152	19-Jul-16	25-Feb-24	Granted	Avaya Inc.
PROVIDING MOBILE DEVICE LOCATION AS A PROXY LOCATION FOR AN ACCESS POINT IN RESPONSE TO MOBILE DEVICE ASSOCIATION WITH THE ACCESS POINT, AND RELATED METHODS, DEVICES, AND SYSTEMS	9398403	19-Jul-16	14-May-33	Granted	Avaya Inc.
WORK ASSIGNMENT WITH BOT AGENTS	9401989	26-Jul-16	5-Sep-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SUBSCRIBING TO EVENTS BASED ON TAG WORDS	9402104	26-Jul-16	30-Mar-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PHONETIC SEARCHING OF DATA	9405828	2-Aug-16	6-Sep-32	Granted	Avaya Inc.
SELFCONFIGURING DYNAMIC CONTACT CENTER	9407568	2-Aug-16	18-Nov-33	Granted	Avaya Inc.
CONTEXT-AWARE SOCIAL MEDIA DISASTER RESPONSE AND EMERGENCY MANAGEMENT	9408051	2-Aug-16	29-May-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR INTERACTIVE COMMUNICATION CONTEXT GENERATION	9412088	9-Aug-16	5-Jan-34	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR MONITORING AND PRIORITIZING METRICS WITH DYNAMIC WORK ISSUE REASSIGNMENT	9413890	9-Aug-16	14-Feb-34	Granted	Avaya Inc.
PERFORMANCE CENTER MOBILE SUPERVISOR APPLICATION	9414211	9-Aug-16	28-Jul-32	Granted	Avaya Inc.
PREDICTIVE CLIENT VLAN EXTENSION	9414289	9-Aug-16	6-Apr-34	Granted	Avaya Inc.
CONTACT CENTER DELIVERY IN-BUILDING HOMING SERVICE	9418350	16-Aug-16	13-Oct-34	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR MASKING SPECIAL DATA	9418659	16-Aug-16	28-Jan-24	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR HIGH-QUALITY CALL RECORDING IN A HIGH-AVAILABILITY ENVIRONMENT	9420091	16-Aug-16	18-Apr-34	Granted	Avaya Inc.
MERGING MULTIPLE EMERGENCY CALLS AND INFORMATION THEREFROM AT EMERGENCY SYSTEMS	9420099	16-Aug-16	30-Mar-35	Granted	Avaya Inc.
METHODS AND APPARATUS FOR CUSTOMIZING THE AUDIO CHARACTERISTICS OF NETWORKED VOICE COMMUNICATIONS DEVICES	9425993	23-Aug-16	23-Jun-35	Granted	Avaya Inc.
COMMUNICATION FAILOVER IN A DISTRIBUTED NETWORK	9426021	23-Aug-16	25-Feb-34	Granted	Avaya Inc.
TECHNIQUES FOR TOPICAL CUSTOMER SERVICE MENU RECONFIGURATION BASED ON SOCIAL MEDIA	9426289	23-Aug-16	15-Jan-34	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR DISTRIBUTING MESSAGES BY DISCUSSION GROUP	9426298	23-Aug-16	21-Nov-23	Granted	Intellisist, Inc.

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SYSTEM AND METHOD FOR DETERMINING CONFERENCE PARTICIPATION	9426421	23-Aug-16	8-Nov-34	Granted	Avaya Inc.
EVENT GENERATION BASED ON PRINT PORTION IDENTIFICATION	9430092	30-Aug-16	3-Feb-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DYNAMIC INFLUENCING OF SEQUENCE VECTOR BY SEQUENCED APPLICATIONS	9430279	30-Aug-16	27-May-34	Granted	Avaya Inc.
PERSONAL ELECTRONIC DEVICES WITH UNOBTRUSIVE EKG-BASED DETECTION OF HEART RATE AND RHYTHM ANOMALIES	9430615	30-Aug-16	28-Jun-33	Granted	Avaya Inc.
AUTOMATIC NEGATIVE QUESTION HANDLING	9432325	30-Aug-16	23-Apr-34	Granted	Avaya Inc.
METHODS, APPARATUSES, AND SYSTEMS FOR GENERATING AN ACTION ITEM IN RESPONSE TO A DETECTED AUDIO TRIGGER DURING A CONVERSATION	9432517	30-Aug-16	1-Jul-33	Granted	Avaya Inc.
LINK-LOCAL MULTICAST IN WLAN DEPLOYMENTS	9438558	6-Sep-16	3-Apr-34	Granted	Avaya Inc.
METHOD TO BLOCK SPLIT PHONE AND GATEWAY REGISTRATION	9438636	6-Sep-16	21-Mar-32	Granted	Avaya Inc.
STATE MACHINE PROFILING FOR VOICE OVER IP CALLS	9438641	6-Sep-16	12-Sep-27	Granted	Avaya Inc.
CROSS-LINGUAL SEEDING OF SENTIMENT	9438732	6-Sep-16	23-Apr-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING A DYNAMIC CALL FLOW DURING AUTOMATED CALL PROCESSING	9438734	6-Sep-16	4-Apr-33	Granted	Intellisist, Inc.
IP MULTICAST OVER SPLIT PLANE WIRELESS LAN	9444643	13-Sep-16	26-May-33	Granted	Avaya Inc.
SIP ANCHOR POINTS TO POPULATE COMMON COMMUNICATION LOGS	9450989	20-Sep-16	6-May-31	Granted	Avaya Inc.
SOCIAL MEDIA PROVOCATEUR DETECTION AND MITIGATION	9451085	20-Sep-16	8-Jun-34	Granted	Avaya Inc.
AGENT MATCHING BASED ON VIDEO ANALYSIS OF CUSTOMER PRESENTATION	9451087	20-Sep-16	24-Jun-33	Granted	Avaya Inc.
SYSTEM AND METHOD OF MERGING OF OBJECTS FROM DIFFERENT REPLICAS	9454361	27-Sep-16	27-Mar-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ROUTING WORK REQUESTS IN AN ENTERPRISE	9455930	27-Sep-16	14-Nov-34	Granted	Avaya Inc.
CODEC SEQUENCE DETECTION	9456075	27-Sep-16	13-Oct-34	Granted	Avaya Inc.
CALL TRANSFER WITH NETWORK SPANNING BACK-TO-BACK USER AGENTS	9467570	11-Oct-16	23-Feb-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AGGRESSIVE DOWNSTREAM BANDWIDTH CONSERVATION BASED ON USER INACTIVITY	9467653	11-Oct-16	5-Feb-33	Granted	Avaya Inc.
USER AUTHENTICATION FOR PROXY-CONFIGURED CLIENTS IN CAPTIVE PORTAL ENVIRONMENTS	9473495	18-Oct-16	27-Dec-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ENABLING HOT-DESKING	9473544	18-Oct-16	7-Nov-33	Granted	Avaya Inc.
SYSTEM AND METHOD TO IMPROVE SELF-SERVICE EXPERIENCE AND OPTIMIZE CONTACT CENTER RESOURCES	9473632	18-Oct-16	27-Aug-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AGENT SELECTION IN AN ENTERPRISE	9473639	18-Oct-16	5-Nov-34	Granted	Avaya Inc.

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MEETING ROSTER AWARENESS	9477371	25-Oct-16	5-Nov-34	Granted	Avaya Inc.
FIXED MOBILE CONVERGENCE FOR AUDIO AND WEB CONFERENCE SESSIONS USING BARCODES	9479345	25-Oct-16	3-Feb-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ENHANCED MEDIA BROKERING IN VOIP NETWORK	9479606	25-Oct-16	21-Jan-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DISTRIBUTED SPEECH RECOGNITION	9484035	1-Nov-16	28-Mar-28	Granted	Intellisist, Inc.
SPLITTING A CALL FOR AN EMERGENT EVENT INTO MULTIPLE DEVICES USING DATA CHANNELS	9485357	1-Nov-16	30-Mar-35	Granted	Avaya Inc.
ACTIVITY-AWARE INTELLIGENT ALERTING AND DELIVERY OF ELECTRONIC SHORT MESSAGES, AND RELATED METHODS, APPARATUSES, AND COMPUTER-READABLE MEDIA	9485632	1-Nov-16	27-Jan-33	Granted	Avaya Inc.
APPARATUS AND METHOD FOR AUTOMATICALLY DETERMINING A VERSION OF A FILE	9491127	8-Nov-16	27-Aug-34	Granted	Avaya Inc.
SPEECH ANALYTICS: CONVERSATION TIMING AND ADJUSTMENT	9491293	8-Nov-16	2-May-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SELECTING AGENT IN A CONTACT CENTER FOR IMPROVED CALL ROUTING	9491295	8-Nov-16	16-Mar-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DETERMINING EXPERTISE THROUGH SPEECH ANALYTICS	9495350	15-Nov-16	24-Dec-33	Granted	Avaya Inc.
METHOD AND APPARATUS FOR SUPPORTING COMMUNICATIONS BETWEEN A COMPUTING DEVICE WITHIN A NETWORK AND AN EXTERNAL COMPUTING DEVICE	9497168	15-Nov-16	6-Nov-26	Granted	Avaya Inc.
TRACKING THE PROGRESSION OF A COMMUNICATION SESSION	9497226	15-Nov-16	28-Aug-34	Granted	Avaya Inc.
NETWORK-CONNECTED LIGHTING STRUCTURE WITH CLIMATE SENSOR, AND RELATED COMPONENTS, SYSTEMS, AND METHODS	9497830	15-Nov-16	29-Jul-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR VIRTUAL CALL HOLD	9503488	22-Nov-16	12-Sep-32	Granted	Avaya Inc.
SYSTEM AND METHOD TO TRANSPORT HTTP OVER XMPP	9503529	22-Nov-16	2-Sep-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SELECTING CALL RECORDINGS FOR STORAGE	9503574	22-Nov-16	6-Oct-27	Granted	Intellisist, Inc.
METHOD AND APPARATUS FOR AUGMENTING COMMUNICATION SESSIONS USING CONTEXTUAL INFORMATION	9503575	22-Nov-16	27-Jun-34	Granted	Avaya Inc.
SYSTEM FOR OPTIMIZING THE MONETIZATION OF OUTGOING VIDEO SESSIONS OF A CONTACT CENTER	9503680	22-Nov-16	23-Dec-35	Granted	Avaya Inc.
DEVICE PROXIMITY DETECTION	9507015	29-Nov-16	10-Apr-34	Granted	Avaya Inc.
METHOD AND SYSTEM FOR MANAGING AND USING SESSIONS AS RESTFUL WEB SERVICES	9509776	29-Nov-16	6-Feb-34	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR MATCHING AGENTS WITH CALLERS IN AN AUTOMATED CALL CENTER ENVIRONMENT BASED ON USER TRAITS	9509845	29-Nov-16	13-Jul-32	Granted	Intellisist, Inc.

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SYSTEM AND METHOD FOR ANALYZING AGENT INTERACTIONS	9514329	6-Dec-16	9-Apr-34	Granted	Intellisist, Inc.
PACKET HEADERS AS A TRIGGER FOR AUTOMATIC ACTIVATION OF SPECIAL-PURPOSE SOFTPHONE APPLICATIONS	9516069	6-Dec-16	4-Apr-33	Granted	Avaya Inc.
AUTOMATIC CONTACT CENTER EXPANSION AND CONTRACTION	9516169	6-Dec-16	5-Dec-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MESSAGE NOTIFICATION BASED ON TEXT MODIFICATION	9516622	6-Dec-16	30-Jun-24	Granted	Avaya Inc.
METHOD AND SYSTEM FOR ENHANCED INTERNET PROTOCOL ADDRESS AGGREGATION	9521063	13-Dec-16	24-Aug-35	Granted	Avaya Management L.P.
SIP ANCHOR POINTS TO POPULATE COMMON COMMUNICATION LOGS	9521169	13-Dec-16	19-May-30	Granted	Avaya Inc.
ENHANCED COMMUNICATION BETWEEN REMOTE PARTICIPANTS USING AUGMENTED AND VIRTUAL REALITY	9524588	20-Dec-16	30-Dec-34	Granted	Avaya Inc.
BACK-TO-BACK VIRTUAL WEB REAL-TIME COMMUNICATIONS (WEBRTC) AGENTS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	9525718	20-Dec-16	30-Dec-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING ENTERPRISE COMMUNICATIONS	9525776	20-Dec-16	6-Jan-35	Granted	Avaya Inc.
DYNAMIC MANAGEMENT OF COLLABORATION SESSIONS USING REAL-TIME TEXT ANALYTICS	9531782	27-Dec-16	13-Mar-35	Granted	Avaya Inc.
PROVIDING DATA RESOURCE SERVICES WITHIN ENTERPRISE SYSTEMS FOR RESOURCE LEVEL SHARING AMONG MULTIPLE APPLICATIONS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	9531808	27-Dec-16	4-Nov-34	Granted	Avaya Inc.
SYSTEM, METHOD, AND APPARATUS FOR CLASSIFYING COMMUNICATIONS IN A COMMUNICATION SYSTEM	9531873	27-Dec-16	24-Apr-31	Granted	Avaya Inc.
CONTACT CENTER REPLAY	9531876	27-Dec-16	4-Jun-35	Granted	Avaya Inc.
OPTIMIZATION IN WORKFORCE MANAGEMENT USING WORK ASSIGNMENT ENGINE DATA	9531880	27-Dec-16	4-Jun-34	Granted	Avaya Inc.
SYSTEMS, METHODS AND MEDIA FOR PROVIDING SELECTABLE VIDEO USING SCALABLE VIDEO CODING	9532001	27-Dec-16	27-Feb-32	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR SERVING APPLICATION SPECIFIC POLICIES BASED ON DYNAMIC CONTEXT	9537900	3-Jan-17	24-May-34	Granted	Avaya Inc.
MULTI-STREAM VIDEO SWITCHING WITH SELECTIVE OPTIMIZED COMPOSITE	9538139	3-Jan-17	24-Apr-35	Granted	Avaya Inc.
EMERGENCY MAPPING SYSTEM	9541407	10-Jan-17	22-Jul-35	Granted	Avaya Inc.
ANTI TRENDING	9542455	10-Jan-17	22-Jul-34	Granted	Avaya Inc.
METHOD AND SYSTEM FOR OPTIMIZING CONTACT CENTER PERFORMANCE	9542657	10-Jan-17	14-Sep-31	Granted	Avaya Inc.



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APPLICATION CONFIGURATION USING DNS-BASED SERVICE DISCOVERY	9544190	10-Jan-17	24-Jul-34	Granted	Avaya Inc.
MECHANISMS FOR HANDLING SIP GLARE ACROSS MULTIPLE DIALOGS	9544336	10-Jan-17	8-Jan-35	Granted	Avaya Inc.
APPLICATION PROGRAMMING INTERFACE ENABLING COMMUNICATION FEATURES FOR DIFFERENT COMMUNICATION PROTOCOLS	9544340	10-Jan-17	25-Nov-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR EVALUATING MEDIA SEGMENTS FOR INTERESTINGNESS	9544704	10-Jan-17	16-Jul-35	Granted	Avaya Inc.
PRESENCE-BASED POWER MANAGEMENT	9547352	17-Jan-17	6-Aug-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR COMPATIBILITY-BASED TEAM FORMATION	9549070	17-Jan-17	12-Feb-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR INCREMENTAL SOFTWARE INSTALLATION	9552201	24-Jan-17	15-Mar-32	Granted	Avaya Inc.
MECHANISM FOR COMPUTING AND USING CONTEXTUALIZED SOCIAL MEDIA SCORES	9552397	24-Jan-17	16-Jun-35	Granted	Avaya Inc.
LOCATION-BASED TO-DO LIST REMINDERS	9558475	31-Jan-17	18-Nov-32	Granted	Avaya Inc.
CENTRALIZED LICENSING SYSTEM	9558522	31-Jan-17	21-Sep-35	Granted	Avaya Inc.
SYSTEM AND METHOD TO TRANSPORT HTTP OVER XMPP	9560111	31-Jan-17	22-Sep-31	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR DETERMINING CALL CONNECTION STATUS	9560196	31-Jan-17	30-Oct-33	Granted	Intellisist, Inc.
AUTOMATIC CONTACT CENTER ADMINISTRATION UPDATES BASED ON ACCEPTANCE OF A BROADCAST REQUEST	9560202	31-Jan-17	30-Dec-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING INTELLIGENT AND AUTOMATIC MUTE NOTIFICATION	9560208	31-Jan-17	4-Apr-34	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR INDEXING AND SEARCHING REPORTING DATA	9563678	7-Feb-17	12-Aug-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MESSAGE-BASED CALL COMMUNICATION	9565310	7-Feb-17	14-Feb-23	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR A PARTICLE SYSTEM BASED USER INTERFACE	9569064	14-Feb-17	19-Dec-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ADAPTIVE COMMUNICATION USER INTERFACE	9569069	14-Feb-17	13-Aug-35	Granted	Avaya Inc.
VIRTUAL MANAGEMENT OF WORK ITEMS	9569741	14-Feb-17	14-May-33	Granted	Avaya Inc.
MECHANISM FOR CREATION AND UTILIZATION OF AN ATTRIBUTE TREE IN A CONTACT CENTER	9569751	14-Feb-17	29-May-34	Granted	Avaya Inc.
BROWSER-BASED COMMUNICATIONS ENHANCED WITH ENTERPRISE COMMUNICATION FEATURES	9571529	14-Feb-17	17-Oct-34	Granted	Avaya Inc.
GRAPHICAL ENVIRONMENT FOR ADDING LIAISON AGENTS TO A COMMUNICATION SESSION	9571533	14-Feb-17	5-Feb-34	Granted	Avaya Inc.
CONTACT ADVOCATE	9571644	14-Feb-17	12-Feb-34	Granted	Avaya Inc.
FAR-END INITIATED MID-CALL NOTIFICATION VIA RING PING	9571651	14-Feb-17	27-May-35	Granted	Avaya Inc.
BITMAPS FOR NEXT GENERATION CONTACT CENTER	9571654	14-Feb-17	8-Dec-31	Granted	Avaya Inc.

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CONFERENCE CALL QUESTION MANAGER	9571660	14-Feb-17	24-Oct-34	Granted	Avaya Inc.
INTELLIGENT SELECTION OF MESSAGE DELIVERY MECHANISM	9572095	14-Feb-17	8-Feb-32	Granted	Avaya Inc.
DETERMINING COMMUNICATION MODES OF A MOBILE DEVICE BASED ON PRESENCE INFORMATION	9574671	21-Feb-17	15-Jan-33	Granted	Avaya Inc.
SYSTEM, METHOD AND APPARATUS FOR TROUBLESHOOTING AN IP NETWORK	9577895	21-Feb-17	25-Dec-27	Granted	Avaya Inc.
SYSTEM AND METHOD FOR BINDING A VIRTUAL DESKTOP INFRASTRUCTURE HOST AND MEDIA SOFT CLIENT TOGETHER	9578106	21-Feb-17	8-Aug-35	Granted	Avaya Inc.
AUDIO LEVEL BASED MANAGEMENT OF COMMUNICATION RESOURCES	9578283	21-Feb-17	21-Dec-35	Granted	Avaya Inc.
METHODS, APPARATUSES, AND COMPUTER-READABLE MEDIA FOR INITIATING AN APPLICATION FOR PARTICIPANTS OF A CONFERENCE	9584558	28-Feb-17	5-Mar-32	Granted	Avaya Inc.
PROVIDING EXTERNAL APPLICATION SERVICES WITH AN EXISTING PRIVATE BRANCH EXCHANGE MEDIA SERVER	9584560	28-Feb-17	29-Jul-35	Granted	Avaya Inc.
METHOD AND APPARATUS FOR REFERENCING BETWEEN THREE DIMENSIONAL COMPUTER-GENERATED VIRTUAL ENVIRONMENTS	9588783	7-Mar-17	11-May-33	Granted	Avaya Inc.
COMMUNICATION ENDPOINT CALL LOG NOTIFICATION	9590861	7-Mar-17	1-Jun-35	Granted	Avaya Inc.
AUTHENTICATION FREQUENCY AND CHALLENGE TYPE BASED ON APPLICATION USAGE	9590985	7-Mar-17	19-Nov-27	Granted	Avaya Inc.
METHOD AND APPARATUS FOR DYNAMIC DEVICE PAIRING	9591036	7-Mar-17	27-Aug-32	Granted	Avaya Inc.
METHOD AND APPARATUS PROVIDING CONNECTION RECOVERY FOR A CHAT CLIENT	9591083	7-Mar-17	18-Mar-27	Granted	Avaya Inc.
MANAGEMENT OF NETWORK IMPAIRMENT BY COMMUNICATION ENDPOINTS	9591108	7-Mar-17	7-Jul-34	Granted	Avaya Inc.
METHOD AND SYSTEM FOR DETERMINING OCCUPANCY OF RESOURCES IN A MULTIMODAL CONTACT CENTER	9591134	7-Mar-17	20-Feb-35	Granted	Avaya Inc.
APPLICATION AND OPEN SOURCE INFORMATION TECHNOLOGY POLICY FILTER	9594886	14-Mar-17	28-Nov-32	Granted	Avaya Inc.
AUDIO SEARCH USING CODEC FRAMES	9595264	14-Mar-17	29-Mar-35	Granted	Avaya Inc.
AUDIO CONFERENCING SERVER FOR THE INTERNET	9602295	21-Mar-17	16-Nov-31	Granted	Avaya Inc.
ASSOCIATING SYSTEM REQUESTS WITH SMS USER RESPONSES	9602310	21-Mar-17	15-Mar-32	Granted	Avaya Inc.
GLOBAL SESSION IDENTIFIER	9602634	21-Mar-17	6-Apr-34	Granted	Avaya Inc.
SILENCE DENSITY MODELS	9602666	21-Mar-17	1-May-35	Granted	Avaya Inc.
METHODS AND SYSTEMS FOR SELECTIVELY SHARING CONTENT	9602670	21-Mar-17	3-Dec-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING AGENT SCHEDULES IN A CONTACT CENTER	9609130	28-Mar-17	20-Jun-35	Granted	Avaya Inc.

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PREDICTIVE MODEL FOR ABANDONED CALLS	9609133	28-Mar-17	5-May-35	Granted	Avaya Inc.
OPTIMIZED VIDEO SNAPSHOT	9609272	28-Mar-17	4-Sep-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR NOT DISPLAYING DUPLICATE IMAGES IN A VIDEO CONFERENCE	9609273	28-Mar-17	11-Jul-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SECURING A CONFERENCE BRIDGE FROM EVESDROPPING	9609514	28-Mar-17	27-Jan-35	Granted	Avaya Inc.
ACQUIRING AND CORRELATING WEB REAL-TIME COMMUNICATIONS (WEBRTC) INTERACTIVE FLOW CHARACTERISTICS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	9614890	4-Apr-17	31-Jul-33	Granted	Avaya Inc.
DETERMINATION OF PERSONA INFORMATION AVAILABILITY AND DELIVERY ON PEER-TO-PEER NETWORKS	9614905	4-Apr-17	11-Sep-34	Granted	Avaya Inc.
ACOUSTIC INFORMATION TRANSFER	9621282	11-Apr-17	1-Sep-34	Granted	Avaya Inc.
CALL ROUTING BETWEEN ENHANCED AND LEGACY SYSTEMS	9621510	11-Apr-17	20-Sep-35	Granted	Avaya Inc.
CALLER AUTHENTICATION	9621722	11-Apr-17	16-Oct-34	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR DETECTING EVENTS FOR USE IN AN AUTOMATED CALL CENTER ENVIRONMENT	9621726	11-Apr-17	24-Mar-35	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR PRIORITIZING AGENT INTERVENTION INTO AUTOMATED CUSTOMER ENGAGEMENTS	9621728	11-Apr-17	6-Sep-34	Granted	Avaya Inc.
MULTI-FINGER SLIDING DETECTION USING FINGERPRINTS TO GENERATE DIFFERENT EVENTS	9626099	18-Apr-17	14-Feb-32	Granted	Avaya Inc.
ROUTING TECHNIQUE	9628298	18-Apr-17	28-Sep-34	Granted	Avaya Inc.
SYSTEM AND METHOD TO USE PREDICTED AGENT STATE TO OPTIMIZE SELECTION STRATEGY	9628625	18-Apr-17	26-Nov-34	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR TRANSCRIPTION ERROR REDUCTION DURING A LIVE CALL	9633658	25-Apr-17	20-Jul-30	Granted	Intellisist, Inc.
COMMUNICATION DEVICE EVENT CAPTURES	9634911	25-Apr-17	5-May-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING CONFERENCE CALLS	9635061	25-Apr-17	23-Jul-34	Granted	Avaya Inc.
AGGREGATED MULTI-TOPIC AGENT DESKTOP	9635175	25-Apr-17	27-Jan-34	Granted	Avaya Inc.
NETWORK HARDWARE AND SOFTWARE UPGRADE RECOMMENDER	9639341	2-May-17	16-Aug-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PREDICTING USER PATTERNS FOR ADAPTIVE SYSTEMS AND USER INTERFACES BASED ON SOCIAL SYNCHRONY AND HOMOPHILY	9646317	9-May-17	26-May-32	Granted	Avaya Inc.
COORDINATED VIDEO PHONE OVERLAY ON TOP OF PC DESKTOP DISPLAY	9648274	9-May-17	29-Jun-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR A COMMUNICATION SESSION IDENTIFIER	9652738	16-May-17	17-Oct-32	Granted	Avaya Inc.
ROUTE OPTIMIZATION USING MEASURED CONGESTION	9654383	16-May-17	14-Nov-30	Granted	Avaya Inc.

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METHOD AND SYSTEM FOR DETERMINING CUSTOMER'S SKILL, KNOWLEDGE LEVEL, AND/OR INTEREST	9654638	16-May-17	11-Dec-33	Granted	Avaya Inc.
SYSTEM AND METHOD TO SYNCHRONIZE VIDEO PLAYBACK ON MOBILE DEVICES	9654817	16-May-17	16-Apr-34	Granted	Avaya Inc.
METHOD BY WHICH PSAPS CAN IDENTIFY AND REQUEST INFORMATION FROM CELLULAR DEVICES THAT ARE NEAR EMERGENT EVENTS	9654955	16-May-17	21-Nov-31	Granted	Avaya Inc.
SYSTEM AND METHOD FOR EFFICIENT SOFTWARE REPLICATION	9658841	23-May-17	17-Oct-34	Granted	Avaya Inc.
SECURE VLANS	9660829	23-May-17	12-Dec-31	Granted	Avaya Inc.
PRESENTATION OF CONTEXTUAL INFORMATION IN A CO-BROWSING ENVIRONMENT	9665653	30-May-17	1-Oct-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PRESERVING CALL LANGUAGE SETTINGS FOR SESSION INITIATION PROTOCOL DIVERTED CALLS	9667785	30-May-17	14-Aug-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR FACILITATING AGENT-CALLER COMMUNICATION DURING A CALL	9667789	30-May-17	14-Feb-23	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR PROVIDING ONGOING CALL CENTER CALL ASSISTANCE WITH THE AID OF A DIGITAL COMPUTER	9667793	30-May-17	25-Mar-35	Granted	Intellisist, Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR GROUP MESSAGE DELIVERY	9667796	30-May-17	21-Nov-23	Granted	Intellisist, Inc.
METHOD AND SYSTEM FOR VIDEO CONFERENCE AND PC USER EXPERIENCE INTEGRATION	9667915	30-May-17	2-Dec-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SETTING WIRELESS MESSAGE PRIORITY	9668270	30-May-17	23-Nov-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING CUSTOMER SERVICE HELP	9672549	6-Jun-17	14-Jan-34	Granted	Avaya Inc.
SEQUENCED TELEPHONY APPLICATIONS UPON CALL DISCONNECT METHOD AND APPARATUS	9674231	6-Jun-17	16-Aug-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROCESSING CALL DATA	9674355	6-Jun-17	14-Feb-23	Granted	Intellisist, Inc.
MANAGEMENT OF CONTACTS AT CONTACT CENTERS	9674360	6-Jun-17	29-Jul-33	Granted	Avaya Inc.
ESTABLISHING A SOCIAL CONNECTION WITH A BUSINESS DURING A CONVERSATION	9674363	6-Jun-17	24-Nov-35	Granted	Avaya Inc.
METHOD AND APPARATUS FOR FORMING A TIERED WIRELESS LOCAL AREA NETWORK (WLAN) SERVER TOPOLOGY	9674767	6-Jun-17	4-Mar-33	Granted	Avaya Inc.
INDICATION OF EYE TRACKING INFORMATION DURING REAL-TIME COMMUNICATIONS	9678567	13-Jun-17	9-Jan-35	Granted	Avaya Inc.
WORD CLOUD AUDIO NAVIGATION	9679567	13-Jun-17	17-Aug-29	Granted	Avaya Inc.
REPORTING ON CALL CENTER DATA ACROSS MULTIPLE CONCURRENT ACTIVITY SOURCES	9680995	13-Jun-17	11-Mar-33	Granted	Avaya Inc.
DOWNLOADABLE PLUGGABLE SERVICES	9690559	27-Jun-17	4-Feb-33	Granted	Avaya Inc.
INSTANT TEXT MESSAGE CONDUCTOR	9699121	4-Jul-17	8-Jan-36	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
ON-DEMAND ROBOT ACQUISITION OF COMMUNICATION FEATURES	9699124	4-Jul-17	31-Oct-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DYNAMIC SUGGESTION OF OPTIMAL COURSE OF ACTION	9699256	4-Jul-17	12-Jul-33	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR PROCESSING CALLER RESPONSES	9699315	4-Jul-17	8-Dec-27	Granted	Intellisist, Inc.
NEGOTIATION OF A FUTURE COMMUNICATION BY USE OF A PERSONAL VIRTUAL ASSISTANT (PVA)	9703520	11-Jul-17	1-Jul-32	Granted	Avaya Inc.
SECURITY AND RETENTION TAGGING	9705926	11-Jul-17	6-Dec-35	Granted	Avaya Inc.
SIMULTANEOUS ADVANCED CALL CONTROL FOR BOTH SIMPLE AND ADVANCED SIP USER AGENTS	9705940	11-Jul-17	5-Jul-34	Granted	Avaya Inc.
OUTBOUND INTERNAL CALLS INITIATED ON BEHALF OF A GROUP OF USERS	9706049	11-Jul-17	2-Oct-35	Granted	Avaya Inc.
CAMERA VIEW CONTROL USING UNIQUE NAMETAGS AND GESTURES	9706107	11-Jul-17	13-Jul-35	Granted	Avaya Inc.
NAVIGATIONAL AID FOR EMERGENCY RESPONSE PERSONNEL	9706376	11-Jul-17	15-May-35	Granted	Avaya Inc.
CALL RESPONSE SYSTEM	9712672	18-Jul-17	14-Apr-34	Granted	Avaya Inc.
UNSPOKEN SENTIMENT	9715492	25-Jul-17	7-Nov-34	Granted	Avaya Inc.
COMMUNICATIONS BETWEEN CONTACT CENTER AGENT SYSTEMS TO FACILITATE AGENT ENGAGEMENT	9716790	25-Jul-17	31-Jul-35	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR DETECTING AND REDUCING FRAUD IN A CONTACT CENTER	9716791	25-Jul-17	27-May-36	Granted	Avaya Inc.
SYSTEM AND METHOD TO DETECT AND CORRECT IP PHONE MISMATCH IN A CONTACT CENTER	9716793	25-Jul-17	31-Mar-34	Granted	Avaya Inc.
SERVER FOR PROVIDING ENHANCED SERVICES TO CONTACT CENTER AGENTS	9723150	1-Aug-17	4-Apr-36	Granted	Avaya Inc.
ROGUE AP DETECTION	9723488	1-Aug-17	9-May-33	Granted	Avaya Inc.
PLAN-ASSISTED WIRELESS ACCESS POINT CONFIGURATION	9723493	1-Aug-17	18-Sep-34	Granted	Avaya Inc.
INTELLIGENT MESSAGE MANAGER	9729392	8-Aug-17	23-Nov-33	Granted	Avaya Inc.
METHOD AND APPARATUS FOR PROVIDING PRIORITY INDICIA ASSOCIATED WITH A PLURALITY OF MESSAGES	9729694	8-Aug-17	23-Aug-32	Granted	Avaya Inc.
SIGNATURE-FREE INTRUSION DETECTION	9736172	15-Aug-17	10-Nov-31	Granted	Avaya Inc.
METHOD AND SYSTEM FOR CONTROLLING AUDIO SIGNALS IN MULTIPLE CONCURRENT CONFERENCE CALLS	9736312	15-Aug-17	25-Mar-35	Granted	Avaya Inc.
VIRTUAL MACHINE IMPLEMENTATION OF MULTIPLE USE CONTEXT EXECUTING ON A COMMUNICATION DEVICE	9736675	15-Aug-17	3-Feb-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR COORDINATED LEARNING AND TEACHING USING A VIDEOCONFERENCING SYSTEM	9741257	22-Aug-17	30-Mar-36	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR IDENTIFYING CALL RECORDINGS FOR RETENTION	9742908	22-Aug-17	20-Sep-27	Granted	Intellisist, Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD AND APPARATUS FOR MODIFYING ADDRESS INFORMATION IN SIGNALING MESSAGES TO ENSURE IN-PATH DEVICES REMAIN IN SIGNALING PATH BETWEEN ENDPOINTS	9749296	29-Aug-17	1-Jan-32	Granted	Avaya Inc.
APPLICATION OF ENTERPRISE POLICIES TO WEB REAL-TIME COMMUNICATIONS (WEBRTC) INTERACTIVE SESSIONS USING AN ENTERPRISE SESSION INITIATION PROTOCOL (SIP) ENGINE, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	9749363	29-Aug-17	24-Aug-34	Granted	Avaya Inc.
GENERATION AND USAGE OF MOBILITY VLAN ID VERSION VALUE	9755899	5-Sep-17	26-Jan-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CONTEXT AWARE PARTICIPANT MANAGEMENT	9756083	5-Sep-17	25-Apr-34	Granted	Avaya Inc.
IMPLEMENTATION OF THE SEMI-ATTENDED TRANSFER IN SIP FOR IP-MULTIMEDIA SUBSYSTEM ENVIRONMENTS	9762628	12-Sep-17	15-Jan-34	Granted	Avaya Inc.
CONTACT CENTER AGENT DISPLAY APPLICATION	9762726	12-Sep-17	24-Aug-33	Granted	Avaya Inc.
ADAPTIVE MANAGEMENT OF A MEDIA BUFFER	9769043	19-Sep-17	12-Jan-36	Granted	Avaya Inc.
PROVIDING RELIABLE SESSION INITIATION PROTOCOL (SIP) SIGNALING FOR WEB REAL-TIME COMMUNICATIONS (WEBRTC) INTERACTIVE FLOWS, AND RELATED METHODS, SYSTEMS, AND COMPUTER READABLE MEDIA	9769214	19-Sep-17	29-May-36	Granted	Avaya Inc.
PRESENCE AWARE AUTOMATED CONFERENCING SYSTEM	9769319	19-Sep-17	17-Jan-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROCESSING DIGITAL IMAGES DURING VIDEOCONFERENCE	9774823	26-Sep-17	4-Oct-36	Granted	Avaya Inc.
AUTOMATIC EXPANSION AND DERIVATIVE TAGGING	9774825	26-Sep-17	22-Mar-36	Granted	Avaya Inc.
DISTRIBUTION OF EPHEMERAL EXTENSIONS TO COMMUNICATION SESSIONS	9779231	3-Oct-17	29-Dec-34	Granted	Avaya Inc.
SYSTEM AND METHOD TO PREVENT POLLING OVERLOAD FOR DETECTION OF PRESENCE INFORMATION	9781026	3-Oct-17	27-Aug-35	Granted	Avaya Inc.
ATTRIBUTE SCOPING AND HIERARCHY	9781187	3-Oct-17	25-Nov-33	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR DETERMINING A STATUS OF A CALL CONNECTION	9781256	3-Oct-17	30-Oct-33	Granted	Intellisist, Inc.
CONTEXT-BASED DYNAMIC ADJUSTMENT TO PACING ALGORITHM	9781263	3-Oct-17	23-Mar-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CONTACT CENTER ROUTING OF A CUSTOMER BASED ON MEDIA CAPABILITIES	9781268	3-Oct-17	30-May-34	Granted	Avaya Inc.
TELEPHONIC PAYMENT PROCESSING METHOD FOR ON-LINE SERVICES	9785927	10-Oct-17	20-Sep-34	Granted	Avaya Inc.
SINGLE-SIDED SPEECH QUALITY MEASUREMENT	9786300	10-Oct-17	19-May-27	Granted	Avaya Inc.
VIDEO CONFERENCE BRIDGE SETTING, SHARING, PUSHING AND RATIONALIZATION	9787441	10-Oct-17	10-Jun-32	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD, APPARATUS, AND SYSTEM FOR PROVIDING AND USING MULTI-PROTOCOL EVENTING	9787749	10-Oct-17	30-Nov-33	Granted	Avaya Inc.
UNIVERSAL CONTACT MANAGER	9794404	17-Oct-17	19-Mar-34	Granted	Avaya Inc.
FACILITATION OF A CONFERENCE CALL BETWEEN STATIC AND ROTATING PARTICIPANTS	9794413	17-Oct-17	7-Jul-35	Granted	Avaya Inc.
POSITIONAL SENSITIVE INTERACTION FUNCTIONALITY	9794514	17-Oct-17	3-Jun-36	Granted	Avaya Inc.
METHOD AND APPARATUS FOR IDENTIFYING A SPEAKER	9800731	24-Oct-17	28-Nov-33	Granted	Avaya Inc.
DYNAMIC CUSTOMIZATION OF PLUGGABLE SERVICE BY USERS	9800992	24-Oct-17	22-Sep-32	Granted	Avaya Inc.
AUTOMATIC USER REDUNDANCY DETERMINATION	9806965	31-Oct-17	9-Jul-32	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR EVENT ROUTING AND CORRELATION	9807143	31-Oct-17	7-Jul-35	Granted	Avaya Inc.
DEVICE, SYSTEM, AND METHOD FOR OPTIMIZING ACTIVE TRANSACTIONS OF AN AGENT	9813553	7-Nov-17	21-Oct-35	Granted	Avaya Inc.
CONDITIONAL ATTRIBUTE MAPPING IN WORK ASSIGNMENT	9813557	7-Nov-17	9-Aug-33	Granted	Avaya Inc.
PROVISION OF INFERENTIALLY DERIVED GUIDANCE TO EMERGENCY RESPONSE PERSONNEL	9813883	7-Nov-17	15-May-35	Granted	Avaya Inc.
DYNAMIC SELECTION OF COMMUNICATION MODE, APPLICATION AND/OR DEVICE USING CONTEXT AND POLICY	9819794	14-Nov-17	10-Nov-35	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR EFFICIENTLY SCHEDULING APPOINTMENTS WITHIN A CALL CENTER STAFF VIA AN AUTOMATIC CALL DISTRIBUTOR	9819798	14-Nov-17	14-Mar-33	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR MONITORING CUSTOMER SATISFACTION IN AN ONGOING CALL CENTER INTERACTION-MONITORING CUSTOMER SATISFACTION	9819799	14-Nov-17	22-Jun-35	Granted	Intellisist, Inc.
SERVICES VERSIONING	9826061	21-Nov-17	29-Jan-33	Granted	Avaya Inc.
SERVICES VERSIONING	9826062	21-Nov-17	20-Dec-32	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR MULTICHANNEL ROUTING OF WORK ITEMS IN A CONTACT CENTER	9826095	21-Nov-17	13-Aug-34	Granted	Avaya Inc.
SELECTIVE RECORDING OF HIGH QUALITY MEDIA IN A VIDEO CONFERENCE	9832422	28-Nov-17	22-Nov-35	Granted	Avaya Inc.
ENHANCEMENT OF AUDIO CAPTURED BY MULTIPLE MICROPHONES AT UNSPECIFIED POSITIONS	9832583	28-Nov-17	20-Jan-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGEMENT OF REBOOT PARAMETERS	9836311	5-Dec-17	21-Oct-35	Granted	Avaya Inc.
IMMERSIVE 3D SOUND SPACE FOR SEARCHING AUDIO	9838818	5-Dec-17	5-Jan-33	Granted	Avaya Inc.
SOCIAL MEDIA PROCESSING WITH THREE-DIMENSIONAL AUDIO	9838824	5-Dec-17	27-Dec-32	Granted	Avaya Inc.
MITM PROXY HAVING CLIENT AUTHENTICATION SUPPORT	9843561	12-Dec-17	22-Jan-36	Granted	Avaya Inc.
INTELLIGENT MODULE SEQUENCING	9843650	12-Dec-17	1-Mar-32	Granted	Avaya Inc.

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VOICE AND VIDEO WATERMARK FOR EXFILTRATION PREVENTION	9848003	19-Dec-17	4-Jan-35	Granted	Avaya Inc.
PROTECTING PRIVACY OF A CUSTOMER AND AN AGENT USING FACE RECOGNITION IN A VIDEO CONTACT CENTER ENVIRONMENT	9848165	19-Dec-17	14-Aug-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR NEAR REAL-TIME IDENTIFICATION AND DEFINITION QUERY	9852732	26-Dec-17	25-May-33	Granted	Avaya Inc.
AGENT STATISTICS BY LOCATION	9854095	26-Dec-17	15-Mar-33	Granted	Avaya Inc.
ELECTRONIC COMMUNICATION ROUTING BASED DATA ACCURACY	9854098	26-Dec-17	8-Feb-36	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR TRANSCRIPTION ERROR REDUCTION	9858929	2-Jan-18	20-Jul-30	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR END-TO-END CALL QUALITY INDICATION	9860296	2-Jan-18	6-Jul-33	Granted	Avaya Inc.
AGENT RATING PREDICTION AND ROUTING	9860380	2-Jan-18	5-Feb-34	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR DELIVERY OF GROUP MESSAGES	9860384	2-Jan-18	21-Nov-23	Granted	Intellisist, Inc.
SKILL CHANGE AND ROUTING CORRECTION	9866696	9-Jan-18	17-Dec-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING MULTI-MODAL COMMUNICATION SESSIONS	9871835	16-Jan-18	28-Jan-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING RESOURCES	9871923	16-Jan-18	25-Nov-34	Granted	Avaya Inc.
NETWORK DEVICE MANAGEMENT AND VISUALIZATION	9875001	23-Jan-18	16-Jun-35	Granted	Avaya Inc.
PARALLEL FORKING WITH AOR CHAINING	9876912	23-Jan-18	18-Nov-34	Granted	Avaya Inc.
ADDING FEATURES AND SERVICES WITHOUT PASSWORD EXPOSURE	9881145	30-Jan-18	12-Feb-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR IDENTIFYING SPECIAL INFORMATION	9881604	30-Jan-18	28-Jul-25	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR GUIDING AGENTS IN AN ENTERPRISE	9883032	30-Jan-18	24-Sep-35	Granted	Avaya Inc.
SYSTEM AND METHOD OF MESSAGE THREAD MANAGEMENT	9886664	6-Feb-18	6-Aug-34	Granted	Avaya Inc.
SYSTEMS, METHODS AND MEDIA FOR IDENTIFYING AND ASSOCIATING USER DEVICES WITH MEDIA CUES	9888046	6-Feb-18	22-Feb-33	Granted	Avaya Inc.
SCREEN RESIZE FOR REDUCING POWER CONSUMPTION	9892668	13-Feb-18	19-Oct-33	Granted	Avaya Inc.
SECURITY SURVEILLANCE VIA THREE-DIMENSIONAL AUDIO SPACE PRESENTATION	9892743	13-Feb-18	27-Dec-32	Granted	Avaya Inc.
ONGOING TEXT ANALYSIS TO SELF-REGULATE NETWORK NODE ALLOCATIONS AND CONTACT CENTER ADJUSTMENTS	9894201	13-Feb-18	14-Dec-36	Granted	Avaya Inc.
PRIORITIZE CONTACT NUMBERS OF CUSTOMERS IN REAL TIME	9894203	13-Feb-18	24-May-33	Granted	Avaya Inc.
ON-TOPIC MONITOR	9894206	13-Feb-18	4-Oct-36	Granted	Avaya Inc.



Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
DISSEMINATION OF QUALITY OF SERVICE INFORMATION IN A DISTRIBUTED ENVIRONMENT	9900230	20-Feb-18	22-Mar-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING INCOMING REQUESTS FOR A COMMUNICATION SESSION USING A GRAPHICAL CONNECTION METAPHOR	9900280	20-Feb-18	10-Jan-31	Granted	Avaya Inc.
SIP NETWORK BORDER ELEMENT SESSION AUGMENTATION	9900352	20-Feb-18	18-Feb-36	Granted	Avaya Inc.
MULTI-STREAM VIDEO SWITCHING WITH SELECTIVE OPTIMIZED COMPOSITE	9900553	20-Feb-18	24-Apr-35	Granted	Avaya Inc.
HYBRID CLOUD MEDIA ARCHITECTURE FOR MEDIA COMMUNICATIONS	9906568	27-Feb-18	13-Sep-35	Granted	Avaya Inc.
MANAGEMENT OF CONTACT CENTER GROUP METRICS	9906647	27-Feb-18	10-Nov-35	Granted	Avaya Inc.
CLIENT LOCATION DISCOVERY	9906896	27-Feb-18	16-Dec-33	Granted	Avaya Inc.
SEMI BACKGROUND REPLACEMENT BASED ON ROUGH SEGMENTATION	9911193	6-Mar-18	18-Nov-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DYNAMIC SESSION MAPS	9912524	6-Mar-18	19-Jul-35	Granted	Avaya Inc.
ENHANCING MEDIA CHARACTERISTICS DURING WEB REAL-TIME COMMUNICATIONS (WEBRTC) INTERACTIVE SESSIONS BY USING SESSION INITIATION PROTOCOL (SIP) ENDPOINTS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	9912705	6-Mar-18	2-Mar-36	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR DETERMINING CALL STATUS	9912806	6-Mar-18	30-Oct-33	Granted	Intellisist, Inc.
INTEGRATING BUSINESS PERFORMANCE ACTIVITY WITH PERSONAL PERFORMANCE ACTIVITY ON A WEARABLE DEVICE	9912814	6-Mar-18	26-Jun-35	Granted	Avaya Inc.
METHODS, APPARATUSES, AND COMPUTER-READABLE MEDIA FOR PROVIDING A COLLABORATION LICENSE TO AN APPLICATION FOR PARTICIPANT USER DEVICE(S) PARTICIPATING IN AN ON-LINE COLLABORATION	9929869	27-Mar-18	26-Nov-32	Granted	Avaya Inc.
MECHANISM FOR WORK ASSIGNMENT IN A GRAPH-BASED CONTACT CENTER	9930179	27-Mar-18	4-Jan-35	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR OPTIMAL SCHEDULING OF RESOURCES IN A CONTACT CENTER	9930181	27-Mar-18	30-Dec-36	Granted	Avaya Inc.
SELECTIVE TRAFFIC ANALYSIS AT A COMMUNICATION NETWORK EDGE	9935968	3-Apr-18	16-May-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROCESSING DIGITAL IMAGES DURING VIDEOCONFERENCE	9936162	3-Apr-18	4-Oct-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MIRROR UTILIZATION IN MEETING ROOMS	9936163	3-Apr-18	5-Oct-36	Granted	Avaya Inc.
WEBRTC CALL RECORDING AT THE EDGE OF AN ENTERPRISE NETWORK	9942284	10-Apr-18	18-Oct-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AUTOMATED CALL CENTER OPERATION FACILITATING AGENT-CALLER COMMUNICATION	9942401	10-Apr-18	14-Feb-23	Granted	Intellisist, Inc.

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MULTI-MODE VIDEO CONFERENCING SYSTEM	9942517	10-Apr-18	4-Oct-36	Granted	Avaya Inc.
RECONSTRUCTION OF STATES ON CONTROLLER FAILOVER	9948726	17-Apr-18	11-Oct-35	Granted	Avaya Inc.
ROUTING AND NOTIFICATION IN RESPONSE TO A FAILED FORKED CALL	9948777	17-Apr-18	21-Jun-35	Granted	Avaya Inc.
PUBLISHING CONTACTS TO OPT-IN USERS	9948783	17-Apr-18	17-Mar-37	Granted	Avaya Inc.
BACKGROUND REPLACEMENT BASED ON ATTRIBUTE OF REMOTE USER OR ENDPOINT	9948893	17-Apr-18	18-Nov-35	Granted	Avaya Inc.
COLLABORATIVE BOOKMARKS	9953020	24-Apr-18	15-Jul-34	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR CORRELATING ACTIVITY WITHIN A USER INTERFACE WITH SPECIAL INFORMATION	9953147	24-Apr-18	5-Apr-27	Granted	Intellisist, Inc.
INTELLIGENT/SELECTIVE COVERAGE MECHANISM	9954905	24-Apr-18	14-Jan-34	Granted	Avaya Inc.
PRESENTATION OF ENHANCED COMMUNICATION BETWEEN REMOTE PARTICIPANTS USING AUGMENTED AND VIRTUAL REALITY	9959676	1-May-18	5-Mar-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING CONCURRENT COMMUNICATIONS IN A CONTACT CENTER	9961120	1-May-18	19-Apr-36	Granted	Avaya Inc.
SYSTEM, METHOD AND APPARATUS FOR AUTHENTICATING CALLS	9961197	1-May-18	12-Jan-35	Granted	Avaya Inc.
MONITORING AGENT OVERSIGHT OF ARTIFICIAL INTELLIGENCE CONTENT IN A CONTACT CENTER	9961204	1-May-18	21-Aug-37	Granted	Avaya Inc.
MOBILITY BONDING NETWORK	9961205	1-May-18	25-Oct-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR TRACKING CALL BILLING	9961211	1-May-18	21-Oct-36	Granted	Avaya Inc.
SIGN LANGUAGE COMMUNICATION WITH COMMUNICATION DEVICES	9965467	8-May-18	30-Apr-36	Granted	Avaya Inc.
PROXY-BASED RESERVATION SCHEDULING SYSTEM	9965820	8-May-18	21-Oct-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR OPTIMIZING ACCESS TO A RESOURCE BASED ON SOCIAL SYNCHRONY AND HOMOPHILY	9972022	15-May-18	31-Jan-33	Granted	Avaya Inc.
MOVEMENT AND INTERACTION VERIFICATION	9975243	22-May-18	2-Jun-36	Granted	Avaya Inc.
EMERGENCY CALL BACK FOR SESSION INITIATION PROTOCOL SESSIONS	9979754	22-May-18	13-Jul-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SELECTING AN AGENT IN AN ENTERPRISE	9986097	29-May-18	30-Nov-34	Granted	Avaya Inc.
CONTINUOUS CALL RECORDING	9992331	5-Jun-18	30-Nov-35	Granted	Avaya Inc.
SIGNAL TO NOISE RATIO USING DECENTRALIZED DYNAMIC LASER MICROPHONES	9992580	5-Jun-18	13-Jul-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR END-TO-END RTCP	9998517	12-Jun-18	15-Jun-32	Granted	Avaya Inc.
DETECTING BLUETOOTH LOW ENERGY (BLE) BEACONS USING WIFI	9998903	12-Jun-18	20-Jul-36	Granted	Avaya Inc.
SYSTEM INITIATED DIALOG ADJUSTMENT	10003692	19-Jun-18	20-Oct-36	Granted	Avaya Inc.
ENTERPRISE CLASS VIRTUAL DESKTOP INFRASTRUCTURE	10009404	26-Jun-18	10-Jun-34	Granted	Avaya Inc.

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CONTROL OF ENHANCED COMMUNICATION BETWEEN REMOTE PARTICIPANTS USING AUGMENTED AND VIRTUAL REALITY	10013805	3-Jul-18	10-Jul-36	Granted	Avaya Inc.
NODE-BASED POLICY-ENFORCEMENT ACROSS MIXED MEDIA, MIXED-COMMUNICATIONS MODALITIES AND EXTENSIBLE TO CLOUD COMPUTING SUCH AS SOA	10015169	3-Jul-18	19-Feb-32	Granted	Avaya Inc.
IDENTIFYING INFORMATION PERTINENT TO AN EMERGENT EVENT THROUGH SOCIAL MEDIA POSTINGS	10021246	10-Jul-18	12-May-36	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR MANAGING REPORTING DATA ON A HOSTED ON-DEMAND REPORTING SYSTEM	10026059	17-Jul-18	28-Feb-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING HIRING RECOMMENDATIONS OF AGENTS WITHIN A CALL CENTER	10027804	17-Jul-18	13-Jul-32	Granted	Intellisist, Inc.
COMMUNICATION SYSTEMS FOR MULTI-SOURCE ROBOT CONTROL	10032137	24-Jul-18	31-Mar-36	Granted	Avaya Inc.
EMERGENCY REQUEST PRIOR INSIGHT DELIVERY	10033862	24-Jul-18	5-Aug-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING AGENT GUIDANCE	10038784	31-Jul-18	13-Jul-32	Granted	Intellisist, Inc.
SERVICE ROBOT COMMUNICATION SYSTEMS AND SYSTEM SELF-CONFIGURATION	10040201	7-Aug-18	31-Mar-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CALL DATA PROCESSING	10044860	7-Aug-18	14-Feb-23	Granted	Intellisist, Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR ASSIGNING CALL AGENTS TO CALLERS	10044864	7-Aug-18	13-Jul-32	Granted	Intellisist, Inc.
VIDEO CONFERENCE BRIDGE SETTING SHARING, PUSHING AND RATIONALIZATION	10050749	14-Aug-18	9-May-31	Granted	Avaya Inc.
ABSTRACT ACTIVITY COUNTER	10051067	14-Aug-18	31-Aug-35	Granted	Avaya Inc.
ACCESS TO A WEARABLE COMPUTING SYSTEM USING RANDOMIZED INPUT ORIGINS	10061934	28-Aug-18	12-Oct-35	Granted	Avaya Inc.
AGENT INITIATED AUTOMATED CO-BROWSE	10069973	4-Sep-18	26-Oct-35	Granted	Avaya Inc.
PUSHING GRAPHICAL USER INTERFACE WIDGETS FOR COMMUNICATION DEVICES	10075494	11-Sep-18	29-Jan-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SUGGESTING AUTOMATED ASSISTANTS BASED ON A SIMILARITY VECTOR IN A GRAPHICAL USER INTERFACE FOR MANAGING COMMUNICATION SESSIONS	10079892	18-Sep-18	21-Sep-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING AGENT ASSISTANCE IN CONTACT CENTERS	10079937	18-Sep-18	25-Feb-35	Granted	Avaya Inc.
CHANNEL BANDWIDTH OPTIMIZATION FOR DYNAMIC NETWORK CONDITIONS	10080231	18-Sep-18	9-Aug-36	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR TRANSCRIPTION ERROR REDUCTION	10083691	25-Sep-18	20-Jul-30	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR AGENT DRIVEN SYSTEM TRAINING	10084919	25-Sep-18	18-Aug-36	Granted	Avaya Inc.
GENERATION OF COMPLETE COMMUNICATION LOGS	10097599	9-Oct-18	19-Jan-36	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
ZERO TOUCH ATTACHMENT OF DEVICES TO A SPB NETWORK	10097639	9-Oct-18	6-Apr-37	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ENSURING HIGH AVAILABILITY IN AN ENTERPRISE IMS NETWORK	10104130	16-Oct-18	23-Nov-34	Granted	Avaya Inc.
SYSTEM AND METHOD OF EMBEDDED APPLICATION TAGS	10108735	23-Oct-18	29-Jul-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR TOPIC BASED SEGREGATION IN INSTANT MESSAGING	10110523	23-Oct-18	4-Sep-35	Granted	Avaya Inc.
MANAGEMENT FOR COMMUNICATION PORTS	10110560	23-Oct-18	1-Oct-35	Granted	Avaya Inc.
SUPPORTING INTERMEDIATE BACK TO BACK USER AGENTS BETWEEN USER AGENTS AND A CONFERENCE FOCUS	10110682	23-Oct-18	7-Apr-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DYNAMIC LIGHT ADJUSTMENT IN VIDEO CAPTURE	10110851	23-Oct-18	6-May-36	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR PERFORMING DISTRIBUTED SPEECH RECOGNITION	10121475	6-Nov-18	28-Mar-28	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR EFFICIENT BANDWIDTH ALLOCATION FOR FORKED COMMUNICATION SESSIONS	10122582	6-Nov-18	23-Nov-36	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR RETENTION OF CALL RECORDINGS	10122849	6-Nov-18	20-Sep-27	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR MANAGING RESOURCE SELECTION IN AN ENTERPRISE	10122859	6-Nov-18	27-May-35	Granted	Avaya Inc.
SYSTEM AND METHOD OF MANAGING TRANSMISSION OF DATA BETWEEN TWO DEVICES	10122896	6-Nov-18	6-Oct-36	Granted	Avaya Inc.
OPERATIONAL PARAMETERS	10124491	13-Nov-18	31-Mar-36	Granted	Avaya Inc.
VIRTUAL WATER COOLER DISCUSSION SESSIONS	10129040	13-Nov-18	3-Feb-36	Granted	Avaya Inc.
CONTROLLING ACCESS TO TRAVERSAL USING RELAYS AROUND NETWORK ADDRESS TRANSLATION (TURN) SERVERS USING TRUSTED SINGLE-USE CREDENTIALS	10129243	13-Nov-18	20-Apr-34	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR OPTIMAL SCHEDULING OF RESOURCES IN A CONTACT CENTER	10129405	13-Nov-18	30-Dec-36	Granted	Avaya Inc.
ON-CALL SHARING OF SOCIAL MEDIA CONTEXT AND CONTENT	10135983	20-Nov-18	26-Dec-36	Granted	Avaya Inc.
IMMEDIATE RECONNECTION OF A CALL TO AN AGENT IN A CONTACT CENTER	10135985	20-Nov-18	1-Feb-38	Granted	Avaya Inc.
CONVERSATION QUALITY ANALYSIS	10141011	27-Nov-18	21-Apr-34	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR FACILITATING INTERACTIONS VIA AUTOMATIC AGENT RESPONSES	10142474	27-Nov-18	18-May-37	Granted	Intellisist, Inc.
ELECTRONIC SPEECH RECOGNITION NAME DIRECTORY PROGNOSTICATION SYSTEM BY COMPARING A SPOKEN NAME'S PACKETIZED VOICE TO STORED PHONEMES	10147417	4-Dec-18	3-Oct-36	Granted	Avaya Inc.
EXTENSION OF AUTHORIZATION FRAMEWORK	10148522	4-Dec-18	3-Dec-35	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
SYSTEM AND METHOD FOR PROVIDING CUSTOMER-SPECIFIC ONGOING CALL CENTER ASSISTANCE WITH THE AID OF A DIGITAL COMPUTER	10154140	11-Dec-18	25-Mar-35	Granted	Intellisist, Inc.
IP TOLERANCE AND SIGNALING INTERWORKING	10154391	11-Dec-18	27-Jul-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PERFORMING CIRCUMSTANCE-SPECIFIC CUSTOMER SATISFACTION MONITORING IN AN ONGOING CALL CENTER INTERACTION	10158759	18-Dec-18	22-Jun-35	Granted	Intellisist, Inc.
MEDIA DEGRADATION RECOVERY DURING A COMMUNICATION SESSION	10159027	18-Dec-18	24-Feb-36	Granted	Avaya Inc.
ROUTE OPTIMIZATION USING MEASURED CONGESTION	10164886	25-Dec-18	4-Mar-26	Granted	Avaya Inc.
INTELLIGENT NOTIFICATION OF REQUESTS FOR REAL-TIME ONLINE INTERACTION VIA REAL-TIME COMMUNICATIONS AND/OR MARKUP PROTOCOLS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	10164929	25-Dec-18	8-Sep-38	Granted	Avaya Inc.
MOBILE CALLER AUTHENTICATION FOR CONTACT CENTERS	10164977	25-Dec-18	17-Nov-36	Granted	Avaya Inc.
METHOD FOR INCLUDING CALLER-PROVIDED SUBJECT INFORMATION IN THE CALLER-ID DISPLAY OF ENTERPRISE TELEPHONES	10165116	25-Dec-18	18-May-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DYNAMIC CALL TRAFFIC ROUTING	10165121	25-Dec-18	21-Dec-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ENHANCING VIDEO CONFERENCING EXPERIENCE VIA A MOVING CAMERA	10165159	25-Dec-18	4-Oct-36	Granted	Avaya Inc.
INTERNET PROTOCOL ADDRESS SELECTION IN SESSION INITIATION PROTOCOL COMMUNICATIONS	10182006	15-Jan-19	7-Jul-37	Granted	Avaya Inc.
DYNAMIC MULTIKEYS FOR PERSISTENT OBJECTS	10185579	22-Jan-19	10-Feb-31	Granted	Avaya Inc.
METHOD TO PROVIDE AN OPTIMIZED USER INTERFACE FOR PRESENTATION OF APPLICATION SERVICE IMPACTING ERRORS	10185640	22-Jan-19	17-Aug-35	Granted	Avaya Inc.
SESSION INITIATION PROTOCOL CALL PRESERVATION BASED ON A NETWORK FAILURE	10193931	29-Jan-19	16-Aug-36	Granted	Avaya Inc.
KIOSK ESCALATION	10198760	5-Feb-19	5-Aug-36	Granted	Avaya Inc.
CALL CONTEXT CONVEYANCE	10200418	5-Feb-19	1-Sep-35	Granted	Avaya Inc.
THREE-DIMENSIONAL GENERALIZED SPACE	10203839	12-Feb-19	11-May-33	Granted	Avaya Inc.
BANDWIDTH-EFFICIENT ARCHIVAL OF REAL-TIME INTERACTIVE FLOWS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	10205624	12-Feb-19	17-Jun-35	Granted	Avaya Inc.
ADVANCED USER INTERFACE AND CONTROL PARADIGM INCLUDING CONTEXTUAL COLLABORATION FOR MULTIPLE SERVICE OPERATOR EXTENDED FUNCTIONALITY OFFERS	10205999	12-Feb-19	11-Sep-31	Granted	Avaya Inc.
CONTACT CENTER DELIVERY IN-BUILDING HOMING SERVICE	10210472	19-Feb-19	13-Oct-34	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHODS AND SYSTEMS FOR CREATING AND EXCHANGING A DEVICE SPECIFIC BLOCKCHAIN FOR DEVICE AUTHENTICATION	10212145	19-Feb-19	8-Dec-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR KEYWORD-BASED NOTIFICATION AND DELIVERY OF CONTENT	10212285	19-Feb-19	18-May-33	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR DELIVERY OF GROUP MESSAGES	10212287	19-Feb-19	21-Nov-23	Granted	Intellisist, Inc.
INTELLIGENT PRESENTATION OF SURVEILLANCE INFORMATION ON A MOBILE DEVICE	10212328	19-Feb-19	20-Apr-36	Granted	Avaya Inc.
AUTHENTICATION BASED ON GEO-LOCATION HISTORY	10212587	19-Feb-19	17-Dec-26	Granted	Avaya Inc.
COMMAND AND CONTROL OF A ROBOT BY A CONTACT CENTER WITH THIRD-PARTY MONITORING	10216182	26-Feb-19	4-Aug-36	Granted	Avaya Inc.
NETWORK DEVICE MANAGEMENT AND VISUALIZATION	10216380	26-Feb-19	26-Aug-33	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SECURING ACCOUNT ACCESS BY VERIFYING ACCOUNT WITH EMAIL PROVIDER	10218701	26-Feb-19	8-Jul-36	Granted	Avaya Inc.
MICROPHONE MONITORING AND ANALYTICS	10218841	26-Feb-19	13-Mar-36	Granted	Avaya Inc.
PROVIDING NETWORK MANAGEMENT BASED ON MONITORING QUALITY OF SERVICE (QOS) CHARACTERISTICS OF WEB REAL-TIME COMMUNICATIONS (WEBRTC) INTERACTIVE FLOWS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	10225212	5-Mar-19	26-Sep-33	Granted	Avaya Inc.
EMERGENCY CALL BACK FOR REMOTE WORKERS	10225401	5-Mar-19	25-Feb-36	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR INDEXING AND SEARCHING ADMINISTRATIVE DATA	10229371	12-Mar-19	29-Nov-36	Granted	Avaya Inc.
PHRASE SPOTTING SYSTEMS AND METHODS	10229676	12-Mar-19	5-Oct-32	Granted	Avaya Inc.
SESSION RECONSTRUCTION USING PROACTIVE REDIRECT	10230801	12-Mar-19	17-Jun-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MULTIMODAL INTERACTION AIDS	10237082	19-Mar-19	30-Apr-34	Granted	Avaya Inc.
MULTIPLE DEVICE CO-BROWSING OF A SINGLE WEBSITE INSTANCE	10237325	19-Mar-19	24-Oct-34	Granted	Avaya Inc.
CO-RESIDENT PLUG-INS OF THIRD PARTY SOFTWARE	10237370	19-Mar-19	22-Jan-33	Granted	Avaya Inc.
SYNCHRONIZATION OF DIGITAL ALGORITHMIC STATE DATA WITH AUDIO TRACE SIGNALS	10242694	26-Mar-19	25-May-36	Granted	Avaya Inc.
CLOUD-BASED UNIVERSAL COLLABORATIVE MESSAGING SYSTEM AND METHOD	10250534	2-Apr-19	20-Jan-36	Granted	Avaya Inc.
POSITIONAL CONTROLLED MUTING	10250848	2-Apr-19	3-Jun-36	Granted	Avaya Inc.
TESTING USER INTERFACE FUNCTIONALITY THROUGH ACTUATION BY A PIEZOELECTRIC GRID	10254734	9-Apr-19	28-Sep-37	Granted	Avaya Inc.
METHOD OF REDISTRIBUTING ACCESS POINTS AUTOMATICALLY TO CONTROLLERS FOR RESTORING TOPOLOGY AND BALANCING LOAD	10255116	9-Apr-19	2-May-32	Granted	Avaya Inc.
DELIVERING IN-HOME CUSTOMER SERVICE VIA MULTIPLE CHANNELS	10257581	9-Apr-19	11-Feb-37	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
METHOD, APPARATUS, AND SYSTEM FOR PROVIDING AND USING SUBSCRIPTIONS AND FILTERING BASED ON TREE STRUCTURES	10261997	16-Apr-19	28-Aug-34	Granted	Avaya Inc.
MOBILE ENDPOINT NETWORK INTERFACE SELECTION USING MERGED POLICIES	10263886	16-Apr-19	28-Oct-36	Granted	Avaya Inc.
PROVIDING ORIGIN INSIGHT FOR WEB APPLICATIONS VIA SESSION TRAVERSAL UTILITIES FOR NETWORK ADDRESS TRANSLATION (STUN) MESSAGES, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	10263952	16-Apr-19	31-Oct-33	Granted	Avaya Inc.
METHOD FOR ENABLING MOBILITY OF CLIENT DEVICES IN LARGE SCALE UNIFIED NETWORKS	10270622	23-Apr-19	7-May-30	Granted	Avaya Inc.
EXTENDING NETWORK ADDRESS LIFETIME WHEN ADDRESS SYSTEM IS UNAVAILABLE	10270737	23-Apr-19	6-Jan-37	Granted	Avaya Inc.
FAILOVER ANNOUNCEMENTS	10270903	23-Apr-19	26-Sep-36	Granted	Avaya Inc.
ENHANCING CONTACT CENTER CALCULATIONS BASED ON REAL-TIME SPEECH ANALYTICS	10270914	23-Apr-19	12-Jun-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CONVERSATIONAL CONFIGURATION OF APPLICATIONS	10282213	7-May-19	21-May-36	Granted	Avaya Inc.
MANAGING CONTACT CENTER METRICS	10282456	7-May-19	2-Jan-38	Granted	Avaya Inc.
GARBAGE COLLECTION OF PERSISTENT OBJECTS WITH DYNAMIC MULTIKEYS	10289728	14-May-19	22-Jan-31	Granted	Avaya Inc.
CONTROL FOR CONTENT CHANNEL IN WEB REAL-TIME COMMUNICATION	10298652	21-May-19	18-Sep-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SELECTING AGENTS TO IMPROVE CALL ROUTING	10298765	21-May-19	16-May-35	Granted	Avaya Inc.
PUBLISHING CONTACTS TO OPT-IN USERS	10306069	28-May-19	17-Mar-37	Granted	Avaya Inc.
MECHANISM FOR WORK ASSIGNMENT IN A GRAPH-BASED CONTACT CENTER	10313526	4-Jun-19	29-May-34	Granted	Avaya Inc.
GEO-SPATIAL EVENT PROCESSING	10319376	11-Jun-19	20-Apr-35	Granted	Avaya Inc.
DEVICE AND METHOD FOR TEMPORAL CORRELATION OF COMMUNICATION TYPES	10320737	11-Jun-19	14-Apr-37	Granted	Avaya Inc.
CALL LOG MANAGEMENT FOR MULTIPLE COMMUNICATION DEVICES USING THE SAME ADDRESS OF RECORD	10320971	11-Jun-19	10-Aug-36	Granted	Avaya Inc.
ENHANCED SESSION INITIATION PROTOCOL RECORDING	10320972	11-Jun-19	16-Sep-36	Granted	Avaya Inc.
EMBEDDING CONTENT OF INTEREST IN VIDEO CONFERENCING	10321096	11-Jun-19	5-Oct-36	Granted	Avaya Inc.
METHOD INVOCATION FOR PERSISTENT OBJECTS WITH DYNAMIC MULTIKEYS	10324735	18-Jun-19	10-Feb-31	Granted	Avaya Inc.
TELEPHONY ENDPOINT PRESENCE AND INSTANT MESSAGING DATA-PACKET MANAGEMENT	10333869	25-Jun-19	3-Apr-37	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR PRESENTING INFORMATION EXTRACTED FROM ONE OR MORE DATA SOURCES TO EVENT PARTICIPANTS	10339504	2-Jul-19	17-Jan-36	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
SKILL-BASED SECURE DYNAMIC CONTACT CENTER AGENT ACCESS	10341318	2-Jul-19	7-Jan-36	Granted	Avaya Inc.
SYSTEM AND METHOD TO AUTHENTICATE CONTACT CENTER AGENTS BY A REVERSE AUTHENTICATION PROCEDURE	10341487	2-Jul-19	18-Aug-36	Granted	Avaya Inc.
ACOUSTIC INFORMATION TRANSFER	10348416	9-Jul-19	7-Jul-34	Granted	Avaya Inc.
DYNAMIC DEVICE PAIRING WITH MEDIA SERVER AUDIO SUBSTITUTION	10348778	9-Jul-19	18-Mar-35	Granted	Avaya Inc.
PREDICTION OF CONTACT CENTER INTERACTIONS	10348895	9-Jul-19	4-Apr-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR REDUCING STORAGE SPACE IN A CONTACT CENTER	10348897	9-Jul-19	27-Jun-37	Granted	Avaya Inc.
SERVICE ROBOT ASSESSMENT AND OPERATION	10350757	16-Jul-19	14-Jul-36	Granted	Avaya Inc.
CONVERSATION STRUCTURE ANALYSIS	10354654	16-Jul-19	7-Aug-34	Granted	Avaya Inc.
COMPUTER TELEPHONY INTEGRATION (CTI) CONTROL OF MULTIPLE DEVICES WITH A SINGLE ADDRESS OF RECORD	10356130	16-Jul-19	14-Sep-37	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR ENHANCED CONFERENCE SESSION INTERACTION	10356137	16-Jul-19	18-Jul-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING COMMUNICATION INTERRUPTS IN AN ENTERPRISE	10356242	16-Jul-19	12-Dec-36	Granted	Avaya Inc.
PROXIMITY BASED INTERACTIONS WITH WALLBOARDS	10362167	23-Jul-19	11-Jan-38	Granted	Avaya Inc.
PROBE OF ALARM FUNCTIONALITY USING COMMUNICATION DEVICES	10365642	30-Jul-19	3-Oct-36	Granted	Avaya Inc.
PAIRWISE AUDIO CAPTURE DEVICE SELECTION	10372407	6-Aug-19	27-May-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR IDENTIFYING SPECIAL INFORMATION VERBALIZATION TIMING WITH THE AID OF A DIGITAL COMPUTER	10372891	6-Aug-19	25-Dec-27	Granted	Intellisist, Inc.
SYSTEM AND METHOD FOR USER NOTIFICATION REGARDING DETECTED EVENTS	10375242	6-Aug-19	24-Mar-35	Granted	Avaya Inc.
PREMISES ENABLED MOBILE KIOSK, USING CUSTOMERS' MOBILE COMMUNICATION DEVICE	10375244	6-Aug-19	6-Aug-28	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ROUTING WORK REQUESTS TO A RESOURCE GROUP OF AN ENTERPRISE	10382628	13-Aug-19	4-Nov-34	Granted	Avaya Inc.
VISITOR ACCESS MANAGEMENT	10389730	20-Aug-19	29-Oct-36	Granted	Avaya Inc.
REAL-TIME SPEECH FEED TO AGENT GREETING	10389879	20-Aug-19	19-May-37	Granted	Avaya Inc.
INTEGRATION OF REAL-TIME AND NON-REAL-TIME COMMUNICATIONS	10404646	3-Sep-19	30-Oct-36	Granted	Avaya Inc.
SELECTION OF ROBOT OPERATION MODE FROM DETERMINED COMPLIANCE WITH A SECURITY CRITERIA	10410007	10-Sep-19	10-May-37	Granted	Avaya Inc.
MECHANISM FOR ADAPTIVE MODIFICATION OF AN ATTRIBUTE TREE IN GRAPH BASED CONTACT CENTERS	10410147	10-Sep-19	16-Jul-35	Granted	Avaya Inc.
DETECTION AND AUTO-CORRECTION OF TALK PROBLEMS IN COMMUNICATION SESSIONS	10412126	10-Sep-19	20-Sep-37	Granted	Avaya Inc.



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SOCIAL MESSAGING HOLD AND WAIT TREATMENT SYSTEMS	10425363	24-Sep-19	13-Apr-37	Granted	Avaya Inc.
SYSTEM AND METHOD FOR OPTIMIZING AGENT TIME	10425534	24-Sep-19	19-Mar-37	Granted	Avaya Inc.
MOBILITY BONDING NETWORK	10440127	8-Oct-19	25-Oct-36	Granted	Avaya Inc.
TRACKING AND PREVENTING MUTE ABUSE BY CONTACT CENTER AGENTS	10440179	8-Oct-19	3-Feb-37	Granted	Avaya Inc.
EARLY ENOUGH REMINDERS	10445703	15-Oct-19	3-Jan-33	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR IDENTIFYING SPECIAL INFORMATION WITHIN A VOICE RECORDING	10446134	15-Oct-19	13-Jul-25	Granted	Intellisist, Inc.
METHOD AND SYSTEM FOR A UNIFORM RESOURCE IDENTIFIER (URI) BROKER	10447797	15-Oct-19	1-Mar-38	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR FACILITATING INTERACTIONS VIA AUTOMATIC AGENT RESPONSES	10447856	15-Oct-19	18-May-37	Granted	Intellisist, Inc.
CONTEXT-BASED ASSIGNMENT OF CUSTOMER SERVICE AGENTS ASSOCIATED WITH DOCUMENT VIEWING SECTIONS	10453077	22-Oct-19	7-Jun-37	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CUSTOMIZATION OF A LOCAL APPLICATION	10455055	22-Oct-19	13-Jan-37	Granted	Avaya Inc.
TEMPORARY ACCESS OF A USER PROFILE	10462151	29-Oct-19	17-Nov-35	Granted	Avaya Inc.
ENHANCED PRIVACY AND AGENT CONTROL IN A CO-BROWSING SESSION	10462227	29-Oct-19	3-Dec-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR AUTOMATED DETERMINING WHEN TO REVIEW AN AGENT RESPONSE PROCESS	10462297	29-Oct-19	20-Mar-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ADAPTIVE MULTIPLE CONTACT ASSIGNMENT	10467560	5-Nov-19	30-Jan-33	Granted	Avaya Inc.
HIGH AVAILABILITY TAKE OVER FOR IN-DIALOG COMMUNICATION SESSIONS	10469537	5-Nov-19	7-Aug-37	Granted	Avaya Inc.
CALL PRESERVATION FOR MULTIPLE LEGS OF A CALL WHEN A PRIMARY SESSION MANAGER FAILS	10469538	5-Nov-19	30-Mar-37	Granted	Avaya Inc.
QUALITY OF SERVICE FOR WEB REAL-TIME COMMUNICATION NETWORKS	10469559	5-Nov-19	29-Jan-37	Granted	Avaya Inc.
CALL RECONSTRUCTION SEQUENCED APPLICATION	10469655	5-Nov-19	21-Mar-38	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING CUSTOMER INTERACTIONS IN AN ENTERPRISE	10469662	5-Nov-19	18-Feb-36	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR PROTECTING SENSITIVE INFORMATION WITHIN A CALL CENTER IN REAL TIME	10469663	5-Nov-19	24-Mar-35	Granted	Intellisist, Inc.
DISTURBANCE DETECTION IN VIDEO COMMUNICATIONS	10469802	5-Nov-19	11-Aug-35	Granted	Avaya Inc.
METHOD AND SYSTEM FOR ALTERED ALERTING	10470006	5-Nov-19	22-Jan-38	Granted	Avaya Inc.
BINARY-CACHING FOR XML DOCUMENTS WITH EMBEDDED EXECUTABLE CODE	10474425	12-Nov-19	11-Feb-29	Granted	Avaya Inc.
ORGANIZING SPEECH SEARCH RESULTS	10474706	12-Nov-19	31-May-37	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
PUBLIC NON-COMPANY CONTROLLED SOCIAL FORUM RESPONSE METHOD	10475042	12-Nov-19	25-May-36	Granted	Avaya Inc.
METHOD AND SYSTEM FOR PROXIMITY-BASED CONTENT SHARING	10476554	12-Nov-19	13-Oct-33	Granted	Avaya Inc.
MANAGEMENT OF AGENT SESSIONS FOR OMNICHANNEL PREDICTIVE OUTBOUND	10477018	12-Nov-19	19-Dec-37	Granted	Avaya Inc.
CONTACT CENTER ADMINISTRATION VIA TEXT STREAM INTERACTION	10477019	12-Nov-19	22-Dec-36	Granted	Avaya Inc.
INTELLIGENT CONTACT RECORDING IN A VIRTUAL REALITY CONTACT CENTER	10484643	19-Nov-19	8-Feb-37	Granted	Avaya Inc.
INDEPENDENT PARALLEL INTERACTION SPACE INSTANTIATION	10491579	26-Nov-19	3-Jun-36	Granted	Avaya Inc.
GENERATION OF ENTERPRISE-WIDE LICENSES IN A CUSTOMER ENVIRONMENT	10503877	10-Dec-19	28-Feb-37	Granted	Avaya Inc.
PROCESSOR AND DATA STORAGE ENABLING EFFICIENT DATA REPORTING	10510033	17-Dec-19	2-Oct-35	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR CALL STATUS DETERMINATION	10511710	17-Dec-19	30-Oct-33	Granted	Intellisist, Inc.
SELECTIVE DATA TRANSMISSION IN NETWORKS	10516597	24-Dec-19	4-Nov-37	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR PROVIDING AUTOMATED PROGRESS UPDATES IN A CONTACT CENTER	10516706	24-Dec-19	17-Aug-37	Granted	Avaya Inc.
LOCATING USER DEVICES IN ENTERPRISES	10524103	31-Dec-19	12-Apr-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR INFORMATION SHARING IN AN ENTERPRISE	10530674	7-Jan-20	25-Jan-35	Granted	Avaya Inc.
DYNAMIC AGENT GREETING BASED ON PRIOR CALL ANALYSIS	10547728	28-Jan-20	12-Feb-36	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR PLACING CALLS IN A NON-DISTURBING MANNER	10547741	28-Jan-20	9-Feb-38	Granted	Avaya Inc.
DOMAIN IDENTIFIER BASED ACCESS POLICY CONTROL	10554618	4-Feb-20	2-Mar-38	Granted	Avaya Inc.
SERVICES VERSIONING	10560551	11-Feb-20	22-Sep-32	Granted	Avaya Inc.
EFFICIENT MECHANISM FOR CUSTOMER FEEDBACK FROM A VOICE CALL	10560577	11-Feb-20	6-Oct-35	Granted	Avaya Inc.
AGENT DRIVEN MEDIA-AGNOSTIC WORK ITEM GROUPING AND SHARING OVER A CONSULT MEDIUM	10572879	25-Feb-20	10-Jan-29	Granted	Avaya Inc.
DYNAMIC TIME-WEIGHTED SYSTEMS AND METHODS FOR MANAGEMENT OF ACOUSTIC EXPOSURE	10574201	25-Feb-20	23-May-37	Granted	Avaya Inc.
SYSTEM AND METHOD FOR GRAPHICALLY MANAGING A COMMUNICATION SESSION WITH A CONTEXT BASED CONTACT SET	10574623	25-Feb-20	20-Apr-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SCHEDULING BASED ON SERVICE COMPLETION OBJECTIVES	10579947	3-Mar-20	28-Jan-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PAYMENT CARD INDUSTRY COMPLIANCE	10580014	3-Mar-20	28-Jun-36	Granted	Avaya Inc.
SESSION DESCRIPTION PROTOCOL TEMPLATE MODIFIERS FOR FLEXIBLE CONTROL OF MEDIA SERVER RESOURCES	10581925	3-Mar-20	13-May-36	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
PROVIDING WEB REAL-TIME COMMUNICATIONS (WEBRTC) MEDIA SERVICES VIA WEBRTC-ENABLED MEDIA SERVERS, AND RELATED METHODS, SYSTEMS, AND COMPUTER-READABLE MEDIA	10581927	3-Mar-20	6-Jun-36	Granted	Avaya Inc.
PERSONALIZED WAIT TREATMENT DURING INTERACTION WITH CONTACT CENTERS	10582050	3-Mar-20	28-Mar-38	Granted	Avaya Inc.
SYSTEM AND METHOD TO USE LOCATION-AWARE DNS RESPONSES AS INPUT TO MEDIA RELAY SELECTION FOR WEBRTC	10587449	10-Mar-20	29-Apr-38	Granted	Avaya Inc.
METHOD AND SYSTEM FOR INTEGRATED OPTIMIZED REPORTING	10587727	10-Mar-20	20-Jan-38	Granted	Avaya Inc.
SHARING DYNAMIC VARIABLES IN A HIGH AVAILABILITY ENVIRONMENT	10592217	17-Mar-20	24-Nov-35	Granted	Avaya Inc.
EFFICIENT MANAGEMENT OF CO-EXISTING MULTI-CHANNEL INTERACTIONS IN A CONTACT CENTER	10594865	17-Mar-20	31-Jul-38	Granted	Avaya Inc.
SEMANTIC TRANSLATION MODEL TRAINING	10599765	24-Mar-20	4-Apr-38	Granted	Avaya Inc.
SECURE APPLICATION ATTACHMENT	10601595	24-Mar-20	13-Jul-36	Granted	Avaya Inc.
ACCESSING LOCAL INFORMATION BASED ON A BROWSER SESSION	10601831	24-Mar-20	28-Feb-37	Granted	Avaya Inc.
CONFERENCE RECONSTRUCTION IN SIP NETWORKS	10601880	24-Mar-20	29-Dec-36	Granted	Avaya Inc.
EYE CONTROL OF A TEXT STREAM	10606920	31-Mar-20	15-Mar-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING RESOURCE SELECTION IN AN ENTERPRISE	10609219	31-Mar-20	16-Dec-34	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PERFORMING CALLER IDENTITY VERIFICATION USING MULTI-STEP VOICE ANALYSIS	10614813	7-Apr-20	3-Nov-37	Granted	Intellisist, Inc.
WIFI DEVICE ZONING USING MICRO-LOCATION DATA	10616714	7-Apr-20	4-Nov-34	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR COMPILING AND DYNAMICALLY UPDATING A COLLECTION OF FREQUENTLY ASKED QUESTIONS	10621218	14-Apr-20	13-Feb-36	Granted	Avaya Inc.
CONTACT CENTER DELIVERY IN-BUILDING HOMING SERVICE	10621539	14-Apr-20	13-Oct-34	Granted	Avaya Inc.
DOCUMENT DETECTION AND ANALYSIS-BASED ROUTING	10623569	14-Apr-20	8-Jun-37	Granted	Avaya Inc.
MITIGATION OF WEBRTC ATTACKS USING A NETWORK EDGE SYSTEM	10630717	21-Apr-20	6-Mar-36	Granted	Avaya Inc.
GENERATING RECORDING ACCESS PERMISSIONS BASED ON MEETING PROPERTIES	10630733	21-Apr-20	24-Aug-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR PROVIDING ENHANCED ROUTING IN A CONTACT CENTER	10631257	21-Apr-20	27-Nov-38	Granted	Avaya Inc.
INTERFACING EMERGENCY EVENTS WITH MAP/ROUTING SOFTWARE TO RE-ROUTE NON-EMERGENCY TRAFFIC TO CREATE PATHS FOR EMERGENCY VEHICLES	10634507	28-Apr-20	20-Dec-36	Granted	Avaya Inc.
AUTHORIZING DEPLOYABLE RESOURCES BASED ON PERSONAL INFORMATION OBTAINED FROM WEARABLE DEVICES	10637860	28-Apr-20	4-Apr-36	Granted	Avaya Inc.

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SYSTEM AND METHOD FOR COMPOSITE PRESENCE SUBSCRIPTIONS	10637943	28-Apr-20	7-Jun-35	Granted	Avaya Inc.
CONTACT CENTER INTERACTIVE TEXT STREAM WAIT TREATMENTS	10645218	5-May-20	4-Apr-36	Granted	Avaya Inc.
THREE-DIMENSIONAL GENERALIZED SPACE	10656782	19-May-20	27-Dec-32	Granted	Avaya Inc.
SYSTEM AND METHOD FOR EFFICIENT PORT AND BANDWIDTH UTILIZATION IN SETTING UP COMMUNICATION SESSIONS	10659501	19-May-20	2-May-37	Granted	Avaya Inc.
REAL-TIME SPEECH FEED TO AGENT GREETING	10659607	19-May-20	19-May-37	Granted	Avaya Inc.
SYSTEM AND METHOD FOR IMPROVED AUTOMATIC CALLBACKS IN A CONTACT CENTER	10659611	19-May-20	15-Jan-39	Granted	Avaya Inc.
AGENT EFFICIENCY BASED ON REAL-TIME DESKTOP ANALYTICS	10659612	19-May-20	23-Feb-38	Granted	Avaya Inc.
NEGOTIATION OF A FUTURE COMMUNICATION BY USE OF A PERSONAL VIRTUAL ASSISTANT (PVA)	10664778	26-May-20	30-May-37	Granted	Avaya Inc.
CERTIFICATE-BASED DUAL AUTHENTICATION FOR OPENFLOW ENABLED SWITCHES	10666638	26-May-20	6-Sep-37	Granted	Avaya Inc.
CUSTOMER-CENTRIC WORKFLOW FOR INITIAL ONBOARDING OF AN OPENFLOW ENABLED SWITCH	10666639	26-May-20	30-Aug-37	Granted	Avaya Inc.
DYNAMIC SESSION CLASSIFICATION	10666691	26-May-20	7-Apr-36	Granted	Avaya Inc.
COMMUNICATIONS-ENABLED DYNAMIC SOCIAL NETWORK ROUTING UTILIZING PRESENCE	10671600	2-Jun-20	13-Feb-30	Granted	Avaya Inc.
SERVICE IMPLEMENTING A WORKFLOW BASED ON IMAGE ANALYSIS	10671847	2-Jun-20	16-Apr-38	Granted	Avaya Inc.
PROFILE INFORMATION BASED ON PARTICIPANT IDENTITY FOR PEER-TO-PEER SESSIONS	10681121	9-Jun-20	18-Aug-34	Granted	Avaya Inc.
DYNAMIC SYNCHRONIZATION OF CO-EXISTING MULTICHANNEL INTERACTIONS IN A CONTACT CENTER	10681213	9-Jun-20	31-Jul-38	Granted	Avaya Inc.
ENHANCED REAL-TIME ROUTING	10681214	9-Jun-20	27-Dec-38	Granted	Avaya Inc.
SPLIT SCREEN FOR VIDEO SHARING	10681300	9-Jun-20	14-Feb-39	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR ENCRYPTING CALL RECORDINGS	10685135	16-Jun-20	3-Sep-34	Granted	Intellisist, Inc.
DISCOVERY AND CONFIGURATION OF AN OPEN NETWORKING ADAPTER IN A FABRIC NETWORK	10686665	16-Jun-20	2-Feb-38	Granted	Avaya Inc.
ANALYTICS-GUIDED CALL ROUTING WITH THIRD PARTY	10694041	23-Jun-20	26-Jul-38	Granted	Avaya Inc.
CLIP BASED SPEAKER RETENTION TO A MOUNTING SURFACE	10694273	23-Jun-20	22-Feb-39	Granted	Avaya Inc.
PUBLIC KEY INFRASTRUCTURE EXCHANGE USING NETCONF FOR OPENFLOW ENABLED SWITCHES	10701060	30-Jun-20	8-Nov-37	Granted	Avaya Inc.
SYSTEM AND METHOD FOR CALL MANAGEMENT IN SINGLE WINDOW COMMUNICATION ENDPOINTS	10712927	14-Jul-20	1-Oct-35	Granted	Avaya Inc.
ARTIFICIAL INTELLIGENCE BASED IDENTIFICATION AND DATA GATHERING OF INCOMPLETE INTERACTIONS AND AUTOMATICALLY CREATING TASKS TO TAKE IT TO COMPLETION	10713662	14-Jul-20	26-Feb-39	Granted	Avaya Inc.

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METHOD AND SYSTEM FOR ADAPTIVE OUTBOUND CAMPAIGNS	10713668	14-Jul-20	20-Dec-34	Granted	Avaya Inc.
MANAGEMENT OF AGENT SESSIONS FOR OMNICHANNEL PREDICTIVE OUTBOUND	10715663	14-Jul-20	19-Dec-37	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR CONTROLLING TRANSFER OF CONTACTS IN A CONTACT CENTER	10715669	14-Jul-20	29-Jan-38	Granted	Avaya Inc.
WEB APPLICATION SYSTEM AND METHOD TO DYNAMICALLY SELECT BETWEEN LOCAL INSTALLED AND CLOUD BASED RESOURCES	10725759	28-Jul-20	29-Dec-36	Granted	Avaya Inc.
INTERNET PROTOCOL ADDRESS SELECTION IN SESSION INITIATION PROTOCOL COMMUNICATIONS	10728207	28-Jul-20	2-Feb-38	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DETECTING AND ANALYZING USER MIGRATION IN PUBLIC SOCIAL NETWORKS	10728359	28-Jul-20	29-Oct-35	Granted	Avaya Inc.
SYSTEM FOR SELF-ALLOCATING RESOURCES	10735258	4-Aug-20	7-Sep-38	Granted	Avaya Inc.
SESSION INITIATION PROTOCOL (SIP) DIALOG RECONSTRUCTION THROUGH RECONSTRUCTION ANCHORS FOR USER AGENTS	10735475	4-Aug-20	11-Sep-37	Granted	Avaya Inc.
CONTACT CENTER ROUTING MECHANISMS	10735591	4-Aug-20	7-Mar-39	Granted	Avaya Inc.
METHOD AND SYSTEM FOR DETECTING INAUDIBLE SOUNDS	10741037	11-Aug-20	16-May-38	Granted	Avaya Inc.
MOBILE CALLER AUTHENTICATION FOR CONTACT CENTERS	10742652	11-Aug-20	17-Nov-36	Granted	Avaya Inc.
SNAP-IN INVOCATION FOR CALL RECONSTRUCTION	10742692	11-Aug-20	18-Oct-33	Granted	Avaya Inc.
MEDIA CONTENTION FOR VIRTUALIZED DEVICES	10742698	11-Aug-20	27-Jul-34	Granted	Avaya Inc.
PROVIDING AND USING QUALITY INDICATORS IN CONFERENCES FOR MITIGATION ACTIVITIES	10742709	11-Aug-20	17-Feb-35	Granted	Avaya Inc.
CALL RECONSTRUCTION SEQUENCED APPLICATION	10742800	11-Aug-20	21-Mar-38	Granted	Avaya Inc.
DYNAMIC ROUTING SYSTEM FOR CONTACT CENTER COMMUNICATIONS	10742816	11-Aug-20	10-Apr-38	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR STORING AND RETRIEVING SENSITIVE INFORMATION	10754978	25-Aug-20	27-Jul-37	Granted	Intellisist, Inc.
DISTRIBUTED LEDGER AND BLOCKCHAIN TO CONFIRM VALIDITY OF CALL RECORDINGS	10756912	25-Aug-20	12-Oct-38	Granted	Avaya Inc.
SYSTEM AND METHOD FOR TOPIC BASED SEGREGATION IN INSTANT MESSAGING	10757050	25-Aug-20	5-Jul-35	Granted	Avaya Inc.
REAL TIME SIGN LANGUAGE CONVERSION FOR COMMUNICATION IN A CONTACT CENTER	10757251	25-Aug-20	30-Aug-39	Granted	Avaya Inc.
SEQUENCED APPLICATIONS FOR CONTROLLING COMMUNICATION FEATURES	10757547	25-Aug-20	8-Nov-37	Granted	Avaya Inc.
TECHNIQUE FOR AUTHENTICATING NETWORK USERS	10764264	1-Sep-20	9-Oct-32	Granted	Avaya Inc.
SMART CUSTOMER ASSISTANT IN A CONTACT CENTER	10764435	1-Sep-20	27-Oct-38	Granted	Avaya Inc.
AUTO LEARNING SYSTEM FOR ACTIVE CO-BROWSE SESSIONS	10764439	1-Sep-20	1-Apr-39	Granted	Avaya Inc.

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SYSTEMS AND METHODS OF DYNAMIC PORT ASSIGNMENT	10782981	22-Sep-20	6-Jul-38	Granted	Avaya Inc.
METHOD AND SYSTEM FOR WARNING USERS OF OFFENSIVE BEHAVIOR	10783766	22-Sep-20	27-Aug-38	Granted	Avaya Inc.
OPTIMAL RESOURCE AND CHANNEL SELECTION	10785371	22-Sep-20	2-Jan-36	Granted	Avaya Inc.
SENDING PROGRESS UPDATE MESSAGES WHILE A USER IS ON HOLD	10791218	29-Sep-20	16-Nov-36	Granted	Avaya Inc.
ADAPTIVE THRESHOLDING	10805461	13-Oct-20	15-Mar-33	Granted	Avaya Inc.
LIVE ASSIST	10810599	20-Oct-20	2-Apr-34	Granted	Avaya Inc.
PREDICTIVE NETWORK NODE ALLOCATION	10812321	20-Oct-20	29-Dec-38	Granted	Avaya Inc.
SYSTEM AND METHOD FOR DYNAMIC TEMPORARY GROUPS	10817894	27-Oct-20	18-Aug-36	Granted	Avaya Inc.
SYSTEM AND METHOD OF CONTROLLING A CURSOR DISPLAY IN A CO-BROWSING COMMUNICATION SESSION	10824308	3-Nov-20	4-Dec-37	Granted	Avaya Inc.
IMMEDIATE CALL RECONNECTION TO THE SAME AGENT IN A CONTACT CENTER	10827072	3-Nov-20	7-Nov-39	Granted	Avaya Inc.
ENFORCEMENT OF CONTACT CENTER COMMUNICATION SESSION ROUTING BEHAVIORS	10827074	3-Nov-20	24-Oct-38	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR EFFICIENTLY FACILITATING APPOINTMENTS WITHIN A CALL CENTER VIA AN AUTOMATIC CALL DISTRIBUTOR	10841423	17-Nov-20	14-Mar-33	Granted	Intellisist, Inc.
SIGNAL TO NOISE RATIO USING DECENTRALIZED DYNAMIC LASER MICROPHONES	10841712	17-Nov-20	4-Mar-36	Granted	Avaya Inc.
LOCATING USER DEVICES IN ENTERPRISES	10841778	17-Nov-20	12-Apr-36	Granted	Avaya Inc.
CHATBOT SOCIALIZATION	10848443	24-Nov-20	14-Aug-38	Granted	Avaya Inc.
PROXIMITY BASED COMMUNICATION INFORMATION SHARING	10848908	24-Nov-20	21-Mar-39	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR PROVIDING AUTOMATED PROGRESS UPDATES IN A CONTACT CENTER	10862929	8-Dec-20	11-Oct-39	Granted	Avaya Inc.
COMMAND AND CONTROL OF A ROBOT BY A CONTACT CENTER WITH THIRD-PARTY MONITORING	10866585	15-Dec-20	31-Mar-36	Granted	Avaya Inc.
AUTOMATIC CLOUD CAPACITY ADJUSTMENT	10873538	22-Dec-20	5-May-35	Granted	Avaya Inc.
SYSTEM AND METHODS FOR TUNNELING MEDIA THROUGH SECURE CHANNEL	10880120	29-Dec-20	4-Sep-38	Granted	Avaya Inc.
SYSTEM AND METHODS FOR PROVIDING TO PUSH NOTIFICATIONS TO COMMUNICATION ENDPOINTS	10880338	29-Dec-20	29-May-38	Granted	Avaya Inc.
SELECTIVE COMMUNICATION EVENT EXTRACTION	10880428	29-Dec-20	13-Aug-38	Granted	Avaya Inc.
PROVIDING EVENT UPDATES BASED ON PARTICIPANT LOCATION	10897684	19-Jan-21	11-Dec-38	Granted	Avaya Inc.
SYSTEM AND METHOD FOR ENHANCING INFORMATION FLOW IN AN ENTERPRISE	10902083	26-Jan-21	12-Jun-34	Granted	Avaya Inc.

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SYSTEM AND METHOD FOR PERFORMING SCREEN CAPTURE-BASED SENSITIVE INFORMATION PROTECTION WITHIN A CALL CENTER ENVIRONMENT	10902147	26-Jan-21	3-Nov-37	Granted	Intellisist, Inc.
ALTERNATIVE NETWORK ADDRESS TYPE (ANAT) ENCODING AND MEDIA INTERWORKING	10904299	26-Jan-21	8-Jun-37	Granted	Avaya Inc.
METHOD OF INTEGRATING ARTIFICIAL INTELLIGENCE SYSTEMS TO DYNAMICALLY ADJUST WRAP-UP TIME	10904390	26-Jan-21	30-Jun-40	Granted	Avaya Management L.P.
PERSONALIZED WAIT TREATMENT DURING INTERACTION WITH CONTACT CENTERS	10911598	2-Feb-21	28-Mar-38	Granted	Avaya Inc.
VIDEO ADAPTATION IN CONFERENCING USING POWER OR VIEW INDICATIONS	10917611	9-Feb-21	9-Jun-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SENDING AND RECEIVING NON-VISUAL MESSAGES IN AN ELECTRONIC AUDIO COMMUNICATION SESSION	10924894	16-Feb-21	20-Sep-38	Granted	Avaya Inc.
EXPORTED DIGITAL RELATIONSHIPS	10929557	23-Feb-21	2-Jan-39	Granted	Avaya Inc.
EARLY MEDIA HANDLING	10931719	23-Feb-21	20-Apr-35	Granted	Avaya Inc.
IP TOLERANCE AND SIGNALING INTERWORKING	10931720	23-Feb-21	8-Jun-37	Granted	Avaya Inc.
AUTOMATIC ON HOLD COMMUNICATION SESSION STATE MANAGEMENT IN A CONTACT CENTER	10938867	2-Mar-21	16-Apr-39	Granted	Avaya Inc.
INTER DOMAIN INSTANT MESSAGING BRIDGE	10938914	2-Mar-21	18-Jan-36	Granted	Avaya Inc.
SUPPORTING INTERMEDIATE BACK TO BACK USER AGENTS BETWEEN USER AGENTS AND A CONFERENCE FOCUS	10944832	9-Mar-21	3-Sep-32	Granted	Avaya Inc.
CONTACT CENTER INTERFACES	10944868	9-Mar-21	10-Jul-29	Granted	Avaya Inc.
SOURCE-BASED AUTOMATIC SPEECH RECOGNITION	10950239	16-Mar-21	14-Mar-37	Granted	Avaya Inc.
REGULATING COMMUNICATION COMPRISING ACCESS TO PROTECTED DATA	10951398	16-Mar-21	14-Apr-39	Granted	Avaya Inc.
SYSTEM AND METHOD TO AUTHENTICATE CONTACT CENTER AGENTS BY A REVERSE AUTHENTICATION PROCEDURE	10951759	16-Mar-21	14-May-39	Granted	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING COMMUNICATION INTERRUPTS IN AN ENTERPRISE	10951760	16-Mar-21	5-Jun-39	Granted	Avaya Inc.
SYSTEM AND METHOD FOR VISUALIZATION OF TAG METADATA ASSOCIATED WITH A MEDIA EVENT	10970357	6-Apr-21	30-Jul-30	Granted	Avaya Inc.
SYSTEM AND METHOD FOR IDENTIFYING IDLE RESOURCES IN COMMUNICATION ENDPOINTS	10972512	6-Apr-21	21-Nov-38	Granted	Avaya Inc.
REESTABLISHMENT OF SESSION INITIATION PROTOCOL (SIP) DIALOGS	10972514	6-Apr-21	14-Oct-35	Granted	Avaya Inc.
SYSTEM AND METHOD FOR COMMUNICATING TAGS FOR A MEDIA EVENT USING MULTIPLE MEDIA TYPES	10984346	20-Apr-21	30-Jul-30	Granted	Avaya Inc.
SEGMENTED VIDEO CODEC FOR HIGH RESOLUTION AND HIGH FRAME RATE VIDEO	10986155	20-Apr-21	29-Sep-34	Granted	Avaya Inc.
UNIFYING PRESENCE DATA AND COMMUNICATION ROUTING BASED THEREON	10986201	20-Apr-21	16-Aug-39	Granted	Avaya Inc.

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INTELLIGENT USER DEVICE MANAGEMENT IN A MULTI-DEVICE ENVIRONMENT	10999430	4-May-21	15-Mar-39	Granted	Avaya Inc.
METHOD TO AUGMENT ROUTING DELIVERY SYSTEMS WITH INTUITIVE HUMAN KNOWLEDGE, EXPERTISE, AND ITERATIVE ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING IN CONTACT CENTER ENVIRONMENTS	10999440	4-May-21	2-Jan-40	Granted	Avaya Inc.
BACKGROUND REPLACEMENT FROM VIDEO IMAGES CAPTURED BY A PLENOPTIC CAMERA	10999499	4-May-21	23-Oct-35	Granted	Avaya Inc.
CONTROLLING ACCESS TO TRAVERSAL USING RELAYS AROUND NETWORK ADDRESS TRANSLATION (TURN) SERVERS USING TRUSTED SINGLE USE CREDENTIALS	11012437	18-May-21	20-Apr-34	Granted	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR EFFICIENTLY FACILITATING APPOINTMENTS WITHIN A CALL CENTER VIA AN AUTOMATIC CALL DISTRIBUTOR	11012565	18-May-21	14-Mar-33	Granted	Intellisist, Inc.
MANAGING A PLURALITY OF TOPICS IN A USER INTERACTION THROUGH A PLURALITY OF AGENTS IN A CONTACT CENTER	11012570	18-May-21	28-Jan-39	Granted	Avaya Inc.
SYSTEM AND METHOD FOR EMAIL MANAGEMENT THROUGH DETECTION AND ANALYSIS OF DYNAMICALLY VARIABLE BEHAVIOR AND ACTIVITY PATTERNS	11019000	25-May-21	27-Mar-40	Granted	Avaya Inc.
DETECTING USER HESITANCY FROM TEXT INPUT	11019208	25-May-21	23-Jun-39	Granted	Avaya Inc.
INTERACTION DETERMINED AUTO-ANSWER TIME	11025776	1-Jun-21	12-Jul-39	Granted	Avaya Inc.
REMOTE USER INTERFACE ACTUATION USING A PIEZOELECTRIC GRID	11029661	8-Jun-21	21-Nov-36	Granted	Avaya Inc.
ENHANCED USER AUTHENTICATION BASED ON DEVICE USAGE CHARACTERISTICS FOR INTERACTIONS USING BLOCKCHAINS	11042613	22-Jun-21	31-Jan-39	Granted	Avaya Inc.
LOCATION ENHANCEMENTS FOR MOBILE MESSAGING	11049141	29-Jun-21	1-Oct-34	Granted	Avaya Inc.
MESSAGE ROUTING IN A CONTACT CENTER	11050881	29-Jun-21	20-Apr-40	Granted	Avaya Management L.P.
SYSTEM AND METHOD FOR ALIGNING MESSAGES TO AN EVENT BASED ON SEMANTIC SIMILARITY	11055334	6-Jul-21	10-Feb-32	Granted	Avaya Inc.
MEDIA PATH ENGINEERING FOR MULTI-HOMED DEVICES	11063862	13-Jul-21	18-Apr-39	Granted	Avaya Inc.
ENHANCED DIGITAL MESSAGING	11064074	13-Jul-21	5-May-40	Granted	Avaya Management L.P.
MATCHING DEPLOYABLE RESOURCES WITH AVAILABLE TASKS BASED ON PERSONAL INFORMATION OBTAINED FROM WEARABLE DEVICES	11068810	20-Jul-21	16-Dec-35	Granted	Avaya Inc.
COMMUNICATION SESSION HOLD TIME MANAGEMENT IN A CONTACT CENTER	11076045	27-Jul-21	21-Jun-39	Granted	Avaya Inc.
INTELLIGENT DETECTION AND AUTOMATIC CORRECTION OF ERRONEOUS AUDIO SETTINGS IN A VIDEO CONFERENCE	11082465	3-Aug-21	20-Aug-40	Granted	Avaya Management L.P.
ACTIVE TALKER ACTIVATED CONFERENCE POINTERS	11082466	3-Aug-21	20-Dec-33	Granted	Avaya Inc.



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FEEDBACK BASED COMMUNICATION ROUTER	11089159	10-Aug-21	9-Jul-39	Granted	Avaya Inc.
AUTOMATED QUEUING SYSTEM AND QUEUE MANAGEMENT	11089163	10-Aug-21	16-Jun-39	Granted	Avaya Inc.
SELECTION OF ROBOT OPERATION MODE FROM DETERMINED COMPLIANCE WITH A SECURITY CRITERIA	11093590	17-Aug-21	31-Mar-36	Granted	Avaya Inc.
NETWORK-CONNECTED ACCESS POINT WITH ENVIRONMENTAL SENSOR, AND RELATED COMPONENTS, SYSTEMS, AND METHODS	11095704	17-Aug-21	29-Jul-35	Granted	Avaya Inc.
AGENT INTERACTION DURING OPERATION OF AN UNMANNED DELIVERY SERVICE	11100453	24-Aug-21	8-Jul-35	Granted	Avaya Inc.
VIDEO CALL ROUTING AND MANAGEMENT BASED ON ARTIFICIAL INTELLIGENCE DETERMINED FACIAL EMOTION	11102353	24-Aug-21	7-May-39	Granted	Avaya Inc.
METHODS AND DEVICES FOR DETECTING DENIAL OF SERVICE ATTACKS IN SECURE INTERACTIONS	11108811	31-Aug-21	5-May-38	Granted	Avaya Inc.
SYSTEM AND METHOD FOR FLEXIBLE ROUTING	11108911	31-Aug-21	31-Mar-39	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR DETECTING DEVICE LOCATION AND USAGE	11115217	7-Sep-21	14-Jul-39	Granted	Avaya Inc.
REAL TIME SIGN LANGUAGE CONVERSION FVOR COMMUNICATION IN A CONTACT CENTER	11115526	7-Sep-21	30-Aug-39	Granted	Avaya Inc.
AGENT EFFICIENCY BASED ON REAL TIME DESKTOP ANALYTICS	11115538	7-Sep-21	23-Feb-38	Granted	Avaya Inc.
COMMUNICATION SYSTEMS FOR MULTI-SOURCE ROBOT CONTROL	11120410	14-Sep-21	31-Mar-36	Granted	Avaya Inc.
FEATURE REGULATION BETWEEN ENDPOINTS OF A MULTI-ENDPOINT COMMUNICATION SERVICE	11122161	14-Sep-21	14-Apr-40	Granted	Avaya Inc.
PERSONALIZED WAIT TREATMENT DURING INTERACTION	11128752	21-Sep-21	28-Mar-38	Granted	Avaya Inc.
AUTOMATIC VIDEO CONFERENCE CONFIGURATION TO MITIGATE A DISABILITY	11132535	28-Sep-21	16-Dec-39	Granted	Avaya Inc.
SIMPLIFIED USER INTERFACE FOR IDENTIFYING PEOPLE WHEN MAKING ELECTRONIC COMMUNICATIONS	11134142	28-Sep-21	1-Oct-38	Granted	Avaya Inc.
DISTURBANCE DETECTION IN VIDEO COMMUNICATIONS	11140359	5-Oct-21	11-Aug-35	Granted	Avaya Inc.
COMMUNICATION MAILBOX AVAILABILITY NOTIFICATION	11153252	19-Oct-21	25-Nov-40	Granted	Avaya Management L.P.
FAR END AUDIO MODE DETECTION	11153353	19-Oct-21	19-May-40	Granted	Avaya Management L.P.
MANAGING AGENT OCCUPANCY IN AN OMNI-CHANNEL ENVIRONMENT	11153439	19-Oct-21	22-Oct-38	Granted	Avaya Inc.
SYSTEM AND METHOD FOR IN-MEMORY INDEXING OF DATA	11163736	2-Nov-21	28-Feb-34	Granted	Avaya Inc.
INTERACTIVE SYSTEM FOR REROUTING A TWO-WAY EMAIL COMMUNICATION PATHWAY	11178099	16-Nov-21	9-Apr-39	Granted	Avaya Inc.
OPTIMIZING INTERACTION RESULTS USING AI-GUIDED MANIPULATED VIDEO	11182595	23-Nov-21	12-Jan-40	Granted	Avaya Inc.

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SYSTEMS AND METHODS FOR PRESENTING INFORMATION EXTRACTED FROM ONE OR MORE DATA SOURCES TO EVENT PARTICIPANTS	11188879	30-Nov-21	29-Jun-34	Granted	Avaya Inc.
ENHANCED DIGITAL MESSAGING	11190469	30-Nov-21	21-Jul-40	Granted	Avaya Management L.P.
EXCLUSION OF SELECTED DATA FROM ACCESS BY COLLABORATORS	11194462	7-Dec-21	3-Aug-31	Granted	Avaya Inc.
AUTHORIZATION ACTIVATION	11196739	7-Dec-21	16-Jul-35	Granted	Avaya Inc.
REAL TIME TRANSCRIPTION AND FEED OF VOICE MESSAGES BASED ON USER PRESENCE AND PREFERENCE	11212249	28-Dec-21	27-Mar-40	Granted	Avaya Management L.P.
SYSTEM AND METHOD FOR AUTHORIZING THIRD-PARTY PROFILE DATA SHARING	11212362	28-Dec-21	27-Dec-32	Granted	Avaya Inc.
INTERACTION BASED SUITABLE CHANNEL SELECTION FOR QUEUED CUSTOMERS	11212390	28-Dec-21	30-Apr-39	Granted	Avaya Inc.
CLIP BASED SPEAKER RETENTION TO A MOUNTING SURFACE	11218787	4-Jan-22	22-Feb-39	Granted	Avaya Inc.
VISUAL INTERLOCKING BLOCK BASED PROGRAMMING METHOD AND SYSTEM	11221727	22-Jan-22	8-Sep-40	Granted	Avaya Management L.P.
AUDIO RECORDING OPTIMIZATION FOR CALLS SERVICED BY AN ARTIFICIAL INTELLIGENCE AGENT	11222642	11-Jan-22	2-Oct-39	Granted	Avaya Inc.
STREAMING CLICK-TO-TALK WITH VIDEO CAPABILITY	11233834	25-Jan-22	27-Feb-40	Granted	Avaya Inc.
AUTOMATIC JOINING OF SIMULTANEOUS OUTGOING AND INCOMING CALLS THAT HAVE THE SAME FAR-END CALLER ID	11233899	25-Jan-22	18-Dec-39	Granted	Avaya Inc.
LEDGER-BASED CONFIDENCE MODEL FOR CONTENT TRANSFERS ACROSS A COMMUNICATION NETWORK	11240038	1-Feb-22	19-Feb-40	Granted	Avaya Inc.
TEMPORARY CONTROL OF COMPONENTS USING LOCATION BASED GRANTS	11240215	1-Feb-22	11-Apr-36	Granted	Avaya Inc.
INTERACTIVE SYSTEM FOR REROUTING A TWO-WAY TEXT COMMUNICATION PATHWAY	11240377	1-Feb-22	3-Jul-39	Granted	Avaya Inc.
FEDERATED BLOCKCHAIN IDENTITY MODEL AND SECURE PERSONALLY IDENTIFIABLE INFORMATION DATA TRANSMISSION MODEL FOR RCS	11251956	15-Feb-22	28-Dec-39	Granted	Avaya Inc.
ARTIFICIAL INTELLIGENCE DRIVEN SENTIMENT ANALYSIS DURING ON HOLD CALL STATE IN CONTACT CENTER	11258901	22-Feb-22	28-Dec-39	Granted	Avaya Inc.
ENHANCED COMMUNICATION WITH AN APPLICATION SERVICE PROVIDER BASED ON MEDICAL TELEMETRY COLLECTED BY A USER DEVICE	11259758	1-Mar-22	30-Mar-35	Granted	Avaya Inc.
NETWORK TOPOLOGY DETERMINATION AND CONFIGURATION FROM AGGREGATED SENTIMENT INDICATORS	11264012	1-Mar-22	13-Aug-40	Granted	Avaya Inc.
SYSTEM LOG MESSAGES HOSTNAME ADDRESS SELECTION BY MULTIHOMED HOSTS	11265248	1-Mar-22	8-Nov-39	Granted	Avaya Inc.
SENSITIVE INFORMATION MANAGEMENT	11270267	8-Mar-22	12-Dec-27	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Expiration Date	Status	Grantor
SYSTEM AND METHOD FOR CREATING A CONTEXTUALIZED AFTER CALL WORKFLOW	11281439	22-Mar-22	25-Jul-38	Granted	Avaya Inc.
SYSTEM AND METHOD FOR GUIDING AGENTS IN AN ENTERPRISE OVER AGGREGATED INTERACTIONS	11283924	22-Mar-22	15-Sep-34	Granted	Avaya Inc.
SYSTEMS AND METHODS FOR SPEECH ANALYTICS AND PHRASE SPOTTING USING PHONEME SEQUENCES	11289077	29-Mar-22	15-Jul-34	Granted	Avaya Inc.
MANAGING A PLURALITY OF TOPICS IN A USER INTERACTION THROUGH A PLURALITY OF AGENTS IN A CONTACT CENTER	11290597	29-Mar-22	28-Jan-39	Granted	Avaya Inc.
INTELLIGENT INTERACTIVE VOICE RESPONSE (IVR) NAVIGATOR	11303750	12-Apr-22	30-Jun-40	Granted	Avaya Management L.P.
ENHANCE PRIVACY OF PARTICIPANT IN VIDEO CONFERENCING	11303848	12-Apr-22	5-Jun-40	Granted	Avaya Management L.P.
INTERACTIVE CONTACT CENTER MENU TRAVERSAL VIA TEXT STREAM INTERACTION	11310337	19-Apr-22	30-Dec-34	Granted	Avaya Inc.
DETECTING VOCABULARY SKILL LEVEL AND CORRECTING MISALIGNMENT IN REMOTE INTERACTIONS	11316979	26-Apr-22	4-Aug-40	Granted	Avaya Management L.P.
BANDWIDTH CONTROL IN A NETWORK ADDRESS TRANSLATION (NAT) ENVIRONMENT	11323376	3-May-22	25-May-36	Granted	Avaya Inc.
SYSTEM AND METHOD FOR SEPARATION OF CALL ORIGINATION AND CALL DELIVERY TECHNIQUES	11330022	10-May-22	10-Sep-33	Granted	Avaya Inc.
SERVICES VERSIONING	11330080	10-May-22	22-Sep-32	Granted	Avaya Inc.
IMMEDIATE CALL RECONNECTION TO A USER OF A DISCONNECTED CLIENT SYSTEM	11330107	10-May-22	7-Nov-39	Granted	Avaya Inc.
SINGLE POINT SECURED MECHANISM TO DISABLE AND ENABLE THE ACCESS TO ALL USER ASSOCIATED ENTITIES	11336667	17-May-22	8-Jan-39	Granted	Avaya Inc.
CREATION AND SHARING OF CONTACTS GROUPS BETWEEN COMMUNICATION PARTICIPANTS	11336701	17-May-22	29-Jul-39	Granted	Avaya Inc.
SYSTEM AND METHOD TO IDENTIFY VISITORS AND PROVIDE CONTEXTUAL SERVICES	11341749	24-May-22	28-Sep-32	Granted	Avaya Inc.
FEATURE REGULATION BETWEEN ENDPOINTS OF A MULTI-ENDPOINT COMMUNICATION SERVICE	11349985	31-May-22	14-Apr-40	Granted	Avaya Management L.P.
COMMUNICATION SESSION PARTICIPATION USING PRERECORDED MESSAGES	11363077	14-Jun-22	19-Oct-40	Granted	Avaya Management L.P.
SMART HANDLING OF CALL REDIRECTION BASED ON THE OUT OF OFFICE MESSAGE OF THE USER	11368580	21-Jun-22	11-Aug-40	Granted	Avaya Management L.P.
EVENT-BASED MULTIPROTOCOL COMMUNICATION SESSION DISTRIBUTION	11375049	28-Jun-22	16-Jan-39	Granted	Avaya Inc.
DYNAMIC MEDIA SWITCHING BETWEEN DIFFERENT DEVICES OF SAME USER BASED ON QUALITY-OF-SERVICE AND PERFORMANCE	11381410	5-Jul-22	19-Mar-41	Granted	Avaya Management L.P.
SEGMENTED VIDEO CODEC FOR HIGH RESOLUTION AND HIGH FRAME RATE VIDEO	11381626	5-Jul-22	16-Apr-41	Granted	Avaya Inc.

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TUNABLE CHATBOTS	11381682	5-Jul-22	30-Nov-40	Granted	Avaya Management L.P.
PRESENCE INFORMATION SPECIFYING COMMUNICATION PREFERENCES	7035923	25-Apr-06	8-May-24	Granted	Avaya Inc.
MARK-UP LANGUAGE IMPLEMENTATION OF GRAPHICAL OR NON-GRAPHICAL USER INTERFACES	7219305	15-May-07	8-Jul-22	Granted	Avaya Inc.
INITIATION AND SUPPORT OF VIDEO CONFERENCING USING INSTANT MESSAGING	7631039	8-Dec-09	9-May-24	Granted	Avaya Inc.
METHOD FOR UNDETECTABLY IMPEDING KEY STRENGTH OF ENCRYPTION USAGE FOR PRODUCTS EXPORTED OUTSIDE THE U.S.	7873166	18-Jan-11	2-Aug-28	Granted	Avaya Inc.
PACKET PRIORITIZATION AND ASSOCIATED BANDWIDTH AND BUFFER MANAGEMENT TECHNIQUES FOR AUDIO OVER IP	7877500	25-Jan-11	11-Sep-23	Granted	Avaya Inc.
PACKET PRIORITIZATION AND ASSOCIATED BANDWIDTH AND BUFFER MANAGEMENT TECHNIQUES FOR AUDIO OVER IP	7877501	25-Jan-11	3-Jul-23	Granted	Avaya Inc.
SHARING ACCOUNT INFORMATION AND A PHONE NUMBER BETWEEN PERSONAL MOBILE PHONE AND AN IN/ VEHICLE EMBEDDED PHONE	7912512	22-Mar-11	14-May-23	Granted	Intellisist, Inc.
CONTENT-AWARE DYNAMIC NETWORK RESOURCE ALLOCATION	7944827	17-May-11	8-Nov-22	Granted	Avaya Inc.
WAIT TIME PREDICTOR FOR LONG SHELF-LIFE WORK	7949123	24-May-11	15-Apr-28	Granted	Avaya Inc.
SYSTEM AND METHOD TO ASSOCIATE BROADCAST RADIO CONTENT WITH A TRANSACTION VIA AN INTERNET SERVER	8160930	17-Apr-12	13-Aug-23	Granted	Intellisist, Inc.
METHOD FOR AUTHORIZING A TELEPHONE TRANSACTION AND LOCAL NODE	8171305	1-May-12	23-Aug-28	Granted	Avaya Inc.
DETERMINATION OF SIGNAL/ PROCESSING APPROACH BASED ON SIGNAL DESTINATION CHARACTERISTICS	8175886	8-May-12	28-Sep-24	Granted	Intellisist, Inc.
SHARING ACCOUNT INFORMATION AND A PHONE NUMBER BETWEEN PERSONAL MOBILE PHONE AND AN IN/ VEHICLE EMBEDDED PHONE	8335544	18-Dec-12	26-Jan-24	Granted	Intellisist, Inc.
TESTING VOICE-BASED OFFICE EQUIPMENT FOR IMMUNITY TO INTERFERENCE FROM WIRELESS DEVICES	8412111	2-Apr-13	6-Feb-31	Granted	Avaya Inc.
MULTI-MICROPHONE SYSTEM TO SUPPORT BANDPASS FILTERING FOR ANALOG-TO-DIGITAL CONVERSIONS AT DIFFERENT DATA RATES	8964966	24-Feb-15	26-Feb-33	Granted	Avaya Inc.

**Applications:**

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ADVERTISING IN A VIRTUAL ENVIRONMENT	13/081070	6-Apr-11	2012-0259712	Pending	Avaya Inc.
PRIVACY SETTING IMPLEMENTATION IN A CO-BROWSING ENVIRONMENT	13/771415	20-Feb-13	2014-0237612	Pending	Avaya Inc.

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METHODS AND SYSTEMS FOR REAL-TIME PAGING	13/931391	28-Jun-13	2014-0156768	Pending	Avaya Inc.
SYSTEM AND METHOD TO IDENTIFY SECURE MEDIA STREAMS TO CONFERENCE WATCHERS IN SIP MESSAGING	14/044477	2-Oct-13	2015-0095420	Pending	Avaya Inc.
PERSONALIZED CUSTOMER SURVEYS	14/245855	4-Apr-14	2015-0287062	Pending	Avaya Inc.
COMMUNICATIONS ARBITRATOR	14/258848	22-Apr-14	2015-0304492	Pending	Avaya Inc.
TEAM WORKFORCE ASSIGNMENT	14/449620	1-Aug-14	2016-0034841	Pending	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING RESOURCES OF AN ENTERPRISE	14/530121	31-Oct-14	2016-0127553	Pending	Avaya Inc.
SYSTEM AND METHOD FOR ASSESSING THE SENSITIVITY OF SOCIAL NETWORK USER POPULATIONS TO RESPONSE TIME DELAYS	14/586691	30-Dec-14	2017-0085515	Pending	Avaya Inc.
MULTI-MEDIA COLLABORATION CURSOR/ANNOTATION CONTROL	14/638960	4-Mar-15	2016-0259522	Pending	Avaya Inc.
AUTOMATED COORDINATED CO-BROWSING WITH TEXT CHAT SERVICES	14/670830	27-Mar-15	2016-0283995	Pending	Avaya Inc.
DEVICE, SYSTEM, AND METHOD FOR AUTOMATED CONTROL	14/792229	6-Jul-15	2017-0010851	Pending	Avaya Inc.
DEVICE, SYSTEM, AND METHOD FOR AUTOMATED VEHICLE GUIDANCE SYSTEM	14/804986	21-Jul-2015	2017-0024671	Pending	Avaya Inc.
PARTIAL TASK ASSIGNMENT FOR STALL ROUTING	14/834759	25-Aug-15	2017-0064082	Pending	Avaya Inc.
SOCIAL MEDIA INTEGRATION IN OMNI-CHANNEL CUSTOMER ISSUE RESOLUTION	14/873507	2-Oct-15	2017-0098282	Pending	Avaya Inc.
STATEFUL TAGS	14/884974	16-Oct-15	2017-0109351	Pending	Avaya Inc.
SYSTEM AND METHOD OF ADDING AN ANONYMOUS PARTICIPANT TO A CHAT SESSION	14/928094	30-Oct-15	2016-0127282	Pending	Avaya Inc.
SHARING VIRTUAL BUSINESS VENUES AND FEEDBACK WITH SOCIAL CONNECTIONS	14/951224	24-Nov-15	2017-0148036	Pending	Avaya Inc.
EMBEDDED COLLABORATION WITH AN APPLICATION EXECUTING ON A USER SYSTEM	14/996851	15-Jan-16	2017-0205979	Pending	Avaya Inc.
WEB COLLABORATION PRESENTER SHARING STATUS INDICATOR	15/080063	24-Mar-16	2017-0279860	Pending	Avaya Inc.

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VALIDATING STRENGTH VALUES FOR ACCOUNT SECURITY QUESTIONS	15/133655	20-Apr-16	2017-0310698	Pending	Avaya Inc.
PREDICTIVE ANALYTICS AND SERVICES	15/139979	27-Apr-16	2017-0249557	Pending	Avaya Inc.
MAINTENANCE OF FEATURE SETTINGS ACROSS MULTIPLE USER SYSTEMS ON A COMMUNICATION	15/152751	12-May-16	2017-0331904	Pending	Avaya Inc.
HIGH PERFORMANCE QUEUELESS CONTACT CENTER	15/243624	22-Aug-16	2016-0360040	Pending	Avaya Inc.
SYNCHRONIZATION OF A MEDIA CODEC BETWEEN NETWORK ELEMENTS OF A MEDIA COMMUNICATION SESSION	15/284094	03-Oct-16	2018-0097868	Pending	Avaya Inc.
SYSTEMS AND METHODS FOR LIFECYCLE MANAGEMENT OF LIMITED DURATION KNOWLEDGE IN AUTOMATED INTERACTION SYSTEMS	15/285091	4-Oct-16	2018-0018616	Pending	Avaya Inc.
SYSTEM AND METHOD FOR UPDATING PARTICIPANTS IN PARALLEL OVERLAPPING CONFERENCES	15/365007	30-Nov-16	2018-0152488	Pending	Avaya Inc.
HIGH PERFORMANCE DISTRIBUTED COMPUTER WORK ASSIGNMENT ENGINE	15/477672	3-Apr-17	2018-0288226	Pending	Avaya Inc.
QUARANTINED COMMUNICATIONS PROCESSING AT A NETWORK EDGE	15/485961	12-Apr-17	2018-0302373	Pending	Avaya Inc.
COMMUNICATION SESSION ADDITION VIA A HOST IN DENY NEW SERVICE MODE	15/613841	5-Jun-17	2018-0351875	Pending	Avaya Inc.
LONG POLLING FOR CLUSTERED APPLICATION LOAD BALANCING	15/847211	19-Dec-17	2019-0190986	Pending	Avaya Inc.
ATTRIBUTE AND PROPERTY OVERRIDES FOR REMOTE NETWORK TOPOLOGY CHANGES	15/851940	22-Dec-17	2019-0199595	Pending	Avaya Inc.
SYSTEM AND METHOD FOR NON-NUMERIC AUTHENTICATION USING A LEGACY TELEPHONE	15/854555	26-Dec-17	2019-0199704	Pending	Avaya Inc.
DEVICE ENROLLMENT SERVICE SYSTEM AND METHOD	15/868783	11-Jan-18	2018-0288035	Pending	Avaya Inc.
AGENT SELECTION IN A CONTACT CENTER BASED ON LIKELIHOOD OF A COMMUNICATION CHANGING MODES	15/889981	6-Feb-18	2019-0245976	Pending	Avaya Inc.
SYSTEM AND METHOD FOR PERSONALIZING A SHARED CONFERENCING DEVICE OR A SHARED PRINTER/SCANNER	15/902664	22-Feb-18	2018-0249014	Pending	Avaya Inc.
SYSTEM AND METHOD FOR SWITCHING A COMMUNICATION CHANNEL FROM A DATA NETWORK TO A CELLULAR NETWORK DURING	15/973841	8-May-18	2019-0349829	Pending	Avaya Inc.

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OBSERVED AUDIO/VIDEO QUALITY DEGRADATION					
PRIORITIZATION OF ROUTING FOR ESCALATED COMMUNICATION SESSIONS IN A CONTACT CENTER	16/021586	28-Jun-18	2020-0007685	Pending	Avaya Inc.
ARTIFICIAL INTELLIGENCE SELF-LEARNING TRAINING SYSTEM TO AUTONOMOUSLY APPLY AND EVALUATE AGENT TRAINING IN CONTACT CENTER	16/043378	24-Jul-18	2020-0034778	Pending	Avaya Inc.
CUSTOM COMMUNICATION ACTIONS BASED ON ENVIRONMENT ANALYSIS	16/122162	5-Sep-18	2020-0076635	Pending	Avaya Inc.
SECURING A CUSTOMER HISTORY IN A CONTACT CENTER	16/152683	5-Oct-18	2020-0111104	Pending	Avaya Inc.
CALLING-PARTY IDENTIFIER SELECTION IN A CONTACT CENTER BASED ON PREVIOUS ASSOCIATION WITH A CALLED PARTY	16/190704	14-Nov-18	2020-0153970	Pending	Avaya Inc.
ENHANCED CONNECTIVITY IN DUAL-MODE NETWORKS FOR SINGLE-MODE NODES	16/224464	18-Dec-18	2020-0196135	Pending	Avaya Inc.
MECHANISMS FOR IMPROVING THE VISIBILITY OF TIME SPENT IN CONFERENCES AND ELIMINATING LESS USEFUL MEETINGS	16/242193	8-Jan-19	2020-0219066	Pending	Avaya Inc.
EVENT-BASED MULTIPROTOCOL COMMUNICATION SESSION DISTRIBUTION	16/249521	16-Jan-19	2020-0177709	Pending	Avaya Inc.
VISUAL INDICATION OF COMMUNICATION SUSPENSION AT AN ENDPOINT SYSTEM	16/251502	18-Jan-19	2020-0236214	Pending	Avaya Inc.
SYSTEM AND METHOD FOR MAKING REAL-TIME DECISIONS FOR ROUTING COMMUNICATIONS AND INFORMATION IN A CONTACT CENTER	16/257655	25-Jan-19	2019-0279256	Pending	Avaya Inc.
SYSTEMS AND METHODS FOR ASSIGNING CONTACTS IN A BLENDED CONTACT CENTER	16/260893	29-Jan-19	2020-0244806	Pending	Avaya Inc.
SYSTEMS AND METHODS FOR PROCESSING USER-GENERATED DATA ITEMS	16/282714	22-Feb-19	2020-0273076	Pending	Avaya Inc.
METHOD AND SYSTEM FOR EXPANDED PARTICIPATION IN A COLLABORATION SPACE	16/283476	22-Feb-19	2019-0268387	Pending	Avaya Inc.
PRIORITY RECONNECTION OF DROPPED NODES FROM A NETWORK	16/291549	4-Mar-19	2020-0288018	Pending	Avaya Inc.
MOBILITY CALLER AUTHENTICITY SERVICE SYSTEM AND METHOD	16/362013	22-Mar-19	2020-0304546	Pending	Avaya Inc.
HYBRID ARCHITECTURE FOR TRANSCRIPTION OF REAL-TIME AUDIO BASED ON EVENT DATA BETWEEN ON-PREMISES SYSTEM AND CLOUD-BASED ADVANCED	16/362035	22-Mar-19	2020-0302934	Pending	Avaya Inc.

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AUDIO PROCESSING SYSTEM					
ARTIFICIAL INTELLIGENCE DRIVEN CALL ROUTING SYSTEM	16/365122	26-Mar-19	2020-0314245	Pending	Avaya Inc.
SYSTEM AND METHOD FOR CUSTOMER DEFINABLE SOFTWARE DISTRIBUTION	16/366508	27-Mar-19	2020-0310778	Pending	Avaya Inc.
AGENT-TO-AGENT CONSULTATION AS FORMALLY MANAGED CHANNEL FOR ASSISTANCE	16/370462	29-Mar-19	2020-0314242	Pending	Avaya Inc.
ONE-TO-MANY AGENT-TO-AGENT CONSULTATION	16/370535	29-Mar-19	2020-0314244	Pending	Avaya Inc.
CONTACT CENTER TRANSACTION SYSTEM THAT USES A DISTRIBUTED DIGITAL LEDGER	16/402069	2-May-19	2020-0351399	Pending	Avaya Inc.
EMBEDDING CONTENT OF INTEREST IN VIDEO CONFERENCING	16/402973	03-May-19	2019-0260965	Pending	Avaya Inc.
EARLY REACHABILITY/CONNECTIVITY CHECK FOR MEDIA PATH SETUP	16/434809	7-Jun-19	2020-0389507	Pending	Avaya Inc.
ROUTING OF COMMUNICATION SESSIONS WHEN A CONTACT CENTER QUEUE BECOMES OVERLOADED	16/457391	28-Jun-19	2020-0412876	Pending	Avaya Inc.
PRIORITIZE RAISE HAND OPERATION IN A CONFERENCE FOR EFFICIENT AND TIME BOUND CONFERENCE SOLUTION	16/505352	8-Jul-19	2021-0014074	Pending	Avaya Inc.
AUTOMATIC CALENDAR EVENT ENTRY CREATION AND MODIFICATION	16/538215	12-Aug-19	2021-0049531	Pending	Avaya Inc.
AUTOMATIC MESSAGE GENERATION AND PRESENTATION TO A COMMUNICATION NODE ENGAGED IN A COMMUNICATION	16/546514	21-Aug-19	2021-0056560	Pending	Avaya Inc.
SYSTEM AND METHOD FOR OPTIMIZING AGENT TIME	16/546672	21-Aug-19	2019-0379790	Pending	Avaya Inc.
METHODS AND SYSTEMS OF ENABLING DOCUMENT SHARING IN CO-BROWSING SESSIONS	16/570221	13-Sep-19	2021-0081363	Pending	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING CUSTOMER INTERACTIONS IN AN ENTERPRISE	16/587588	30-Sep-19	2020-0028967	Pending	Avaya Inc.
METHOD AND SYSTEM FOR A UNIFORM RESOURCE IDENTIFIER (URI) BROKER	16/600967	14-Oct-19	2020-0045123	Pending	Avaya Inc.
BLOCKCHAIN-BASED DEVICE ENROLLMENT SERVICE	16/656738	18-Oct-19	2021-0119994	Pending	Avaya Inc.
CONFIGURABLE AUTO-ANSWER FOR INCOMING COMMUNICATION REQUESTS	16/690790	21-Nov-19	2021-0160369	Pending	Avaya Inc.



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METHODS AND SYSTEMS OF ENABLING SENSITIVE DOCUMENT SHARING IN COLLABORATIVE SESSIONS	16/714376	13-Dec-19	2021-0182430	Pending	Avaya Inc.
BOOSTING CONFERENCE PRODUCTIVITY AGAINST BANDWIDTH DISRUPTIONS	16/714985	16-Dec-19	2021-0183394	Pending	Avaya Inc.
SYSTEMS AND METHODS FOR ADAPTIVE AGENT SCRIPTING	16/726677	24-Dec-19	2021-0192536	Pending	Avaya Inc.
SYSTEM AND METHOD FOR PREDICTING MEETING SUBJECTS, LOGISTICS, AND RESOURCES	16/727383	26-Dec-19	2020-0134572	Pending	Avaya Inc.
SYSTEM AND METHOD TO ASSIGN ACTION ITEMS USING ARTIFICIAL INTELLIGENCE	16/730456	30-Dec-19	2021-0201247	Pending	Avaya Inc.
DYNAMIC TIME-WEIGHTED SYSTEMS AND METHODS FOR MANAGEMENT OF ACOUSTIC EXPOSURE	16/740661	13-Jan-20	2020-0153402	Pending	Avaya Inc.
TAGGING AND AUTOMATIC RETRIEVAL OF COMMUNICATION ASSETS	16/815934	11-Mar-20	2021-0286486	Pending	Avaya Inc.
SYSTEMS AND METHODS FOR COMPILING AND DYNAMICALLY UPDATING A COLLECTION OF FREQUENTLY ASKED QUESTIONS	16/820268	16-Mar-20	2020-0218747	Pending	Avaya Inc.
METHODS AND SYSTEMS OF ENABLING USER AUTHENTICATION VALIDATION	16/825648	20-Mar-20	2021-0297404	Pending	Avaya Management L.P.
REAL-TIME CONCURRENT VOICE AND TEXT BASED COMMUNICATIONS	16/825829	20-Mar-20	2021-0295826	Pending	Avaya Management L.P.
METHOD AND SERVICE TO ENCRYPT DATA STORED ON VOLUMES USED BY CONTAINERS	16/843689	8-Apr-20	2021-0319114	Pending	Avaya Management L.P.
SNAP-IN INVOCATION FOR CALL RECONSTRUCTION	16/859497	27-Apr-20	2020-0259875	Pending	Avaya Inc.
SYSTEM AND METHOD FOR ADAPTIVE EMOTION BASED AUTOMATED EMAILS AND/OR CHAT REPLIES.	16/860323	28-Apr-20	2021-0334472	Pending	Avaya Inc.
MODERATOR CHANGE FOR AN EXISTING MEETING INVITE	16/872768	12-May-20	2021-0314375	Pending	Avaya Management L.P.
SYSTEM AND METHOD FOR EFFICIENT PORT AND BANDWIDTH UTILIZATION IN SETTING UP COMMUNICATION SESSIONS	16/876379	18-May-20	2020-0280591	Pending	Avaya Inc.
AUTOMATIC CORRECTION OF ERRONEOUS AUDIO SETTING	16/877059	18-May-20	2021-0359872	Pending	Avaya Management L.P.
SYSTEM AND METHOD FOR TRANSACTION AUTHENTICATION	16/879049	20-May-20	2021-0367954	Pending	Avaya Management L.P.

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CONNECTING CONTACT CENTER RESOURCES USING DLT FOR IOT SOLUTIONS	16/883849	26-May-20	2021-0374675	Pending	Avaya Management L.P.
ADAPTIVE COMMUNICATION ALERTS	16/885043	27-May-20	2021-0377319	Pending	Avaya Management L.P.
METHOD AND SYSTEM FOR DISCOVERING, REPORTING, AND PREVENTING DUPLICATE ADDRESS DETECTION ATTACKS	16/888382	29-May-20	2021-0377296	Pending	Avaya Management L.P.
SYSTEM AND METHOD FOR DETECTING AND ANALYZING USER MIGRATION IN PUBLIC SOCIAL NETWORKS	16/898572	11-Jun-20	2020-0304594	Pending	Avaya Inc.
SYSTEM AND METHOD FOR INDICATING AND MEASURING RESPONSES IN A MULTI-CHANNEL CONTACT CENTER	16/899396	11-Jun-20	2021-0392230	Pending	Avaya Management L.P.
AI-BOT BASED IN MEETING INSTANT QUERY ASSISTANT FOR CONFERENCE MEETINGS	16/901764	15-Jun-20	2021-0390144	Pending	Avaya Management L.P.
SMART AUDIO PLAYBACK	16/904042	17-Jun-20	20210397404	Pending	Avaya Management L.P.
CONFERENCING APPLICATION WITH INSTANT MESSAGING PERSONA	16/915514	29-Jun-20	20210409462	Pending	Avaya Management L.P.
PROMPT FEATURE TO LEAVE VOICEMAIL FOR APPROPRIATE ATTRIBUTE-BASED CALL BACK TO CUSTOMERS	16/915573	29-Jun-20	2021-0409546	Pending	Avaya Management L.P.
SERVICE PARTNER SELECTION USING A CONFERENCE SYSTEM	16/916521	30-Jun-20	20210406972	Pending	Avaya Management L.P.
METHOD TO ENCRYPT THE DATA AT REST FOR DATA RESIDING ON KUBERNETES PERSISTENT VOLUMES	16/927078	13-Jul-20	20220012373	Pending	Avaya Management L.P.
ENHANCED DIGITAL MESSAGING	16/934277	21-Jul-20	2021-0029246	Pending	Avaya Management L.P.
SMART USER INTERFACE FOR CALENDAR ORGANIZATION TO TRACK MEETINGS AND ACCESS CONSOLIDATED DATA	16/936943	23-Jul-20	2022-0027859	Pending	Avaya Management L.P.
AUTOMATIC PRESENCE-BASED CONFERENCE JOINING METHODS AND SYSTEMS	16/997128	19-Aug-20	2022-0060584	Pending	Avaya Management L.P.
CONTACT CENTER OF CELEBRITIES	17/003392	26-Aug-20	2022-0070295	Pending	Avaya Management L.P.
METHODS AND SYSTEMS FOR NAVIGATING A COMPUTER INTERFACE USING A GRID STRUCTURE	17/006651	28-Aug-20	2022-00666000	Pending	Avaya Management L.P.

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AMBIENT NOISE DETECTION USING A SECONDARY AUDIO RECEIVER	17/007159	31-Aug-20	20220070574	Pending	Avaya Management L.P.
SYSTEMS AND METHODS FOR CONSOLIDATING CORRELATED MESSAGES IN GROUP CONVERSATIONS	17/008370	31-Aug-20	20220070234	Pending	Avaya Management L.P.
SYSTEMS AND METHODS FOR MODERATING NOISE LEVELS IN A COMMUNICATION SESSION	17/008386	31-Aug-20	2022-0068287	Pending	Avaya Management L.P.
WORK FROM HOME AGENT SECURITY COMPLIANCE	17/012897	4-Sep-20	20220075882	Pending	Avaya Management L.P.
HAPTIC ALERTS CORRESPONDING TO CONTACT CENTER EVENTS	17/016885	10-Sep-20	20220078283	Pending	Avaya Management L.P.
MULTILINGUAL TRANSCRIPTION AT CUSTOMER ENDPOINT FOR OPTIMIZING INTERACTION RESULTS IN A CONTACT CENTER	17/017941	11-Sep-20	2022-0084523	Pending	Avaya Management L.P.
USER NOTIFICATION USING A LIGHT EMITTER ASSOCIATED WITH A VIDEO CAMERA	17/018525	11-Sep-20	2022-0086391	Pending	Avaya Management L.P.
GESTURE-BASED CALL CENTER AGENT STATE CHANGE CONTROL	17/029775	23-Sep-20	2022-0094782	Pending	Avaya Management L.P.
METHOD AND SYSTEM TO ENHANCE COMMUNICATION BETWEEN AN IPV6-ONLY SIP CLIENT AND AN IPV4-ONLY SERVER OR CLIENT	17/030010	23-Sep-20	20220094664	Pending	Avaya Management L.P.
TELECOMMUNICATIONS SOFT CLIENT HAVING A GUI-LESS OPERATING MODE	17/032440	25-Sep-20	2021-0281675	Pending	Avaya Management L.P.
HIGHLY SCALABLE CONTACT CENTER WITH AUTOMATED TRANSITION FROM VOICE INTERACTION	17/038172	30-Sep-20	20220103684	Pending	Avaya Management L.P.
SYSTEMS AND METHODS FOR SENTIMENT ANALYSIS OF MESSAGE POSTING IN GROUP CONVERSATIONS	17/070660	14-Oct-20	2022-0114344	Pending	Avaya Management L.P.
SELECTIVE ENDPOINT NOTIFICATION OF AN INCOMING COMMUNICATION	17/074930	20-Oct-20	2021-0314444	Pending	Avaya Management L.P.
SYSTEM AND METHOD TO SAFEGUARDING SENSITIVE INFORMATION IN COBROWSING SESSION	17/075542	20-Oct-20	20220121772	Pending	Avaya Management L.P.
SELECTIVE IMAGE BROADCASTING IN A VIDEO CONFERENCE	17/080608	26-Oct-20	2022-0132090	Pending	Avaya Management L.P.
CONTENT CODED ZIP TONES FOR AGENTS AND CONFERENCE CALL PARTICIPANTS, AND USER-ADJUSTABLE TONE ATTRIBUTE	17/094264	10-Nov-20	20220150355	Pending	Avaya Management L.P.
ARTIFICIAL VENTRILOQUIST-LIKE CONTACT CENTER AGENTS	17/104725	25-Nov-20	2022-0166880-A1	Pending	Avaya Management L.P.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
SYSTEMS AND METHODS OF AN INTELLIGENT WHISPER	17/105094	25-Nov-20	2022-0166877-A1	Pending	Avaya Management L.P.
SYSTEM AND METHOD FOR SMART CONTEXTUAL CALENDARING BASED MEETING SCHEDULING	17/105169	25-Nov-20	2021-0081903	Pending	Avaya Inc.
TUNABLE CHATBOTS	17/107174	30-Nov-20	2021-0359961	Pending	Avaya Management L.P.
TUNABLE CHATBOTS	17/107118	30-Nov-20	20210360106	Pending	Avaya Management L.P.
SYSTEM AND METHOD FOR INTELLIGENT VOICE SEGMENTATION	17/107556	30-Nov-20	20220174147	Pending	Avaya Management L.P.
EFFICIENT MEDIA ESTABLISHMENT FOR WEBRTC CALL CENTER AGENTS	17/110102	2-Dec-20	2022-0174152-A1	Pending	Avaya Management L.P.
SYSTEMS AND METHODS FOR DISPLAYING USERS PARTICIPATING IN A COMMUNICATION SESSION	17/113945	7-Dec-20	--	Pending	Avaya Management L.P.
DYNAMIC GENERATION OF CUSTOM POST-CALL WORKFLOW	17/115157	8-Dec-20	--	Pending	Avaya Management L.P.
METHOD AND SYSTEM FOR IMPROVING A VISUAL PRESENTATION OF A USER DURING A VIDEO CONFERENCE	17/115498	8-Dec-20	--	Pending	Avaya Management L.P.
METHOD AND SYSTEM FOR MAKING CONTEXT BASED ANNOUNCEMENTS DURING A COMMUNICATION SESSION	17/122341	15-Dec-20	2022-0191330-A1	Pending	Avaya Management L.P.
METHODS AND SYSTEMS FOR MONITORING COMMUNICATION DEVICE MOBILITY ASSOCIATED WITH VENUE WIRELESS ACCESS NETWORKS	17/125302	17-Dec-20	20220132409	Pending	Avaya Management L.P.
INITIATION OF REAL-TIME MEDIA PROCESSING IN RESPONSE TO A TRIGGER EVENT	17/148225	13-Jan-21	2022-0116428	Pending	Avaya Management L.P.
REDACTED	17/155900	22-Jan-21	--	Pending	Avaya Management L.P.
REDACTED	17/156043	22-Jan-21	--	Pending	Avaya Management L.P.
REDACTED	17/157531	25-Jan-21	--	Pending	Avaya Management L.P.
REDACTED	17/161020	28-Jan-21	--	Pending	Avaya Management L.P.
IP TOLERANCE AND SIGNALING INTERWORKING	17/161142	28-Jan-21	2021-0152612	Pending	Avaya Inc.
REDACTED	17/162185	29-Jan-21	--	Pending	Avaya Management L.P.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
REDACTED	17/162243	29-Jan-21	--	Pending	Avaya Management L.P.
REDACTED	17/167841	4-Feb-21	--	Pending	Avaya Management L.P.
REDACTED	17/171246	9-Feb-21	--	Pending	Avaya Management L.P.
REDACTED	17/171363	9-Feb-21	--	Pending	Avaya Management L.P.
REDACTED	17/175237	12-Feb-21	--	Pending	Avaya Management L.P.
REDACTED	17/176425	16-Feb-21	--	Pending	Avaya Management L.P.
SYSTEM AND METHOD FOR MANAGING TRUSTED RELATIONSHIPS IN COMMUNICATION SESSIONS USING A GRAPHICAL METAPHOR	17/178040	17-Feb-21	2021-0176204	Pending	Avaya Inc.
REDACTED	17/182512	23-Feb-21	--	Pending	Avaya Management L.P.
REDACTED	17/185481	25-Feb-21	--	Pending	Avaya Management L.P.
REDACTED	17/185599	25-Feb-21	--	Pending	Avaya Management L.P.
REDACTED	17/185602	25-Feb-21	2022-0094664	Pending	Avaya Management L.P.
METHOD OF INTEGRATING ARTIFICIAL INTELLIGENCE SYSTEMS TO DYNAMICALLY ADJUST WRAP-UP TIME	17/187387	26-Feb-21	--	Pending	Avaya Management L.P.
REDACTED	17/189573	2-Mar-21	--	Pending	Avaya Management L.P.
SYSTEM AND METHOD FOR IDENTIFYING IDLE RESOURCES IN COMMUNICATION ENDPOINTS	17/196242	9-Mar-21	2021-0194940	Pending	Avaya Inc.
REDACTED	17/199554	12-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/199598	12-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/199642	12-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/199702	12-Mar-21	--	Pending	Avaya Management L.P.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
REDACTED	17/201238	15-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/201270	15-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/201824	15-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/201852	15-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/205923	18-Mar-21	--	Pending	Avaya Management L.P.
METHODS AND SYSTEMS FOR PROVIDING ENTERPRISE SERVICES TO WEARABLE AND MOBILE DEVICES	17/206352	19-Mar-21	2021-0329424	Pending	Avaya Management L.P.
METHODS AND SYSTEMS FOR PROCESSING CALL CONTENT TO DEVICES USING A DISTRIBUTED COMMUNICATION CONTROLLER	17/206370	19-Mar-21	2021-0329122	Pending	Avaya Management L.P.
METHODS AND SYSTEMS FOR ENABLING USER MOBILITY IN AN ENTERPRISE SERVICED BY MULTIPLE DISTRIBUTED COMMUNICATION CONTROLLERS	17/206377	19-Mar-21	2021-0329524	Pending	Avaya Management L.P.
METHODS AND SYSTEMS FOR MANAGING CONFERENCING FEATURES USING A DISTRIBUTED COMMUNICATION CONTROLLER	17/206380	19-Mar-21	2021-0329406	Pending	Avaya Management L.P.
COMMUNICATION SYSTEMS FOR MULTI-SOURCE ROBOT CONTROL	17/208422	22-Mar-21	2021-0209563	Pending	Avaya Inc.
REDACTED	17/208563	22-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/208760	22-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/212041	25-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/212698	25-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/217135	30-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/218763	31-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/219291	31-Mar-21	--	Pending	Avaya Management L.P.
REDACTED	17/219362	31-Mar-21	--	Pending	Avaya Management L.P.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
REDACTED	17/220485	1-Apr-21	--	Pending	Avaya Management L.P.
REDACTED	17/223896	6-Apr-21	--	Pending	Avaya Management L.P.
REDACTED	17/229403	13-Apr-21	--	Pending	Avaya Management L.P.
REDACTED	17/229445	13-Apr-21	--	Pending	Avaya Management L.P.
REDACTED	17/236791	21-Apr-21	--	Pending	Avaya Management L.P.
SEGMENTED VIDEO CODEC FOR HIGH RESOLUTION AND HIGH FRAME RATE VIDEO	17/232570	16-Apr-21	2021-0234914	Pending	Avaya Inc.
REDACTED	17/240425	26-Apr-21	--	Pending	Avaya Management L.P.
BACKGROUND REPLACEMENT FROM VIDEO IMAGES CAPTURED BY A PLENOPTIC CAMERA	17/306009	3-May-21	2021-0258482	Pending	Avaya Inc.
REDACTED	17/314288	7-May-21	--	Pending	Avaya Management L.P.
COMMUNICATION SESSION HOLD TIME MANAGEMENT IN A CONTACT CENTER	17/314778	7-May-21	2021-0266404	Pending	Avaya Inc.
MESSAGE ROUTING IN A CONTACT CENTER	17/328559	24-May-21	2021-0329126	Pending	Avaya Management L.P.
REDACTED	17/329555	25-May-21	--	Pending	Avaya Management L.P.
REDACTED	17/329567	25-May-21	--	Pending	Avaya Management L.P.
REDACTED	17/332112	27-May-21	--	Pending	Avaya Management L.P.
REDACTED	17/337501	3-Jun-21	--	Pending	Avaya Management L.P.
REDACTED	17/337511	3-Jun-21	--	Pending	Avaya Management L.P.
METHODS AND SYSTEMS FOR MAINTAINING CONDITIONAL COMMUNICATION SESSIONS USING TERMINAL AUTHENTICATION SIGNALS	17/354019	22-Jun-21	2022-0094722	Pending	Avaya Management L.P.
REDACTED	17/354929	22-Jun-21	--	Pending	Avaya Management L.P.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
REDACTED	17/356341	23-Jun-21	--	Pending	Avaya Management L.P.
REDACTED	17/356357	23-Jun-21	--	Pending	Avaya Management L.P.
REDACTED	17/357150	24-Jun-21	--	Pending	Avaya Management L.P.
REDACTED	17/357582	24-Jun-21	--	Pending	Avaya Management L.P.
REDACTED	17/360003	3-May-22	--	Pending	Avaya Management L.P.
INTELLIGENT DETECTION AND AUTOMATIC CORRECTION OF ERRONEOUS AUDIO SETTINGS IN A VIDEO CONFERENCE IN A VIDEO CONFERENCE	17/360807	28-Jun-21	2022-0060525	Pending	Avaya Management L.P.
REDACTED	17/374043	13-Jul-21	--	Pending	Avaya Management L.P.
NETWORK-CONNECTED ACCESS POINT WITH ENVIRONMENTAL SENSOR, AND RELATED COMPONENTS, SYSTEMS, AND METHODS	17/374701	13-Jul-21	2021-0344738	Pending	Avaya Inc.
REDACTED	17/376456	15-Jul-21	--	Pending	Avaya Management L.P.
AGENT INTERACTION DURING OPERATION OF AN UNMANNED DELIVERY SERVICE	17/376568	15-Jul-21	2021-0342779	Pending	Avaya Inc.
COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR STORING AND RETRIEVING SENSITIVE INFORMATION	17/383922	23-Jul-21	--	Pending	Intellisist Inc.
REDACTED	17/387284	28-Jul-21	--	Pending	Avaya Management L.P.
REDACTED	17/387352	28-Jul-21	--	Pending	Avaya Management L.P.
REDACTED	17/387680	28-Jul-21	--	Pending	Avaya Management L.P.
REDACTED	17/392617	3-Aug-21	--	Pending	Avaya Management L.P.
REDACTED	17/398527	10-Aug-21	--	Pending	Avaya Management L.P.
REDACTED	17/402278	13-Aug-21	--	Pending	Avaya Management L.P.



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REDACTED	17/408216	20-Aug-21	--	Pending	Avaya Management L.P.
SYSTEMS AND METHODS FOR DETECTING DEVICE LOCATION AND USAGE	17/444093	30-Jul-21	2021-0359859	Pending	Avaya Inc.
SYSTEMS AND METHODS FOR ALLOCATING AGENT RESOURCES IN A CONTACT CENTER	17/444244	2-Aug-21	2021-0365868	Pending	Avaya Inc.
INTERACTION BASED SUITABLE CHANNEL SELECTION FOR QUEUED CUSTOMERS	17/452594	28-Oct-21	2002-0053094	Pending	Avaya Inc.
REAL-TIME TRANSCRIPTION AND FEED OF VOICE MESSAGES BASED ON USER PRESENCE AND PREFERENCE	17/454123	9-Nov-21	2022-0070134	Pending	Avaya Management L.P.
REDACTED	17/461318	30-Aug-21	--	Pending	Avaya Management L.P.
REDACTED	17/461383	30-Aug-21	--	Pending	Avaya Management L.P.
OPTIMIZING INTERACTION RESULTS USING AI-GUIDED MANIPULATED VIDEO	17/468303	7-Sep-21	20210407527	Pending	Avaya Inc.
REDACTED	17/470845	9-Sep-21	--	Pending	Avaya Management L.P.
DISTURBANCE DETECTION IN VIDEO COMMUNICATIONS	17/475679	15-Sep-21	20220006976	Pending	Avaya Inc.
REDACTED	17/487578	28-Sep-21	--	Pending	Avaya Management L.P.
REDACTED	17/488133	28-Sep-21	--	Pending	Avaya Management L.P.
REDACTED	17/490202	30-Sep-21	--	Pending	Avaya Management L.P.
REDACTED	17/492027	1-Oct-21	--	Pending	Avaya Management L.P.
REDACTED	17/501234	14-Oct-21	--	Pending	Avaya Management L.P.
REDACTED	17/504990	19-Oct-21	--	Pending	Avaya Management L.P.
REDACTED	17/511081	26-Oct-21	--	Pending	Avaya Management L.P.
REDACTED	17/511136	26-Oct-21	--	Pending	Avaya Management L.P.
REDACTED	17/515852	1-Nov-21	--	Pending	Avaya Management L.P.

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REDACTED	17/519282	4-Nov-21	--	Pending	Avaya Management L.P.
REDACTED	17/530959	19-Nov-21	--	Pending	Avaya Management L.P.
REDACTED	17/531333	19-Nov-21	--	Pending	Avaya Management L.P.
SYSTEM AND METHOD FOR PRESENTING CONFERENCE OR WEBINAR PARTICIPANTS WITH INFORMATION EXTRACTED FROM ONE OR MORE DATA SOURCES	17/536563	29-Nov-21	2022-0083984	Pending	Avaya Inc.
NOVEL METHOD FOR RETAINING A SPEAKER DRIVER IN AN ENCLOSURE	17/538390	30-Nov-21	20220086546	Pending	Avaya Inc.
REDACTED	17/543146	16-Dec-21	--	Pending	Avaya Management L.P.
REDACTED	17/545087	8-Dec-21	--	Pending	Avaya Management L.P.
REDACTED	17/545208	8-Dec-21	--	Pending	Avaya Management L.P.
REDACTED	17/559151	22-Dec-21	--	Pending	Avaya Management L.P.
REDACTED	17/559951	22-Dec-21	--	Pending	Avaya Management L.P.
REDACTED	17/573148	11-Jan-22	--	Pending	Avaya Management L.P.
REDACTED	17/581621	21-Jan-22	--	Pending	Avaya Management L.P.
ENHANCED COMMUNICATION WITH AN APPLICATION SERVICE PROVIDER BASED ON MEDICAL TELEMETRY COLLECTED BY A USER DEVICE	17/585035	26-Jan-22	20220142590	Pending	Avaya Inc.
REDACTED	17/648591	22-Jan-22	--	Pending	Avaya Management L.P.
REDACTED	17/663961	18-May-22	--	Pending	Avaya Management L.P.
REDACTED	17/668963	10-Feb-22	--	Pending	Avaya Management L.P.
REDACTED	17/678548	23-Feb-22	--	Pending	Avaya Management L.P.
REDACTED	17/678923	23-Feb-22	--	Pending	Avaya Management L.P.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
REDACTED	17/689772	8-Mar-22	--	Pending	Avaya Management L.P.
REDACTED	17/691984	10-Mar-22	--	Pending	Avaya Management L.P.
REDACTED	17/695432	15-Mar-22	--	Pending	Avaya Management L.P.
REDACTED	17/697315	17-Mar-22	--	Pending	Avaya Inc.
REDACTED	17/703131	24-Mar-22	--	Pending	Avaya Management L.P.
REDACTED	17/703177	24-Mar-22	--	Pending	Avaya Management L.P.
REDACTED	17/706954	29-Mar-22	--	Pending	Avaya Inc.
REDACTED	17/719982	13-Apr-22	--	Pending	Avaya Management L.P.
REDACTED	17/721606	15-Apr-22	--	Pending	Avaya Management L.P.
REDACTED	17/727572	22-Apr-22	--	Pending	Avaya Management L.P.
REDACTED	17/731079	27-Apr-22	--	Pending	Avaya Management L.P.
REDACTED	17/731113	27-Apr-22	--	Pending	Avaya Management L.P.
REDACTED	17/733722	29-Apr-22	--	Pending	Avaya Management L.P.
REDACTED	17/733734	29-Apr-22	--	Pending	Avaya Management L.P.
REDACTED	17/745696	16-May-22	--	Pending	Avaya Inc.
REDACTED	17/748025	18-May-22	--	Pending	Avaya Management L.P.
REDACTED	17/748352	19-May-22	--	Pending	Avaya Inc.
REDACTED	17/807971	21-Jun-22	--	Pending	Avaya Management L.P.
REDACTED	17/825620	26-May-22	--	Pending	Avaya Management L.P.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
REDACTED	17/828907	31-May-22	--	Pending	Avaya Management L.P.
REDACTED	17/835120	8-Jun-22	--	Pending	Avaya Management L.P.
REDACTED	17/837616	10-Jun-22	--	Pending	Avaya Management L.P.
REDACTED	17/843759	17-Jun-22	--	Pending	Avaya Management L.P.
REDACTED	17/852082	28-Jun-22	--	Pending	Avaya Management L.P.
REDACTED	63/149980	16-Feb-21	--	Pending	Avaya Management L.P.
REDACTED	63/305796	2-Feb-22	--	Pending	Avaya Management L.P.
TELECOMMUNICATIONS SOFTWARE CLIENT THAT DOES NOT INTERFERE WITH A SCREEN READER APPLICATION	PCT/US21/21257	5-Mar-21	--	Pending	Avaya Management L.P.
SYSTEM AND METHOD FOR CLASSIFYING LIVE MEDIA AGS INTO TYPES	12/887248	21-Sep-10	--	Pending	Avaya Inc.
SYSTEM AND METHOD FOR MANAGING ALLOCATION OF RESOURCES	14/552729	25-Nov-14	--	Pending	Avaya Inc.
IN-PLACE WEB COMMUNICATIONS RELATED TO CONTENT OF A WEBPAGE	14/576157	18-Dec-14	--	Pending	Avaya Inc.
SYSTEMS AND METHODS FOR MEDIA TUNNELING THROUGH EDGE SERVER	15/335735	27-Oct-16	--	Pending	Avaya Inc.
MULTIPLE AD HOC COMMUNICATION NETWORK CREATION AND MANAGEMENT	16/151486	4-Oct-18	--	Pending	Avaya Inc.
DYNAMIC AGENT MEDIA TYPE SELECTION BASED ON COMMUNICATION SESSION QUALITY OF SERVICE PARAMETERS	16/156068	10-Oct-18	--	Pending	Avaya Inc.
SYSTEM AND METHOD FOR FACILITATING MASKING IN A COMMUNICATION SESSION	16/245713	11-Jan-19	--	Pending	Avaya Inc.
PREMISES ENABLED MOBILE KIOSK, USING CUSTOMERS' MOBILE COMMUNICATION	16/447485	20-Jun-19	--	Pending	Avaya Inc.
MULTIPLE DEVICE ACCESS CONFIGURATION AND ALERTING	16/745843	17-Jan-20	--	Pending	Avaya Management L.P.




**SCHEDULE III**

**Trademarks**

**Registrations:**

<b>Mark</b>	<b>Registration No.</b>	<b>Registration Date</b>	<b>Status</b>	<b>Grantor</b>
AUDIX	1689940	6/2/1992	Registered	Avaya Inc.
AUTHENTIC AVAYA	3012163	11/1/2005	Registered	Avaya Inc.
AVAYA	2696985	3/18/2003	Registered	Avaya Inc.
AVAYA	3507805	9/30/2008	Registered	Avaya Inc.
AVAYA	4372647	7/23/2013	Registered	Avaya Inc.
AVAYA (Stylized): 	2697002	3/18/2003	Registered	Avaya Inc.
AVAYA AURA	3871137	11/2/2010	Registered	Avaya Inc.
AVAYA AURA	5513937	7/10/2018	Registered	Avaya Inc.
AVAYA BREEZE	5212482	5/30/2017	Registered	Avaya Inc.
AVAYA EDGE	5353412	12/12/2017	Registered	Avaya Inc.
AVAYA ENGAGE	5129143	1/24/2017	Registered	Avaya Inc.
AVAYA EQUINOX	5282627	9/5/2017	Registered	Avaya Inc.
AVAYA MOBILE EXPERIENCE	5753015	5/14/2019	Registered	Avaya Inc.
AVAYA OCEANA	5128845	1/24/2017	Registered	Avaya Inc.
AVAYA ONE-X	3411046	4/8/2008	Registered	Avaya Inc.
AVAYA ONE-X (Stylized): 	3411047	4/8/2008	Registered	Avaya Inc.
AVAYA ORCHESTRATOR	6059536	5/19/2020	Registered	Avaya Inc.
AVAYA STADIUM	4960224	5/17/2016	Registered	Avaya Inc.
AVAYA STADIUM	5124891	1/17/2017	Registered	Avaya Inc.

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AVAYA STADIUM	5161622	3/14/2017	Registered	Avaya Inc.
AVAYA STADIUM	5161623	3/14/2017	Registered	Avaya Inc.
AYAYA ONE-X (Stylized): 	4726410	4/28/2015	Registered	Avaya Inc.
CONVERSIVE	2855081	6/15/2004	Registered	Avaya Inc.
EXPERT CALLING	1786298	8/3/1993	Registered	Avaya Inc.
GUIDE BUILDER	2547570	3/12/2002	Registered	Avaya Inc.
INTELLIGENT CALL BLENDING	1786300	8/3/1993	Registered	Avaya Inc.
KONFTEL	3344968	11/27/2007	Registered	Avaya Inc.
MAGIC ON HOLD	1372962	11/26/1985	Registered	Avaya Inc.
MEETING EXCHANGE	3035694	12/27/2005	Registered	Avaya Inc.
MERIDIAN	1342255	6/18/1985	Registered	Avaya Inc.
OMNISOUND	2931661	3/8/2005	Registered	Avaya Inc.
ONAVAYA	4986573	6/28/2016	Registered	Avaya Inc.
PERIPHONICS	0973939	11/27/1973	Registered	Avaya Inc.
PREDICTIVE AGENT BLEND	2628503	10/1/2002	Registered	Avaya Inc.
RADVISION	2118787	12/9/1997	Registered	Avaya Inc.
SCOPIA	3248266	5/29/2007	Registered	Avaya Inc.
ZANG	5302331	10/3/2017	Registered	Avaya Inc.
ZANG and Design 	5478366	5/29/2018	Registered	Avaya Inc.
CLEARMETRIX	5545873	8/21/2018	Registered	Intellisist, Inc.
CONVERSATIONCENTER	5671662	2/5/2019	Registered	Intellisist, Inc.
GOTVOICE	3013217	11/8/2005	Registered	Intellisist, Inc.

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GOTVOICE (and Design) 	2976251	7/26/2005	Registered	Intellisist, Inc.
INTELLIGENTWIRE	5718923	4/9/2019	Registered	Intellisist, Inc.
INTELLISIST	2911426	12/14/2004	Registered	Intellisist, Inc.
SPEECHFORMS	2920882	1/25/2005	Registered	Intellisist, Inc.
SPOKEN	5545862	8/21/2018	Registered	Intellisist, Inc.
SPOKEN and Design 	5545846	8/21/2018	Registered	Intellisist, Inc.
SPOKEN SYSTEM	3383616	2/12/2008	Registered	Intellisist, Inc.
W Design 	5578433	10/9/2018	Registered	Intellisist, Inc.
ACOUSTIC EDGE	6206224	11/24/2020	Registered	Avaya Inc.
AVAYA CLOUD OFFICE	6273875	2/16/2021	Registered	Avaya Inc.
AVAYA SPACES	6193712	11/10/2020	Registered	Avaya Inc.

Applications:

Mark	Serial No.	Filing Date	Status	Grantor
AVAYA ONECLOUD	90818663	7/8/2021	Pending	Avaya Inc.