

TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

ETAS ID: TM765464

SUBMISSION TYPE:	NEW ASSIGNMENT		
NATURE OF CONVEYANCE:	SECURITY INTEREST		
CONVEYING PARTY DATA			
Name	Formerly	Execution Date	Entity Type
Talkdesk, Inc.		11/01/2022	Corporation: DELAWARE
RECEIVING PARTY DATA			
Name:	HSBC Bank USA, N.A.		
Street Address:	95 Washington Street		
Internal Address:	Flor 2 South		
City:	Buffalo		
State/Country:	NEW YORK		
Postal Code:	14203		
Entity Type:	National Banking Association: UNITED STATES		
PROPERTY NUMBERS Total: 6			
Property Type	Number	Word Mark	
Registration Number:	5291617	TALKDESK	
Registration Number:	5351739	CALLBAR	
Registration Number:	5356288	OPENTALK	
Serial Number:	90606672	EXPERIENCE. A BETTER WAY.	
Serial Number:	90607053	T	
Serial Number:	97470913	OPENTALK	
CORRESPONDENCE DATA			
Fax Number:	2024083141		
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>			
Phone:	2024083141		
Email:	jean.paterson@cscglobal.com		
Correspondent Name:	CSC		
Address Line 1:	1090 Vermont Avenue, NW		
Address Line 4:	Washington, D.C. 20005		
NAME OF SUBMITTER:	Jean Paterson		
SIGNATURE:	/jep/		
DATE SIGNED:	11/03/2022		

CH \$165.00 5291617

Total Attachments: 17

source=11-3-2022 Talkdesk - HSBC - TM#page1.tif
source=11-3-2022 Talkdesk - HSBC - TM#page2.tif
source=11-3-2022 Talkdesk - HSBC - TM#page3.tif
source=11-3-2022 Talkdesk - HSBC - TM#page4.tif
source=11-3-2022 Talkdesk - HSBC - TM#page5.tif
source=11-3-2022 Talkdesk - HSBC - TM#page6.tif
source=11-3-2022 Talkdesk - HSBC - TM#page7.tif
source=11-3-2022 Talkdesk - HSBC - TM#page8.tif
source=11-3-2022 Talkdesk - HSBC - TM#page9.tif
source=11-3-2022 Talkdesk - HSBC - TM#page10.tif
source=11-3-2022 Talkdesk - HSBC - TM#page11.tif
source=11-3-2022 Talkdesk - HSBC - TM#page12.tif
source=11-3-2022 Talkdesk - HSBC - TM#page13.tif
source=11-3-2022 Talkdesk - HSBC - TM#page14.tif
source=11-3-2022 Talkdesk - HSBC - TM#page15.tif
source=11-3-2022 Talkdesk - HSBC - TM#page16.tif
source=11-3-2022 Talkdesk - HSBC - TM#page17.tif

INTELLECTUAL PROPERTY SECURITY AGREEMENT

This Intellectual Property Security Agreement (this “Agreement”) is entered into as of November 1, 2022, by and between HSBC BANK USA, N.A., as administrative agent (together with its permitted successors in such capacity, “Agent”), and TALKDESK, INC., a Delaware corporation (“Grantor”).

RECITALS

A. HSBC Ventures USA, Inc. and Pacific Western Bank (individually and collectively, the “Lenders”) have agreed to make certain advances of money and to extend certain financial accommodations to Grantor (the “Loans”) in the amounts and manner set forth in that certain Loan and Security Agreement by and among Agent, the Lenders and Grantor dated as of the date hereof (as the same may be amended, modified or supplemented from time to time, the “Loan Agreement”; capitalized terms used herein are used as defined in the Loan Agreement). The Lenders are willing to make the Loans to Grantor, but only upon the condition, among others, that Grantor shall grant to Agent a security interest in its Copyrights, Trademarks, Patents, and Mask Works (as each term is described below) to secure the obligations of Grantor to Agent and the Lenders.

B. Pursuant to the terms of the Loan Agreement, Grantor has granted to Agent, for the benefit of the Lenders, a security interest in all of Grantor’s right, title and interest, whether presently existing or hereafter acquired, in, to and under all of the Collateral.

NOW, THEREFORE, for good and valuable consideration, receipt of which is hereby acknowledged, and intending to be legally bound, as collateral security for the prompt and complete payment when due of Grantor’s obligations to Agent and the Lenders, Grantor hereby represents, warrants, covenants and agrees as follows:

AGREEMENT

1. Grant of Security Interest. To secure Grantor’s obligations to Agent and the Lenders, Grantor grants and pledges to Agent, for benefit of the Lenders, a security interest in all of Grantor's right, title and interest in, to and under its intellectual property (all of which shall collectively be called the “Intellectual Property Collateral”), including, without limitation, the following:

(a) Any and all copyright rights, copyright applications, copyright registrations and like protections in each work of authorship and derivative work thereof, whether published or unpublished and whether or not the same also constitutes a trade secret,

now or hereafter existing, created, acquired or held, including without limitation those set forth on Exhibit A attached hereto (collectively, the "Copyrights");

(b) Any and all trade secrets, and any and all intellectual property rights in computer software and computer software products now or hereafter existing, created, acquired or held;

(c) Any and all design rights that may be available to Grantor now or hereafter existing, created, acquired or held;

(d) All patents, patent applications and like protections including, without limitation, improvements, divisions, continuations, renewals, reissues, extensions and continuations-in-part of the same, including without limitation the patents and patent applications set forth on Exhibit B attached hereto (collectively, the "Patents");

(e) Any trademark and servicemark rights, whether registered or not, applications to register and registrations of the same and like protections, and the entire goodwill of the business of Grantor connected with and symbolized by such trademarks, including without limitation those set forth on Exhibit C attached hereto (collectively, the "Trademarks");

(f) All mask works or similar rights available for the protection of semiconductor chips, now owned or hereafter acquired, including, without limitation those set forth on Exhibit D attached hereto (collectively, the "Mask Works");

(g) Any and all claims for damages by way of past, present and future infringements of any of the rights included above, with the right, but not the obligation, to sue for and collect such damages for said use or infringement of the intellectual property rights identified above;

(h) All licenses or other rights to use any of the Copyrights, Patents, Trademarks, or Mask Works and all license fees and royalties arising from such use to the extent permitted by such license or rights;

(i) All amendments, extensions, renewals and extensions of any of the Copyrights, Trademarks, Patents, or Mask Works; and

(j) All proceeds and products of the foregoing, including without limitation all payments under insurance or any indemnity or warranty payable in respect of any of the foregoing.

2. Recordation. Grantor authorizes the Commissioner for Patents, the Commissioner for Trademarks and the Register of Copyrights and any other government officials to record and register this Agreement upon request by Agent.

3. Authorization. Grantor hereby authorizes Agent to (a) modify this Agreement unilaterally by amending the exhibits to this Agreement to include any Intellectual Property Collateral which Grantor obtains subsequent to the date of this Agreement, and (b) file a duplicate original of this Agreement containing amended exhibits reflecting such new Intellectual Property Collateral.

4. Loan Documents. This Agreement has been entered into pursuant to and in conjunction with the Loan Agreement, which is hereby incorporated by reference. The provisions of the Loan Agreement shall supersede and control over any conflicting or inconsistent provision herein. The rights and remedies of Agent and Lenders with respect to the Intellectual Property Collateral are as provided by the Loan Agreement and related documents, and nothing in this Agreement shall be deemed to limit such rights and remedies.

5. Execution in Counterparts. This Agreement may be executed in counterparts (and by different parties hereto in different counterparts), each of which shall constitute an original, but all of which when taken together shall constitute a single contract. Delivery of an executed counterpart of a signature page to this Agreement by facsimile or in electronic (i.e., "pdf" or "tif" format) shall be effective as delivery of a manually executed counterpart of this Agreement. Each party hereto may execute this Agreement by electronic means and recognizes and accepts the use of electronic signatures and records by any other party hereto in connection with the execution and storage hereof.

6. Successors and Assigns. Each Grantor hereby irrevocably and unconditionally agrees that the provisions of Section 12.02 of the Loan Agreement shall be incorporated herein, mutatis mutandis, as if set forth herein in full.

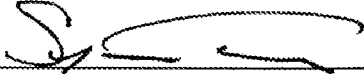
7. Choice of Law, Venue, and Jury Trial Waiver. Each Grantor hereby irrevocably and unconditionally agrees that the provisions of Section 11 of the Loan Agreement shall be incorporated herein, mutatis mutandis, as if set forth herein in full.

[Signature page follows.]

IN WITNESS WHEREOF, the parties have caused this Intellectual Property Security Agreement to be duly executed by its officers thereunto duly authorized as of the first date written above.

GRANTOR:


TALKDESK, INC.

By 
Name: Sydney Carey
Title: Chief Financial Officer

[Signature Page to Intellectual Property Security Agreement]

AGENT:

HSBC BANK USA, N.A.

By 
By Bradly Reiner (Oct 28, 2022 14:13 EDT)

Name: Bradley E. Reiner
Title: Senior Vice President, Venture Debt

[Signature Page to Intellectual Property Security Agreement]

TRADEMARK
REEL: 007884 FRAME: 0114

EXHIBIT A
Copyrights

None.

EXHIBIT B

Patents

Patent No.	Inventor	Pub No.	Pub Date	App No.	App Date	Title	Pub Status	Pub No.	Pub Date	App No.	App Date	Title	Pub Status	Pub No.	Pub Date	App No.	App Date	Assignor	
100-00006-US1	hyund cc	6/22/2020	18/908,329		6/22/2020	SYSTEM AND METHOD FOR INTEGRATING LEGACY TELEPHONY COMPONENTS WI...	Published												Takdesk, Inc.
100-00006-US2		11/30/2019	18/999,633		11/30/2019	COMPUTERIZED SYSTEM FOR GEOGRAPHICALLY SPLITTING TRAFFIC FOR A GRA...	Issued		10,827,089		11/3/2020								Takdesk, Inc.
100-00006-US3		5/21/2019	18/418,802		5/21/2019	AUTOMATIC APPLICATION INSTALLATION AND INTEGRATION AT AN ENTERPRISE ...	Issued		10,886,794		12/15/2020								Takdesk, Inc.
100-00007-US1		10/30/2019	18/698,148		10/30/2019	SYSTEM AND METHOD FOR AUTOMATED AGENT ASSISTANCE WITHIN A CLOUD-B...	Published												Takdesk, Inc.
100-00009-US1		10/31/2019	18/670,223		10/31/2019	METHOD OF USING MULTI-DIMENSIONAL PRESENCE MODEL TO MANAGE CALL-C...	Issued		10,887,463		1/5/2021								Takdesk, Inc.
100-00010-US1		10/31/2019	18/671,056		10/31/2019	METHOD FOR VISUAL-BASED PROGRAMMING OF SELF-SERVICE WORKFLOW	Issued		10,897,539		1/19/2021								Takdesk, Inc.
100-00013-US1	virtual agent	10/30/2019	18/698,300		10/30/2019	VIRTUAL AGENTS WITHIN A CLOUD-BASED CONTACT CENTER	Obsed												Takdesk, Inc.
100-00014-US1		10/30/2019	18/698,306		10/30/2019	METHODS AND SYSTEMS FOR VIRTUAL AGENT TO UNDERSTAND AND DETECT SP...	Published												Takdesk, Inc.
100-00019-US1		10/30/2019	18/698,343		10/30/2019	METHODS AND SYSTEMS FOR SEAMLESS OUTBOUND COLD CALLS USING VIRTU...	Issued		10,812,655		10/20/2020								Takdesk, Inc.
100-00022-US1		10/31/2019	18/670,625		10/31/2019	METHOD OF GRAPHICAL PROGRAMMING FOR AN INTERACTIVE VOICE RESPON...	Published												Takdesk, Inc.
100-00025-US1		10/31/2019	18/670,884		10/31/2019	CUSTOMER JOURNEY SCORING FOR A GRAPHICALLY INTERACTIVE VOICE RESP...	Published												Takdesk, Inc.
100-00030-US1	attribution based routing	10/17/2019	18/655,727		10/17/2019	SYSTEMS AND METHODS FOR ROUTING COMMUNICATIONS TO AGENTS BASED O...	Obsed												Takdesk, Inc.
100-00030-US3	attribution based routing 2	10/21/2019	18/658,773		10/21/2019	SYSTEMS AND METHODS FOR ROUTING COMMUNICATIONS TO AGENTS BASED O...	Issued		11,076,049		7/27/2021								Takdesk, Inc.
100-00030-US4	attribution based routing 3	10/21/2019	18/658,780		10/21/2019	SYSTEMS AND METHODS FOR ROUTING COMMUNICATIONS TO AGENTS BASED O...	Obsed												Takdesk, Inc.
100-00031-US1		10/29/2019	18/698,492		10/29/2019	SYSTEMS AND METHODS FOR OPTIMIZING PERFORMANCE METRICS FOR CONTRA...	Issued		10,812,656		10/20/2020								Takdesk, Inc.
100-00031-US2		10/30/2019	18/698,255		10/30/2019	SYSTEMS AND METHODS FOR OPTIMIZING PERFORMANCE METRICS FOR CONTRA...	Issued		10,824,976		11/3/2020								Takdesk, Inc.
100-00031-US3		10/30/2019	18/698,286		10/30/2019	SYSTEMS AND METHODS FOR OPTIMIZING PERFORMANCE METRICS FOR CONTRA...	Issued		10,824,979		11/3/2020								Takdesk, Inc.
100-00031-US4		10/30/2019	18/698,277		10/30/2019	SYSTEMS AND METHODS FOR OPTIMIZING PERFORMANCE METRICS FOR CONTRA...	Issued		10,827,070		11/3/2020								Takdesk, Inc.
100-00033-US1	routing rules	10/29/2019	18/686,496		10/29/2019	SYSTEMS AND METHODS FOR RECOMMENDING RULES FOR ROUTING CALLS	Published												Takdesk, Inc.
100-00033-US2	routing rules 1	10/30/2019	18/698,282		10/30/2019	SYSTEMS AND METHODS FOR RECOMMENDING RULES FOR ROUTING CALLS	Published												Takdesk, Inc.

Patent No.	Inventor	Priority Date	Pub. No.	Pub. Date	Pub. No.	Pub. Date	Pub. No.	Pub. Date	Pub. No.	Pub. Date
100-00036-US1	Deep Integration 2	8/23/2019	16549,565	Issued	10,708,428	7/7/2020	Talkdesk, Inc.			
100-00038-US1	Deep Integration 2	8/22/2019	16548,318	Issued	11,184,482	11/23/2021	Talkdesk, Inc.			
100-00039-US1	Deep Integration 2	8/23/2019	16549,186	Issued	11,328,205	5/10/2022	Talkdesk, Inc.			
100-00039-US3		8/28/2019	16553,464	Closed			Talkdesk, Inc.			
100-00040-US1	Skill based scheduling	10/30/2019	16668,525	Issued	10,929,795	2/23/2021	Talkdesk, Inc.			
100-00040-US2	Skill based scheduling 1	10/30/2019	16668,847	Issued	10,929,796	2/23/2021	Talkdesk, Inc.			
100-00040-US3	Skill based scheduling 2	10/30/2019	16668,885	Issued	10,931,823	2/23/2021	Talkdesk, Inc.			
100-00040-US4	Skill based scheduling 3	10/30/2019	16668,889	Issued	10,931,824	2/23/2021	Talkdesk, Inc.			
100-00040-US5	Skill based scheduling 4	10/30/2019	16668,895	Issued	10,931,826	2/23/2021	Talkdesk, Inc.			
100-00041-US1	wfrr in 5 minutes	10/18/2019	16654,356	Published			Talkdesk, Inc.			
100-00041-US5	wfrr in 5 minutes 4	10/17/2019	16656,160	Published			Talkdesk, Inc.			
100-00041-US7	wfrr in 5 minutes 6	10/17/2019	16656,179	Published			Talkdesk, Inc.			
100-00043-US2	Automated WFM 1	11/27/2019	16697,409	Published			Talkdesk, Inc.			
100-00052-US1	customer db	10/29/2019	16666,832	Published			Talkdesk, Inc.			

Patent No.	Class	Priority	Pub. No.	Pub. Date	Title	Pub. Status	Pub. No.	Pub. Date	Pub. No.	Pub. Date	Pub. No.
100-00071-US1			8/26/2019	16/550,976	GENERATING AND PROVIDING ESTIMATED WAIT TIME OPTIONS IN CONTACT CEN...	Published					Talkdesk, Inc.
100-00076-US1			10/31/2019	16/670,310	OPTIMIZED DYNAMIC NUMBER INSERTION (DNI)	Issued	10,785,374	9/22/2020			Talkdesk, Inc.
100-00078-US1	QM in 5 minutes		10/29/2019	16/666,498	SYSTEMS AND METHODS FOR QUALITY MANAGEMENT SYSTEM DEPLOYMENT	Issued	11,157,856	10/26/2021			Talkdesk, Inc.
100-00079-US1			10/31/2019	16/670,217	BLOCKCHAIN-ENABLED CONTACT CENTER	Published					Talkdesk, Inc.
100-00080-US1	WFM + outsource/contractor		11/12/2019	16/660,713	SYSTEMS AND METHODS FOR SCHEDULING CONTRACTOR AGENTS BASED ON R...	Published					Talkdesk, Inc.
100-00080-US3	WFM + outsource/contractor		11/15/2019	16/664,770	SYSTEMS AND METHODS FOR SCHEDULING CONTRACTOR AGENTS BASED ON R...	Published					Talkdesk, Inc.
100-00081-US1	WFM/QM slack periods		12/27/2019	16/728,655	SYSTEMS AND METHODS FOR PREDICTING AND HANDLING SLACK PERIODS	Published					Talkdesk, Inc.
100-00081-US2	WFM/QM slack periods 1		12/30/2019	16/730,273	SYSTEMS AND METHODS FOR PREDICTING AND HANDLING SLACK PERIODS	Published					Talkdesk, Inc.
			10/31/2019	16/670,366	OPTIMIZED DYNAMIC NUMBER INSERTION (DNI)	Issued	10,812,659	10/20/2020			Talkdesk, Inc.
			10/31/2019	16/670,776	CONTEXT DATA DISPLAY FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	Issued	10,827,062	11/03/2020			
			10/31/2019	16/668,184	SYSTEM AND METHOD FOR SMS AND EMAIL ENABLED AUTOMATED AGENT ASSISTANCE	Issued	10,827,071	11/03/2020			
			05/21/2019	16/418,802	AUTOMATIC APPLICATION INSTALLATION AND INTEGRATION AT AN ENTERPRISE LEVEL	Issued	10,866,794	12/15/2020			
			10/31/2019	16/670,311	CAPACITY MANAGER FOR MULTI-DIMENSIONAL PRESENCE MODEL TO MANAGE CALL...	Issued	10,868,914	12/15/2020			
			11/30/2019	16/699,627	Artificial Intelligence for a graphically interactive voice response system	Issued	10,897,538	01/19/2021			
			10/31/2019	16/670,944	CUSTOMER EXPERIENCE OPTIONS IN A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	Issued	10,944,870	03/09/2021			
			11/30/2019	16/699,648	SYSTEM OF GRAPHICAL PROGRAMMING FOR AN INTERACTIVE VOICE RESPONSE SYSTEM	Issued	11,012,567	05/18/2021			
			11/30/2019	16/699,630	SYSTEM FOR ACCESSING AN ACTIVE CALL BAR FOR A GRAPHICALLY INTERACTIVE VOICE SYSTEMS AND METHODS FOR SCHEDULING DEFERRED QUEUES	Issued	11,019,209	05/25/2021			
			01/16/2020	16/744,391	MONITORING AND LISTENING TOOLS ACROSS OMNI-CHANNEL INPUTS IN A GRAPHICALLY MONITORING AND LISTENING TOOLS ACROSS OMNI-CHANNEL INPUTS IN A GRAPHICALLY	Issued	11,146,681	10/12/2021			
			04/01/2021	17,220,509	AUTOMATIC APPLICATION INSTALLATION AND INTEGRATION AT AN ENTERPRISE LEVEL	Issued	11,201,964	12/14/2021			
			09/03/2019	16/556,682	AUTOMATIC APPLICATION INSTALLATION AND INTEGRATION AT AN ENTERPRISE LEVEL	Published					
			09/03/2019	16/556,690	GENERATING AND PROVIDING ESTIMATED WAIT TIME OPTIONS IN CONTACT CENTERS	Published					
			08/28/2019	16/550,961	GENERATING AND PROVIDING ESTIMATED WAIT TIME OPTIONS IN CONTACT CENTERS	Published					
			08/28/2019	16/550,987	GENERATING AND PROVIDING ESTIMATED WAIT TIME OPTIONS IN CONTACT CENTERS	Published					
			6/22/2020	16/908,329	SYSTEM AND METHOD FOR INTEGRATING LEGACY TELEPHONY COMPONENTS WITH A CLOUD-BASED CONTACT CENTER	Published					
			10/30/2019	16/668,170	SYSTEM AND METHOD FOR TEXT-ENABLED AUTOMATED AGENT ASSISTANCE WITHIN A CLOUD-BASED CONTACT CENTER	Published					
			07/01/2019	16/459,465	GENERATING PREDICTIONS FOR ELECTRONIC COMMUNICATIONS BY DETERMINING	Published					
			08/28/2019	16/553,450	GENERATING PREDICTIONS FOR ELECTRONIC COMMUNICATIONS BY DETERMINING	Published					
			08/28/2019	16/553,459	GENERATING PREDICTIONS FOR ELECTRONIC COMMUNICATIONS BY DETERMINING	Published					
			10/30/2019	16/668,148	SYSTEM AND METHOD FOR AUTOMATED AGENT ASSISTANCE WITHIN A CLOUD-BASED	Published					
			10/30/2019	16/668,155	SYSTEM AND METHOD FOR AUTOMATED AGENT ASSISTANCE WITHIN A CLOUD-BASED	Published					
			10/30/2019	16/668,182	SYSTEM AND METHOD FOR SMS AND EMAIL ENABLED AUTOMATED AGENT ASSISTANCE	Published					
			10/30/2019	16/668,188	SYSTEM AND METHOD FOR AUTOMATED AGENT ASSISTANCE NEXT ACTIONS WITHIN A	Published					
			10/30/2019	16/668,191	SYSTEM AND METHOD FOR AUTOMATED AGENT ASSISTANCE NEXT ACTIONS WITHIN A	Published					
			10/30/2019	16/668,195	SYSTEM AND METHOD FOR AUTOMATED SMART NOTES USING AGENT ASSIST WITHIN A	Published					
			10/30/2019	16/668,200	SYSTEM AND METHOD FOR AUTOMATED SMART NOTES USING AGENT ASSIST WITHIN A	Published					
			10/30/2019	16/668,204	SYSTEM AND METHOD FOR AUTOMATED SCHEDULING USING AGENT ASSIST WITHIN A	Published					

Publication No.	Class	Priority No.	App. No.	Title	Status	Pub. No.	Pub. Date	Pub. Type
				SYSTEM AND METHOD FOR AUTOMATED SCHEDULING USING AGENT ASSIST WITHIN A CLOUD.	Published			
			10/30/2019	18669210	SYSTEM AND METHOD FOR AN AGENT ASSIST UNIFIED INTERFACE WITHIN A CLOUD.	Published		
			10/30/2019	18669215	SYSTEM AND METHOD FOR AN AGENT ASSIST UNIFIED INTERFACE WITHIN A CLOUD.	Published		
			10/30/2019	18669219	SYSTEM AND METHOD FOR REAL-TIME AGENT ASSIST WITHIN A CLOUD-BASED CONTACT	Published		
			10/30/2019	18669224	SYSTEM AND METHOD FOR REAL-TIME AGENT ASSIST WITHIN A CLOUD-BASED CONTACT	Published		
			10/30/2019	18669228	SYSTEM AND METHOD FOR AGENT ASSIST ERROR CORRECTION AND DETECTION WITHIN	Published		
			10/30/2019	18669232	SYSTEM AND METHOD FOR AGENT ASSIST ERROR CORRECTION AND DETECTION WITHIN	Published		
			10/30/2019	18669243	SYSTEM AND METHOD FOR ESCALATION USING AGENT ASSIST WITHIN A CLOUD-BASED	Published		
			10/30/2019	18669251	SYSTEM AND METHOD FOR QUERYING MULTIPLE INFORMATION SOURCES USING AGENT	Published		
			10/30/2019	18669285	SYSTEM AND METHOD FOR COMMUNICATION ANALYSIS FOR USE WITH AGENT ASSIST	Published		
			10/30/2019	18669276	SYSTEM AND METHOD FOR COMMUNICATION ANALYSIS FOR USE WITH AGENT ASSIST	Published		
			10/30/2019	18669281	SYSTEM AND METHOD FOR PRE-POPULATING FORMS USING AGENT ASSIST WITHIN A	Published		
			10/30/2019	18669285	SYSTEM AND METHOD FOR PRE-POPULATING FORMS USING AGENT ASSIST WITHIN A	Published		
			10/30/2019	18669179	SYSTEM AND METHOD FOR TEXT-ENABLED AUTOMATED AGENT ASSISTANCE WITHIN A	Published		
			10/30/2019	18669165	SYSTEM AND METHOD FOR SPEECH-ENABLED AUTOMATED AGENT ASSISTANCE WITHIN A	Published		
			10/30/2019	18669259	SYSTEM AND METHOD FOR QUERYING MULTIPLE INFORMATION SOURCES USING AGENT	Published		
			10/30/2019	18669652	METHOD FOR CONTACT-CENTER MOBILE VIRTUAL NETWORK OPERATION	Published		
			10/30/2019	18669556	CONTACT-CENTER MOBILE VIRTUAL NETWORK OPERATOR	Published		
			10/30/2019	18669235	SYSTEM AND METHOD FOR ESCALATION USING AGENT ASSIST WITHIN A CLOUD-BASED	Published		
			10/30/2019	18669158	SYSTEM AND METHOD FOR SPEECH-ENABLED AUTOMATED AGENT ASSISTANCE WITHIN A	Published		
			7/3/2020	18920586	CARRIER CONNECT PLATFORM WITHIN A CLOUD-BASED CONTACT CENTER	Published		
			8/28/2019	18553462	GENERATING FEATURELESS SERVICE PROVIDER MATCHES	Published		
			8/28/2019	18553464	GENERATING FEATURELESS SERVICE PROVIDER MATCHES	Published		
			10/23/2019	18691379	SYSTEMS AND METHODS FOR PERFORMING BUSINESS PROCESSES BASED ON DATA	Published		
			9/13/2019	18569899	SYSTEMS AND METHODS FOR INTEGRATING BUSINESS PROCESSES INTO VOICE	Published		
			9/24/2019	18590124	SYSTEMS AND METHODS FOR PREDICTING AND RESOLVING SURGE PERIODS	Published		
			9/13/2019	18569881	SYSTEMS AND METHODS FOR INTEGRATING BUSINESS PROCESSES INTO VOICE	Published		
			9/13/2019	18569891	SYSTEMS AND METHODS FOR INTEGRATING BUSINESS PROCESSES INTO VOICE	Published		
			9/13/2019	18569913	SYSTEMS AND METHODS FOR PERFORMING BUSINESS PROCESSES BASED ON DATA	Published		
			11/30/2019	18699621	COMPUTERIZED SYSTEM OF GRAPHICAL PROGRAMMING FOR AN INTERACTIVE VOICE	Published		
			11/30/2019	18699622	COMPUTERIZED SYSTEM FOR AGENT SCORING IN AN INTERACTIVE VOICE RESPONSE	Published		
			11/30/2019	18699626	COMPUTERIZED BROWSER SYSTEM FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE	Published		
			11/30/2019	18699628	COMPUTERIZED SYSTEM FOR A POLY-LINGUAL APPLICATION FOR A GRAPHICALLY	Published		
			11/30/2019	18699632	COMPUTERIZED SYSTEM FOR A CONTEXT DATA DISPLAY FOR A GRAPHICALLY	Published		
			11/30/2019	18699636	SYSTEM FOR CONTEXT DATA PRIORITIZATION FOR A GRAPHICALLY INTERACTIVE VOICE	Published		
			11/30/2019	18699638	SYSTEM FOR PRIORITIZING A CALL BY SCORES FOR A GRAPHICALLY INTERACTIVE VOICE	Published		
			11/30/2019	18699641	SYSTEM FOR INTELLIGENT RECONNECT IN A GRAPHICALLY INTERACTIVE VOICE	Published		

Pub No.	Pub Title	Pub No.	Pub Title	Pub No.	Pub Title	Pub No.	Pub Title	Pub No.	Pub Title	Pub No.	Pub Title	Pub No.	Pub Title	Pub No.	Pub Title
11302019	DATA EXPLORER SYSTEM FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	18699642	11302019	18699623	COMPUTERIZED SYSTEM FOR CUSTOMER JOURNEY SCORING FOR A GRAPHICALLY	18699623	11302019	18699634	WEIGHTED TRAFFIC SPLITTER SYSTEM FOR A GRAPHICALLY INTERACTIVE VOICE	18699634	11302019	18699639	DATA PROCESSING SYSTEM FOR OMNI-CHANNEL INPUTS IN A GRAPHICALLY INTERACTIVE	18699643	SYSTEM FOR DEVELOPING LANDING PAGES FOR REPORTING IN A GRAPHICALLY
11302019	COMPUTERIZED TRANSLATION SYSTEM IN A GRAPHICALLY INTERACTIVE VOICE	18699645	11302019	18699646	SYSTEM FOR MONITORING ACROSS OMNI-CHANNEL INPUTS IN A GRAPHICALLY	18699650	11302019	18699650	SYSTEM OF CHANNEL SWITCHING IN A GRAPHICALLY INTERACTIVE VOICE RESPONSE	18699650	10212019	18699650	SYSTEMS AND METHODS FOR ROUTING COMMUNICATIONS TO AGENTS ATTRIBUTES	18699650	DATA MANAGEMENT PLATFORM, METHODS, AND SYSTEMS FOR CONTRACT CENTER
10292019	SYSTEMS AND METHODS FOR RECOMMENDING RULES FOR ROUTING CALLS	18666496	10292019	18666496	SYSTEMS AND METHODS FOR RECOMMENDING RULES FOR ROUTING CALLS	18666496	10292019	18666496	SYSTEMS AND METHODS FOR RECOMMENDING RULES FOR ROUTING CALLS	18666496	10292019	18666496	SYSTEMS AND METHODS FOR RECOMMENDING RULES FOR ROUTING CALLS	18666496	SYSTEMS AND METHODS FOR RECOMMENDING RULES FOR ROUTING CALLS
10292019	METHODS AND SYSTEMS FOR SEGMENTATION AND ACTIVATION IN DATA MANAGEMENT	18666867	10292019	18666867	METHODS AND SYSTEMS FOR SEGMENTATION AND ACTIVATION IN DATA MANAGEMENT	18666836	10292019	18666836	DATA MANAGEMENT PLATFORM, METHODS, AND SYSTEMS FOR CONTRACT CENTER	18666836	10292019	18666836	DATA MANAGEMENT PLATFORM, METHODS, AND SYSTEMS FOR CONTRACT CENTER	18666836	DATA MANAGEMENT PLATFORM, METHODS, AND SYSTEMS FOR CONTRACT CENTER
10292019	DATA MANAGEMENT PLATFORM, METHODS, AND SYSTEMS FOR CONTRACT CENTER	18666840	10292019	18666840	DATA MANAGEMENT PLATFORM, METHODS, AND SYSTEMS FOR CONTRACT CENTER	18667101	10292019	18667101	METHODS AND SYSTEMS FOR CUSTOMER TRACKING IN DATA MANAGEMENT PLATFORM	18667101	10292019	18667139	METHODS AND SYSTEMS FOR CUSTOMER IDENTIFIER IN DATA MANAGEMENT PLATFORM	18667139	METHODS AND SYSTEMS FOR CUSTOMER IDENTIFIER IN DATA MANAGEMENT PLATFORM
10292019	METHODS AND SYSTEMS FOR CUSTOMER TRACKING IN DATA MANAGEMENT PLATFORM	18667160	10292019	18667160	METHODS AND SYSTEMS FOR CUSTOMER TRACKING IN DATA MANAGEMENT PLATFORM	18666860	10292019	18666860	METHODS AND SYSTEMS FOR SEGMENTATION AND ACTIVATION IN DATA MANAGEMENT	18666860	10292019	18666862	METHODS AND SYSTEMS FOR SEGMENTATION AND ACTIVATION IN DATA MANAGEMENT	18666862	METHODS AND SYSTEMS FOR SEGMENTATION AND ACTIVATION IN DATA MANAGEMENT
10292019	METHODS AND SYSTEMS FOR CUSTOMER TRACKING IN DATA MANAGEMENT PLATFORM	18667116	10292019	18667116	METHODS AND SYSTEMS FOR CUSTOMER TRACKING IN DATA MANAGEMENT PLATFORM	18667134	10292019	18667134	METHODS AND SYSTEMS FOR CUSTOMER IDENTIFIER IN DATA MANAGEMENT PLATFORM	18667134	10292019	18667152	METHODS AND SYSTEMS FOR CUSTOMER IDENTIFIER IN DATA MANAGEMENT PLATFORM	18667152	METHODS AND SYSTEMS FOR CUSTOMER IDENTIFIER IN DATA MANAGEMENT PLATFORM
10302019	SYSTEMS AND METHODS FOR QUALITY MANAGEMENT SYSTEM DEPLOYMENT	18666249	10302019	18666249	SYSTEMS AND METHODS FOR QUALITY MANAGEMENT SYSTEM DEPLOYMENT	18666282	10302019	18666282	SYSTEMS AND METHODS FOR RECOMMENDING RULES FOR ROUTING CALLS	18666282	10302019	18666282	SYSTEMS AND METHODS FOR RECOMMENDING RULES FOR ROUTING CALLS	18666282	SYSTEMS AND METHODS FOR RECOMMENDING RULES FOR ROUTING CALLS
10312019	POLY-LINGUAL APPLICATION FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE	18670735	10312019	18670735	ACTIVE CALL BAR FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	18670751	10312019	18670751	WEIGHTED TRAFFIC SPLITTER FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE	18670751	10312019	18670819	OMNI-CHANNEL DATA PROCESSING IN A GRAPHICALLY INTERACTIVE VOICE RESPONSE	18670819	CHANNEL SWITCHING IN A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM
10312019	CHANNEL SWITCHING IN A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	18670964	10312019	18670964	METHODS AND SYSTEMS FOR SEAMLESS OUTBOUND COLD CALLS USING VIRTUAL	18666332	10302019	18666332	METHODS AND SYSTEMS FOR PREDICTIVE MARKETING PLATFORM IN DATA	18666332	10302019	18666332	METHODS AND SYSTEMS FOR PREDICTIVE MARKETING PLATFORM IN DATA	18666332	METHODS AND SYSTEMS FOR PREDICTIVE MARKETING PLATFORM IN DATA
10302019	METHODS AND SYSTEMS FOR SOCIALLY AWARE VIRTUAL AGENTS	18666378	10302019	18666378	METHODS AND SYSTEMS FOR SOCIALLY AWARE VIRTUAL AGENTS	18666391	10302019	18666391	METHODS AND SYSTEMS FOR SOCIALLY AWARE VIRTUAL AGENTS	18666391	10302019	18666391	METHODS AND SYSTEMS FOR SOCIALLY AWARE VIRTUAL AGENTS	18666391	METHODS AND SYSTEMS FOR SOCIALLY AWARE VIRTUAL AGENTS

Method No.	Category	Priority	Application No.	Title	Status	Publication No.	Pub Date	Pub Type	Pub Status
		10/30/2019	16668400	METHODS AND SYSTEMS FOR SIGNATURE EXTRACTION IN DATA MANAGEMENT	Published				
		10/30/2019	16668410	METHODS AND SYSTEMS FOR SIGNATURE EXTRACTION IN DATA MANAGEMENT	Published				
		10/30/2019	16668499	METHODS AND SYSTEMS FOR MARKETING AUTOMATION AND CUSTOMER RELATIONSHIP	Published				
		10/30/2019	16668509	METHODS AND SYSTEMS FOR MARKETING AUTOMATION AND CUSTOMER RELATIONSHIP	Published				
		10/30/2019	16668519	METHODS AND SYSTEMS FOR MARKETING AUTOMATION AND CUSTOMER RELATIONSHIP	Published				
		10/30/2019	16668567	METHODS AND SYSTEMS FOR PREDICTIVE MARKETING PLATFORM IN DATA	Published				
		10/30/2019	16668542	METHODS AND SYSTEMS FOR PROACTIVE MARKETING PLATFORM IN DATA MANAGEMENT	Published				
		10/30/2019	16668556	METHODS AND SYSTEMS FOR PROACTIVE MARKETING PLATFORM IN DATA MANAGEMENT	Published				
		10/30/2019	16668578	METHODS AND SYSTEMS FOR PREDICTIVE MARKETING PLATFORM IN DATA	Published				
		10/31/2019	16670292	CROSS-CHANNEL CALL ATTRIBUTION	Published				
		10/31/2019	16670324	CROSS-CHANNEL CALL ATTRIBUTION	Published				
		10/31/2019	16670333	CROSS-CHANNEL CALL ATTRIBUTION	Published				
		10/31/2019	16670361	CROSS-CHANNEL CALL ATTRIBUTION	Published				
		10/30/2019	16668388	METHODS AND SYSTEMS FOR SIGNATURE EXTRACTION IN DATA MANAGEMENT	Published				
		10/30/2019	16668442	METHODS AND SYSTEMS FOR BILLBOARDS IN DATA MANAGEMENT PLATFORM FOR	Published				
		10/30/2019	16668480	METHODS AND SYSTEMS FOR CALL ADVERTISEMENT IN DATA MANAGEMENT PLATFORM	Published				
		10/30/2019	16668534	METHODS AND SYSTEMS FOR PROACTIVE MARKETING PLATFORM IN DATA MANAGEMENT	Published				
		10/30/2019	16668454	METHODS AND SYSTEMS FOR CHAT ADVERTISEMENT IN DATA MANAGEMENT PLATFORM FOR CONTACT CENTER	Published				
		10/30/2019	16668486	METHODS AND SYSTEMS FOR CALL ADVERTISEMENT IN DATA MANAGEMENT PLATFORM	Published				
		10/30/2019	16668418	METHODS AND SYSTEMS FOR BILLBOARDS IN DATA MANAGEMENT PLATFORM FOR	Published				
		10/30/2019	16668431	METHODS AND SYSTEMS FOR BILLBOARDS IN DATA MANAGEMENT PLATFORM FOR	Published				
		10/30/2019	16668448	METHODS AND SYSTEMS FOR CHAT ADVERTISEMENT IN DATA MANAGEMENT PLATFORM	Published				
		10/30/2019	16668463	METHODS AND SYSTEMS FOR CHAT ADVERTISEMENT IN DATA MANAGEMENT PLATFORM	Published				
		10/30/2019	16668490	METHODS AND SYSTEMS FOR CALL ADVERTISEMENT IN DATA MANAGEMENT PLATFORM	Published				
		10/30/2019	16668328	METHODS AND SYSTEMS FOR PERSONALIZED VIRTUAL AGENTS TO LEARN FROM	Published				
		10/30/2019	16668371	METHODS AND SYSTEMS OF VIRTUAL AGENT REAL-TIME RECOMMENDATION,	Published				
		10/30/2019	16668382	METHODS AND SYSTEMS FOR PERSONALIZED VIRTUAL AGENTS TO LEARN FROM	Published				
		10/31/2019	16670230	BLOCKCHAIN-ENABLED CONTACT CENTER	Published				
		10/31/2019	16670270	BLOCKCHAIN-ENABLED CONTACT CENTER	Published				
		10/31/2019	16670279	BLOCKCHAIN-ENABLED CONTACT CENTER	Published				
		10/31/2019	16670217	BLOCKCHAIN-ENABLED CONTACT CENTER	Published				
		10/30/2019	16668366	METHODS AND SYSTEMS FOR VIRTUAL AGENT TO UNDERSTAND AND DETECT SPAMMERS,	Published				
		10/31/2019	16670304	CAPACITY MANAGER FOR MULTI-DIMENSIONAL PRESENCE MODEL TO MANAGE CALL-	Published				
		10/31/2019	16670727	ARTIFICIAL INTELLIGENCE FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	Published				
		10/31/2019	16670843	CONTEXT DATA PRIORITIZATION FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE	Published				
		10/30/2019	16668300	VIRTUAL AGENTS WITHIN A CLOUD-BASED CONTACT CENTER	Published				

Pub No.	Pub Title	Pub Date	Pub Status	Pub Type	Pub Desc	Pub Status	Pub Type	Pub Desc
100302019	METHODS AND SYSTEMS OF VIRTUAL AGENT REAL-TIME RECOMMENDATION,	10/30/2019	18666313	Published				
100302019	VIRTUAL AGENTS WITHIN A CLOUD-BASED CONTACT CENTER	10/30/2019	18666348	Published				
100302019	METHODS AND SYSTEMS FOR VIRTUAL AGENT TO UNDERSTAND AND DETECT SPAMMERS,	10/30/2019	18666306	Published				
100302019	METHODS AND SYSTEMS FOR VIRTUAL AGENTS TO CHECK CALLER IDENTITY VIA MULTI	10/30/2019	18666322	Published				
100312019	METHOD OF GRAPHICAL PROGRAMMING FOR AN INTERACTIVE VOICE RESPONSE SYSTEM	10/31/2019	18670625	Published				
100312019	AGENT SCORING FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	10/31/2019	18670649	Published				
100312019	CUSTOMER JOURNEY SCORING FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE	10/31/2019	18670684	Published				
100312019	MODULAR APPLICATION FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	10/31/2019	18670699	Published				
100312019	BROWSER APPLICATION FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	10/31/2019	18670714	Published				
100312019	GEOGRAPHICAL TRAFFIC SPLITTER FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE	10/31/2019	18670782	Published				
100312019	CUSTOMER SATISFACTION SCORE PRIORITY FOR A GRAPHICALLY INTERACTIVE VOICE	10/31/2019	18670851	Published				
100312019	INTELLIGENT RECONNECT IN A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	10/31/2019	18670908	Published				
100312019	DATA EXPLORER FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	10/31/2019	18670922	Published				
100312019	GRAPHICAL PROGRAMMING AND TRANSLATION IN A GRAPHICALLY INTERACTIVE VOICE	10/31/2019	18670939	Published				
100312019	MONITORING AND LISTENING TOOLS ACROSS OMNI-CHANNEL INPUTS IN A GRAPHICALLY	10/31/2019	18670952	Published				
100312019	SYSTEM FOR VISUAL-BASED PROGRAMMING OF SELF-SERVICE WORKFLOW	10/31/2019	18671080	Published				
9/19/2020	VISUAL-BASED PROGRAMMING FOR SELF-SERVICE WORKFLOW	17/026, 194		Published				
10/13/2019	CONTEXT-AWARE DYNAMIC NUMBER INSERTION (DNI) FOR CALL ATTRIBUTION	18670301		Published				
11/12/2019	SYSTEMS AND METHODS FOR SCHEDULING CONTRACTOR AGENTS BASED ON RESIDUALS	18680713		Published				
11/15/2019	SYSTEMS AND METHODS FOR SCHEDULING CONTRACTOR AGENTS BASED ON RESIDUALS	18684770		Published				
11/27/2019	SYSTEMS AND METHODS FOR AUTOMATING WORKFORCE MANAGEMENT SYSTEMS	18687409		Published				
12/30/2019	SYSTEMS AND METHODS FOR PREDICTING AND HANDLING SLACK PERIODS	18730298		Published				
12/27/2019	SYSTEMS AND METHODS FOR PREDICTING AND HANDLING SLACK PERIODS	18728655		Published				
12/30/2019	SYSTEMS AND METHODS FOR PREDICTING AND HANDLING SLACK PERIODS	18730273		Published				
1/9/2020	SYSTEMS AND METHODS FOR SCHEDULING DEFERRED QUEUES	18738576		Published				
1/16/2020	SYSTEMS AND METHODS FOR SCHEDULING DEFERRED QUEUES	18744385		Published				
1/16/2020	SYSTEMS AND METHODS FOR SCHEDULING DEFERRED QUEUES	18744387		Published				
5/7/2021	METHOD, APPARATUS, AND COMPUTER-READABLE MEDIUM FOR MANAGING	17314783		Published				
08/28/2019	GENERATING AND PROVIDING ESTIMATED WAIT TIME OPTIONS IN CONTACT CENTERS	18650976		Published				
11/30/2019	COMPUTERIZED SYSTEM FOR A GRAPHICALLY INTERACTIVE VOICE RESPONSE SYSTEM	18699625		Published				
10/17/2019	SYSTEMS AND METHODS FOR WORKFORCE MANAGEMENT SYSTEM DEPLOYMENT	18656179		Published				
10/31/2019	BLOCKCHAIN-ENABLED CONTACT CENTER	18670251		Published				

EXHIBIT C

Trademarks

Registrations:

<u>OWNER</u>	<u>REGISTRATION NUMBER</u>	<u>TRADEMARK</u>
Talkdesk, Inc.	5,291,617	TALKDESK
Talkdesk, Inc.	5,351,739	CALLBAR
Talkdesk, Inc.	5,356,288	OPENTALK

Applications:

<u>OWNER</u>	<u>APPLICATION NUMBER</u>	<u>TRADEMARK</u>
Talkdesk, Inc.	90-606672	EXPERIENCE. A BETTER WAY.
Talkdesk, Inc.	90-607053	T and Three Dot Design
Talkdesk, Inc.	97-470913	OPENTALK

OTHER TRADEMARKS:

Registrations:

N/A

Applications:

<u>OWNER</u>	<u>APPLICATION NUMBER</u>	<u>COUNTRY/STATE</u>	<u>TRADEMARK</u>
Talkdesk, Inc.	2162392	Australia	TALKDESK
Talkdesk, Inc.	1580547	Brazil	TALKDESK
Talkdesk, Inc.	2090859	Canada	TALKDESK
Talkdesk, Inc.	1580547	EUTM	TALKDESK
Talkdesk, Inc.	4908151	India	TALKDESK
Talkdesk, Inc.	1580547	Japan	TALKDESK
Talkdesk, Inc.	2514821	Mexico	TALKDESK
Talkdesk, Inc.	2514822	Mexico	TALKDESK
Talkdesk, Inc.	2514823	Mexico	TALKDESK
Talkdesk, Inc.	1173031	New Zealand	TALKDESK

Talkdesk, Inc.	1580547	Republic Korea (South)	TALKDESK
Talkdesk, Inc.	1580547	Singapore	TALKDESK

None.

EXHIBIT D

Mask Works