TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

ETAS ID: TM599698

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	SECURITY INTEREST

CONVEYING PARTY DATA

Name	Formerly	Execution Date	Entity Type
Avaya Inc.		09/25/2020	Corporation: DELAWARE
Avaya Management L.P.		09/25/2020	Limited Partnership: DELAWARE
Intellisist, Inc.		09/25/2020	Corporation: WASHINGTON
Avaya Integrated Cabinet Solutions LLC		09/25/2020	Limited Liability Company: DELAWARE

RECEIVING PARTY DATA

Name:	Wilmington Trust, National Association
Street Address:	50 South Sixth Street, Suite 1290
City:	Minneapolis
State/Country:	MINNESOTA
Postal Code:	55402
Entity Type:	National Banking Association: UNITED STATES

PROPERTY NUMBERS Total: 59

Property Type	Number	Word Mark
Registration Number:	4523613	AGENT MAP
Registration Number:	1689940	AUDIX
Registration Number:	3012163	AUTHENTIC AVAYA
Registration Number:	2696985	AVAYA
Registration Number:	3507805	AVAYA
Registration Number:	4372647	AVAYA
Registration Number:	2697002	AVAYA
Registration Number:	3871137	AVAYA AURA
Registration Number:	5513937	AVAYA AURA
Registration Number:	5212482	AVAYA BREEZE
Registration Number:	5353412	AVAYA EDGE
Registration Number:	5129143	AVAYA ENGAGE
Registration Number:	5282627	AVAYA EQUINOX
Registration Number:	5753015	AVAYA MOBILE EXPERIENCE
Registration Number:	5128845	AVAYA OCEANA

Property Type	Number	Word Mark
Registration Number:	3411046	AVAYA ONE-X
Registration Number:	3411047	AVAYA ONE-X
Registration Number:	6059536	AVAYA ORCHESTRATOR
Registration Number:	4960224	AVAYA STADIUM
Registration Number:	5124891	AVAYA STADIUM
Registration Number:	5161622	AVAYA STADIUM
Registration Number:	5161623	AVAYA STADIUM
Registration Number:	4726410	AVAYA ONE-X
Registration Number:	3825471	BGATE
Registration Number:	2418092	CALLPILOT
Registration Number:	2855081	CONVERSIVE
Registration Number:	1786298	EXPERT CALLING
Registration Number:	2547570	GUIDE BUILDER
Registration Number:	1786300	INTELLIGENT CALL BLENDING
Registration Number:	4683716	ITNAVIGATOR
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:	2425435	VERBOT
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

Property Type	Number	Word Mark
Registration Number:	5578433	W
Serial Number:	88090356	ACOUSTICEDGE
Serial Number:	87813142	AVAYA AVA
Serial Number:	88717176	AVAYA CLOUD OFFICE
Serial Number:	88333602	AVAYA MOBILE IDENTITY
Serial Number:	88859161	AVAYA SPACES

CORRESPONDENCE DATA

Fax Number: 3128622200

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: 312-862-6371
Email: renee.prescan@kirkland.com
Correspondent Name: Renee Prescan
Address Line 1: 300 North LaSalle Street
Address Line 2: Kirkland & Ellis LLP
Address Line 4: Chicago, ILLINOIS 60654

ATTORNEY DOCKET NUMBER:	40594-52
NAME OF SUBMITTER:	Renee M. Prescan
SIGNATURE:	/Renee M. Prescan/
DATE SIGNED:	09/25/2020

Total Attachments: 190
source=Avaya-Wilmington Security Agreement#page1.tif
source=Avaya-Wilmington Security Agreement#page2.tif
source=Avaya-Wilmington Security Agreement#page3.tif
source=Avaya-Wilmington Security Agreement#page4.tif
source=Avaya-Wilmington Security Agreement#page5.tif
source=Avaya-Wilmington Security Agreement#page6.tif
source=Avaya-Wilmington Security Agreement#page7.tif
source=Avaya-Wilmington Security Agreement#page8.tif
source=Avaya-Wilmington Security Agreement#page9.tif
source=Avaya-Wilmington Security Agreement#page10.tif
source=Avaya-Wilmington Security Agreement#page11.tif
source=Avaya-Wilmington Security Agreement#page12.tif
source=Avaya-Wilmington Security Agreement#page13.tif
source=Avaya-Wilmington Security Agreement#page14.tif
source=Avaya-Wilmington Security Agreement#page15.tif
source=Avaya-Wilmington Security Agreement#page16.tif
source=Avaya-Wilmington Security Agreement#page17.tif
source=Avaya-Wilmington Security Agreement#page18.tif
source=Avaya-Wilmington Security Agreement#page19.tif
source=Avaya-Wilmington Security Agreement#page20.tif
source=Avaya-Wilmington Security Agreement#page21.tif

source=Avaya-Wilmington Security Agreement#page22.tif
source=Avaya-Wilmington Security Agreement#page23.tif
source=Avaya-Wilmington Security Agreement#page24.tif
source=Avaya-Wilmington Security Agreement#page25.tif
source=Avaya-Wilmington Security Agreement#page26.tif
source=Avaya-Wilmington Security Agreement#page27.tif
source=Avaya-Wilmington Security Agreement#page28.tif
source=Avaya-Wilmington Security Agreement#page29.tif
source=Avaya-Wilmington Security Agreement#page30.tif
source=Avaya-Wilmington Security Agreement#page31.tif
source=Avaya-Wilmington Security Agreement#page32.tif
source=Avaya-Wilmington Security Agreement#page33.tif
source=Avaya-Wilmington Security Agreement#page34.tif
source=Avaya-Wilmington Security Agreement#page35.tif
source=Avaya-Wilmington Security Agreement#page36.tif
source=Avaya-Wilmington Security Agreement#page37.tif
source=Avaya-Wilmington Security Agreement#page38.tif
source=Avaya-Wilmington Security Agreement#page39.tif
source=Avaya-Wilmington Security Agreement#page40.tif
source=Avaya-Wilmington Security Agreement#page41.tif
source=Avaya-Wilmington Security Agreement#page42.tif
source=Avaya-Wilmington Security Agreement#page43.tif
source=Avaya-Wilmington Security Agreement#page44.tif
source=Avaya-Wilmington Security Agreement#page45.tif
source=Avaya-Wilmington Security Agreement#page46.tif
source=Avaya-Wilmington Security Agreement#page47.tif
source=Avaya-Wilmington Security Agreement#page48.tif
source=Avaya-Wilmington Security Agreement#page49.tif
source=Avaya-Wilmington Security Agreement#page50.tif
source=Avaya-Wilmington Security Agreement#page51.tif
source=Avaya-Wilmington Security Agreement#page52.tif
source=Avaya-Wilmington Security Agreement#page53.tif
source=Avaya-Wilmington Security Agreement#page54.tif
source=Avaya-Wilmington Security Agreement#page55.tif
source=Avaya-Wilmington Security Agreement#page56.tif
source=Avaya-Wilmington Security Agreement#page57.tif
source=Avaya-Wilmington Security Agreement#page58.tif
source=Avaya-Wilmington Security Agreement#page59.tif
source=Avaya-Wilmington Security Agreement#page60.tif
source=Avaya-Wilmington Security Agreement#page61.tif
source=Avaya-Wilmington Security Agreement#page62.tif
source=Avaya-Wilmington Security Agreement#page63.tif
source=Avaya-Wilmington Security Agreement#page64.tif
source=Avaya-Wilmington Security Agreement#page65.tif
source=Avaya-Wilmington Security Agreement#page66.tif
source=Avaya-Wilmington Security Agreement#page67.tif
source=Avaya-Wilmington Security Agreement#page68.tif
source=Avaya-Wilmington Security Agreement#page69.tif

source=Avaya-Wilmington Security Agreement#page70.tif
source=Avaya-Wilmington Security Agreement#page71.tif
source=Avaya-Wilmington Security Agreement#page72.tif
source=Avaya-Wilmington Security Agreement#page73.tif
source=Avaya-Wilmington Security Agreement#page74.tif
source=Avaya-Wilmington Security Agreement#page75.tif
source=Avaya-Wilmington Security Agreement#page76.tif
source=Avaya-Wilmington Security Agreement#page77.tif
source=Avaya-Wilmington Security Agreement#page78.tif
source=Avaya-Wilmington Security Agreement#page79.tif
source=Avaya-Wilmington Security Agreement#page80.tif
source=Avaya-Wilmington Security Agreement#page81.tif
source=Avaya-Wilmington Security Agreement#page82.tif
source=Avaya-Wilmington Security Agreement#page83.tif
source=Avaya-Wilmington Security Agreement#page84.tif
source=Avaya-Wilmington Security Agreement#page85.tif
source=Avaya-Wilmington Security Agreement#page86.tif
source=Avaya-Wilmington Security Agreement#page87.tif
source=Avaya-Wilmington Security Agreement#page88.tif
source=Avaya-Wilmington Security Agreement#page89.tif
source=Avaya-Wilmington Security Agreement#page90.tif
source=Avaya-Wilmington Security Agreement#page91.tif
source=Avaya-Wilmington Security Agreement#page92.tif
source=Avaya-Wilmington Security Agreement#page93.tif
source=Avaya-Wilmington Security Agreement#page94.tif
source=Avaya-Wilmington Security Agreement#page95.tif
source=Avaya-Wilmington Security Agreement#page96.tif
source=Avaya-Wilmington Security Agreement#page97.tif
source=Avaya-Wilmington Security Agreement#page98.tif
source=Avaya-Wilmington Security Agreement#page99.tif
source=Avaya-Wilmington Security Agreement#page100.tif
source=Avaya-Wilmington Security Agreement#page101.tif
source=Avaya-Wilmington Security Agreement#page102.tif
source=Avaya-Wilmington Security Agreement#page103.tif
source=Avaya-Wilmington Security Agreement#page104.tif
source=Avaya-Wilmington Security Agreement#page105.tif
source=Avaya-Wilmington Security Agreement#page106.tif
source=Avaya-Wilmington Security Agreement#page107.tif
source=Avaya-Wilmington Security Agreement#page108.tif
source=Avaya-Wilmington Security Agreement#page109.tif
source=Avaya-Wilmington Security Agreement#page110.tif
source=Avaya-Wilmington Security Agreement#page111.tif
source=Avaya-Wilmington Security Agreement#page112.tif
source=Avaya-Wilmington Security Agreement#page113.tif
source=Avaya-Wilmington Security Agreement#page114.tif
source=Avaya-Wilmington Security Agreement#page115.tif
source=Avaya-Wilmington Security Agreement#page116.tif
source=Avaya-Wilmington Security Agreement#page117.tif

source=Avaya-Wilmington Security Agreement#page118.tif
source=Avaya-Wilmington Security Agreement#page119.tif
source=Avaya-Wilmington Security Agreement#page120.tif
source=Avaya-Wilmington Security Agreement#page121.tif
source=Avaya-Wilmington Security Agreement#page122.tif
source=Avaya-Wilmington Security Agreement#page123.tif
source=Avaya-Wilmington Security Agreement#page124.tif
source=Avaya-Wilmington Security Agreement#page125.tif
source=Avaya-Wilmington Security Agreement#page126.tif
source=Avaya-Wilmington Security Agreement#page127.tif
source=Avaya-Wilmington Security Agreement#page128.tif
source=Avaya-Wilmington Security Agreement#page129.tif
source=Avaya-Wilmington Security Agreement#page130.tif
source=Avaya-Wilmington Security Agreement#page131.tif
source=Avaya-Wilmington Security Agreement#page132.tif
source=Avaya-Wilmington Security Agreement#page133.tif
source=Avaya-Wilmington Security Agreement#page134.tif
source=Avaya-Wilmington Security Agreement#page135.tif
source=Avaya-Wilmington Security Agreement#page136.tif
source=Avaya-Wilmington Security Agreement#page137.tif
source=Avaya-Wilmington Security Agreement#page138.tif
source=Avaya-Wilmington Security Agreement#page139.tif
source=Avaya-Wilmington Security Agreement#page140.tif
source=Avaya-Wilmington Security Agreement#page141.tif
source=Avaya-Wilmington Security Agreement#page142.tif
source=Avaya-Wilmington Security Agreement#page143.tif
source=Avaya-Wilmington Security Agreement#page144.tif
source=Avaya-Wilmington Security Agreement#page145.tif
source=Avaya-Wilmington Security Agreement#page146.tif
source=Avaya-Wilmington Security Agreement#page147.tif
source=Avaya-Wilmington Security Agreement#page148.tif
source=Avaya-Wilmington Security Agreement#page149.tif
source=Avaya-Wilmington Security Agreement#page150.tif
source=Avaya-Wilmington Security Agreement#page151.tif
source=Avaya-Wilmington Security Agreement#page152.tif
source=Avaya-Wilmington Security Agreement#page153.tif
source=Avaya-Wilmington Security Agreement#page154.tif
source=Avaya-Wilmington Security Agreement#page155.tif
source=Avaya-Wilmington Security Agreement#page156.tif
source=Avaya-Wilmington Security Agreement#page157.tif
source=Avaya-Wilmington Security Agreement#page158.tif
source=Avaya-Wilmington Security Agreement#page159.tif
source=Avaya-Wilmington Security Agreement#page160.tif
source=Avaya-Wilmington Security Agreement#page161.tif
source=Avaya-Wilmington Security Agreement#page162.tif
source=Avaya-Wilmington Security Agreement#page163.tif
source=Avaya-Wilmington Security Agreement#page164.tif
source=Avaya-Wilmington Security Agreement#page165.tif

source=Avaya-Wilmington Security Agreement#page166.tif
source=Avaya-Wilmington Security Agreement#page167.tif
source=Avaya-Wilmington Security Agreement#page168.tif
source=Avaya-Wilmington Security Agreement#page169.tif
source=Avaya-Wilmington Security Agreement#page170.tif
source=Avaya-Wilmington Security Agreement#page171.tif
source=Avaya-Wilmington Security Agreement#page172.tif
source=Avaya-Wilmington Security Agreement#page173.tif
source=Avaya-Wilmington Security Agreement#page174.tif
source=Avaya-Wilmington Security Agreement#page175.tif
source=Avaya-Wilmington Security Agreement#page176.tif
source=Avaya-Wilmington Security Agreement#page177.tif
source=Avaya-Wilmington Security Agreement#page178.tif
source=Avaya-Wilmington Security Agreement#page179.tif
source=Avaya-Wilmington Security Agreement#page180.tif
source=Avaya-Wilmington Security Agreement#page181.tif
source=Avaya-Wilmington Security Agreement#page182.tif
source=Avaya-Wilmington Security Agreement#page183.tif
source=Avaya-Wilmington Security Agreement#page184.tif
source=Avaya-Wilmington Security Agreement#page185.tif
source=Avaya-Wilmington Security Agreement#page186.tif
source=Avaya-Wilmington Security Agreement#page187.tif
source=Avaya-Wilmington Security Agreement#page188.tif
source=Avaya-Wilmington Security Agreement#page189.tif
source=Avaya-Wilmington Security Agreement#page190.tif

INTELLECTUAL PROPERTY SECURITY AGREEMENT

INTELLECTUAL PROPERTY SECURITY AGREEMENT, dated as of September 25, 2020 (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 September 25, 2020 (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 September 25, 2020 (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

1

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]

2

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., as a Grantor
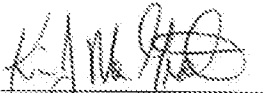
By: Avaya Inc.
Its: General Partner

By: _____
Name: Kieran J. McGrath
Title: Executive Vice President and Chief Financial Officer
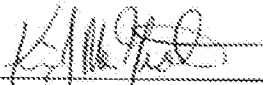
INTELLISIST, INC., as a Grantor

By: _____
Name: Kieran J. McGrath
Title: Vice President
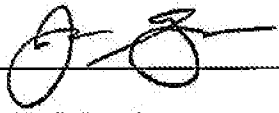
AVAYA INTEGRATED CABINET SOLUTIONS LLC, as a Grantor

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

[Signature Page to Intellectual Property Security Agreement]

WILMINGTON TRUST, NATIONAL
ASSOCIATION, as Collateral Agent

By: _____

Name: Jane Y. Schweiger
Title: Vice President

[Signature Page – Intellectual Property Security Agreement]

Schedule I

Copyrights

UNITED STATES COPYRIGHTS:

Registrations:

Title	Registration No.	Registration Date	Grantor
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.
DiamondWare's sound toolKit v1.04.	TX0004140870	9/5/1995	Avaya Inc.
DiamondWare's sound toolkit [version 2] : STK, sound toolkit.	TX0004169268	9/11/1995	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 Seranade 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.

Title	Registration No.	Registration Date	Grantor
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[1]

Patents

UNITED STATES PATENTS:

Issued:

Title	Patent No.	Issue Date	Status	Grantor
Telephone	D530701	10/24/2006	Granted[2]	Avaya Inc.
Telecommunications terminal	D531979	11/14/2006	Granted[3]	Avaya Inc.
Telephone	D588573	3/17/2009	Granted	Avaya Inc.
Telephone set	D609212	2/2/2010	Granted	Avaya Inc.
Key extension module for telephone	D634295	3/15/2011	Granted	Avaya Inc.
Phone	D639266	6/7/2011	Granted	Avaya, Inc.
Phone	D639267	6/7/2011	Granted	Avaya, Inc.
Phone	D639268	6/7/2011	Granted	Avaya, Inc.
Docking station	D646268	10/4/2011	Granted	Avaya, Inc.
Display screen with graphical user interface	D664150	7/24/2012	Granted	Avaya Inc.
Display screen with graphical user interface	D664551	7/31/2012	Granted	Avaya Inc.
Telephone handset	D668642	10/9/2012	Granted	Avaya Inc.
Display screen with graphical user interface	D669086	10/16/2012	Granted	Avaya Inc.
Display screen with graphical user interface	D669088	10/16/2012	Granted	Avaya Inc.
Graphical user interface for a display screen	D678305	3/19/2013	Granted	Avaya Inc.
Handset	D681021	4/30/2013	Granted	Avaya Inc.

---

[1] Note to Draft: Schedule to Grantor's further update with respect to new applications filed between 9/17 and 9/24 (if any).

[2] This patent expires on October 24, 2020.

[3] This patent expires November 14, 2020

Title	Patent No.	Issue Date	Status	Grantor
Portion of a display screen with transitional icon	D684592	6/18/2013	Granted	Avaya Inc.
Display screen with graphical user interface	D716836	11/4/2014	Granted	Avaya Inc.
Display screen with transitional graphical user interface	D721725	1/27/2015	Granted	Avaya Inc.
Display screen with transitional graphical user interface	D722323	2/10/2015	Granted	Avaya Inc.
Display screen with graphical user interface	D736802	8/18/2015	Granted	Avaya Inc.
Display screen or portion thereof with graphical user interface	D771672	11/15/2016	Granted	Avaya Inc.
Display screen or portion thereof with communications graphical interface	D772267	11/22/2016	Granted	Avaya Inc.
Audio Conferencing System	RE40135	3/4/2008	Granted[4]	Avaya Management L.P.
Power Indicating Ethernet Outlet And Method Therefore	6448899	9/10/2002	Granted[5]	Avaya, Inc.
Detection Of Devices On A Local Area Network	6459275	10/1/2002	Granted	Avaya, Inc.
Audio Conferencing System	6539087	3/25/2003	Granted[6]	Avaya Management L.P.
Scheduled Internet Protocol Telephone Instrument System	6556564	4/29/2003	Granted	Avaya, Inc.
Method and apparatus for performing distinct types of radix searches	6633880	10/14/2003	Granted	Avaya Management L.P.
Customized Presence Information Delivery	6658095	12/2/2003	Granted	Avaya, Inc.
Method And Apparatus For Alerting Users	6658104	12/2/2003	Granted	Avaya, Inc.
External memory engine selectable pipeline architecture	6665755	12/16/2003	Granted	Avaya Management L.P.

---

[4]   This patent expires on November 17, 2020.

[5]   This patent expires on October 25, 2020.

[6]   This patent expires on November 17, 2020.

Title	Patent No.	Issue Date	Status	Grantor
System and method for reducing the amount of repetitive data sent by a server to a client for vehicle navigation	6671617	12/30/2003	Granted	Intellisist, Inc.
Integration Of Remote Access And Service	6674853	1/6/2004	Granted	Avaya, Inc.
Call Waiting Notification	6687338	2/3/2004	Granted	Avaya, Inc.
Vehicle navigation system and method	6691026	2/10/2002	Granted	Intellisist, Inc.
Speech Analysis Based Answer Detection For Ip Based Telephones	6697456	2/24/2004	Granted	Avaya, Inc.
Arrangement For Using Dynamic Metrics To Monitor Contact Center Performance	6700971	3/2/2004	Granted	Avaya, Inc.
Method And Apparatus For Downloading Correct Software To An Electrical Hardware Platform	6704678	3/9/2004	Granted	Avaya, Inc.
Location Enhanced Automatic Work Distribution	6707905	3/16/2004	Granted	Avaya, Inc.
Method And Apparatus For Searching A Data Stream For Character Patterns	6708168	3/16/2004	Granted	Avaya, Inc.
High-Availability Architecture Using High-Speed Pipes	6715099	3/30/2004	Granted	Avaya, Inc.
Mark-Up Language Implementation Of Graphical Or Non-Graphical User Interfaces	6717593	4/6/2004	Granted	Avaya, Inc.
Multimedia Processing System Architecture	6725279	4/20/2004	Granted[7]	Avaya, Inc.
Call Processing Software, Methods And Equipment Providing Enhanced Notifications	6728360	4/27/2004	Granted	Avaya, Inc.
Speech Packetizing Based Linguistic Processing To Improve Voice Quality	6728672	4/27/2004	Granted	Avaya, Inc.
Unified Communications Automated Personal Name Addressing	6738462	5/18/2004	Granted	Avaya, Inc.

---

[7]   This patent expires on December 21, 2020.

Title	Patent No.	Issue Date	Status	Grantor
Arrangement For Controlling The Volume And Type Of Contacts In An Internet Call Center	6741699	5/25/2004	Granted	Avaya, Inc.
Apparatus And Method For Unified Tone Detection	6748059	6/8/2004	Granted	Avaya, Inc.
Method And Apparatus For Treating Externally-Originated Calls As Coming From Internal Switch Extensions	6748071	6/8/2004	Granted	Avaya, Inc.
Uninterrupted Automatic Call Distribution During Failure And Recovery Of Computer-Telephony Integration	6748073	6/8/2004	Granted	Avaya, Inc.
Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In/ Vehicle Embedded Phone	6748244	6/8/2004	Granted	Intellisist, Inc.
Method And Apparatus For Extending Calls To Internal Switch Extensions Out To External Network Endpoints	6751309	6/15/2004	Granted	Avaya, Inc.
System, Device, And Method For Detecting And Recovering From Failures In A Multicast Communication System	6751747	6/15/2004	Granted	Avaya, Inc.
Method And Apparatus For Overcoming The Limitations Of Camera Angle In Video Conferencing Applications	6753900	6/22/2004	Granted	Avaya, Inc.
Determining Statistics About The Behaviour Of A Call Center At A Past Time Instant	6754331	6/22/2004	Granted	Avaya, Inc.
Wait Time Prediction Arrangement For Non-Real-Time Customer Contacts	6754333	6/22/2004	Granted	Avaya, Inc.
Speech detection system and method	6757651	6/29/2004	Granted	Intellisist, Inc.
Timely shut-down of a real-time work center	6766013	7/20/2004	Granted	Avaya Inc.
Customer Service By Batch	6766014	7/20/2004	Granted	Avaya, Inc.
Modular telematic control unit	6766233	7/20/2004	Granted	Intellisist, Inc.

Schedule II - 4

Title	Patent No.	Issue Date	Status	Grantor
Internal Adjustable Mold Apparatus For Shaping The End Of A Fiber Preform Tube	6769276	8/3/2004	Granted	Avaya, Inc.
Centralized Look Up Engine Architecture And Interface	6772268	8/3/2004	Granted	Avaya, Inc.
Fault Tolerant Field Updating With Alternation Of Memory Areas	6772364	8/3/2004	Granted	Avaya, Inc.
High speed access bus interface and protocol	6778526	8/17/2004	Granted	Avaya Management L.P.
Network-Centric Self-Administered Call Center With Intelligent Mobile Agent Terminals	6785380	8/31/2004	Granted	Avaya, Inc.
Apparatus And Method For Locating Devices Using An Acoustic Gyroscope	6792381	9/14/2004	Granted	Avaya, Inc.
Arrangement For Predicting Call-Center Status In A Network Call-Routing System	6823062	11/23/2004	Granted	Avaya Inc.
Voter Interface Unit	6824053	11/30/2004	Granted	Avaya Inc.
Interface Method And System For Accessing Inner Layers Of A Network Protocol	6845397	1/18/2005	Granted	Avaya Inc.
High speed physical circuits of memory interface	6847640	1/25/2005	Granted	Avaya Management L.P.
Accent-Based Matching Of A Communicant With A Call-Center Agent	6847714	1/25/2005	Granted	Avaya Inc.
Modeling Link Throughput In IP Networks	6850491	2/1/2005	Granted	Avaya Inc.
Method And Apparatus For Answering Machine Detection In Automatic Dialing	6850602	2/1/2005	Granted	Avaya Inc.
Method And Apparatus For Packet Ordering In A Data Processing System	6862282	3/1/2005	Granted	Avaya Inc.
Method and system for personalizing an interactive interface	6870910	3/22/2005	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel	6885735	4/26/2005	Granted	Intellisist, Inc.
Method and apparatus for improving the intelligibility of digitally compressed speech	6889186	5/3/2005	Granted	Avaya Inc.
Active queue management with flow proportional buffering	6901593	5/31/2005	Granted	Avaya Management L.P.
Universal snap-fit spacer	6901646	6/7/2005	Granted	Avaya Inc.
State-based control of a terminal user interface containing soft-labeled keys	6903728	6/7/2005	Granted	Avaya Inc.
Method and apparatus for data-path conversion comprising PCM bit robbing signaling	6907045	6/14/2005	Granted	Avaya Inc.
Performance evaluation and traffic engineering in IP networks	6909693	6/21/2005	Granted	Avaya Inc.
Call-flow verification method and apparatus	6914962	7/5/2005	Granted	Avaya Inc.
Generation and processing of statistical information	6917898	7/12/2005	Granted	Avaya Inc.
Display monitor	6919864	7/19/2005	Granted	Avaya Inc.
Gateway adapter for a PBX system	6920130	7/19/2005	Granted	Avaya Inc.
Real-time media communications over firewalls using a control protocol	6922786	7/26/2005	Granted	Avaya Inc.
Peer-to-peer discovery for location-based forwarding	6928279	8/9/2005	Granted	Avaya Inc.
Networking device and method for providing a predictable membership scheme for policy-based VLANs	6928480	8/9/2005	Granted	Avaya Inc.
IP multicast services over ATM multicast	6931005	8/16/2005	Granted	Avaya Inc.
High density capacitor filter bank with embedded faraday cage	6933805	8/23/2005	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
External memory engine selectable pipeline architecture	6934780	8/23/2005	Granted[8]	Avaya Management L.P.
Contact center management	6937715	8/30/2005	Granted	Avaya Inc.
Method and apparatus for personalized conference and hands-free telephony using audio beaming	6937718	8/30/2005	Granted	Avaya Inc.
Echo detection and monitoring	6937723	8/3/2005	Granted	Avaya Inc.
Message format and flow control for replacement of the packet control driver/packet interface dual port ram communication	6944129	9/13/2005	Granted	Avaya Inc.
Computer-telephony integration that uses features of an automatic call distribution system	6947543	9/20/2005	Granted	Avaya Inc.
Detection of both voice and tones using goertzel filters	6950511	9/27/2005	Granted	Avaya Inc.
Location-based forwarding over multiple networks	6950651	9/27/2005	Granted	Avaya Inc.
Auditory methods for providing information about a telecommunication system's settings and status	6952577	10/4/2005	Granted	Avaya Inc.
Methods and devices for providing power to network - based systems	6956462	10/18/2005	Granted	Avaya Inc.
Method and apparatus for automatically directing calls by an invisible agent in a switch	6956940	10/18/2005	Granted	Avaya Inc.
Apparatus for local reduction of electromagnetic field using an active shield and method thereof	6957051	10/18/2005	Granted	Avaya Inc.
Gain control method for acoustic echo cancellation and sup	6961422	11/1/2005	Granted	Avaya Inc.
Method and apparatus for providing communications security using a remote server	6961851	11/1/2005	Granted	Avaya Inc.
Communicating using IP addressing for redundant telephony modules	6970471	11/29/2005	Granted	Avaya Inc.

---

[8]   This patent expires on December 23, 2020.

Title	Patent No.	Issue Date	Status	Grantor
High-speed computation in network devices	6970943	11/29/2005	Granted	Avaya Management L.P.
Method and apparatus for finding variable length data patterns within a data stream	6971058	11/29/2005	Granted	Avaya Management L.P.
Method and apparatus for monitoring work center operations	6972761	12/6/2005	Granted	Avaya Inc.
EMC/ESD mitigation module	6972967	12/6/2005	Granted	Avaya Inc.
Modifying message size indications in communications over data networks	6973097	12/6/2005	Granted	Avaya Management L.P.
Method and apparatus for rotating auto reserve agents	6973176	12/6/2005	Granted	Avaya Inc.
Routing data	6977931	12/20/2005	Granted	Avaya Management L.P.
Multimedia customer care center having a layered control architecture	6978247	12/20/2005	Granted	Avaya Inc.
Poll scheduling for periodic uplink and downlink traffic	6980542	12/27/2005	Granted	Avaya Inc.
Global access bus architecture	6981077	12/27/2005	Granted	Avaya Management L.P.
Wireless peripheral device for allowing an IP softphone to place calls to a public safety answering point	6990328	1/24/2006	Granted	Avaya Inc.
Variable sidetone system for reducing amplitude induced distortion	6993125	1/31/2006	Granted	Avaya Inc.
System, device, and method for providing network access in a communication system	6996085	2/7/2006	Granted	Avaya Management L.P.
Shield for high frequency telecommunications connect	6997747	2/14/2006	Granted	Avaya Inc.
Method and apparatus for the efficient utilization of trunk bandwidth in a global enterprise	6999579	2/14/2006	Granted	Avaya Inc.
Determining departure times for timetable-based trips	7003398	2/21/2006	Granted	Avaya Inc.

Schedule II - 8

Title	Patent No.	Issue Date	Status	Grantor
Dynamic jitter buffering for voice-over-ip and other packet-based communication systems	7006511	2/28/2006	Granted	Avaya Inc.
Efficient packet encryption method	7006628	2/28/2006	Granted	Avaya Inc.
Method for synchronization of multicast routing table changes with a plurality of multicast routing protocols	7007100	2/28/2006	Granted	Avaya Management L.P.
Method and apparatus for defining failover events in a network device	7010716	3/7/2006	Granted	Avaya Management L.P.
Location-based forwarding	7013003	3/14/2006	Granted	Avaya Inc.
Bit field manipulation	7013302	3/14/2006	Granted	Avaya Management L.P.
Method and apparatus for dynamically allocating bandwidth utilization in a packet telephony system	7020263	3/28/2006	Granted	Avaya Inc.
Providing access to a plurality of e-mail and voice message accounts from a single web-based interface	7020687	3/28/2006	Granted	Avaya Inc.
Apparatus and method for displaying a name of a speaker on a telecommunication conference call	7023965	4/4/2006	Granted	Avaya Inc.
Outbound dialing decision criteria based	7023980	4/4/2006	Granted	Avaya Inc.
Medium access control (MAC) protocol with seamless polling/contention modes	7024469	4/4/2006	Granted	Avaya Inc.
Apparatus and method for echo control	7027593	4/11/2006	Granted	Avaya Inc.
Distributed monitoring and analysis system for network traffic	7031264	4/18/2006	Granted	Avaya Inc.
Policy enforcement switching	7031297	4/18/2006	Granted	Avaya Inc.
Selectable muting on conference calls	7031448	4/18/2006	Granted	Avaya Inc.
Tool for constructing voice recognition grammars	7031907	4/18/2006	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Presence information specifying communication preferences	7035923	4/25/2006	Granted	Avaya Inc.
Intelligent inbound/outbound communications blending	7035927	4/25/2006	Granted	Avaya Inc.
Controlling communications through a virtual reality environment	7036082	4/25/2006	Granted	Avaya Inc.
Embedded cable connection identification circuits	7038135	5/2/2006	Granted	Avaya Inc.
Dual language caller ID with Asian language support	7039172	5/2/2006	Granted	Avaya Inc.
Method and apparatus for performing a radix search by selecting one of a valid table and a transition table	7039627	5/2/2006	Granted	Avaya Management L.P.
Programmable command-line interface for managing operation of a network device	7039724	5/2/2006	Granted	Avaya Management L.P.
Call processing with statistical weighting of scripts in a communication system switch	7043005	5/9/2006	Granted	Avaya Inc.
Apparatus and method for time-alignment of two signals	7043014	5/9/2006	Granted	Avaya Inc.
Method and apparatus for maintaining user-defined state information during a reboot event	7043629	5/9/2006	Granted	Avaya Inc.
End-to-end security in data networks	7043632	5/9/2006	Granted	Avaya Inc.
Polite call waiting notification	7046784	5/16/2006	Granted	Avaya Inc.
Poll scheduling for emergency calls	7047002	5/16/2006	Granted	Avaya Inc.
TCP rate control with adaptive thresholds	7047312	5/16/2006	Granted	Avaya Management L.P.
Method and apparatus for classifying remote procedure call transport traffic	7047536	5/16/2006	Granted	Avaya Inc.
Self-identifying cable for interconnecting electronic devices	7049937	5/23/2006	Granted	Avaya Inc.
Camera frame display	7050084	5/23/2006	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Voice message notification and retrieval via mobile client devices in a communication system	7050792	5/23/2006	Granted	Avaya Inc.
Virtual network management	7058711	6/6/2006	Granted	Avaya Inc.
Method of providing speech recognition for IVR and voice mail systems	7062019	6/13/2006	Granted	Avaya Inc.
Location and event triggered notification services	7068189	6/27/2006	Granted	Avaya Inc.
Topology discovery by partitioning multiple discovery techniques	7069343	6/27/2006	Granted	Avaya Inc.
Load-shift carry instruction	7069422	6/27/2006	Granted	Avaya Management L.P.
Apparatus and method for converting text being streamed to a display of telecommunication terminal	7079628	7/18/2006	Granted	Avaya Inc.
Routing information exchange	7080161	7/18/2006	Granted	Avaya Inc.
Feedback control of call processing in a communication system switch with script selection based on assigned weightings	7082194	7/25/2006	Granted	Avaya Inc.
Call duration alert	7085367	8/1/2006	Granted	Avaya Inc.
System and method for connecting geographically distributed virtual local area networks	7088714	8/8/2006	Granted	Avaya Inc.
Identify caller preferences	7088813	8/8/2006	Granted	Avaya Inc.
Fault tolerance software system with periodic external self-test failure detection	7096388	8/22/2006	Granted	Avaya Inc.
Method, apparatus and system for management of multicast routes for a plurality of routing protocols in a network device	7099323	8/29/2006	Granted	Avaya Management L.P.
Apparatus and method for providing service for TTY and voice transmission	7099440	8/29/2006	Granted	Avaya Inc.
Multiplexer discovery and parameter exchange	7107354	9/12/2006	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Switch buttons activated from an external network	7120243	10/10/2006	Granted	Avaya Inc.
System, device and method for limiting tunnel traffic in an information communication network	7123587	10/17/2006	Granted	Avaya Inc.
Method and system for responding to requests relating to complex data maintained in a structured form	7124142	10/17/2006	Granted	Avaya Inc.
Managing communications in a call center	7127058	10/24/2006	Granted	Avaya Inc.
Ironclad notification of license errors	7127442	10/24/2006	Granted	Avaya Inc.
Method and apparatus for dynamically loading and managing software services on an embedded device.	7127526	10/24/2006	Granted	Avaya Management L.P.
Local firewall apparatus and method	7127738	10/24/2006	Granted	Avaya Inc.
Advanced port-based E911 strategy for IP telephony	7130385	10/31/2006	Granted	Avaya Inc.
Apparatus and method for providing advanced communication conferencing operations	7130404	10/31/2006	Granted	Avaya Inc.
System and method for minimizing overrun and underrun errors in packetized voice transmission	7130793	10/31/2006	Granted	Avaya Inc.
Method and apparatus for guessing correct URLs using tree matching	7130923	10/31/2006	Granted	Avaya Inc.
Route switch packet architecture	7131125	10/31/2006	Granted	Avaya Management L.P.
Methods and apparatus for data caching to improve name recognition in large namespaces	7136459	11/14/2006	Granted	Avaya Inc.
Interactive voice response unit response display	7136478	11/14/2006	Granted	Avaya Inc.
Apparatus and method of distributing routing information	7139838	11/21/2006	Granted	Avaya Management L.P.
Location-based ringbacks	7142656	11/28/2006	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus for interactive voice processing with visual monitoring channel	7142661	11/28/2006	Granted	Avaya Inc.
Intelligent multimode message alerts	7142664	11/28/2006	Granted	Avaya Inc.
Method for administering message attachments	7149777	12/12/2006	Granted	Avaya Inc.
Exploratory polling for periodic traffic sources	7154876	12/26/2006	Granted	Avaya Inc.
Apparatus and method for transitioning between TTY and voice transmission modes	7162012	1/9/2007	Granted	Avaya Inc.
Presence-based telecommunications system	7162256	1/9/2007	Granted	Avaya Inc.
Adaptive cell scheduling algorithm for wireless asychronous transfer mode (ATM) systems	7170904	1/30/2007	Granted	Avaya Inc.
Autonomous dispatcher method and apparatus	7170990	1/30/2007	Granted	Avaya Inc.
Room acoustics echo meter for voice term	7171004	1/30/2007	Granted	Avaya Inc.
System, device, and method for improving communication network reliability using trunk splitting	7173934	2/6/2007	Granted	Avaya Inc. and Bay Network, Inc.
Network based method and apparatus for supporting interoperability between incompatible tty devices	7174004	2/6/2007	Granted	Avaya Inc.
Determining the geographical location from which an emergency call originates in a packet-based communications network	7177399	2/13/2007	Granted	Avaya Inc.
Telephone handset with user-adjustable amplitude, default amplitude and automatic post-call amplitude reset	7177417	2/13/2007	Granted	Avaya Inc.
Dynamic, interactive call notification	7180991	2/20/2007	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Apparatus and method for media parameters selection based on network and host conditions	7184400	2/27/2007	Granted	Avaya Inc.
System and method to improve the resiliency and performance of enterprise networks by utilizing in-built network redundancy	7188189	3/6/2007	Granted	Avaya Inc.
Method and apparatus for human -assisted adaptive outbound telephone call classification based on pattern recognition	7190768	3/13/2007	Granted	Avaya Inc.
Authentication mechanism for telephony devices	7190948	3/13/2007	Granted	Avaya Inc.
Instant message notification application	7191213	3/13/2007	Granted	Avaya Inc.
Wireless network medium access control protocol	7193986	3/20/2007	Granted	Avaya Inc.
Method and apparatus for routing a communication to a user based on a predicted presence	7196630	3/27/2007	Granted	Avaya Inc.
Network system having a virtual-service-module	7197553	3/27/2007	Granted	Avaya Management L.P.
Dynamic allocation of processing tasks using variable performance hardware platforms	7203943	4/10/2007	Granted	Avaya Inc.
System and method for network configuration engine	7206825	4/17/2007	Granted	Avaya Management L.P.
Methods and devices for balancing communications using match rates	7209444	4/24/2007	Granted	Avaya Inc.
Network spanning heterogeneous call center and method of operation	7212516	5/1/2007	Granted	Avaya Inc.
Using information about software events to route contacts in a contact center	7212624	5/1/2007	Granted	Avaya Inc.
System and method for presenting queue lengths of various media used by service centers	7212625	5/1/2007	Granted	Avaya Inc.

Schedule II - 14

Title	Patent No.	Issue Date	Status	Grantor
Outbound dialing decision criteria based	7215760	5/8/2007	Granted	Avaya Inc.
Licensing duplicated systems	7216363	5/8/2007	Granted	Avaya Inc.
Apparatus, method, and computer program for providing pass codes related to conference calls	7218338	5/15/2007	Granted	Avaya Inc.
Software and process for play-cursor calculation	7218977	5/15/2007	Granted	Avaya Inc.
Mark-up language implementation of graphical or non-graphical user interfaces	7219305	5/15/2007	Granted	Avaya Inc.
Using existing web-based information to generate responses to user queries	7225232	5/29/2007	Granted	Avaya Inc.
Customizable background for video communications	7227567	6/5/2007	Granted	Avaya Inc.
Method and apparatus for designing printed circuit boards to meet leakage current requirements	7228511	6/5/2007	Granted	Avaya Inc.
License file serial number tracking	7228567	6/5/2007	Granted	Avaya Inc.
System and method for tracking voice XML document execution in real-time	7231636	6/12/2007	Granted	Avaya Inc.
Routing table for forwarding internet protocol (ip) packets through a communications network	7233579	6/19/2007	Granted	Avaya Inc.
Wireless security and access device	7233789	6/19/2007	Granted	Avaya Inc.
Apparatus and method to compensate for unsynchronized transmission of synchronous data using a sorted list	7233895	6/19/2007	Granted	Avaya Inc.
System and method for multi-site load-balancing of encrypted traffic	7233981	6/19/2007	Granted	Avaya Inc.
System and Method for Dynamically Configuring Wireless Network	7236777	6/26/2007	Granted	Intellisist, Inc.

Title	Patent No.	Issue Date	Status	Grantor
Automatic failure detection and recovery of applications	7243267	7/10/2007	Granted	Avaya Inc.
Method and apparatus for auditing service level agreements by test packet insertion	7245584	7/17/2007	Granted	Avaya Inc.
Virtual interaction queuing using internet protocols	7245711	7/17/2007	Granted	Avaya Inc.
Methods and systems for changing a topology of a network	7246178	7/17/2007	Granted	Avaya Inc.
Integrated real-time automated location positioning asset management system	7246746	7/24/2007	Granted	Avaya Inc.
Methods and apparatus for routing and accounting of revenue generating calls using natural language voice recognition	7248678	7/24/2007	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	7/24/2007	Granted	Avaya Inc.
Software and process for low-latency audio recording	7254655	8/7/2007	Granted	Avaya Inc.
Multi-Site Teleconferencing System	7257090	8/14/2007	Granted	Avaya Management L.P.
Presence enabled queue management	7257218	8/14/2007	Granted	Avaya Inc.
Method and apparatus for license distribution	7260557	8/21/2007	Granted	Avaya Inc.
Apparatus and method for identification of person placing a phone call	7263179	8/28/2007	Granted	Avaya Inc.
Adaptive feedback arrangement for controlling agent availability service level in a predictive dialer	7266193	9/4/2007	Granted	Avaya Inc.
Information services enhancements	7269417	9/11/2007	Granted	Avaya Inc.
Multi-media contact center	7272223	9/18/2007	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Switch-based call processing with detection of voice path connection between multiple trunks in external network	7272391	9/18/2007	Granted	Avaya Inc.
Location estimation of wireless terminals in a multi-story environment	7272394	9/18/2007	Granted	Avaya Inc.
Global positioning system hardware key for software licenses	7272500	9/18/2007	Granted	Avaya Inc.
Active queue management using proportional control and rate-based information	7277391	10/2/2007	Granted	Avaya Management L.P.
Architecture for ink annotations on web documents	7284192	10/16/2007	Granted	Avaya Inc.
Method and apparatus for performing admission control in a communication network	7286474	10/23/2007	Granted	Avaya Inc.
Local area network with electrochemical power source	7286556	10/23/2007	Granted	Avaya Inc.
Mobile gateway for secure extension of enterprise services to mobile devices	7289788	10/30/2007	Granted	Avaya Inc.
System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation	7292689	11/6/2007	Granted	Intellisist, Inc.
Method and apparatus for monitoring a network using statistical information stored in a memory entry	7293079	11/6/2007	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	11/6/2007	Granted	Avaya Inc.
Wireless device to manage cross-network telecommunication services	7298833	11/20/2007	Granted	Avaya Integrated Cabinet Solutions LLC
Coordination of ringtones by a telecommunications terminal across multiple terminals	7302253	11/27/2007	Granted	Avaya Inc.

Schedule II - 17

Title	Patent No.	Issue Date	Status	Grantor
Distributed expert system for automated problem resolution in a communication system	7302611	11/27/2007	Granted	Avaya Inc.
Apparatus and method for controlling telephony end	7307982	12/11/2007	Granted	Avaya Inc.
Log-based ringtone service	7308253	12/11/2007	Granted	Avaya Inc.
Dynamic load balancing for enterprise IP traffic	7308499	12/11/2007	Granted	Avaya Inc.
Communication system endpoint device with integrated call synthesis capability	7313098	12/25/2007	Granted	Avaya Inc.
Mechanism and method to select a time delay in response to a collision	7313105	12/25/2007	Granted	Avaya Inc.
High speed non-volatile electronic memory configuration	7315951	1/1/2008	Granted	Avaya Inc.
Subscriber mobility in telephony systems	7319692	1/15/2008	Granted	Avaya Inc.
Caching user information in an integrated communication system	7321655	1/22/2008	Granted	Avaya Inc.
Method and apparatus for over-the-air bandwidth reservations in wireless networks	7324491	1/29/2008	Granted	Avaya Inc.
Queue scheduling with priority and weight sharing	7324536	1/29/2008	Granted	Avaya Inc.
Determination of endpoint virtual address assignment in an internet telephony system	7327721	2/5/2008	Granted	Avaya Inc.
Method and system for providing interactive event reminders	7327834	2/5/2008	Granted	Avaya Inc.
A system for automatically assigning a telephone number to an existing telephone after detecting a network connection of a portable computer	7328257	2/5/2008	Granted	Avaya Inc.
Integrating messaging server directory service with a communication system voice mail message interface	7330537	2/12/2008	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Closed-loop command and response system for automatic communications between interacting computer systems over an audio communications channel	7330538	2/12/2008	Granted	Intellisist, Inc.
Secured automated process for signed, encrypted or validated content generation	7330982	2/12/2008	Granted	Avaya Inc.
Localization of call routing for TDM sets in an IP network	7333480	2/19/2008	Granted	Avaya Inc.
Speech based status and control user interface customisable by the user	7333933	2/19/2008	Granted	Avaya Inc.
Rate-based multi-level active queue management with drop precedence differentiation	7336611	2/26/2008	Granted	Avaya Management L.P.
Method and apparatus for the assessment and optimization of network traffic	7336613	2/26/2008	Granted	Avaya Inc.
Constant gain controller for active queue management	7336672	2/26/2008	Granted	Avaya Management L.P.
Topical dynamic chat	7336779	2/26/2008	Granted	Avaya Inc.
High-availability packet forwarding apparatus and method	7342874	3/11/2008	Granted	Avaya Management L.P.
Method and apparatus for detection of prioritization and per hop behavior between endpoints on a packet network	7342879	3/11/2008	Granted	Avaya Inc.
Log-based ringtones	7343150	3/11/2008	Granted	Avaya Inc.
Method and system for reducing radiated energy emissions in computational devices	7345889	3/18/2008	Granted	Avaya Inc.
Controlling messaging actions using form-based user interface	7346150	3/18/2008	Granted	Avaya Inc.
Method and apparatus for validating agreement between textual and spoken representations of words	7346151	3/18/2008	Granted	Avaya Inc.
Method and apparatus for secure wireless delivery of converged services	7346168	3/18/2008	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus for coordinating routing parameters via a back-channel communication medium	7349994	3/25/2008	Granted	Avaya Inc.
Method and apparatus for determining endpoints for use as testing devices	7352705	4/1/2008	Granted	Avaya Inc.
Key server for securing IP telephony registration, control, and maintenance	7353388	4/1/2008	Granted	Avaya Inc.
Method and apparatus for uniform operational access across multiple information systems	7359495	4/15/2008	Granted	Avaya Inc.
Packet prioritization and associated bandwidth and buffer management techniques for audio over IP	7359979	4/15/2008	Granted	Avaya Inc.
Method and apparatus for translating a classification system into a target language	7363212	4/22/2008	Granted	Avaya Inc.
Systems and methods for robust, real-time measurement of network performance	7363367	4/22/2008	Granted	Avaya Inc.
Method and file structures for managing data on a flash disk	7363420	4/22/2008	Granted	Avaya Inc.
Method and apparatus for merging call components during call reconstruction	7366110	4/29/2008	Granted	Avaya Inc.
Announcement service for the visually impaired	7366499	4/29/2008	Granted	Avaya Inc.
Method and apparatus for an encrypting keyboard	7366916	4/29/2008	Granted	Avaya Inc.
System and method for caller initiated voicemail annotation and its transmission over IP/SIP for flexible and efficient voice mail retrieval	7369649	5/6/2008	Granted	Avaya Inc.
Method for real-time transport protocol (RTP) packet authentication	7372856	5/13/2008	Granted	Avaya Inc.
Method and apparatus for sharing stack space between multiple processes in a network device	7373646	5/13/2008	Granted	Avaya Management L.P.

Schedule II - 20

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus for controlling data and software access	7373657	5/13/2008	Granted	Avaya Inc.
Error correction method and apparatus for TTY on VoIP transmissions	7379431	5/27/2008	Granted	Avaya Inc.
Method and apparatus for VLAN id discovery	7385973	6/10/2008	Granted	Avaya Inc.
Arrangement for maintaining mode synchronization in automatic TTY-to-text translation systems	7386100	6/10/2008	Granted	Avaya Inc.
Methods and systems for processing network data packets	7386628	6/10/2008	Granted	Avaya Management L.P.
Multi-flow multi-level leaky bucket policer	7388837	6/17/2008	Granted	Avaya Management L.P.
Estimating the location of inexpensive wireless terminals by using signal strength measurements	7389114	6/17/2008	Granted	Avaya Inc.
Method and apparatus for establishing virtual private networks in a wireless network	7389534	6/17/2008	Granted	Avaya Management L.P.
Method and apparatus for efficient protocol-independent trunking of data signals	7391760	6/24/2008	Granted	Avaya Inc.
Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation	7391860	6/24/2008	Granted	Intellisist, Inc.
Peer-to-peer discovery for location-based forwarding	7392048	6/24/2008	Granted	Avaya Inc.
Method and Device to Distinguish Between Voice Conversation and Automated Speech Recognition	7392191	6/24/2008	Granted	Intellisist, Inc.
Enhanced emergency system telephone feature for PBX and key systems	7395047	7/1/2008	Granted	Avaya Inc.
System and method for reconnecting dropped cellular phone calls	7395057	7/1/2008	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System, device and method for scheduling information processing with load-balancing	7397762	7/8/2008	Granted	Avaya Inc.
Method and apparatus for predicting the quality of packet data communications	7397778	7/8/2008	Granted	Avaya Inc.
Server-based discovery for location-based forwarding	7397787	7/8/2008	Granted	Avaya Inc.
Collaborative remote communication circuit diagnostic to	7400586	7/15/2008	Granted	Avaya Inc.
Closed-loop command and response system for automatic communications between interacting computer systems over an audio communications channel	7403601	7/22/2008	Granted	Intellisist, Inc.
Location-based access control for wireless local area networks	7403773	7/22/2008	Granted	Avaya Inc.
Method and apparatus for positioning a set of terminals in an indoor wireless environment	7403784	7/22/2008	Granted	Avaya Inc.
Electroluminescent patch cable	7406231	7/29/2008	Granted	Avaya Inc.
Real time display of system instructions	7406421	7/29/2008	Granted	Intellisist, Inc.
Method and apparatus for performance and cost optimization in an internetwork	7406539	7/29/2008	Granted	Avaya Inc.
Originator based directing and origination call processing features for external devices	7408925	8/5/2008	Granted	Avaya Inc.
Systems and methods for the schedule alignment of a packet flow	7411971	8/12/2008	Granted	Avaya Inc.
Instant messaging to and from PBX stations	7412044	8/12/2008	Granted	Avaya Inc.
Personal virtual assistant	7415100	8/19/2008	Granted	Avaya Inc.
Presence awareness agent	7415417	8/19/2008	Granted	Avaya Inc.
Distribution of reachability information in data virtual private networks	7415534	8/19/2008	Granted	Avaya Management L.P.
Network quality estimation	7417991	8/26/2008	Granted	Avaya Inc.

Schedule II - 22

Title	Patent No.	Issue Date	Status	Grantor
Server-coordinated ringtones	7418258	8/26/2008	Granted	Avaya Inc.
Technique for prefix limit exchange for route advertisement	7418519	8/26/2008	Granted	Avaya Management L.P.
Location-based bridging in call centers	7421072	9/2/2008	Granted	Avaya Inc.
Network protocols for distributing functions within a network	7421489	9/2/2008	Granted[9]	Avaya Inc.
Method of admission control for inelastic applications traffic on communication networks	7423965	9/9/2008	Granted	Avaya Inc.
Rate-based proportional-integral control scheme for active queue management	7424546	9/9/2008	Granted	Avaya Management L.P.
Method and apparatus for reducing packet data mixer delay	7426219	9/16/2008	Granted	Avaya Inc.
Detection of load balanced links in internet protocol networks	7426577	9/16/2008	Granted	Avaya Inc.
Method and apparatus for policy and admission control in packet-based communication systems	7428216	9/23/2008	Granted	Avaya Inc.
Systems and methods for preserving confidentiality of sensitive information in a point-of-care communications environment	7430671	9/30/2008	Granted	Avaya Inc.
Video-telephony integration	7432951	10/7/2008	Granted	Avaya Inc.
Method and apparatus for automatic notification and response based on communication flow expressions	7436947	10/14/2008	Granted	Avaya Inc.
Detection of looping communication channels	7440421	10/21/2008	Granted	Avaya Inc.
Method and apparatus for synchronizing clocks on packet-switched networks	7440474	10/21/2008	Granted	Avaya Inc.
Apparatus and method for updating a schedule	7443767	10/28/2008	Granted	Avaya Inc.

---

[9]   Avaya does not plan to maintain this patent.

Title	Patent No.	Issue Date	Status	Grantor
Multicast when forwarding information is unknown	7444422	10/28/2008	Granted[10]	Avaya Management L.P.
Connector module with embedded physical layer support and method	7445507	11/4/2008	Granted	Avaya Inc.
Method and apparatus of establishing a communication channel using protected network resources	7447211	11/4/2008	Granted	Avaya Inc.
Web-based personal assistant	7450567	11/11/2008	Granted	Avaya Inc.
Stateful and cross-protocol intrusion detection for voice over IP	7451486	11/11/2008	Granted	Avaya Inc. and Purdue Research Foundation
Method and apparatus for producing a multicast tree	7454484	11/18/2008	Granted	Avaya Management L.P.
System, device, and method for receiver access control in a multicast communication network	7454518	11/18/2008	Granted[11]	Avaya Inc.
System for transmitting high quality speech signals on a voice over internet protocol network	7457242	11/25/2008	Granted	Avaya Inc.
Alternate routing of media connections within a single communications system across public or private network facilities	7457249	11/25/2008	Granted	Avaya Inc.
Methods of monitoring communications sessions in a contact center	7457404	11/25/2008	Granted	Avaya Inc.
Using gaze detection to determine an area of interest within a scene	7460150	12/2/2008	Granted	Avaya Inc.

[10]   Avaya does not plan to maintain this patent.

[11]   Avaya does not plan to maintain this patent.

Title	Patent No.	Issue Date	Status	Grantor
System and method for distributed multipoint conferencing with automatic endpoint address detection and dynamic endpoint-server allocation	7461126	12/2/2008	Granted	Avaya Inc.
Routed split multilink trunking	7463579	12/9/2008	Granted	Avaya Management L.P.
Stackable switch port collapse mechanism	7463625	12/9/2008	Granted[12]	Avaya Management L.P.
System and method for notification of internet users about faults detected on an IP network	7463652	12/9/2008	Granted	Avaya Inc.
Method and apparatus for continuing to provide processing on disk outage	7467324	12/16/2008	Granted	Avaya Inc.
RFID patch panels and cables	7468669	12/23/2008	Granted	Avaya Inc.
Using additional information provided in session requests	7469293	12/23/2008	Granted	Avaya Inc.
System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server	7472075	12/30/2008	Granted[13]	Intellisist, Inc.
Messaging advise in presence-aware networks	7474741	1/6/2009	Granted	Avaya Inc.
Interworking functionality	7480306	1/20/2009	Granted	Avaya Management L.P.
Apparatus and method for providing call status information	7480376	1/20/2009	Granted	Avaya Inc.
Method and apparatus for migrating to an alternate call controller	7483369	1/27/2009	Granted	Avaya Inc.
System and method for providing bandwidth management for VPNS	7486696	2/3/2009	Granted	Avaya Inc.
Load optimization	7487237	2/3/2009	Granted	Avaya Inc.
Stereo conferencing	7489773	2/10/2009	Granted	Avaya Inc.

---

[12]   Avaya does not plan to maintain this patent.

[13]   Avaya does not plan to maintain this patent.

Title	Patent No.	Issue Date	Status	Grantor
Method for dynamically optimizing bandwidth allocation in variable bitrate (multi-rate) conferences	7492731	2/17/2009	Granted	Avaya, Inc.
Conference connections using dynamic topology switching for ip and circuit-switched fabrics	7496056	2/24/2009	Granted	Avaya Inc.
System and Method For Providing Multi-Party Message-Based Voice Communications	7496353	2/24/2009	Granted	Intellisist, Inc.
Method and apparatus for scheduling tasks	7500241	3/3/2009	Granted	Avaya Inc.
Load balancing in a network of contact centers	7505578	3/17/2009	Granted	Avaya Inc.
Data-driven and plug-in defined event engine	7509654	3/24/2009	Granted	Avaya Inc.
IP-centric speed dial	7512226	3/31/2009	Granted	Avaya Inc.
System and method for efficient scheduling of periodic phenomena	7512947	3/31/2009	Granted	Avaya Inc.
Client customizable interactive voice response system	7515695	4/7/2009	Granted	Avaya Inc.
Method and apparatus for defining failover events in a network device	7516202	4/7/2009	Granted	Avaya Inc.
Management of contacts in a network of contact centers	7519626	4/14/2009	Granted	Avaya Inc.
Configurator using markup language	7523447	4/21/2009	Granted	Avaya Inc.
Method and apparatus for capability based addressing in a communications network	7525974	4/28/2009	Granted	Avaya Inc.
Dynamic feature and function availability for software PBX	7529358	5/5/2009	Granted	Avaya Inc.
System and method for location based push-to-talk	7529558	5/5/2009	Granted	Avaya Inc.
Communication device locating system	7536188	5/19/2009	Granted	Avaya Inc.
Global dynamic persistent information architecture	7536434	5/19/2009	Granted	Avaya Inc.

Schedule II - 26

Title	Patent No.	Issue Date	Status	Grantor
Presence tracking and name space interconnection techniques	7536437	5/19/2009	Granted	Avaya Inc.
Use of auditory feedback and audio queues in the realization of a personal virtual assistant	7538685	5/26/2009	Granted	Avaya Inc.
Emergency call handling in contention-based wireless local-area networks	7539168	5/26/2009	Granted	Avaya Inc.
Wireless teleconferencing system	7539486	5/26/2009	Granted	Avaya Inc.
Informing caller of callee activity mode	7542558	6/2/2009	Granted	Avaya Integrated Cabinet Solutions LLC
Poll scheduling for periodic traffic sources	7548531	6/16/2009	Granted	Avaya Inc.
Method and apparatus for increasing channel capacity in an IP-based voice messaging system	7551729	6/23/2009	Granted	Avaya Inc.
Dynamic layout of participants in a multi-party video conference	7554571	6/30/2009	Granted	Avaya Inc.
Enterprise network services architecture	7555546	6/30/2009	Granted	Avaya Inc.
Implementing FIFOs in shared memory using linked lists and interleaved linked lists	7555579	6/30/2009	Granted[14]	Avaya Inc.
Method and apparatus for meeting an on-site enterprise service level objective	7558739	7/7/2009	Granted	Avaya Inc.
Self-configuring method and apparatus for providing secure communication between members of a group	7558877	7/7/2009	Granted	Avaya Inc.
Prevent video calls based on appearance	7564476	7/21/2009	Granted	Avaya Inc.
In-band call association signaling for a single number destination	7564793	7/21/2009	Granted	Avaya Inc.
Form-based user interface for controlling messaging	7564954	7/21/2009	Granted	Avaya Inc.

---

[14] Avaya does not plan to maintain this patent.

Title	Patent No.	Issue Date	Status	Grantor
Providing user information and control over a contact within a contact center	7564962	7/21/2009	Granted	Avaya Inc.
Multi-site software license balancing	7565325	7/21/2009	Granted	Avaya Inc.
Mobile communication device with interrogator to interact with tags	7567178	7/28/2009	Granted	Avaya Inc.
Method by which call centers can vector inbound TTY calls automatically to TTY-enabled resources	7567653	7/28/2009	Granted	Avaya Inc.
Managing a communications system by offering participants the opportunity to respond to requests submitted by other participants	7570606	8/4/2009	Granted	Avaya Inc.
Distribution of packets to multiple address	7570629	8/4/2009	Granted	Avaya Inc.
Tilt mechanism for communication device	7570757	8/4/2009	Granted	Avaya Inc.
Computer telephone integration over a network	7571235	8/4/2009	Granted	Avaya Inc.
Credential management and network querying	7571239	8/4/2009	Granted	Avaya Inc.
Handling sequence numbers and/or an anti-replay window after failover between servers	7571343	8/4/2009	Granted	Avaya Inc.
Method and apparatus for providing a scalable and secure network without point to point associations	7571463	8/4/2009	Granted	Avaya Inc.
Method and apparatus for low overhead network protocol performance assessment	7573829	8/11/2009	Granted	Avaya Inc.
Apparatus and method for controlling interaction between a multi-media messaging system and an instant messaging system	7573987	8/11/2009	Granted	Avaya Inc.
Presence based callback	7573996	8/11/2009	Granted	Avaya Inc.
Highly available, highly scalable multi-source logical database with low latency	7577640	8/18/2009	Granted	Avaya Inc.

Schedule II - 28

Title	Patent No.	Issue Date	Status	Grantor
Content-aware dynamic network resource allocation	7580349	8/25/2009	Granted	Avaya Inc.
Automatic determination of connectivity problem locations or other network-characterizing information in a network utilizing an encapsulation protocol	7583667	9/1/2009	Granted	Avaya Inc.
Testing a data-processing system with telecommunications endpoints	7583792	9/1/2009	Granted	Avaya Inc.
Method and apparatus for generating a signal strength model for an access point at an arbitrary location	7583961	9/1/2009	Granted	Avaya Inc.
Edit distance string search	7584173	9/1/2009	Granted	Avaya Inc.
Software and process for play-cursor calculation	7587255	9/8/2009	Granted	Avaya Inc.
System and method for controlling network access	7587588	9/8/2009	Granted	Avaya Inc.
Method and apparatus for telecommunication reliability by media connectivity endpoint selection of a control entity	7587624	9/8/2009	Granted	Avaya Inc.
Mobile devices including RFID tag readers	7589616	9/15/2009	Granted	Avaya Inc.
Method and apparatus for restriction of message distribution for security	7590693	9/15/2009	Granted	Avaya Inc.
Secure gateway with alarm manager and support for inbound federated identity	7590761	9/15/2009	Granted	Avaya Inc.
Normalization of speech accent	7593849	9/22/2009	Granted	Avaya Inc.
Method and apparatus for providing trace route and timing information for media streams	7596096	9/29/2009	Granted	Avaya Inc.
Methods and systems for network traffic security	7596811	9/29/2009	Granted	Avaya Inc.
Time series monitoring system	7599913	10/6/2009	Granted	Avaya Inc.
Method and apparatus for determination of network topology	7602728	10/13/2009	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Telecommunication terminal identification on a switching system	7602770	10/13/2009	Granted	Avaya Inc.
Method and apparatus for allocating processing capacity of system processing units in an extranet gateway	7603463	10/13/2009	Granted	Avaya Inc.
Distributed architecture for deploying multiple wireless local-area networks	7606208	10/20/2009	Granted	Avaya Inc.
Synchronizing information across telecommunications terminals for multiple users	7610055	10/27/2009	Granted	Avaya Inc.
Method and apparatus for adaptive video encoding based on user perception and use	7612792	11/3/2009	Granted	Avaya Inc.
Dial plan transparency for fragmented networks	7613106	11/3/2009	Granted	Avaya Inc.
Determining user availability based on the expected duration of a new event	7616624	11/10/2009	Granted	Avaya Inc.
Avoiding exposed node problems in wireless local area networks	7616655	11/10/2009	Granted	Avaya Inc.
Managing held telephone calls by using a messaging resource	7616751	11/10/2009	Granted	Avaya Inc.
VOIP quality tradeoff system	7617337	11/10/2009	Granted	Avaya Inc.
Resource conflict management using predefined XML schemas	7617498	11/10/2009	Granted	Avaya Inc.
Waiting but not ready	7620169	11/17/2009	Granted	Avaya Inc.
Universal emergency number Elin based on network address ranges	7627091	12/1/2009	Granted	Avaya Inc.
Initiation and support of video conferencing using instant messaging	7631039	12/8/2009	Granted	Avaya Inc.
Accelerated removal from service of a signal processor at a media gateway	7633932	12/15/2009	Granted	Avaya Inc.
System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel	7634064	12/15/2009	Granted	Intellisist, Inc.

Title	Patent No.	Issue Date	Status	Grantor
Timeline visualization for call center processes	7636433	12/22/2009	Granted	Avaya Inc.
Method and apparatus for maintaining state information in an event driven thin client environment	7636920	12/22/2009	Granted	Avaya Inc.
Context sensitive contact broker	7640550	12/29/2009	Granted	Avaya Inc.
WAN keeper efficient bandwidth management	7643414	1/5/2010	Granted	Avaya Inc.
Method and apparatus for supporting multiple customer provisioned IPSEC VPNS	7643488	1/5/2010	Granted	Avaya Inc.
Method and apparatus for coordinating adjacent channel transmissions on multiple radio nodes	7646758	1/12/2010	Granted	Avaya Inc.
Apparatus and method for ownership verification	7647499	1/12/2010	Granted	Avaya Inc.
Telephony extension attack detection, recording, and intelligent prevention	7653188	1/26/2010	Granted	Avaya Inc.
Automatic signal adjustment based on intelligibility	7653543	1/26/2010	Granted	Avaya Inc.
Pigmented collar for bi-color light emitting diodes	7654695	2/2/2010	Granted	Avaya Inc.
Centralized controller for distributed handling of telecommunications features	7656836	2/2/2010	Granted	Avaya Inc.
Avoiding hidden terminals in wireless local area networks	7656854	2/2/2010	Granted	Avaya Inc.
Method and apparatus for global call queue in a global call center	7657021	2/2/2010	Granted	Avaya Inc.
Propagation loss model based indoor wireless location of stations	7660591	2/9/2010	Granted	Avaya Inc.
Transparent monitoring and intervention to improve automatic adaptation of speech models	7660715	2/9/2010	Granted	Avaya Inc.
System for integrating diverse database and maintaining their consistency	7660830	2/9/2010	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Four-way rocker switch with display	7663070	2/16/2010	Granted	Avaya Inc.
Efficient load balancing and heartbeat mechanism for telecommunication endpoints	7668100	2/23/2010	Granted	Avaya Inc.
Network access device location	7668123	2/23/2010	Granted	Avaya Inc.
Features of power save in 802.11E wireless local area networks (WLANs)	7668128	2/23/2010	Granted	Avaya Inc.
Display hierarchy of participants during phone call	7668304	2/23/2010	Granted	Avaya Inc.
Finite-state machine augmented for multiple evaluations of text	7672965	3/2/2010	Granted	Avaya Inc.
Enhancing presence information through the addition of one or more of biotelemetry data and environmental data	7675411	3/9/2010	Granted	Avaya Inc.
Method and apparatus for coordinating routing parameters via a back-channel communication medium	7675868	3/9/2010	Granted	Avaya Inc.
Use of location awareness to establish and suspend communications sessions in a healthcare environment	7676380	3/9/2010	Granted	Avaya Inc.
Method and system for responding to requests relating to complex data maintained in a structured form	7676519	3/9/2010	Granted	Avaya Inc.
Apparatus and method for routing telecommunication calls using visual caller information	7679636	3/16/2010	Granted	Avaya Inc.
Determining group availability on different communication media	7680098	3/16/2010	Granted	Avaya Inc.
Internet protocol appliance manager	7680100	3/16/2010	Granted	Avaya Inc.
Detecting a voice mail system answering a call	7680260	3/16/2010	Granted	Avaya Inc.
Determining user availability based on a past event	7680480	3/16/2010	Granted	Avaya Inc.
Remote feature activator feature extraction	7681245	3/16/2010	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Reliable quality of service (QOS) provisioning using adaptive class-based contention periods	7684333	3/23/2010	Granted	Avaya Inc.
Call admission control for mobility-capable telecommunications terminals	7688724	3/30/2010	Granted	Avaya Inc.
Node merging process for network topology representation	7688758	3/30/2010	Granted	Avaya Inc.
Mixing basic service set (BSS) traffic and mesh forwarding traffic	7688783	3/30/2010	Granted	Avaya Inc.
Media independent out-of-office manager	7688850	3/30/2010	Granted	Avaya Inc.
Systems and methods for the synchronization of a real-time scheduled packet network using relative timing	7688862	3/30/2010	Granted	Avaya Inc.
Apparatus and method for processing call disconnects	7688963	3/30/2010	Granted	Avaya Inc.
Technique for extracting data from structured documents	7689906	3/30/2010	Granted	Avaya Inc.
Automatically generating, and providing multiple levels of, tooltip information over time	7689916	3/30/2010	Granted	Avaya Inc.
Software application break through a screen blanker	7689939	3/30/2010	Granted	Avaya Inc.
Traffic specifications for polling requests of periodic sources	7693085	4/6/2010	Granted	Avaya Inc.
Power-saving mechanism for periodic traffic streams in wireless local-area networks	7693117	4/6/2010	Granted	Avaya Inc.
Reverting to analog service from IP phone	7693136	4/6/2010	Granted	Avaya Inc.
Prioritized access in a multi-channel mac protocol	7693175	4/6/2010	Granted	Avaya Inc.
Intelligent ringtone service	7693553	4/6/2010	Granted	Avaya Inc.
Secure authentication with voiced responses from a telecommunications terminal	7694138	4/6/2010	Granted	Avaya Inc.
Method and apparatus for quality-of-service-based admission control	7697421	4/13/2010	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus for controlling the dissemination of routing information on a communication network	7697454	4/13/2010	Granted	Avaya Management L.P.
Evaluating feasible transmission paths in a packet network	7697460	4/13/2010	Granted	Avaya Inc.
Method and system for switching between two (or more) reference signals for clock synchronization	7697647	4/13/2010	Granted[15]	Avaya Inc.
License modes in call processing	7698225	4/13/2010	Granted	Avaya Inc.
Method and apparatus for facilitating the transportation of medical images on a communication network	7698366	4/13/2010	Granted	Avaya Inc.
Method and apparatus for designing web services using a sequence and multiplex architectural pattern	7698385	4/13/2010	Granted	Avaya Inc.
Connector module with embedded power-over-ethernet voltage isolation and method	7701092	4/20/2010	Granted	Avaya Inc.
Method and apparatus for providing default media content to a calling party	7702083	4/20/2010	Granted	Avaya Inc.
Apparatus, method, and computer program for providing multimedia prompting in a communication system	7702727	4/20/2010	Granted	Avaya Inc.
Wireless-enabled device with capability of responding to changes in operational state	7705726	4/27/2010	Granted	Avaya Inc.
Accounting for telecommunications terminal mobility in call admission control	7706341	4/27/2010	Granted	Avaya Inc.
Intelligent handling of message refusal	7706516	4/27/2010	Granted	Avaya Inc.
Dynamic video equalization of images using face-tracking	7706576	4/27/2010	Granted	Avaya Inc.

---

[15] Avaya does not plan to maintain this patent.

Title	Patent No.	Issue Date	Status	Grantor
Use of location awareness to transfer communications sessions between terminals in a healthcare environment	7707044	4/27/2010	Granted	Avaya Inc.
Periodic software licensing system	7707115	4/27/2010	Granted	Avaya Inc.
Flexible license file feature controls	7707116	4/27/2010	Granted	Avaya Inc.
Secure installation activation	7707405	4/27/2010	Granted	Avaya Inc.
Dynamic assignment of traffic classes to a priority queue in a packet forwarding device	7710871	5/4/2010	Granted	Avaya Inc.
Coordination of content streams in interactive voice response s	7711095	5/4/2010	Granted	Avaya Inc.
Direct calling to devices via a shared telephone number	7711101	5/4/2010	Granted	Avaya Inc.
Multi-tasking tracking agent	7711104	5/4/2010	Granted	Avaya Inc.
Method and apparatus for providing an interface for a messaging mailbox	7711856	5/4/2010	Granted	Avaya Inc.
Creating a telecommunications channel from multiple channels that have differing signal-quality guarantees	7715417	5/11/2010	Granted	Avaya Inc.
Method and apparatus for monitoring of switch resources using resource group definitions	7716311	5/11/2010	Granted	Avaya Inc.
Rehoming via tunnel switching	7716338	5/11/2010	Granted	Avaya Inc.
Method and apparatus for enabling multicast over split multilink trunking	7719958	5/18/2010	Granted	Avaya Inc.
Interfering packet streams in packet networks	7720004	5/18/2010	Granted	Avaya Inc.
Estimating network-layer topology using end-to-end measurements	7720005	5/18/2010	Granted	Avaya Inc.
Mute condition indicator	7720217	5/18/2010	Granted	Avaya Inc.
Telephone with enhanced function display and selection ability	7720218	5/18/2010	Granted	Avaya Inc.
Networked voicemail	7724880	5/25/2010	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Change speed of voicemail playback depending on context	7729478	6/1/2010	Granted	Avaya Inc.
Post-termination contact management	7729490	6/1/2010	Granted	Avaya Inc.
Method and apparatus for delivering enhanced caller identification services to a called party	7734028	6/8/2010	Granted	Avaya Inc.
Contact center and method for tracking and acting on one and done customer contacts	7734032	6/8/2010	Granted	Avaya Inc.
Remote party speaker phone detection	7734034	6/8/2010	Granted	Avaya Inc.
Method and apparatus for soft-response echo suppression	7734035	6/8/2010	Granted	Avaya Inc.
Presence-based hybrid peer-to-peer communications	7734710	6/8/2010	Granted	Avaya Inc.
Method and apparatus for a publish-subscribe system with third party subscription delivery	7734731	6/8/2010	Granted	Avaya Inc.
Using voice over ip or instant messaging to connect to customer products	7734909	6/8/2010	Granted	Avaya Inc.
Method and apparatus for merging call components during call reconstruction	7738360	6/15/2010	Granted	Avaya Inc.
Advanced port-based E911 strategy for IP telephony	7738634	6/15/2010	Granted	Avaya Inc.
Dynamic load balancer	7739398	6/15/2010	Granted	Avaya Inc.
Scalable methods for distributing routing information to border gateway protocol (BGP) devices	7739404	6/15/2010	Granted	Avaya Inc.
End-to-end IP security	7739728	6/15/2010	Granted	Avaya Inc.
Adaptive bandwidth network management for VOIP network	7742499	6/22/2010	Granted	Avaya Inc.
Simplified call answering service	7742579	6/22/2010	Granted	Avaya Inc.
Methods and apparatus for context and experience sensitive prompting in voice applications	7742580	6/22/2010	Granted	Avaya Inc.
Frequency-table-based storage for network performance data	7743136	6/22/2010	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Multi-phase detection algorithm	7743169	6/22/2010	Granted	Avaya Inc.
Automatic call distribution system using computer network-based communication	7746362	6/29/2010	Granted	Avaya Inc.
Telephony software client application for handling the insertion and removal of logical audio devices	7747010	6/29/2010	Granted	Avaya Inc.
Method and apparatus using lightweight RRQ for efficient recovery of a call signaling channel in gatekeeper-routed call signaling	7747672	6/29/2010	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	6/29/2010	Granted	Avaya Inc.
Certificate distribution via license files	7747851	6/29/2010	Granted	Avaya Inc.
Providing an abstraction layer in a cluster switch that includes plural switches	7751329	7/6/2010	Granted	Avaya Inc.
Line appearance reservation for sip endpoints	7751536	7/6/2010	Granted	Avaya Inc.
Feeble ring tones	7751542	7/6/2010	Granted	Avaya Inc.
Extending a call to a telecommunications terminal through an intermediate point	7751547	7/6/2010	Granted	Avaya Inc.
Data extensibility using external database tables	7752230	7/6/2010	Granted	Avaya Inc.
Ad hoc secure document exchange	7752269	7/6/2010	Granted	Avaya Inc.
Method and apparatus for content based authentication for network access	7752320	7/6/2010	Granted	Avaya Inc.
Methods and apparatus for local network address acquisition, analysis and substitution	7752333	7/6/2010	Granted	Avaya Inc.
Detecting an attack of a network connection	7752670	7/6/2010	Granted	Avaya Inc.

Schedule II - 37

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus for communicating data within measurement traffic	7756032	7/13/2010	Granted	Avaya Inc.
Seamless live migration of virtual machines across optical networks	7761573	7/20/2010	Granted	Avaya Inc.
Sharing of network security and services processing resources	7764611	7/27/2010	Granted	Avaya Inc.
Real-time network scheduled packet routing system	7764665	7/27/2010	Granted	Avaya Inc.
Synchronization watermarking in multimedia streams	7764713	7/27/2010	Granted	Avaya Inc.
Method and apparatus for routing telecommunication calls	7764782	7/27/2010	Granted	Avaya Inc.
System and method for aggregation of user conversations and visualizing personal communications map	7765259	7/27/2010	Granted	Avaya Inc.
Method and apparatus for determining problems on digital systems using audible feedback	7768930	8/3/2010	Granted	Avaya Inc.
System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel	7769143	8/3/2010	Granted	Intellisist, Inc.
Filler video streams in interactive voice response systems	7769148	8/3/2010	Granted	Avaya Inc.
Aggregated perceived presence	7769154	8/3/2010	Granted	Avaya Inc.
Contact center	7769161	8/3/2010	Granted	Avaya Inc.
Fault recovery in concurrent queue management systems	7770061	8/3/2010	Granted	Avaya Inc.
Method and apparatus for load balancing work on a network of servers based on the probability of being serviced within a service time goal	7770175	8/3/2010	Granted	Avaya Inc.
Method and apparatus for the assessment and optimization of network traffic	7773536	8/10/2010	Granted	Avaya Inc.
System for conditional answering of requests	7774292	8/10/2010	Granted	Avaya Inc.

Schedule II - 38

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus for link performance measurements in a packet-switched network	7778196	8/17/2010	Granted	Avaya Inc.
Dynamic video generation in interactive voice response systems	7778397	8/17/2010	Granted	Avaya Inc.
Substitution cipher text-encoding and un-encoding software and method	7778415	8/17/2010	Granted	Avaya Inc.
Linking unable to respond messages to entries in electronic calendar	7778858	8/17/2010	Granted	Avaya Inc.
Deferred control of surrogate key generation in a distributed processing architecture	7779042	8/17/2010	Granted	Avaya Inc.
Rapid fault detection and recovery for internet protocol telephony	7782787	8/24/2010	Granted	Avaya Inc.
Apparatus and method for speaker identification during telecommunication calls	7783022	8/24/2010	Granted	Avaya Inc.
Method for translating a dialed string entered by a calling party	7783031	8/24/2010	Granted	Avaya Inc.
Business performance and customer care quality measurement	7783513	8/24/2010	Granted	Intellisist, Inc.
Prioritized service delivery based on presence and availability of interruptible enterprise resources with skills	7787609	8/31/2010	Granted	Avaya Inc.
Method and apparatus for secure key management using multi-threshold secret sharing	7787619	8/31/2010	Granted	Avaya Inc.
Washable shell for a handheld electronic device	7792284	9/7/2010	Granted	Avaya Inc.
Monitoring quality of service in packet-based communications	7796524	9/14/2010	Granted	Avaya Inc.
Method and system for management of queues in contact centers	7796747	9/14/2010	Granted	Avaya Inc.
Location-based command execution for mobile telecommunications terminals	7797001	9/14/2010	Granted	Avaya Inc.

Schedule II - 39

Title	Patent No.	Issue Date	Status	Grantor
Method for storing and retrieving digital ink call logs	7797630	9/14/2010	Granted	Avaya Inc.
Processing Voice Instructions in a Vehicle	7801731	9/21/2010	Granted	Intellisist, Inc.
Use of location awareness to establish communications with a target clinician in a healthcare environment	7801743	9/21/2010	Granted	Avaya Inc.
Network system having an instructional sequence for performing packet processing and optimizing the packet processing	7804785	9/28/2010	Granted	Avaya Inc.
Method and apparatus for validation and error resolution of configuration data in a private branch exchange switch	7804947	9/28/2010	Granted	Avaya Inc.
Authentication based on future geo-location	7805128	9/28/2010	Granted	Avaya Inc.
Integrated multi-media communication system	7808980	10/5/2010	Granted	Avaya Inc.
Method and apparatus for selection of special-purpose gateways	7809125	10/5/2010	Granted	Avaya Inc.
Resilient application layer overlay framework for converged communication over internet protocol networks	7809846	10/5/2010	Granted	Avaya Inc.
Setting up a conference call with a hashed address	7813305	10/12/2010	Granted	Avaya Inc.
Secure download manager	7814023	10/12/2010	Granted	Avaya Inc.
Stateful and cross-protocol intrusion detection for voice over IP	7814547	10/12/2010	Granted	Avaya Inc. and Purdue Research Foundation
Emergency call handling in contention-based wireless local-area networks	7817675	10/19/2010	Granted	Avaya Inc.
Coordinating work assignments for contact center agents	7817796	10/19/2010	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System for identifying non-impacted and potentially disaster impacted people and communicating with them to gather impacted status	7817982	10/19/2010	Granted	Avaya Inc.
Methods and apparatus for allocating resources in a distributed environment	7818010	10/19/2010	Granted	Avaya Inc.
Method and apparatus for specifying web service interfaces and processing web service messages using protocol multiplexing	7818398	10/19/2010	Granted	Avaya Inc.
Methods and systems for network traffic security	7818805	10/19/2010	Granted	Avaya Inc.
Systems and methods for partitioning end-to-end performance effects using network tomography	7821936	10/26/2010	Granted	Avaya Inc.
Acknowledgment of media waveforms between telecommunications endpoints	7821957	10/26/2010	Granted	Avaya Inc.
Direction of communications sessions to contact centers	7822019	10/26/2010	Granted	Avaya Inc.
Methods and systems for providing priority access to 802.11 endpoints using DCF protocol	7826472	11/2/2010	Granted	Avaya Inc.
Call storage in removable memory	7826832	11/2/2010	Granted	Avaya Inc.
Calendar item hierarchy for automatic specialization	7827240	11/2/2010	Granted	Avaya Inc.
Traffic based availability analysis	7830813	11/9/2010	Granted	Avaya Inc.
Virtual private network manager GUI with links for use in configuring a virtual private network	7831689	11/9/2010	Granted	Avaya Inc.
Policy-based forwarding in open shortest path first (OSPF) networks	7831733	11/9/2010	Granted	Avaya Management L.P.
Dynamic channel assignment in wireless ad hoc networks	7835339	11/16/2010	Granted	Avaya Inc.

Schedule II - 41

Title	Patent No.	Issue Date	Status	Grantor
Distributed handling of telecommunications features in a hybrid peer-to-peer system of endpoints	7835364	11/16/2010	Granted	Avaya Inc.
Provide a graceful transfer out of active wait treatment	7835514	11/16/2010	Granted	Avaya Inc.
Multiple simultaneous wireless connections in a wireless local area network	7836189	11/16/2010	Granted	Avaya Inc.
Method and apparatus for managing communication between participants in a virtual environment	7840668	11/23/2010	Granted	Avaya Inc.
Methods and apparatus for managing a plurality of home pages for a user	7840684	11/23/2010	Granted	Avaya Inc.
Detection of hidden wireless routers	7840698	11/23/2010	Granted	Avaya Inc.
Method and apparatus for performance and cost optimization in an internetwork	7840704	11/23/2010	Granted	Avaya Inc.
Protocol for wireless multi-channel access control	7843819	11/30/2010	Granted	Avaya Inc.
Automatic detection and re-configuration of priority status in telecommunications networks	7843826	11/30/2010	Granted	Avaya Inc.
Apparatus and method for providing call status information	7843899	11/30/2010	Granted	Avaya Inc.
Porting user profiles between communication devices in an enterprise	7844274	11/30/2010	Granted	Avaya Inc.
Apparatus and method for providing voice recognition for multiple speakers	7844454	11/30/2010	Granted	Avaya Inc.
Routing based on the contents of a shopping cart	7844504	11/30/2010	Granted	Avaya Inc.
Remote feature activator feature extraction	7844572	11/30/2010	Granted	Avaya Inc.
Out of office autoreply filter	7844669	11/30/2010	Granted	Avaya Inc.
Testing BGA solder joints by localized pulsed-heat thermography	7845849	12/7/2010	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Location- and direction-enhanced automatic reminders of appointments	7847686	12/7/2010	Granted	Avaya Inc.
Dynamic multimedia content stream delivery based on quality of service	7847813	12/7/2010	Granted	Avaya Inc.
Telecommunications-terminal mute detection	7848511	12/7/2010	Granted	Avaya Inc.
Teleconferencing system with multiple channels at each location	7848738	12/7/2010	Granted	Avaya Inc.
Switching device, method, and computer program for efficient intrusion detection	7849506	12/7/2010	Granted	Avaya Inc.
Methods and apparatus for audio communication	7852992	12/14/2010	Granted	Avaya Inc.
Method and apparatus for handling disconnected call	7856092	12/21/2010	Granted	Avaya Inc.
Method and apparatus for using single-radio nodes and multi-radio nodes in a network	7860054	12/28/2010	Granted	Avaya Inc.
Methods and apparatus for allocating a resource to enqueued requests using predicted wait time based on prior resource contribution	7860234	12/28/2010	Granted	Avaya Inc.
Distributed computation in network devices	7860999	12/28/2010	Granted	Avaya Inc.
Handling unsolicited content at a telecommunications terminal	7864761	1/4/2011	Granted	Avaya Inc.
Start-to-finish reservations in distributed mac protocols for wireless LANS	7864796	1/4/2011	Granted	Avaya Inc.
Method and apparatus for data protection for mobile devices	7865172	1/4/2011	Granted	Avaya Inc.
Communications services for business process design	7870184	1/11/2011	Granted	Avaya Inc.
Methods and apparatus for controlling audio characteristics of networked voice communications devices	7873069	1/18/2011	Granted	Avaya Inc.

Schedule II - 43

Title	Patent No.	Issue Date	Status	Grantor
Adaptive selection of bandwidth parameters to meet a service provider pricing model	7873074	1/18/2011	Granted	Avaya Inc.
Method and apparatus for performing predictive dialing	7873157	1/18/2011	Granted	Avaya Inc.
Method for undetectably impeding key strength of encryption usage for products exported outside the U.S.	7873166	1/18/2011	Granted	Avaya Inc.
Method and apparatus for generating and reinforcing user passwords	7873995	1/18/2011	Granted	Avaya Inc.
Method for coordinating co-resident teleconferencing endpoints to avoid feedback	7876890	1/25/2011	Granted	Avaya Inc.
Geographic Coverage or Service Levels	7877088	01/25/2011	Granted	Intellisist, Inc.
Packet prioritization and associated bandwidth and buffer management techniques for audio over IP	7877500	1/25/2011	Granted	Avaya Inc.
Packet prioritization and associated bandwidth and buffer management techniques for audio over IP	7877501	1/25/2011	Granted	Avaya Inc.
Interface scheduling and traffic-shaping	7881197	2/1/2011	Granted	Avaya Inc.
Stateful and stateless data processing	7881215	3/1/2011	Granted	Avaya Inc.
Providing communications including an extended protocol header	7881297	2/1/2011	Granted	Avaya Inc.
Power-saving mechanism for periodic traffic streams in wireless local-area networks	7881322	2/1/2011	Granted	Avaya Inc.
Answer on hold notification	7881450	2/1/2011	Granted	Avaya Inc.
Method for key distribution in a hierarchical multicast traffic security system for an internetwork	7881477	2/1/2011	Granted	Avaya Inc.
Automatic download provisioning	7882171	2/1/2011	Granted	Avaya Inc.
Stream processing node	7882257	2/1/2011	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Alternatively enabling and disabling the talk paths of endpoints that share a virtual address	7885209	2/8/2011	Granted	Avaya Inc.
Synchronization of session-initiation-protocol proxy databases	7885253	2/8/2011	Granted	Avaya Inc.
Integrating messaging server directory service with a communication system voice mail message interface	7885275	2/8/2011	Granted	Avaya Inc.
Cost-conscious telecommunications terminal	7885399	2/8/2011	Granted	Avaya Inc.
Method and apparatus to forecast the availability of a resource	7885401	2/8/2011	Granted	Avaya Inc.
Method for authorizing a substitute software license server	7885896	2/8/2011	Granted	Avaya Inc.
Method for announcing e-mail and converting e-mail text to voice	7886006	2/8/2011	Granted	Avaya Inc.
Voice recognition for servicing calls by a call center agent	7889859	2/15/2011	Granted	Avaya Inc.
Method and apparatus for configuring a device based on proximity to another device	7890743	2/15/2011	Granted	Avaya Inc.
Remote feature activation authentication file system	7890997	2/15/2011	Granted	Avaya Inc.
Complementary VOIP service	7894590	2/22/2011	Granted	Avaya Inc.
Recognition results postprocessor for use in voice recognition systems	7899671	3/1/2011	Granted	Avaya Inc.
System and method for indicating status of an incoming transmission to a user	7903795	3/8/2011	Granted	Avaya Inc.
Method and apparatus for learning endpoint addresses of IPSEC VPN tunnels	7907595	3/15/2011	Granted	Avaya Inc.
Method and apparatus for measuring RTT in a cumulative acknowledgment transmission protocol	7907613	3/15/2011	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Caching user information in an integrated communication system	7907704	3/15/2011	Granted	Avaya Inc.
Initiation and support of video conferencing using instant messaging	7908322	3/15/2011	Granted	Avaya Inc.
Routing data to one or more entities in a network	7908481	3/15/2011	Granted	Avaya Inc.
Mechanisms and algorithms for arbitrating between and synchronizing state of duplicated media processing components	7912075	3/22/2011	Granted	Avaya Inc.
Method and apparatus for providing called party information to a coverage point during survivable processor operation	7912203	3/22/2011	Granted	Avaya Inc.
Data messaging during telephony calls	7912207	3/22/2011	Granted	Avaya Inc.
Managing statistical information in a contact center	7912209	3/22/2011	Granted	Avaya Inc.
Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In/ Vehicle Embedded Phone	7912512	3/22/2011	Granted	Intellisist, Inc.
Method and apparatus for selectively reading counter information in a network device	7912939	3/22/2011	Granted	Avaya Inc.
Remote feature activation authentication file system	7913301	3/22/2011	Granted	Avaya Inc.
Dialing plan information as provided to a telecommunications end	7916856	3/29/2011	Granted	Avaya Inc.
Individual participant identification in shared video resources	7920158	4/5/2011	Granted	Avaya Inc.
Method and apparatus for loop prevention in communication networks	7920487	4/5/2011	Granted	Avaya Inc.
Personal virtual assistant	7920678	4/5/2011	Granted	Avaya Inc.
Private branch exchange with self-referencing extensions	7920685	4/5/2011	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method for wireless network self-configuration	7924727	4/12/2011	Granted	Avaya Management L.P.
Method for multicast distribution tree switchover	7924743	4/12/2011	Granted	Avaya Management L.P.
Teleconferencing system with multi-channel imaging	7924995	4/12/2011	Granted	Avaya Inc.
Intelligent handling of message refusal	7924998	4/12/2011	Granted	Avaya Inc.
Managing held telephone calls from a remote telecommunications terminal	7925000	4/12/2011	Granted	Avaya Inc.
Methods and apparatus for contact center agent selection	7925001	4/12/2011	Granted	Avaya Inc.
Method and apparatus for processing a speech signal	7925499	4/12/2011	Granted	Avaya Inc.
Secure interaction between a mobile client device and an enterprise application in a communication system	7925717	4/12/2011	Granted	Avaya Inc.
Fault recovery in concurrent queue management systems	7925921	4/12/2011	Granted	Avaya Inc.
Efficient authentication system for primary and secondary servers	7926095	4/12/2011	Granted	Avaya Inc.
Method and apparatus for learning VRRP backup rout	7929420	4/19/2011	Granted	Avaya Inc.
Systems and methods for automated media filtering	7930762	4/19/2011	Granted	Avaya Inc.
Apparatus and method for providing priority voice messaging from an emergency center	7933391	4/26/2011	Granted	Avaya Inc.
Proxy-based, transaction authorization system	7933836	4/26/2011	Granted	Avaya Inc.
System and method for detecting and preventing denial of service attacks in a communications system	7933985	4/26/2011	Granted	Avaya Inc.
Multiplexing VOIP streams for conferencing and selective playback of audio streams	7936705	5/3/2011	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Multimedia communication session coordination across heterogeneous transport networks	7936746	5/3/2011	Granted	Avaya Inc.
Clock management between two endpoints	7936794	5/3/2011	Granted	Avaya Inc.
Method and apparatus for providing communication tasks in a workflow	7936863	5/3/2011	Granted	Avaya Inc.
Messaging advise in presence-aware networks	7936865	5/3/2011	Granted	Avaya Inc.
Multi-service request within a contact center	7936867	5/3/2011	Granted	Avaya Inc.
Finite-state machine augmented for multiple evaluations of text	7937411	5/3/2011	Granted	Avaya Inc.
Method and apparatus for canceling channel reservations in a wireless network	7940688	5/10/2011	Granted	Avaya Inc.
Method and apparatus for allowing communication within a group	7940702	5/10/2011	Granted	Avaya Inc.
Data distribution in a distributed telecommunications network	7940758	5/10/2011	Granted	Avaya Inc.
Adaption of emergency calls to the emergency services network based on caller location	7940896	5/10/2011	Granted	Avaya Inc.
Orchestration engine as an intermediary between telephony functions and business processes	7940916	5/10/2011	Granted	Avaya Inc.
Telecommunications-based social-trust networks	7941388	5/10/2011	Granted	Avaya Inc.
Apparatus and methods for managing power distribution over ethernet	7941677	5/10/2011	Granted	Avaya Inc.
Content-aware dynamic network resource allocation	7944827	5/17/2011	Granted	Avaya Inc.
DVMRP border router for reverse path forwarding validation with external sources	7944846	5/17/2011	Granted	Avaya Inc.

Schedule II - 48

Title	Patent No.	Issue Date	Status	Grantor
Handling loops in programs and examining feasible software behavior for detecting malicious code	7945898	5/17/2011	Granted	Avaya Inc.
Asynchronous event handling for video streams in interactive voice response systems	7949106	5/24/2011	Granted	Avaya Inc.
Granting privileges to a telecommunications terminal based on the relationship of a first signal to a second signal	7949114	5/24/2011	Granted	Avaya Inc.
Methods and apparatus for processing a session	7949118	5/24/2011	Granted	Avaya Inc.
Method and apparatus for the simultaneous delivery of multiple contacts to an agent	7949121	5/24/2011	Granted	Avaya Inc.
Method and apparatus for determining wait treatment of a customer in a call center	7949122	5/24/2011	Granted	Avaya Inc.
Wait time predictor for long shelf-life work	7949123	5/24/2011	Granted	Avaya Inc.
Method and apparatus for efficient presentation of content over a network to a visually impaired user	7952607	5/31/2011	Granted	Avaya Inc.
Procedure and mechanisms for control and bearer redundancy of TDM-based service provider connections	7952992	5/31/2011	Granted	Avaya Inc.
System and method of controlling in-bound path selection based on historical and continuous path quality monitoring, assessment and predictions	7953010	5/31/2011	Granted	Avaya Inc.
Adaptive partitioning of traffic without additional probe traffic	7953023	5/31/2011	Granted	Avaya Inc.
Client configuration download for VPN voice gateways	7953070	5/31/2011	Granted	Avaya Inc.
Data model of participation in multi-channel and multi-party contacts	7953859	5/31/2011	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus for monitoring the transportation of medical images on a communication network	7958225	6/7/2011	Granted	Avaya Inc.
Detecting interfering packet streams in packet networks	7961647	6/14/2011	Granted	Avaya Inc.
Dynamic user interface for the temporarily impaired based on automatic analysis for speech patterns	7962342	6/14/2011	Granted	Avaya Inc.
Method and system for secure communications with IP telephony appliance	7965701	6/21/2011	Granted	Avaya Inc.
Use of location awareness to control radio frequency interference in a healthcare environment	7966008	6/21/2011	Granted	Avaya Inc.
Software licensing for spare processors	7966520	6/21/2011	Granted	Avaya Inc.
Method for distributing high and low-bandwidth voice channels using a minimum number of timeslots	7970062	6/28/2011	Granted	Avaya Inc.
Assisted discrimination of similar sounding speakers	7970115	6/28/2011	Granted	Avaya Inc.
Multicast switching in a distributed communication system	7974192	7/5/2011	Granted	Avaya Inc.
Advanced port-based E911 strategy for IP telephony	7974388	7/5/2011	Granted	Avaya Inc.
Detection of telephone number spoofing	7974395	7/5/2011	Granted	Avaya Inc.
Power-saving mechanisms for 802.11 clients	7978637	7/12/2011	Granted	Avaya Inc.
Automatic configuration of call handling based on end-user needs and characteristics	7978827	7/12/2011	Granted	Avaya Inc.
Methods and apparatus for multimedia t	7978828	7/12/2011	Granted	Avaya Inc.
Methods and apparatus for defending against telephone-based robotic attacks using random personal codes	7978831	7/12/2011	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System and method for traversing firewalls, nats, and proxies with rich media communications and other application protocols	7979528	7/12/2011	Granted	Avaya, Inc.
Disaster recovery via alternative terminals and partitioned networks	7983148	7/19/2011	Granted	Avaya Inc.
Coordinated invitations to a conference call	7983201	7/19/2011	Granted	Avaya Inc.
System and method for increasing call capacity for a wireless local area network	7983243	7/19/2011	Granted	Avaya Inc.
Using Q-in-Q-in-Q to implement ethernet service unit ring	7983255	7/19/2011	Granted	Avaya Inc.
Adaptive, multi-channel teleconferencing system	7983406	7/19/2011	Granted	Avaya Inc.
Method and apparatus for trust based routing in data networks	7984294	7/19/2011	Granted	Avaya Inc.
Management of meetings by grouping	7984378	7/19/2011	Granted	Avaya Inc.
Magnet cap	7986206	7/26/2011	Granted	Avaya Inc.
Acoustic sensor network	7986231	7/26/2011	Granted	Avaya Inc.
Real-time XML messaging protocol	7986685	7/26/2011	Granted	Avaya Inc.
Stand for desktop telephone	7986777	7/26/2011	Granted	Avaya Inc.
Location- and direction-enhanced automatic reminders of appointments	7990266	8/2/2011	Granted	Avaya Inc.
Method and apparatus for expanding conference sizes	7990899	8/2/2011	Granted	Avaya Inc.
Method to enhance x-ray and optical images and locate nano-scale cracks in electric devices and components	7991214	8/2/2011	Granted	Avaya Inc.
Failover/failback trigger using sip messages in a sip survivable configuration	7995466	8/9/2011	Granted	Avaya Inc.
Tag interrogator and microphone array for identifying a person speaking in a room	7995731	8/9/2011	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Telecommunications endpoint for managing multi-conferencing	7995733	8/9/2011	Granted	Avaya Inc.
Automatic call distribution system using computer network-based communication	7995740	8/9/2011	Granted	Avaya Inc.
Outbound dialing decision criteria based	7995742	8/9/2011	Granted	Avaya Inc.
Selective Security Masking Within Recorded Speech	7996230	8/9/2011	Granted	Intellisist, Inc.
Method and apparatus for protecting networks from unauthorized applications	7996895	8/9/2011	Granted	Avaya Inc.
Systems and methods for facilitating a first response mission at an incident scene using precision location	7999741	8/16/2011	Granted	Avaya Inc.
Personal virtual assistant	8000453	8/16/2011	Granted	Avaya Inc.
Method and apparatus for dynamically adjusting membership of a communication flow expression	8001182	8/16/2011	Granted	Avaya Inc.
Method and apparatus for preventing the inadvertent or unauthorized release of information	8001609	8/16/2011	Granted	Avaya Inc.
Method and apparatus providing adjacent channel interference avoidance	8004975	8/23/2011	Granted	Avaya Inc.
Call admission control for mobility-capable telecommunications terminals	8004979	8/23/2011	Granted	Avaya Inc.
Method for communication information recall in an enterprise network	8005067	8/23/2011	Granted	Avaya Inc.
Systems and methods for multi-tiered priority messaging	8005196	8/23/2011	Granted	Avaya Inc.
Methods and apparatus for defending against telephone-based robotic attacks using contextual-based degradation	8005197	8/23/2011	Granted	Avaya Inc.
Methods and apparatus for defending against telephone-based robotic attacks using permutation of an IVR menu	8005198	8/23/2011	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Intelligent media stream recovery	8005199	8/23/2011	Granted	Avaya Inc.
Dealing with lost acknowledgements when power-saving	8009600	8/30/2011	Granted	Avaya Inc.
Multi-hop ad-hoc wireless networks that support non-multi-hop wireless terminals	8009615	8/30/2011	Granted	Avaya Inc.
Alternative bandwidth management algorithm	8010677	8/30/2011	Granted	Avaya Inc.
Passing information from a forwarding plane to a control plane	8010696	8/30/2011	Granted	Avaya, Inc.
Dynamic feedback from an internet service provider about network occupancy/availability	8014273	9/6/2011	Granted	Avaya Inc.
Messaging advise in presence-aware networks	8014497	9/6/2011	Granted	Avaya Inc.
Determining whether to provide authentication credentials based on call-establishment delay	8014501	9/6/2011	Granted	Avaya Inc.
Packet prioritization and associated bandwidth and buffer management techniques for audio over IP	8015309	9/6/2011	Granted	Avaya Inc.
Survivable phone behavior using sip signaling in a sip network configuration	8018848	9/13/2011	Granted	Avaya Inc.
Method for generating reliability tests based on orthogonal arrays and field data	8019049	9/13/2011	Granted	Avaya Inc.
Method and apparatus for ordering communications	8019051	9/13/2011	Granted	Avaya Inc.
Method and apparatus for altering participants in a conference call to topics of interest	8019069	9/13/2011	Granted	Avaya Inc.
Distributed conferencing via PBX-conference bridge link	8019071	9/13/2011	Granted	Avaya Inc.
Method and apparatus for the assessment and optimization of network traffic	8023421	9/20/2011	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System And Method For Balancing Agent Console Load During Automated Call Processing	8023638	9/20/2011	Granted	Intellisist, Inc.
Network condition capture and reproduction	8027267	9/27/2011	Granted	Avaya Inc.
Method and system for scheduler dominated merge of state changes	8027346	9/27/2011	Granted	Avaya Inc.
Call processing based on electronic calendar information	8027447	9/27/2011	Granted	Avaya Inc.
Ringbacks based on extrinsic information	8027455	9/27/2011	Granted	Avaya Inc.
Automatic provisioning of distinct ring-tones for co-located telephones	8027460	9/27/2011	Granted	Avaya Inc.
Geographic Coverage or Service Levels	8027672	9/27/2011	Granted	Intellisist, Inc.
Higher order logic applied to expert systems for alarm analysis, filtering, correlation and root cause	8027946	9/27/2011	Granted	Avaya Inc.
Dual modern architecture to support the transfer of non-Baudot TTY telephone calls	8031842	10/4/2011	Granted	Avaya Inc.
Closed-loop command and response system for automatic communications between interacting computer systems over an audio communications channel	8032373	10/4/2011	Granted	Intellisist, Inc.
Pluggable contact resolution	8032624	10/4/2011	Granted	Avaya Inc.
Broadcast/multicast data in a wireless network	8036187	10/11/2011	Granted	Avaya Inc.
Efficient polled frame exchange on a shared-communications channel	8036200	10/11/2011	Granted	Avaya Inc.
Method and apparatus for coordinating adjacent channel transmissions on multiple radio nodes	8036203	10/11/2011	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus providing additional information to an interactive voice response (IVR) system user	8036347	10/11/2011	Granted	Avaya Inc.
System and method of identifying geographic location for the source of a call	8036356	10/11/2011	Granted	Avaya Inc.
Directly contactable call center agents	8036370	10/11/2011	Granted	Avaya Inc.
Utilizing small group call center agents to improve productivity without impacting service level targets	8036371	10/11/2011	Granted	Avaya Inc.
Call-handling for an off-premises, telecommunications terminal with an installed subscriber identity module	8036660	10/11/2011	Granted	Avaya Inc.
Apparatus and method for call center call-back	8036682	10/11/2011	Granted	Avaya Inc.
Automatic display of email distribution lists	8037143	10/11/2011	Granted	Avaya Inc.
Alternative methodology in assessing network availability	8037163	10/11/2011	Granted	Avaya Inc.
Audible computer user interface method and apparatus	8037414	10/11/2011	Granted	Avaya Inc.
Systems and methods for facilitating a first response mission at an incident scene	8040246	10/18/2011	Granted	Avaya Inc.
Automated call handling based on caller ID	8041014	10/18/2011	Granted	Avaya Inc.
Event driven noise cancellation	8041026	10/18/2011	Granted	Avaya Inc.
Method and apparatus to intelligently perform scanning and assist scanning by profiling scanning history	8041319	10/18/2011	Granted	Avaya Inc.
Cooling off period prior to sending dependent on user's state	8041344	10/18/2011	Granted	Avaya Inc.
Location-based survey via mobile device	8041365	10/18/2011	Granted	Avaya Inc.
Organization health analysis using real-time communications monitoring	8041589	10/18/2011	Granted	Avaya Inc.

Schedule II - 55

Title	Patent No.	Issue Date	Status	Grantor
Predictive software license balancing	8041642	10/18/2011	Granted	Avaya Inc.
Method and apparatus providing sender information by way of a personal virtual assistant (PVA)	8041765	10/18/2011	Granted	Avaya Inc.
Method of providing instant messaging functionality within an email session	8041770	10/18/2011	Granted	Avaya Inc.
Network access mechanism and met	8045575	10/25/2011	Granted	Avaya Inc.
Method and apparatus for determining customer routing in a call center	8045696	10/25/2011	Granted	Avaya Inc.
Apparatus and methods for data distribution devices having selectable power supplies	8046619	10/25/2011	Granted	Avaya Inc.
Endpoint registration with local back-off in a call processing system	8050199	11/1/2011	Granted	Avaya Inc.
Messaging advise in presence-aware networks	8050388	11/1/2011	Granted	Avaya Inc.
Alert reminder trigger by motion-detector	8050665	11/1/2011	Granted	Avaya Inc.
Peer-to-peer neighbor detection for proximity-based command execution	8050698	11/1/2011	Granted	Avaya Inc.
Methods and systems for use in the provision of services in an institutional setting such as a healthcare facility	8050939	11/1/2011	Granted	Avaya Inc.
Method and apparatus for identifying trusted sources based on access point	8051474	11/1/2011	Granted	Avaya Inc.
Methods and systems for network traffic security	8051481	11/1/2011	Granted	Avaya Inc.
Using battery orientation to control mode of operation	8054049	11/8/2011	Granted	Avaya Inc.
Programming an existing indicator to indicate the cause of a condition	8054171	11/8/2011	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Systems and methods for facilitating a first response mission at an incident scene using patient monitoring	8054177	11/8/2011	Granted	Avaya Inc.
One touch voice memo	8054954	11/8/2011	Granted	Avaya Inc.
System and method for detecting emotions at different steps in a communication	8054964	11/8/2011	Granted	Avaya Inc.
Transmission of a digital message interspersed throughout a compressed information signal	8054969	11/8/2011	Granted	Avaya Inc.
Method and apparatus for providing an interface for a messaging mailbox	8055799	11/8/2011	Granted	Avaya Inc.
Signal watermarking in the presence of encryption	8055903	11/8/2011	Granted	Avaya Inc.
Encapsulation method discovery protocol for network address translation gateway traversal	8059641	11/15/2011	Granted	Avaya Inc.
Telephone software testing system and method	8059788	11/15/2011	Granted	Avaya Inc.
System and method for voicemail privacy	8059793	11/15/2011	Granted	Avaya Inc.
Keyword alerting in conference calls	8059807	11/15/2011	Granted	Avaya Inc.
Enterprise mobility user	8060071	11/15/2011	Granted	Avaya Inc.
Voice and text session converter	8060565	11/15/2011	Granted	Avaya Inc.
Virtual office presence bridge	8064487	11/22/2011	Granted	Avaya Inc.
Messaging advise in presence-aware networks	8064574	11/22/2011	Granted	Avaya Inc.
Voicemail filtering and transcription	8064576	11/22/2011	Granted	Avaya Inc.
Method and apparatus for combined wired/wireless pop-out speakerphone microphone	8064969	11/22/2011	Granted	Avaya Inc.
System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation	8068595	11/29/2011	Granted	Intellisist, Inc.

Title	Patent No.	Issue Date	Status	Grantor
Automated reconnection of interrupted voice call session	8068824	11/29/2011	Granted	Avaya Inc.
Method and apparatus for notifying a user of separation from a mobile device	8068847	11/29/2011	Granted	Avaya Inc.
System and method for testing a dynamic communication across a network	8072890	12/6/2011	Granted	Avaya Inc.
Method and apparatus performing express forwarding frames having multiple fragments	8072955	12/6/2011	Granted	Avaya Inc.
Work item relation awareness for agents during routing engine driven sub-optimal work assignments	8073129	12/6/2011	Granted	Avaya Inc.
Message log analysis for system behavior evaluation	8073806	12/6/2011	Granted	Avaya Inc.
Method and apparatus for controlling conference calls	8077852	12/13/2011	Granted	Avaya Inc.
Method and apparatus for adaptive control of system parameters for admission control	8081565	12/20/2011	Granted	Avaya Inc.
Method and apparatus for managing communication between participants in a virtual environment	8082297	12/20/2011	Granted	Avaya Inc.
Method and apparatus to facilitate the closure of mobility tunnels	8085727	12/27/2011	Granted	Avaya Inc.
Efficient load balancing and heartbeat mechanism for telecommunication endpoints	8089872	1/3/2012	Granted	Avaya Inc.
Dynamic buffering and synchronization of related media streams in packet networks	8094556	1/10/2012	Granted	Avaya Inc.
Automatic configuration	8094680	1/10/2012	Granted	Avaya Inc.
Multiple queuing and servicing of a contact	8094802	1/10/2012	Granted	Avaya Inc.
Method and apparatus for assessing the status of work waiting for service	8094804	1/10/2012	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Spam whitelisting for recent sites	8095602	1/10/2012	Granted	Avaya Inc.
SIP endpoint enhancer	8095611	1/10/2012	Granted	Avaya Inc.
Additional functionality for telephone numbers and utilization of context information associated with telephone numbers in computer documents	8095882	1/10/2012	Granted	Avaya Inc.
Method and apparatus for implementing l2 VPNS on an IP network	8098656	1/17/2012	Granted	Avaya Inc.
Method and apparatus for dynamic termination of unused wired connection	8098681	1/17/2012	Granted	Avaya Inc.
Messaging advise in presence-aware networks	8098799	1/17/2012	Granted	Avaya Inc.
Protocol independent multicast designated router enhancements for supporting internet group management protocol in a multi-access network	8099516	1/17/2012	Granted	Avaya Inc.
Application layer metrics monitoring	8102879	1/24/2012	Granted	Avaya Inc.
Method and apparatus for event notification based on the identity of a calling party	8102974	1/24/2012	Granted	Avaya Inc.
Apparatus and method for switching from overlap signaling to en bloc signaling in a data network	8102989	1/24/2012	Granted	Avaya Inc.
Method for setting up a communication connection and a private branch exchange for carrying out the method	8102990	1/24/2012	Granted	Avaya Inc.
Methods and apparatus for allocating resources in a distributed environment based on network assessment	8103282	1/24/2012	Granted	Avaya Inc.
IP security with seamless roaming and load balancing	8104081	1/24/2012	Granted	Avaya Inc.
Sharing a video display between telephony and computing devices	8106880	1/31/2012	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Simultaneous active registration in a sip survivable network configuration	8107361	1/31/2012	Granted	Avaya Inc.
Loop detection in a communications network	8107382	1/31/2012	Granted	Avaya Management L.P.
Evaluating quality of service in an IP network with cooperating relays	8107385	1/31/2012	Granted	Avaya Inc.
Route tracing program configured to detect particular network element making type of service modification	8107388	1/31/2012	Granted	Avaya Inc.
Method and apparatus for providing a virtual assistant to a communication participant	8107401	1/31/2012	Granted	Avaya Inc.
Variable bit rate video codec using adaptive tracking for video conferencing	8107525	1/31/2012	Granted	Avaya Inc.
Apparatus and method for providing on-hold information based on preference of user	8107596	1/31/2012	Granted	Avaya Inc.
Messaging advise in presence-aware networks	8107597	1/31/2012	Granted	Avaya Inc.
Voicemail filtering and transcription	8107598	1/31/2012	Granted	Avaya Inc.
Context recovery for call center agents	8107613	1/31/2012	Granted	Avaya Inc.
IP phone intruder security monitoring system	8107625	1/31/2012	Granted	Avaya Inc.
Methods and apparatus for voice recognition for call treatment modification on messaging	8108218	1/31/2012	Granted	Avaya Inc.
Presence tracking and name space interconnection techniques	8108516	1/31/2012	Granted	Avaya Inc.
Mechanisms for temporal building and parsing sip messages	8108556	1/31/2012	Granted	Avaya Inc.
Code-coverage guided prioritized test generation	8108826	1/31/2012	Granted	Avaya Inc.
Unified greeting service for telecommunications events	8111813	2/7/2012	Granted	Avaya Inc.

Schedule II - 60

Title	Patent No.	Issue Date	Status	Grantor
Clearing house for publish/subscribe of status data from distributed telecommunications systems	8116237	2/14/2012	Granted	Avaya Inc.
Call intrusion	8116439	2/14/2012	Granted	Avaya Inc.
Agent driven work item awareness for tuning routing engine work-assignment algorithms	8116446	2/14/2012	Granted	Avaya Inc.
Customer loyalty, product demonstration, and store/contact center/internet coupling system and method	8117087	2/14/2012	Granted	Avaya Inc.
Voltage level translation	8120383	2/21/2012	Granted	Avaya Inc.
Text feedback to an on-hold party	8121262	2/21/2012	Granted	Avaya Inc.
Optimization of transmission parameters of access points in wireless networks	8125917	2/28/2012	Granted	Avaya Inc.
Purposeful receive-path audio degradation for providing feedback about transmit-path signal quality	8126394	2/28/2012	Granted	Avaya Inc.
Enhanced gateway for routing between networks	8130768	3/6/2012	Granted	Avaya Inc.
Routing of calls based on agents emotional state	8130935	3/6/2012	Granted	Avaya Inc.
Method and system for generating data frames for asynchronous over TCP/IP protocol	8139486	3/20/2012	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	3/20/2012	Granted	Avaya Inc.
Management of a multi-process system	8140653	3/20/2012	Granted	Avaya Inc.
Method to detect spam over internet telephony (SPIT)	8141152	3/20/2012	Granted	Avaya Inc.
Network switch that is optimized for a telephony-capable endpoint	8144583	3/27/2012	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and system for controlling audio in a collaboration environment	8144633	3/27/2012	Granted	Avaya Inc.
Intelligent multi-packet header compression	8144734	3/27/2012	Granted	Avaya Inc.
Method and apparatus providing remote end input validation	8144860	3/27/2012	Granted	Avaya Inc.
Computer mediated natural language based communication augmented by arbitrary and flexibly assigned personality classification systems	8145474	3/27/2012	Granted	Avaya Inc.
Devices, methods, and media for determining and assigning optimal media characteristics in communications sessions	8145770	3/27/2012	Granted	Avaya Inc.
Packet mirroring between primary and secondary virtualized software images for improved system failover performance	8145945	3/27/2012	Granted	Avaya Inc.
Dynamic queue instantiation	8149695	4/3/2012	Granted	Avaya Management L.P.
Caller initiated undivert from voicemail	8150003	4/3/2012	Granted	Avaya Inc.
Method and apparatus for implementing filter rules in a network element	8151339	4/3/2012	Granted	Avaya Inc.
Feature interaction detection during calls with multiple-leg signaling paths	8155021	4/10/2012	Granted	Avaya Inc.
Synchronous and asynchronous brokering of IVR sessions for offline interaction and response	8155276	4/10/2012	Granted	Avaya Inc.
Scalable geo-location event processing	8155672	4/10/2012	Granted	Avaya Inc.
Local communication agent	8160079	4/17/2012	Granted	Avaya Inc.
Voicemail filtering and transcription	8160212	4/17/2012	Granted	Avaya Inc.
Instant messaging and voice mail integration	8160213	4/17/2012	Granted	Avaya Inc.
Assignment of call-center agents to incoming calls	8160234	4/17/2012	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Call-handling for an off-premises, telecommunications terminal with an installed subscriber identity module	8160585	4/17/2012	Granted	Avaya Inc.
System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server	8160930	4/17/2012	Granted	Intellisist, Inc.
Soft real-time load balancer	8161491	4/17/2012	Granted	Avaya Inc.
System and method for monitoring a network communication at multiple network layers	8165030	4/24/2012	Granted	Avaya Inc.
Method and system for wireless LAN-based indoor position location	8165150	4/24/2012	Granted	Avaya Inc.
Exploiting facial characteristics for improved agent selection	8165282	4/24/2012	Granted	Avaya Inc.
Destination arrival estimates auto-notification based on cellular systems	8165773	4/24/2012	Granted	Avaya Inc.
License scheme for use with stackable devices	8165963	4/24/2012	Granted	Avaya Inc.
Dynamic techniques for optimizing soft real-time task performance in virtual machines	8166485	4/24/2012	Granted	Avaya Inc.
Modular telephone	8169898	5/1/2012	Granted	Avaya Inc.
Method and apparatus for controlling access to a media port	8169901	5/1/2012	Granted	Avaya Inc.
Enhanced call tracing	8170182	5/1/2012	Granted	Avaya Inc.
System And Method For Providing Automated Call Center Post-Call Processing	8170197	5/1/2012	Granted	Intellisist, Inc.
Method for authorizing a telephone transaction and local node	8171305	5/1/2012	Granted	Avaya Inc.
Processor programmable PLD device	8174287	5/8/2012	Granted	Avaya Inc.
Distributed cache system	8175233	5/8/2012	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Prediction of threshold exceptions based on real time operating information	8175254	5/8/2012	Granted	Avaya Inc.
Determination of Signal/ Processing Approach Based on Signal Destination Characteristics	8175886	5/8/2012	Granted	Intellisist, Inc.
Methods and apparatus for determining a presence of a user	8176086	5/8/2012	Granted	Avaya Inc.
Instantaneous user initiation voice quality feedback	8176154	5/8/2012	Granted	Avaya Inc.
Habit-based authentication	8176159	5/8/2012	Granted	Avaya Inc.
Internal/external network identifier	8179804	5/15/2012	Granted	Avaya Inc.
SIP servlet applications co-hosting	8179889	5/15/2012	Granted	Avaya Inc.
Semantic contact center management	8180044	5/15/2012	Granted	Avaya Inc.
Use of location awareness to request assistance for a medical event occurring in a healthcare environment	8180650	5/15/2012	Granted	Avaya Inc.
Method and apparatus for data mining within communication session information using an entity relationship model	8180722	5/15/2012	Granted	Avaya Inc.
Endpoint device configured to permit user reporting of quality problems in a communication network	8184546	5/22/2012	Granted	Avaya Inc.
Notification of dropped audio in a teleconference call	8184790	5/22/2012	Granted	Avaya Inc.
System, method and apparatus for securely exchanging security keys and monitoring links in a IP communications network	8185947	5/22/2012	Granted	Avaya Inc.
QoS-based routing for CE-based VPN	8189481	5/29/2012	Granted	Avaya Inc.
Broadcast/multicast data in a wireless network	8189517	5/29/2012	Granted	Avaya Inc. and/or Adobe Systems Incorporated

Schedule II - 64

Title	Patent No.	Issue Date	Status	Grantor
Anti-replay protection with quality of services (QoS) queues	8191133	5/29/2012	Granted	Avaya Inc.
Leaving a message for a party while on an active real-time communication	8194829	6/5/2012	Granted	Avaya Inc.
Determining a preferable mode of communicating with a called party	8194831	6/5/2012	Granted	Avaya Inc.
Passing URL for XML documents via a telephone signaling system	8199902	6/12/2012	Granted	Avaya Inc.
Magnet cap	8199908	6/12/2012	Granted	Avaya Inc.
Ethernet isolator for microphonics security and method thereof	8199922	6/12/2012	Granted	Avaya Inc.
Message file editing process	8200476	6/12/2012	Granted	Avaya Inc.
Methods and apparatus for network presence detection	8200776	6/12/2012	Granted	Avaya Inc.
Multi-conferencing capability	8204195	6/19/2012	Granted	Avaya Inc.
System And Method For Providing An Automated Call Center Inline Architecture	8204746	6/19/2012	Granted	Intellisist, Inc.
Device, methods, and media for providing multi-point video conferencing unit functions	8208004	6/26/2012	Granted	Avaya Inc.
Systems and methods for implementing call waiting in multimedia devices	8208410	6/26/2012	Granted	Avaya Inc.
Notifying a user of a telecommunications terminal of disrupted audio	8208617	6/26/2012	Granted	Avaya Inc.
Method and apparatus for determining user feedback by facial expression	8210848	7/3/2012	Granted	Avaya Inc.
Methods, media, and devices for providing visual resources of video conference participants	8212856	7/3/2012	Granted	Avaya Inc.
Method and apparatus for improving voice recording using an extended buffer	8213316	7/3/2012	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Resource identifier based access control in an enterprise network	8218435	7/10/2012	Granted	Avaya Inc.
Arrangement for dynamically diverting communications having characteristics incompatible with a communication device to another device	8218532	7/10/2012	Granted	Avaya Inc.
Messaging advise in presence-aware networks	8218735	7/10/2012	Granted	Avaya Inc.
System and Method For Providing Message-Based Communications Via A Centralized Voice Message Server	8218737	7/10/2012	Granted	Intellisist, Inc.
Facilities management system	8218738	7/10/2012	Granted	Avaya Inc.
Method and apparatus for identifying and eliminating the source of background noise in multi-party teleconferences	8218751	7/10/2012	Granted	Avaya Inc.
Organization health analysis using real-time communications monitoring	8219429	7/10/2012	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	7/10/2012	Granted	Avaya Inc.
Quality-of-service and call admission control	8223637	7/17/2012	Granted	Avaya Inc.
Method and apparatus performing no back-off forwarding	8223790	7/17/2012	Granted	Avaya Inc.
Interactive web interface for interactive voice response	8223929	7/17/2012	Granted	Avaya Inc.
Work flow engine for controlling delivery of media treatments to customer contacts	8224922	7/17/2012	Granted	Avaya Inc.
Web service initiation protocol for multimedia and voice communication over internet protocol	8224975	7/17/2012	Granted	Avaya Inc.
Traffic load balancing	8228891	7/24/2012	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus for verification of at least a portion of a datagram's header information	8228896	7/24/2012	Granted	Avaya Inc.
Purposeful degradation of sidetone audio for providing feedback about transmit-path signal quality	8229105	7/24/2012	Granted	Avaya Inc.
Method and apparatus for configuring a handheld audio device using ear biometrics	8229145	7/24/2012	Granted	Avaya Inc.
Graduated single frequency network	8229441	7/24/2012	Granted	Avaya Inc.
Personal location information management	8229454	7/24/2012	Granted	Avaya Inc.
Using intelligent agents to perform flow path discovery in telecommunications systems and networks	8229468	7/24/2012	Granted	Avaya Inc.
Automatic display of email distribution lists	8230034	7/24/2012	Granted	Avaya Inc.
Method and apparatus for network security based on device security status	8230480	7/24/2012	Granted	Avaya Inc.
Method for cooperative intrusion prevention through collaborative inference	8230505	7/24/2012	Granted	Avaya Inc.
Method and apparatus for protecting networks from unauthorized applications	8230513	7/24/2012	Granted	Avaya Inc.
Method and apparatus for enhancing control of an avatar in a three dimensional computer-generated virtual environment	8232989	7/31/2012	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	7/31/2012	Granted	Avaya Inc.
Dynamic visual background for call-center agents	8233028	7/31/2012	Granted	Avaya Inc.

Schedule II - 67

Title	Patent No.	Issue Date	Status	Grantor
System for transmitting high quality speech signals on a voice over internet protocol network	8233393	7/31/2012	Granted	Avaya Inc.
Caching message information in an integrated communication system	8233594	7/31/2012	Granted	Avaya Inc.
Conference call hold with record and time compression	8233606	7/31/2012	Granted	Avaya Inc.
Assisting contact center agents and customers	8233610	7/31/2012	Granted	Avaya Inc.
Monitoring key-press delay and duration to determine need for assistance	8233613	7/31/2012	Granted	Avaya Inc.
Method for registering communication terminals with base station devices by using virtual appliances	8233903	7/31/2012	Granted	Avaya Inc.
Dynamic work assignment strategies based on multiple aspects of agent proficiency	8234141	7/31/2012	Granted	Avaya Inc.
Method for determining communicative value	8234305	7/31/2012	Granted	Avaya Inc.
Detection and display of packet changes in a network	8238254	8/7/2012	Granted	Avaya Inc.
Multi-route transmission of packets within a network	8238335	8/7/2012	Granted	Avaya Inc.
Network synchronization over IP networks	8238377	8/7/2012	Granted	Avaya Inc.
Emergency call handling in contention-based wireless local area networks	8238378	8/7/2012	Granted	Avaya Inc.
Authenticating a user based on the user's ability to distinguish type-A from type-B sounds	8238530	8/7/2012	Granted	Avaya Inc.
Intent based skill-set classification for accurate, automatic determination of agent skills	8238541	8/7/2012	Granted	Avaya Inc.
Efficient Conversion Of Voice Messages Into Text	8239197	8/7/2012	Granted	Intellisist, Inc.

Title	Patent No.	Issue Date	Status	Grantor
Open cable application platform (OCAP), set-top box (STB), next generation service application	8239903	8/7/2012	Granted	Avaya Inc.
Method and apparatus performing express forwarding	8243710	8/14/2012	Granted	Avaya Inc.
Method and apparatus for implementing a secure side conversation on a telephone conference call	8243903	8/14/2012	Granted	Avaya Inc.
Method of retaining a media stream without its private audio content	8244531	8/14/2012	Granted	Avaya Inc.
Method to authenticate packet payloads	8245032	8/14/2012	Granted	Avaya Inc.
Credit scheduler for ordering the execution of tasks	8245234	8/14/2012	Granted	Avaya Inc.
Network based virus control	8245294	8/14/2012	Granted	Avaya Inc.
Tonal correction of speech	8249873	8/21/2012	Granted	Avaya Inc.
Processing Voice Instructions in a Vehicle	8249880	8/21/2012	Granted	Intellisist, Inc.
Multiple distinct physical channels for mesh control	8254336	8/28/2012	Granted	Avaya Inc.
Message handling based on the state of a telecommunications terminal	8254898	8/28/2012	Granted	Avaya Inc.
Shared persistent communication thread	8255923	8/28/2012	Granted	Avaya Inc.
Network access mechanism and method	8259746	9/4/2012	Granted[16]	Avaya Inc.
Emulation of private branch exchange behavior	8259922	9/4/2012	Granted	Avaya Inc.
Method for secure key management using multi-threshold secret sharing	8259950	9/4/2012	Granted	Avaya Inc.
Automated retrieval and handling of a second telecommunications terminal's voicemail by a first terminal	8260264	9/4/2012	Granted	Avaya Inc.

---

[16] Avaya does not plan to maintain this patent.

Title	Patent No.	Issue Date	Status	Grantor
Traffic multiplexing using timestamping	8265091	9/11/2012	Granted	Avaya Inc.
System and Method for Identifying Audio Command Prompts for Use in a Voice Response Environment	8265932	9/11/2012	Granted	Intellisist, Inc.
Adaptive parameterized search algorithm	8266165	9/11/2012	Granted	Avaya Inc.
Method and apparatus for launching a conference based on presence of invitees	8270320	9/18/2012	Granted	Avaya Inc.
Policy-based virtualization method involving adaptive enforcement	8272031	9/18/2012	Granted	Avaya Inc.
Method and apparatus for seamless subconference management	8275106	9/25/2012	Granted	Avaya Inc.
Shared mapping of a station extension within a distributed, enterprise telecommunications system, to an associated telephone number	8275113	9/25/2012	Granted	Avaya Inc.
Customer service response system for interaction with customer service agents	8280029	10/2/2012	Granted	Avaya Inc.
System and Method for Enabling Online Collaboration Amongst a Plurality	8280948	10/2/2012	Granted	Avaya Inc.
Smart load balancing for call center applications	8281020	10/2/2012	Granted	Avaya Inc.
Service creation system and method for packet based cellular networks	8281353	10/2/2012	Granted	Avaya Inc.
Method and apparatus for creating secure write-enabled web pages that are associated with active telephone calls	8281369	10/2/2012	Granted	Avaya Inc.
Policy-based video quality assessment	8284259	10/9/2012	Granted	Avaya Inc.
Using measurements from real calls to reduce the number of test calls for network testing	8284676	10/9/2012	Granted	Avaya Inc.
Enterprise-distributed noise management	8284926	10/9/2012	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Telephone using an external media device to provide on-hold information	8284927	10/9/2012	Granted	Avaya Inc.
Method and apparatus for incoming call pause notification	8285338	10/9/2012	Granted	Avaya Inc.
Signaling using binary form of SIP messages	8285858	10/9/2012	Granted	Avaya Inc.
Alternate use of computer storage device bays	8285906	10/9/2012	Granted[17]	Avaya Inc.
Apparatus and method for preventing eavesdropping	8286233	10/9/2012	Granted	Avaya Inc.
Conference annotation system	8289366	10/16/2012	Granted	Avaya Inc.
Intelligent grouping and synchronized group switching for multimedia conferencing	8289368	10/16/2012	Granted	Avaya Inc.
Assured path optimization	8289845	10/16/2012	Granted	Avaya Inc.
Priority-based, dynamic optimization of utilized bandwidth	8289870	10/16/2012	Granted	Avaya Inc.
Communications history log system	8290132	10/16/2012	Granted	Avaya Inc.
Conference material bot method and apparatus	8290136	10/16/2012	Granted	Avaya Inc.
Off-line program analysis and run-time instrumentation	8291399	10/16/2012	Granted	Avaya Inc.
Port-centric configuration methods for converged voice applications	8295187	10/23/2012	Granted	Avaya Inc.
Rule-based system for determining user availability	8295206	10/23/2012	Granted	Avaya Inc.
Uncertainty-based key agreement protocol	8295480	10/23/2012	Granted	Avaya Inc.
Provision of contact center services to players of games	8298086	10/30/2012	Granted	Avaya Inc.
Feature interaction detection in multi-party calls and calls with bridged appearances	8300558	10/30/2012	Granted	Avaya Inc.

---

[17] Avaya does not plan to maintain this patent.

Title	Patent No.	Issue Date	Status	Grantor
System and method for monitoring call flow in heterogeneous environments	8300559	10/30/2012	Granted	Avaya Inc.
Method and apparatus supporting out of band signaling for WLAN using network name	8300594	10/30/2012	Granted	Avaya Inc.
Preventing packet loops in unified networks	8300614	10/30/2012	Granted	Avaya Inc.
System and method for distributed call monitoring/recording using the session initiation protocol (SIP)	8300632	10/30/2012	Granted	Avaya Inc.
Coordination of user information across session initiation protocol-based proxy servers	8300644	10/30/2012	Granted	Avaya Inc.
Secure feature access from an off-PBX telephone	8300782	10/30/2012	Granted	Avaya Inc.
Method and system for automatic conference call session migration	8300790	10/30/2012	Granted	Avaya Inc.
Associating source information with phonetic indices	8301447	10/30/2012	Granted	Avaya Inc.
Contact center integration into virtual environments	8301474	10/30/2012	Granted	Avaya Inc.
Group compositing algorithms for presence	8301581	10/30/2012	Granted	Avaya Inc.
System and method for generating queries	8301619	10/30/2012	Granted	Avaya Inc.
Method and apparatus providing removal of replicated objects based on garbage collection	8301671	10/30/2012	Granted	Avaya Inc.
Method and apparatus performing express retransmission of frames	8301955	10/30/2012	Granted	Avaya Inc.
Embedded firewall at a telecommunications endpoint	8302179	10/30/2012	Granted	Avaya Inc.
Accelerated recovery during negotiation between a media gateway and a media gateway controller	8305876	11/6/2012	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System and method for detecting sources of rogue non-audio traffic marked as audio traffic	8306029	11/6/2012	Granted	Avaya Inc.
Caller recognition by voice messaging system	8306191	11/6/2012	Granted	Avaya Inc.
Variable noise control threshold	8306204	11/6/2012	Granted	Avaya Inc.
Apparatus and method for operating a conference assistance system	8306205	11/6/2012	Granted	Avaya Inc.
System And Method For Retaining Calls Into A Call Center	8306211	11/6/2012	Granted	Intellisist, Inc.
Time-based work assignments in automated contact distribution	8306212	11/6/2012	Granted	Avaya Inc.
Touch-screen sign-in key	8310453	11/13/2012	Granted	Avaya Inc.
Flexible decomposition and recomposition of multimedia conferencing streams using real-time control information	8310520	11/13/2012	Granted	Avaya Inc.
Efficient and cost-effective distribution call admission control	8311207	11/13/2012	Granted	Avaya Inc.
Method for predicting call waiting times	8311208	11/13/2012	Granted	Avaya Inc.
Efficient voice activity detector to detect fixed power signals	8311814	11/13/2012	Granted	Avaya Inc.
Cache management for increasing performance of high-availability multi-core systems	8312239	11/13/2012	Granted	Avaya Inc.
Island of trust in a service-oriented environment	8312518	11/13/2012	Granted	Avaya Inc.
Enhanced polling method and system	8315373	11/20/2012	Granted	Avaya Inc.
Secure certificate installation on IP clients	8316229	11/20/2012	Granted	Avaya Inc.
Systems, methods, and media for providing cascaded multi-point video conferencing units	8319820	11/27/2012	Granted	Avaya Inc.
Social media language identification and routing	8331550	12/11/2012	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In/ Vehicle Embedded Phone	8335544	12/18/2012	Granted	Intellisist, Inc.
Bartering system and method for controlling position in a wait queue in a contact center	8340277	12/25/2012	Granted	Avaya Inc.
System And Method For Analyzing Agent Interactions	8341013	12/25/2012	Granted	Intellisist, Inc.
WLAN access controller packet buffering	8345645	1/1/2013	Granted	Avaya Management L.P.
Telecommunications endpoint that prompts a user to focus on a monitored call	8345849	1/1/2013	Granted	Avaya Inc.
Adaptive, context-driven telephone number dialing	8345858	1/1/2013	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	1/8/2013	Granted	Avaya Inc.
Method and apparatus for providing fast reroute of a multicast packet within a network element to an available port associated with a multi-link trunk	8351431	1/8/2013	Granted	Avaya Inc.
Perspective-based media playback	8351580	1/8/2013	Granted	Avaya Inc.
Maintaining communication between network nodes that are subjected to a packet attack	8353030	1/8/2013	Granted	Avaya Inc.
Managing the audio-signal loss plan of a telecommunications network	8355335	1/15/2013	Granted	Avaya Inc.
Teleconference scheduling and activity reporting method	8355489	1/15/2013	Granted	Avaya Inc.
Efficient encoding of instrumented data in real-time concurrent systems	8356289	1/15/2013	Granted	Avaya Inc.
Method and apparatus for unified interface for heterogeneous session management	8358746	1/22/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method for ringcasting with improved reliability	8363573	1/29/2013	Granted	Avaya Inc.
Selection and initiation of IVR scripts by contact center agents	8363796	1/29/2013	Granted	Avaya Inc.
Beeping in politely	8363808	1/29/2013	Granted	Avaya Inc.
Method and system for aurally positioning voice signals in a contact center environment	8363810	1/29/2013	Granted	Avaya Inc.
Methods and systems for monitoring contact sessions of a contact center	8363817	1/29/2013	Granted	Avaya Inc.
Content delivery to a telecommunications terminal that is associated with a call in progress	8364125	1/29/2013	Granted	Avaya Inc.
Routing a flow of elastic traffic	8369220	2/5/2013	Granted	Avaya Inc.
Variable compression queue	8369324	2/5/2013	Granted	Avaya Inc.
System and method for managing abrupt contact disconnects	8369496	2/5/2013	Granted[18]	Avaya Inc.
System and method for search-based work assignments in a contact center	8369509	2/5/2013	Granted	Avaya Inc.
Packet prioritization and associated bandwidth and buffer management techniques for audio over IP	8370515	2/5/2013	Granted[19]	Avaya Inc.
System and method for playing back individual conference callers	8373743	2/12/2013	Granted	Avaya Inc.
Management of call handling treatments	8374327	2/12/2013	Granted	Avaya Inc.
System and method of enhanced collaboration through teleportation	8375085	2/12/2013	Granted	Avaya Inc.
Document version marking and access method and apparatus	8375290	2/12/2013	Granted	Avaya Inc.

---

[18]   Avaya does not plan to maintain this patent.

[19]   Avaya does not plan to maintain this patent.

Title	Patent No.	Issue Date	Status	Grantor
Non-destructive thermal conductivity detection of solder voids	8376209	2/19/2013	Granted	Avaya Inc.
Methods, apparatus and computer readable medium for conveying virtual local area network (VLAN) policies from designated to roamed network	8379652	2/19/2013	Granted	Avaya Inc.
System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel	8379802	2/19/2013	Granted	Intellisist, Inc.
One-touch user voiced message	8379809	2/19/2013	Granted	Avaya Inc.
Indexing recordings of telephony sessions	8379819	2/19/2013	Granted	Avaya Inc.
Method for registering communication terminals with base station devices by using virtual appliances	8380202	2/19/2013	Granted	Avaya Inc.
System and method for identifying and managing customer needs	8380555	2/19/2013	Granted	Avaya Inc.
Peer-to-peer mixing system and method	8380805	2/19/2013	Granted	Avaya Inc.
Method to allow seamless connectivity for wireless devices in DHCP snooping/dynamic ARP inspection/IP source guard enabled unified network	8380819	2/19/2013	Granted	Avaya Inc.
Practical measurement-based session admission control for Wi-Fi LAN systems	8385197	2/26/2013	Granted	Avaya Inc.
Method and apparatus for providing fast reroute of a unicast packet within a network element to an available port associated with a multi-link trunk	8385335	2/26/2013	Granted	Avaya Inc.
Real-time detective	8385532	2/26/2013	Granted	Avaya Inc.
Bidding work assignment on conference/subscribe RTP clearing house	8385533	2/26/2013	Granted	Avaya Inc.
Estimating a listener's ability to understand a speaker, based on comparisons of their styles of speech	8386252	2/26/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Providing descriptions of visually presented information to video teleconference participants who are not video-enabled	8386255	2/26/2013	Granted	Avaya Inc.
Quantum and promiscuous user agents	8391138	3/5/2013	Granted	Avaya Inc.
Probationary admission control in relay networks	8391154	3/5/2013	Granted	Avaya Inc.
Proactive load distribution for 802.111-based wireless LANs	8391224	3/5/2013	Granted	Avaya Inc.
State-based management of messaging system jitter buffers	8391320	3/5/2013	Granted	Avaya Inc.
Method and system for live collaborative tagging of audio conferences	8391455	3/5/2013	Granted	Avaya Inc.
Caching user information in an integrated communication system	8391461	3/5/2013	Granted[20]	Avaya Inc.
Method and apparatus for identifying related contacts	8391463	3/5/2013	Granted	Avaya Inc.
Staged establishment of secure strings of symbols	8392711	3/5/2013	Granted	Avaya Inc.
Trusted host list for TLS sessions	8392980	3/5/2013	Granted	Avaya Inc.
Visual voicemail management	8396456	3/12/2013	Granted	Avaya Integrated Cabinet Solutions LLC
Network synchronization over IP networks	8401007	3/19/2013	Granted	Avaya Inc.
Monitoring responsive objects in vehicles	8405484	3/26/2013	Granted	Avaya Inc.
Conference call participant management system and method	8406403	3/26/2013	Granted	Avaya Inc.
Systems, methods, and media for identifying and associating user devices with media cues	8407287	3/26/2013	Granted	Avaya Inc.

---

[20] Avaya does not plan to maintain this patent.

Title	Patent No.	Issue Date	Status	Grantor
System and method for detecting and preventing denial of service attacks in a communications system	8407342	3/26/2013	Granted	Avaya Inc.
User session dependent URL masking	8407482	3/26/2013	Granted	Avaya Inc.
Testing voice-based office equipment for immunity to interference from wireless devices	8412111	4/2/2013	Granted[21]	Avaya Inc. and Goldman Sachs & Co.
Next generation cell phone	8412203	4/2/2013	Granted	Avaya Inc.
Method and apparatus for the automatic completion of composite characters	8413069	4/2/2013	Granted	Avaya Inc.
Method and apparatus for efficient memory replication for high availability (HA) protection of a virtual machine (VM)	8413145	4/2/2013	Granted	Avaya Inc.
System and method for changing conference moderators during a conference call	8416937	4/9/2013	Granted	Avaya Inc.
Servicing calls in call centers based on caller geo-location	8416944	4/9/2013	Granted	Avaya Inc.
Method and apparatus for high availability (HA) protection of a running virtual machine (VM)	8417885	4/9/2013	Granted	Avaya Inc.
Network switch port aggregation	8422504	4/16/2013	Granted	Avaya Inc.
Location-based presence automation	8423045	4/16/2013	Granted	Avaya Inc.
Network framework associating non-enterprise phone with enterprise users	8423629	4/16/2013	Granted	Avaya Inc.
Virtual local area network server redundancy and failover to enable seamless mobility in the mobility domain	8427938	4/23/2013	Granted	Avaya Inc.
Architecture using inexpensive, managed wireless switching points to deliver large scale WLAN	8428021	4/23/2013	Granted	Avaya Inc.

---

[21] Avaya does not plan to maintain this patent.

Title	Patent No.	Issue Date	Status	Grantor
Generation of redundant scheduled network paths using a branch and merge technique	8428056	4/23/2013	Granted	Avaya Inc.
Learning and unlearning in a network switch	8428073	4/23/2013	Granted	Avaya Inc.
Customer service agent assisted social networks	8428245	4/23/2013	Granted	Avaya Inc.
System and method for robust and efficient free chain management	8429371	4/23/2013	Granted	Avaya Inc.
Split multi-link trunking (SMLT) hold-down timer for internet protocol (IP) multicast	8432789	4/30/2013	Granted	Avaya Inc.
Switching communications between different networks based on device capabilities	8432825	4/30/2013	Granted	Avaya Inc.
Optimizing conference quality with diverse codecs	8433050	4/30/2013	Granted	Avaya Inc.
Method and system for distributed speakerphone echo cancellation	8433058	4/30/2013	Granted	Avaya Inc.
Server-coordinated ringtones	8433295	4/30/2013	Granted	Avaya Inc.
Selective security masking within recorded speech	8433915	4/30/2013	Granted	Intellisist, Inc.
Representations of communications sessions in virtual environments	8434004	4/30/2013	Granted	Avaya Inc.
Flexible security requirements in an enterprise network	8434128	4/30/2013	Granted	Avaya Inc.
Flow through call control	8437266	5/7/2013	Granted	Avaya Inc.
Contact priority reordering	8437341	5/7/2013	Granted	Avaya Inc.
Conference participant finder method and apparatus	8437461	5/7/2013	Granted	Avaya Inc.
Handling of a session initiation protocol-capable telecommunications terminal that is put on hold	8437464	5/7/2013	Granted	Avaya Inc.
Unified communications appliance	8442189	5/14/2013	Granted	Avaya Inc.
Connecting wireless, wireline, and internet-protocol terminals	8442192	5/14/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Telephone-based user interface for participating simultaneously in more than one teleconference	8442197	5/14/2013	Granted	Avaya Inc.
System And Method For Processing Out-Of-Order Caller Responses During Automated Call Processing	8442209	5/14/2013	Granted	Intellisist, Inc.
Method and apparatus for managing network congestion due to automatic configuration procedures	8443072	5/14/2013	Granted	Avaya Inc.
Graphical representation of definitions of statistics	8443295	5/14/2013	Granted	Avaya Inc.
Routed split multi-link trunking resiliency for wireless local area network split-plane environments	8446818	5/21/2013	Granted	Avaya Inc.
Reduction of wireless communication costs in enterprises	8452303	5/28/2013	Granted	Avaya Inc.
OCAP/STB ACAP/satellite-receiver audience response/consumer application	8453176	5/28/2013	Granted	Avaya Inc.
Open cable application platform set-top box (STB) personal profiles and communications applications	8453188	5/28/2013	Granted	Avaya Inc.
System and method for analyzing and testing packet flows to localize problems	8457004	6/4/2013	Granted	Avaya Inc.
System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation	8457296	6/4/2013	Granted	Intellisist, Inc.
Instant message contact management in a contact center	8457300	6/4/2013	Granted	Avaya Inc.
System and method for automatically adapting audio packet marking in a packet network	8462634	6/11/2013	Granted	Avaya Inc.
Dial plan routing for fragmented networks	8462637	6/11/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Multiple simultaneous wireless connections in a wireless local area network	8462735	6/11/2013	Granted	Avaya Inc.
Monitoring signal path quality in a conference call	8462931	6/11/2013	Granted	Avaya Inc.
System And Method For Monitoring An Automated Voice Response System	8462935	6/11/2013	Granted	Intellisist, Inc.
Intelligent ringtone service	8463330	6/11/2013	Granted	Avaya Inc.
Systems, methods, and media for retransmitting data using the secure real-time transport protocol	8464053	6/11/2013	Granted	Avaya Inc.
Trusted group of a plurality of devices with single sign on, secure authentication	8464063	6/11/2013	Granted	Avaya Inc.
System And Method For Processing Calls In A Call Center	8467519	6/18/2013	Granted	Intellisist, Inc.
Creation of ad hoc social networks based on issue identification	8468102	6/18/2013	Granted	Avaya Inc.
Task-oriented communication filter method and apparatus	8468265	6/18/2013	Granted	Avaya Inc.
Method for monitoring the safety of travelers	8471699	6/25/2013	Granted	Avaya Inc.
Conference waiting room method and apparatus	8472602	6/25/2013	Granted	Avaya Inc.
Call center customer queue shortcut access code	8472612	6/25/2013	Granted	Avaya Inc.
Contact center expert identification	8473423	6/25/2013	Granted[22]	Avaya Inc.
Conference-enhancing announcements and information	8473559	6/25/2013	Granted[23]	Avaya Inc.
Automatic video switching for multimedia conferencing	8477174	7/2/2013	Granted	Avaya Inc.

---

[22] Avaya does not plan to maintain this patent.

[23] Avaya does not plan to maintain this patent.

Title	Patent No.	Issue Date	Status	Grantor
Method for achieving high-availability of itineraries in a real-time network scheduled packet routing system	8477616	7/2/2013	Granted	Avaya Inc.
Enhanced mobility management at a mobile access gateway	8477685	7/2/2013	Granted	Avaya Inc.
Unifying local and mobility network identifiers	8477775	7/2/2013	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	7/2/2013	Granted	Avaya Inc.
Automatically initiating a process by the outcome of a voting conference	8478819	7/2/2013	Granted	Avaya Inc.
Conditioning responses to emotions of text communications	8478826	7/2/2013	Granted	Avaya Inc.
Tolerant device licensing in a distributed environment	8478854	7/2/2013	Granted	Avaya Inc.
Identity assertion	8479272	7/2/2013	Granted	Avaya Inc.
System and method for joining conference calls	8483375	7/9/2013	Granted	Avaya Inc.
Sharing of electromagnetic-signal measurements for providing feedback about transmit-path signal quality	8483679	7/9/2013	Granted	Avaya Inc.
Arrangement for creating and using a phonetic-alphabet representation of a name of a party to a call	8484034	7/9/2013	Granted	Avaya Inc.
Apparatus and method for stateful web services enablement	8484328	7/9/2013	Granted	Avaya Inc.
Advanced availability detection	8484339	7/9/2013	Granted	Avaya Inc.
Efficient program instrumentation	8484623	7/9/2013	Granted	Avaya Inc.
Distributed priority queue that maintains item locality	8484651	7/9/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Next generation integration between different domains, such as, enterprise and service provider using sequencing applications and IMS peering	8484704	7/9/2013	Granted	Avaya Inc.
Programmable presence proxy for determining a presence status of a user	8487770	7/16/2013	Granted	Avaya Inc.
Method and apparatus performing automatic resource distribution	8488587	7/16/2013	Granted	Avaya Inc.
Unified messaging system and method	8488751	7/16/2013	Granted	Avaya Inc.
Call routing or escalation based on the identity, role or urgency of the calling or communicating party	8488760	7/16/2013	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	7/16/2013	Granted	Avaya Inc.
Grouping of contact center agents	8488772	7/16/2013	Granted	Avaya Inc.
System and method for predicting meeting subjects, logistics, and resources	8489615	7/16/2013	Granted	Avaya Inc.
Drag and drop importation of content	8489646	7/16/2013	Granted	Avaya Inc.
Method for paramaterized application specific integrated circuit (ASIC)/field programmable gate array (FPGA) memory-based ternary content addressable memory (TCAM)	8489849	7/16/2013	Granted	Avaya Inc.
Dynamic IVR dialog based on analytics data	8494148	7/23/2013	Granted	Avaya Inc.
System And Method For Balancing Call Session Assignments On An Agent Console	8494151	7/23/2013	Granted	Intellisist, Inc.
System and method for generating search terms	8495062	7/23/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Threading of mixed media	8495147	7/23/2013	Granted	Avaya Inc.
Method and apparatus for a publish-subscribe system with templates for role-based view of subscriptions	8495163	7/23/2013	Granted	Avaya Inc.
Trust based application filtering	8495726	7/23/2013	Granted	Avaya Inc.
Method and apparatus for managing training of call center agents	8498403	7/30/2013	Granted	Avaya Inc.
Methods and systems for monitoring contact center operations	8498404	7/30/2013	Granted	Avaya Inc.
Advanced availability detection	8499085	7/30/2013	Granted	Avaya Inc.
Cache management for increasing performance of high-availability multi-core systems	8499133	7/30/2013	Granted	Avaya Inc.
Dynamically allocating server resources to competing classes of work based upon achievement of service goals	8499301	7/30/2013	Granted	Avaya Inc.
Dynamic techniques for optimizing soft real-time task performance in virtual machine	8499303	7/30/2013	Granted	Avaya Inc.
System, method and apparatus for authenticating and protecting an IP user-end device	8503657	8/6/2013	Granted	Avaya Inc.
Database structures and administration techniques for generalized localization of database items	8504534	8/6/2013	Granted	Avaya Inc.
Customized algorithm and method of mixing multiple different algorithms	8504717	8/6/2013	Granted	Avaya Inc.
Circuit emulation service over IP with dynamic bandwidth allocation	8509114	8/13/2013	Granted	Avaya Inc.
Computer and telephony integration	8509419	8/13/2013	Granted	Avaya Inc.
Cohesive team selection based on a social network model	8510230	8/13/2013	Granted	Avaya Inc.
Method and apparatus for automatic notification and response	8510392	8/13/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Highly scalable and distributed call/media modeling and control framework	8510435	8/13/2013	Granted	Avaya Inc.
Presence-based mechanism to include visiting associates in location-specific email distribution lists	8510472	8/13/2013	Granted	Avaya Inc.
Audio conference feedback system and method	8515041	8/20/2013	Granted	Avaya Inc.
Social network urgent communication monitor and real-time call launch system	8515049	8/20/2013	Granted	Avaya Inc.
Method and apparatus for automatic notification and response based on communication flow expressions having dynamic context	8516045	8/20/2013	Granted	Avaya Inc.
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	8/27/2013	Granted	Avaya Inc.
System and Method For Transmitting Voice Messages Via A Centralized Voice Message Server	8520813	8/27/2013	Granted	Intellisist, Inc.
System and Method for Identifying Audio Command Prompts for Use in a Voice Response Environment	8521527	8/27/2013	Granted	Intellisist, Inc.
System And Method For Distributed Speech Recognition	8521528	8/27/2013	Granted	Intellisist, Inc.
Registering an endpoint with a sliding window of controllers in a list of controllers of a survivable network	8527656	9/3/2013	Granted	Avaya Inc.
Method and apparatus for call control using motion and position information	8532285	9/10/2013	Granted	Avaya Inc.
Multicast VPN support for IP-VPN lite	8537816	9/17/2013	Granted	Avaya Inc.
Interrupting a conference call for an emergency situation	8537981	9/17/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Port switch	8539111	9/17/2013	Granted	Avaya Inc.
Method and apparatus for monitoring user attention with a computer-generated virtual environment	8542232	9/24/2013	Granted	Avaya Inc.
Waveform quality feedback for the selection of gateways	8542669	9/24/2013	Granted	Avaya Inc.
Method and system for replaying a portion of a multi-party audio interaction	8547880	10/1/2013	Granted	Avaya Inc.
Method and system for detecting a relevant utterance in a voice session	8548812	10/1/2013	Granted	Avaya Inc.
Personal identification and interactive device for internet-based text and video communication services	8553849	10/8/2013	Granted	Avaya Inc.
Method and apparatus for measuring voice quality on a VoIP network	8559320	10/15/2013	Granted	Avaya Inc.
Extensible diagnostic tool	8559605	10/15/2013	Granted	Avaya Inc.
System and method for isolating uncertainty between speech recognition and natural language processing	8560311	10/15/2013	Granted	Avaya Inc.
Shared virtual tunnels supporting Mac learning in communication networks	8565230	10/22/2013	Granted	Avaya Inc.
Automatic configuration of soft phones that are usable in conjunction with special-purpose endpoints	8565386	10/22/2013	Granted	Avaya Inc.
Servicing calls in call centers based on estimated call value	8565412	10/22/2013	Granted	Avaya Inc.
Method and apparatus for notifying a user of a predefined changes to dynamic attributes	8566311	10/22/2013	Granted	Avaya Inc.
Method of providing network link bonding and management	8566471	10/22/2013	Granted	Avaya Inc.
Customer shared control in customer service scenarios	8571195	10/29/2013	Granted	Avaya Inc.
Proximity-based authorization	8571541	10/29/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and system for exchanging contextual keys	8572497	10/29/2013	Granted	Avaya Inc.
Shell architecture software development	8572558	10/29/2013	Granted	Avaya Inc.
Failover based on sending communications between different domains	8576725	11/5/2013	Granted	Avaya Inc.
This call	8576996	11/5/2013	Granted	Avaya Inc.
Method and apparatus for the automated delivery of notifications to contacts based on predicted work prioritization	8577015	11/5/2013	Granted	Avaya Inc.
Interrupting auxiliary agents	8577017	11/5/2013	Granted	Avaya Inc.
Method and apparatus for dynamically determining mix sets in an audio processor	8577060	11/5/2013	Granted	Avaya Inc.
Selective Security Masking Within Recorded Speech Utilizing Speech Recognition Techniques	8577684	11/5/2013	Granted	Intellisist, Inc.
Search-based contact initiation method and apparatus	8577916	11/5/2013	Granted	Avaya Inc.
Application store	8578366	11/5/2013	Granted	Avaya Inc.
Deferred control of surrogate key generation in a distributed processing architecture	8578396	11/5/2013	Granted	Avaya Inc.
Method and system for secure session management in a web farm	8578462	11/5/2013	Granted	Avaya Inc.
Detection of a rolling motion or sliding motion of a body part on a surface	8581842	11/12/2013	Granted	Avaya Inc.
System and method for providing network level and nodal level vulnerability protection in VoIP networks	8582567	11/12/2013	Granted	Avaya Inc.
System And Method For Efficiently Transcribing Verbal Messages To Text	8583433	11/12/2013	Granted	Intellisist, Inc.
Method and apparatus for providing network based load balancing of medical image data	8583449	11/12/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
User interface for orienting new users to a three dimensional computer-generated virtual environment	8584026	11/12/2013	Granted	Avaya Inc.
Methods and systems for managing communication requests in an institutional setting such as a healthcare facility	8589176	11/19/2013	Granted	Avaya Inc.
Customer loyalty, product demonstration, and store/contact center/internet coupling system and method	8589245	11/19/2013	Granted	Avaya Inc.
Utilizing presence in conjunction with other information to determine an appropriate communications modality	8589326	11/19/2013	Granted	Avaya Inc.
Phase based prioritization of IMS signaling messages for overload throttling	8589498	11/19/2013	Granted	Avaya Inc.
Changing bandwidth usage based on user events	8593504	11/26/2013	Granted	Avaya Inc.
System and method for enhanced call routing	8594297	11/26/2013	Granted	Avaya Inc.
Call management	8594298	11/26/2013	Granted	Avaya Inc.
Speed dial administration based on call history	8594315	11/26/2013	Granted	Avaya Inc.
Meeting notification and merging agents	8600794	12/3/2013	Granted	Avaya Inc.
Methods and apparatus for providing customer treatment information over a network	8600964	12/3/2013	Granted	Avaya Inc.
System for transmitting high quality speech signals on a voice over internet protocol network	8605620	12/10/2013	Granted	Avaya Inc.
System and method to calculate time weight in RDF graphs	8606743	12/10/2013	Granted	Avaya Inc.
Removing or correcting email recipients from an email chain	8606867	12/10/2013	Granted	Avaya Inc.
Enterprise level security system	8607325	12/10/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Systems, methods, and media for checking available bandwidth using forward error correction	8612819	12/17/2013	Granted	Avaya Inc.
Location based load balancing of wireless access points and wireless switches	8619549	12/31/2013	Granted	Avaya Inc.
System and method for predicting video transmission quality through a network	8619588	12/31/2013	Granted	Avaya Inc.
System and method for comparing packet traces for failed and successful communications	8619594	12/31/2013	Granted	Avaya Inc.
Method and apparatus for maintaining port state tables in a forwarding plane of a network element	8619605	12/31/2013	Granted	Avaya Inc.
Method for dynamic sensor network processing	8619768	12/31/2013	Granted	Avaya Inc.
Video conference bridge setting, sharing, pushing, and rationalization	8619949	12/31/2013	Granted	Avaya Inc.
High-assurance teleconference authentication	8619962	12/31/2013	Granted	Avaya Inc.
View and metrics for a queueless contact center	8619968	12/31/2013	Granted	Avaya Inc.
Mobile activity manager	8620709	12/31/2013	Granted	Avaya Inc.
Remote feature activator feature extraction	8620819	12/31/2013	Granted	Avaya Inc.
Enhanced application-layer multicast for peer-to-peer conferencing	8621003	12/31/2013	Granted	Avaya Inc.
Treatment of web feeds as work assignment in a contact center	8621011	12/31/2013	Granted	Avaya Inc.
System and method to create bi-directional event subscriptions	8621037	12/31/2013	Granted	Avaya Inc.
System and method for software immunization based on static and dynamic analysis	8621441	12/31/2013	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Closed-Loop Command And Response System For Automatic Communications Between Interacting Computer Systems Over An Audio Communications Channel	8625752	1/7/2014	Granted	Intellisist, Inc.
Conference bridge audio quality diagnostic and self configuration system and method	8625767	1/7/2014	Granted	Avaya Inc.
Integrating a cellular phone with a speech-enabled softphone	8626237	1/7/2014	Granted	Avaya Inc.
System and method for facilitating communications based on trusted relationships	8627076	1/7/2014	Granted	Avaya Inc.
Method and system for managing a contact center configuration	8630399	1/14/2014	Granted	Avaya Inc.
System and method for message notification based on text modification	8630671	1/14/2014	Granted	Avaya Inc.
Selective content block of posts to social network	8630968	1/14/2014	Granted	Avaya Inc.
Location-based automatic modification of a portable browser's home page and bookmarks	8631158	1/14/2014	Granted	Avaya Inc.
Work assignment deferment during periods of agent surplus	8634541	1/21/2014	Granted	Avaya Inc.
One-to-one matching in a contact center	8634543	1/21/2014	Granted	Avaya Inc.
Enhancing network information retrieval according to a user search profile	8635216	1/21/2014	Granted	Avaya Inc.
Classification of voice messages based on analysis of the content of the message and user-provisioned tagging rules	8638911	1/28/2014	Granted	Avaya Inc.
Method and apparatus for extracting authentication information from a user	8639937	1/28/2014	Granted	Avaya Inc.
Routing of contacts based on predicted escalation time	8644487	2/4/2014	Granted	Avaya Inc.
Mechanism for multisite service state description	8644491	2/4/2014	Granted	Avaya Inc.

Schedule II - 90

Title	Patent No.	Issue Date	Status	Grantor
System and method for presenting a single persistent view of a multi-module communication device to a network	8644817	2/4/2014	Granted	Avaya Inc.
Ring-tone messaging service	8644886	2/4/2014	Granted	Avaya Inc.
System and Method for Efficiently Reducing Transcription Error Using Hybrid Voice Transcription	8645136	2/4/2014	Granted	Intellisist, Inc.
System and method for method for improving speech intelligibility of voice calls using common speech codecs	8645142	2/4/2014	Granted	Avaya Inc.
System and method of enhanced collaboration through teleportation	8645467	2/4/2014	Granted	Avaya Inc.
Multiple user GUI	8645840	2/4/2014	Granted	Avaya Inc.
Unified greetings for social media	8645841	2/4/2014	Granted	Avaya Inc.
Automated peer authentication	8646039	2/4/2014	Granted	Avaya Inc.
Monitoring key-press delay and duration to determine need for assistance	8649505	2/11/2014	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	2/18/2014	Granted	Avaya Inc.
Automatic identification and storage of context information associated with phone numbers in computer documents	8656274	2/18/2014	Granted	Avaya Inc.
Method and apparatus for efficient memory replication for high availability (HA) protection of a virtual machine (VM)	8656388	2/18/2014	Granted	Avaya Inc.
Control plane packet processing and latency control	8660132	2/25/2014	Granted	Avaya Inc.
Method of IP address de-aliasing	8661101	2/25/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Call admission control of shared-access resources through a call-handling server	8665714	3/4/2014	Granted	Avaya Inc.
System And Method For Providing Automated Call Center Post-Call Processing	8666032	3/4/2014	Granted	Intellisist, Inc.
Automated mechanism for populating and maintaining data structures in a queueless contact center	8670550	3/11/2014	Granted	Avaya Inc.
Contact center monitoring	8670551	3/11/2014	Granted	Avaya Inc.
Scheduled service periods in wireless mesh networks	8675620	3/18/2014	Granted	Avaya Inc.
Notify caller if low quality voicemail is being recorded	8675829	3/18/2014	Granted	Avaya Inc.
Training optimizer for contact center agents	8675860	3/18/2014	Granted	Avaya Inc.
Methods and apparatus for variable wait treatments for requests enqueued in one or more queues	8675861	3/18/2014	Granted	Avaya Inc.
Centralized administration-based licensing system	8683603	3/25/2014	Granted	Avaya Inc.
Qualifier set creation for work assignment engine	8688684	4/1/2014	Granted	Avaya Inc.
SIP signaling without constant re-authentication	8689301	4/1/2014	Granted	Avaya Inc.
System and method of controlling in-bound path selection based on historical and continuous path quality monitoring, assessment and predictions	8699366	4/15/2014	Granted	Avaya Inc.
Iterative precoding selection	8699603	4/15/2014	Granted	Avaya Inc.
Multi-tasking relief	8699691	4/15/2014	Granted	Avaya Inc.
Automatic call notification groups	8699695	4/15/2014	Granted	Avaya Inc.
System and method for efficiently managing large contact centers	8699696	4/15/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Agent selectable process for managing contact center communications	8699698	4/15/2014	Granted	Avaya Inc.
Method and apparatus for dynamic device pairing	8700019	4/15/2014	Granted	Avaya Inc.
Intelligent conference call information agents	8700665	4/15/2014	Granted	Avaya Inc.
Global conference roster for distributed bridges	8705410	4/22/2014	Granted	Avaya Inc.
Interactive flowgraph for analyzing caller utterances	8705706	4/22/2014	Granted	Avaya Inc.
System, method and apparatus for clientless two factor authentication in VoIP networks	8705720	4/22/2014	Granted	Avaya Inc.
Method and apparatus for delivering a voice mail message with an indication of the presence of the sender	8706090	4/22/2014	Granted	Avaya Inc.
Hierarchal structuring of nodes in a peer-to-peer network	8706888	4/22/2014	Granted	Avaya Inc.
Conference recap and recording	8707186	4/22/2014	Granted	Avaya Inc.
Technique for providing secure network access	8707395	4/22/2014	Granted	Avaya Inc.
System, method and apparatus for protecting a network or device against high volume attacks	8707419	4/22/2014	Granted	Avaya Inc.
Secure data management device	8707452	4/22/2014	Granted	Avaya Inc.
Providing a roster and other information before joining a participant into an existing call	8718246	5/6/2014	Granted	Avaya Inc.
Efficient and cost-effective distributed call admission control	8718261	5/6/2014	Granted	Avaya Inc.
Analytics feedback and routing	8718267	5/6/2014	Granted	Avaya Inc.
Customer service teaming	8718268	5/6/2014	Granted	Avaya Inc.
Risks for waiting for well-matched	8718269	5/6/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method for the selection of an active software environment of a virtualized telecommunications terminal	8718611	5/6/2014	Granted	Avaya Inc.
Pervasive contact center	8718622	5/6/2014	Granted	Avaya Inc.
Estimation of expected value for remaining work time for contact center agents	8724796	5/13/2014	Granted	Avaya Inc.
System and method of providing a walk-up telecommunications terminal having a telephone application and information application	8731167	5/20/2014	Granted	Avaya Inc.
Data model of participation in multi-channel and multi-party contacts	8731177	5/20/2014	Granted	Avaya Inc.
Data store for assessing accuracy of call center agent service time estimates	8731182	5/20/2014	Granted	Avaya Inc.
Computer-Implemented System And Method For Identifying And Masking Special Information Within Recorded Speech	8731938	5/20/2014	Granted	Intellisist, Inc.
Date and time dimensions for contact center reporting in arbitrary international time zones	8737173	5/27/2014	Granted	Avaya Inc.
Method and system for wireless LAN-based indoor position location	8737279	5/27/2014	Granted	Avaya Inc.
Method and apparatus for supporting individualized selection rules for resource allocation	8738412	5/27/2014	Granted	Avaya Inc.
Super nested block method to minimize coverage testing overhead	8739145	5/27/2014	Granted	Avaya Inc.
Destination arrival estimates auto-notification based on cellular systems	8742954	6/3/2014	Granted	Avaya Inc.
Playing expected wait time on agent's notification	8744063	6/3/2014	Granted	Avaya Inc.
Enhanced call preservation techniques for SIP-based communication networks	8750291	6/10/2014	Granted	Avaya Inc.

Schedule II - 94

Title	Patent No.	Issue Date	Status	Grantor
User-programmable call progress tone detection	8750484	6/10/2014	Granted	Avaya Inc.
Method and apparatus for assessing the status of work waiting for service	8751274	6/10/2014	Granted	Avaya Inc.
Intelligent merging of transactions based on a variety of criteria	8752054	6/10/2014	Granted	Avaya Inc.
System and method for VoIP honeypot for converged VoIP services	8752174	6/10/2014	Granted	Avaya Inc.
Packaging for electrical equipment	8757385	6/24/2014	Granted	Avaya Inc.
Detection of a rolling motion or sliding motion of a body part on a surface	8760429	6/24/2014	Granted	Avaya Inc.
System and method for detecting sources of rogue non-audio traffic marked as audio traffic	8761179	6/24/2014	Granted	Avaya Inc.
Call center call parker	8761362	6/24/2014	Granted	Avaya Inc.
Adaptive estimated wait time predictor	8761380	6/24/2014	Granted	Avaya Inc.
Multi-thread packet processor	8762581	6/24/2014	Granted	Avaya Management L.P.
Method and apparatus for interrelating virtual environment and web content	8762861	6/24/2014	Granted	Avaya Inc.
System and method for split SIP	8767719	7/1/2014	Granted	Avaya Inc.
Associating a topic with a telecommunications address	8767934	7/1/2014	Granted	Avaya Inc.
Teleconference monitoring and alerting method	8767935	7/1/2014	Granted	Avaya Inc.
Mechanism for status and control communication over SIP using CODEC tunneling	8767944	7/1/2014	Granted	Avaya Inc.
IM to phone escalation for customer support	8767945	7/1/2014	Granted	Avaya Inc.
Providing virtual machine high-availability and fault tolerance via solid-state backup drives	8769535	7/1/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Systems, methods, and media for identifying and selecting data images in a video stream	8773490	7/8/2014	Granted	Avaya Inc.
System and method to use enterprise communication systems to measure and control workplace noise	8774368	7/8/2014	Granted	Avaya Inc.
System And Method For Processing Calls In A Call Center	8774392	7/8/2014	Granted	Intellisist, Inc.
Managing a contact center based on the devices available for use by an agent	8774393	7/8/2014	Granted	Avaya Inc.
Granting privileges and sharing resources in a telecommunications system	8775586	7/8/2014	Granted	Avaya Inc.
Alarm-driven access control in an enterprise network	8775602	7/8/2014	Granted	Avaya Inc.
Resource allocation using shared resource pools	8782240	7/15/2014	Granted	Avaya Inc.
Method and apparatus for enterprise brokering of user-controlled availability	8782313	7/15/2014	Granted	Avaya Inc.
Framework for communicating across a firewall	8782773	7/15/2014	Granted	Avaya Inc.
Selection of wireless network travel paths	8787917	7/22/2014	Granted	Avaya Inc.
Central repository for searches	8788451	7/22/2014	Granted	Avaya Inc.
Securing a device based on atypical user behavior	8789136	7/22/2014	Granted	Avaya Inc.
Enterprise license registrar anchor point	8789209	7/22/2014	Granted	Avaya Inc.
Method for initiating automatic telecommunication sessions	8791976	7/29/2014	Granted	Avaya Inc.
Local preservation of an agent message	8792624	7/29/2014	Granted	Avaya Inc.
Intelligent call log and schedule integration	8798248	8/5/2014	Granted	Avaya Inc.
Web services and session initiation protocol endpoint for converged communication over internet protocol networks	8799478	8/5/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Insight distribution	8799983	8/5/2014	Granted	Avaya Inc.
Licensing and certificate distribution via secondary or divided signaling communication pathway	8800049	8/5/2014	Granted	Avaya Inc.
System and method for sending packets using another device's network address	8804535	8/12/2014	Granted	Avaya Inc.
Method and system for timestamp inclusion in virtual local area network tag	8804762	8/12/2014	Granted	Avaya Inc.
Call establishment based on presence	8804935	8/12/2014	Granted	Avaya Inc.
Shared media access for real time first and third party media control	8804936	8/12/2014	Granted	Avaya Inc.
System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation	8804938	8/12/2014	Granted	Intellisist, Inc.
Peer-to-peer communication session monitoring	8806020	8/12/2014	Granted	Avaya Inc.
Method and apparatus for implementing an electronic white board	8806354	8/12/2014	Granted	Avaya Inc.
Collaboration management tools for contact centers	8806356	8/12/2014	Granted	Avaya Inc.
Contextual virtual machines for application quarantine and assessment method and system	8806639	8/12/2014	Granted	Avaya Inc.
Random location authentication	8810365	8/19/2014	Granted	Avaya Inc.
Contact center performance prediction	8811597	8/19/2014	Granted	Avaya Inc.
Scheduling an agent based on a contact center history	8811598	8/19/2014	Granted	Avaya Inc.
Changing the user interface at a telecommunications terminal	8811967	8/19/2014	Granted	Avaya Inc.
Traceability for threaded communications	8812853	8/19/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus providing failover for a point to point tunnel for wireless local area network split-plane environments	8817593	8/26/2014	Granted	Avaya Inc.
Method, apparatus, and system for providing real-time PSAP call analysis	8817952	8/26/2014	Granted	Avaya Inc.
System and method for aligning tags to specific video frames	8818176	8/26/2014	Granted	Avaya Inc.
Auto join conference	8819129	8/26/2014	Granted	Avaya Inc.
Advanced user interface and control paradigm for multiple service operator extended functionality	8819729	8/26/2014	Granted	Avaya Inc.
Data compression in a distributed monitoring system	8824313	9/2/2014	Granted	Avaya Inc.
Wireless control plane failure handling in a split-plane deployment	8824323	9/2/2014	Granted	Avaya Inc.
Method for enhancing redundancy in a wireless system using location attributes	8824448	9/2/2014	Granted	Avaya Inc.
Method and apparatus for intelligent processing of suspend and resume operations in a call center	8824646	9/2/2014	Granted	Avaya Inc.
Active EMI shielding for protection of medical instruments	8830033	9/9/2014	Granted	Avaya Inc.
Intelligent music on hold	8830056	9/9/2014	Granted	Avaya Inc.
System and method for reducing headers	8831002	9/9/2014	Granted	Avaya Inc.
Abbreviated login for conferencing	8831198	9/9/2014	Granted	Avaya Inc.
Method and apparatus for efficient memory bank utilization in multi-threaded packet processors	8832350	9/9/2014	Granted	Avaya Inc.
Video window with integrated content	8832587	9/9/2014	Granted	Avaya Inc.
Dynamic user-interface generation and administration method and apparatus	8832675	9/9/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Single sign-on system and method	8832782	9/9/2014	Granted	Avaya Inc.
Methods, systems, and media for combining conferencing signals	8837330	9/16/2014	Granted	Avaya Inc.
Computer-Implemented System And Method For Matching Agents With Callers In An Automated Call Center Environment Based On User Traits	8837687	9/16/2014	Granted	Intellisist, Inc.
Real-time probability based contact handling time	8837705	9/16/2014	Granted	Avaya Inc.
Computer-Implemented System And Method For Providing Coaching To Agents In An Automated Call Center Environment Based On User Traits	8837706	9/16/2014	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	9/23/2014	Granted	Intellisist, Inc.
Teleconferencing monitoring method	8842813	9/23/2014	Granted	Avaya Inc.
IP telephony architecture including information storage and retrieval system to track fluency	8842818	9/23/2014	Granted	Avaya Inc.
Processing communications for increased handling efficiency	8843563	9/23/2014	Granted	Avaya Inc.
Customizable notification based on recent communication history	8848879	9/30/2014	Granted	Avaya Inc.
Speech canceler-enhancer system for use in call-center applications	8848901	9/30/2014	Granted	Avaya Inc.
Systems and methods for communicating with wireless-enabled devices that are capable of responding to changes in operational state	8849360	9/30/2014	Granted	Avaya Inc.
System and method for aggregating and presenting tags	8849879	9/30/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Flow label systems and methods	8854965	10/7/2014	Granted	Avaya Inc.
Assignment of full enterprise identity to audio conference bridges for improved conference scheduling and call-in experience	8855284	10/7/2014	Granted	Avaya Inc.
Agent-enabled queue bypass to agent	8855292	10/7/2014	Granted	Avaya Inc.
Location privacy enforcement in a location-based services platform	8855665	10/7/2014	Granted	Avaya Inc.
Routed split multilink trunking for IPv6	8861338	10/14/2014	Granted	Avaya Inc.
Packet forwarding function of a mobility switch deployed as routed SMLT (RSMLT) node	8861339	10/14/2014	Granted	Avaya Inc.
Method for TCAM lookup using a key in multi-threaded packet processors	8861524	10/14/2014	Granted	Avaya Inc.
System and method for sending data using caller ID	8861695	10/14/2014	Granted	Avaya Inc.
Conference assistance system and method	8861702	10/14/2014	Granted	Avaya Inc.
Method for indicating call-center agent availability	8861709	10/14/2014	Granted	Avaya Inc.
Playing expected wait time on agent's notification	8861710	10/14/2014	Granted	Avaya Inc.
Visual voicemail management	8862101	10/14/2014	Granted	Avaya Integrated Cabinet Solutions LLC
System and method for automatic language translation for applications	8862456	10/14/2014	Granted	Avaya Inc.
Telephone stations with independent backup/restore feature	8862553	10/14/2014	Granted	Avaya Inc.
System, method and apparatus for troubleshooting an IP network	8862718	10/14/2014	Granted	Avaya Inc.
System and method for measuring video quality degradation using face detection	8867013	10/21/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Split-plane wireless network architecture	8867507	10/21/2014	Granted	Avaya Inc.
Method and apparatus performing express forwarding bypass for time-critical frames	8867518	10/21/2014	Granted	Avaya Inc.
Dynamic device pairing with control session establishment	8867717	10/21/2014	Granted	Avaya Inc.
Contact center trend analysis and process altering system and method	8867730	10/21/2014	Granted	Avaya Inc.
Method and system for generating a collaboration timeline illustrating application artifacts in context	8868657	10/21/2014	Granted	Avaya Inc.
Method and apparatus for automatic notification and response	8868659	10/21/2014	Granted	Avaya Inc.
Method and apparatus for summarizing one or more text messages using indicative summaries	8868670	10/21/2014	Granted	Avaya Inc.
Method and system for providing configurable route table limits in a service provider for managing VPN resource usage	8868745	10/21/2014	Granted	Avaya Inc.
Two-way web service router gateway	8868757	10/21/2014	Granted	Avaya Inc.
System for presenting applications on instant messaging clients	8869043	10/21/2014	Granted	Avaya Inc.
Accelerated recovery during negotiation between a media gateway and a media gateway controller	8873374	10/28/2014	Granted	Avaya Inc.
Join-us call-log and call-answer messages	8873728	10/28/2014	Granted	Avaya Inc.
Global logging and analysis system	8873734	10/28/2014	Granted	Avaya Inc.
Routing communication sessions in a contact center	8873737	10/28/2014	Granted	Avaya Inc.
Instant message contact management in a contact center	8873739	10/28/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Audio/video monitoring service using set-top boxes and application servers	8875168	10/28/2014	Granted	Avaya Inc.
Event generation based on print portion identification	8878791	11/4/2014	Granted	Avaya Inc.
System and method for providing a replacement packet	8879464	11/4/2014	Granted	Avaya Inc.
System and method for determining call importance using social network context	8879697	11/4/2014	Granted	Avaya Inc.
Multiple language support in telecommunication systems	8879701	11/4/2014	Granted	Avaya Inc.
System and method for classification of media in VoIP sessions with RTP source profiling/tagging	8880581	11/4/2014	Granted	Avaya Inc.
System and method for enhancing self-service security applications	8881245	11/4/2014	Granted	Avaya Inc.
Short impromptu communications in presence-based systems	8886721	11/11/2014	Granted	Avaya Inc.
SIP monitoring and control anchor points	8886789	11/11/2014	Granted	Avaya Inc.
Defining active zones in a traditional multi-party video conference and associating metadata with each zone	8890929	11/18/2014	Granted	Avaya Inc.
System and method for a conference foyer	8891411	11/18/2014	Granted	Avaya Inc.
Method and apparatus for assessing the status of work waiting for service	8891747	11/18/2014	Granted	Avaya Inc.
Network device authentication	8892869	11/18/2014	Granted	Avaya Inc.
Managing recordings of communications sessions	8897428	11/25/2014	Granted	Avaya Inc.
Context sensitive, cloud-based telephony	8898219	11/25/2014	Granted	Avaya Inc.
External contact center data collection and measurement	8903076	12/2/2014	Granted	Avaya Inc.
Goal-based estimated wait time	8903080	12/2/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Pushing identity information	8903904	12/2/2014	Granted	Avaya Inc.
Utilizing presence information for the purpose of enhanced surveillance	8908033	12/9/2014	Granted	Avaya Inc.
Method for media access control address learning and learning rate suppression	8908564	12/9/2014	Granted	Avaya Inc.
Beaming to the next conference or between concurrent conferences	8908843	12/9/2014	Granted	Avaya Inc.
Cast-to-call	8909243	12/9/2014	Granted	Avaya Inc.
Telephony discovery mashup and presence	8909693	12/9/2014	Granted	Avaya Inc.
Methods and systems for incorporating a third user into an instant message session	8909718	12/9/2014	Granted	Avaya Inc.
Packet processor configured for processing features directed by branch instruction with logical operator and two feature selector fields	8909906	12/9/2014	Granted	Avaya Inc.
Fast failover of access points in a split-plane deployment	8913487	12/16/2014	Granted	Avaya Inc.
System and method for delivering a contact to a preferred agent after a set wait period	8913736	12/16/2014	Granted	Avaya Inc.
System and method for spatial noise suppression based on phase information	8913758	12/16/2014	Granted	Avaya Inc.
IM continuation across SIP sessions and across clients for point-to-point and multi-user chat	8914446	12/16/2014	Granted	Avaya Inc.
Method for dynamically optimizing bandwidth allocation in variable bitrate (multi-rate) conferences	8917635	12/23/2014	Granted	Avaya Inc.
System and method for integrating conventional enterprise communication systems into an IP multimedia subsystem-based services environment	8917720	12/23/2014	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Systems and methods to support using analog TTY devices with voice-only PC soft clients	8917820	12/23/2014	Granted	Avaya Inc.
Consumer contact portal	8917837	12/23/2014	Granted	Avaya Inc.
Mid-call detection and resolution of feature interactions	8917844	12/23/2014	Granted	Avaya Inc.
Server for providing enhanced services to contact center agents	8917851	12/23/2014	Granted	Avaya Inc.
Determining authentication challenge timing and type	8918079	12/23/2014	Granted	Avaya Inc.
Managing instant messenger contacts at a contact center	8918459	12/23/2014	Granted	Avaya Inc.
Method and system for managing contacts in a contact center	8923501	12/30/2014	Granted	Avaya Inc.
Servicing calls in call centers based on estimated call value	8923503	12/30/2014	Granted	Avaya Inc.
Speakerphone feedback attenuation	8923530	12/30/2014	Granted	Avaya Inc.
Method by which PSAPs can identify and request information from cellular devices that are near emergent events	8923801	12/30/2014	Granted	Avaya Inc.
Multiplexing VoIP streams for conferencing and selective playback of audio streams	8923832	12/30/2014	Granted	Avaya Inc.
Mitigating peak traffic times in a multimedia conference	8924243	12/30/2014	Granted	Avaya Inc.
SIP service wrap	8924567	12/30/2014	Granted	Avaya Inc.
Systems, methods, and media for controlling a presentation of data images in a video stream	8928728	1/6/2015	Granted	Avaya Inc.
Quantum and promiscuous user agents	8929209	1/6/2015	Granted	Avaya Inc.
Supporting BGP based IP-VPN in a routed network	8929364	1/6/2015	Granted	Avaya Inc.
System And Method For Transmitting Voice Messages To A Discussion Group	8929516	1/6/2015	Granted	Intellisist, Inc.

Schedule II - 104

Title	Patent No.	Issue Date	Status	Grantor
Method and system for programming virtual robots using a template	8930296	1/6/2015	Granted	Avaya Inc.
System and method of failover for an initiated SIP session	8930768	1/6/2015	Granted	Avaya Inc.
System and method for obviating a meet-me conference hub	8934342	1/13/2015	Granted	Avaya Inc.
Routing of web-based contacts	8934477	1/13/2015	Granted	Avaya Inc.
Service-preserving upgrade	8934617	1/13/2015	Granted	Avaya Inc.
Method for analyzing an interactive voice response system	8934618	1/13/2015	Granted	Avaya Inc.
Aggregation of multiple information flows with index processing	8935312	1/13/2015	Granted	Avaya Inc.
System and method for displaying call flows and call statistics	8938059	1/20/2015	Granted	Avaya Inc.
Contact center service monitoring and correcting	8938063	1/20/2015	Granted	Avaya Inc.
SIP transfer in a back-to-back user agent (B2BUA) environment	8938545	1/20/2015	Granted	Avaya Inc.
System and method for mode-neutral communications with a widget-based communications metaphor	8938677	1/20/2015	Granted	Avaya Inc.
Methods, apparatus and computer readable medium for seamless internet protocol multicast connectivity in unified networks	8942167	1/27/2015	Granted	Avaya Inc.
Call-processing event-notification server	8943190	1/27/2015	Granted	Avaya Inc.
Mitigating spam and identifying callers in video calls	8948361	2/3/2015	Granted	Avaya Inc.
Rerouting of trunks by a PBX to an alternate PBX	8948367	2/3/2015	Granted	Avaya Inc.
System And Method For Retaining Calls Into A Call Center	8948368	2/3/2015	Granted	Intellisist, Inc.

Schedule II - 105

Title	Patent No.	Issue Date	Status	Grantor
Method and system for optimizing performance within a contact center	8948369	2/3/2015	Granted	Avaya Inc.
Computer-Implemented System And Method For Masking Special Data	8948371	2/3/2015	Granted	Intellisist, Inc.
Method and apparatus for recording/replaying application execution with recorded voice recognition utterances	8949134	2/3/2015	Granted	Avaya Inc.
System and method for automatic merging of real and virtual environments	8949159	2/3/2015	Granted	Avaya Inc.
Method for characterizing system state using message logs	8949177	2/3/2015	Granted	Avaya Inc.
Continual peer authentication	8950001	2/3/2015	Granted	Avaya Inc.
Detection of asymmetric network routes	8953496	2/10/2015	Granted	Avaya Inc.
IMS application sequencing optimizer	8953501	2/10/2015	Granted	Avaya Inc.
Agent conferenced IVR	8953772	2/10/2015	Granted	Avaya Inc.
Incorporating interactive voice response functions into a work assignment engine script	8953773	2/10/2015	Granted	Avaya Inc.
System, method, and apparatus for determining effectiveness of advanced call center routing algorithms	8953775	2/10/2015	Granted	Avaya Inc.
Real-time intelligent mute interactive features	8953778	2/10/2015	Granted	Avaya Inc.
Method for transporting low-bit rate information	8953800	2/10/2015	Granted	Avaya Inc.
Computer-Implemented System And Method For Masking Special Data	8954332	2/10/2015	Granted	Intellisist, Inc.
Electronically ordering a product	8954348	2/10/2015	Granted	Avaya Inc.
Method and apparatus for delegating a message	8954517	2/10/2015	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and system for transmitting and receiving configuration and registration information for session initiation protocol devices	8954542	2/10/2015	Granted	Avaya Inc.
Single sign-on for applications	8955079	2/10/2015	Granted	Avaya Inc.
Word cloud audio navigation	8958685	2/17/2015	Granted	Avaya Inc.
Timeminder for professionals	8959030	2/17/2015	Granted	Avaya Inc.
Password mismatch warning method and apparatus	8959599	2/17/2015	Granted	Avaya Inc.
Grid-based contact center	8964958	2/24/2015	Granted	Avaya Inc.
Dialog reorder	8964962	2/24/2015	Granted	Avaya Inc.
Interruptible work reassignment	8964964	2/24/2015	Granted	Avaya Inc.
Multi-microphone system to support bandpass filtering for analog-to-digital conversions at different data rates	8964966	2/24/2015	Granted	Avaya Inc.
Qualifier set creation for work assignment engine	8965878	2/24/2015	Granted	Avaya Inc.
Negotiate multi-stream continuous presence	8966095	2/24/2015	Granted	Avaya Inc.
System and method for processing media highlights	8966513	2/24/2015	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	2/24/2015	Granted	Avaya Inc.
Integrating audio and video conferencing capabilities	8970651	3/3/2015	Granted	Avaya Inc.
Computer-Implemented System And Method For Voice Transcription Error Reduction	8972261	3/3/2015	Granted	Intellisist, Inc.
Bypassing or redirecting a communication based on the failure of an inserted application	8972586	3/3/2015	Granted	Avaya Inc.
Embedded learning management system	8972859	3/3/2015	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Screen icon manipulation by context and frequency of use	8972878	3/3/2015	Granted	Avaya Inc.
Automatic modification of VOIP packet retransmission level based on the psycho-acoustic value of the packet	8976675	3/10/2015	Granted	Avaya Inc.
Authentication frequency and challenge type based on environmental and physiological properties	8978117	3/10/2015	Granted	Avaya Inc.
System and method for whiteboard collaboration	8982177	3/17/2015	Granted	Avaya Inc.
System and method for robust and efficient free chain management	8990537	3/24/2015	Granted	Avaya Inc.
Peer-to-peer network over a virtual private network	8997206	3/31/2015	Granted	Avaya Inc.
Interactive voice response object	9003049	4/7/2015	Granted	Avaya Inc.
Video bandwidth management system and method	9009341	4/14/2015	Granted	Avaya Inc.
System And Method For Processing Multi-Modal Communications Within A Call Center	9014362	4/21/2015	Granted	Intellisist, Inc.
Determining expected wait time	9014366	4/21/2015	Granted	Avaya Inc.
Authentication based on geo-location history	9014666	4/21/2015	Granted	Avaya Inc.
Automatic adjustment of email filters based on browser history and telecommunication records	9015130	4/21/2015	Granted	Avaya Inc.
Communication application server for converged communication services	9015297	4/21/2015	Granted	Avaya Inc.
Access to resources in a virtual environment	9015322	4/21/2015	Granted	Avaya Inc.
System and method for managing a presentation	9019337	4/28/2015	Granted	Avaya Inc.
System and method to suppress voice prompts in SIP calls	9019869	4/28/2015	Granted	Avaya Inc.
Timeline interface for multi-modal collaboration	9020120	4/28/2015	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus for tagging outgoing telephony calls	9020122	4/28/2015	Granted	Avaya Inc.
Number normalization and display	9020127	4/28/2015	Granted	Avaya Inc.
System and method for cost-based automatic call distribution with statistically predictable wait time	9020128	4/28/2015	Granted	Avaya Inc.
Contact center agent filtering and relevancy ranking	9020132	4/28/2015	Granted	Avaya Inc.
System and method for automated assignment of monitoring in a contact center	9020134	4/28/2015	Granted	Avaya Inc.
Dialog compatibility	9020135	4/28/2015	Granted	Avaya Inc.
System and method for enhancing search experience of a user of a communication device	9020931	4/28/2015	Granted	Avaya Inc.
System and method for displaying a tag history of a media event	9021118	4/28/2015	Granted	Avaya Inc.
Advanced user interface and control paradigm including digital rights management features for multiple service operator extended functionality offers	9021607	4/28/2015	Granted	Avaya Inc.
System and method for visual caller identification	9025746	5/5/2015	Granted	Avaya Inc.
Method and apparatus for assessing the status of work waiting for service	9025761	5/5/2015	Granted	Avaya Inc.
Advanced presence states for collaboration applications	9026090	5/5/2015	Granted	Avaya Inc.
System and method for advanced communication thread analysis	9026591	5/5/2015	Granted	Avaya Inc.
Peer-to-peer overlay graph construction	9026654	5/5/2015	Granted	Avaya Inc.
Communication session cloning using barcodes	9026666	5/5/2015	Granted	Avaya Inc.
Call restoration in response to application failure	9026836	5/5/2015	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Apparatus and method for controlling a multi-media presentation	9026912	5/5/2015	Granted	Avaya Inc.
Configuration-management user interface employing searchable tags	9026949	5/5/2015	Granted	Avaya Inc. Avaya Communication Israel Ltd.
Data and state threading for virtualized partition management	9027020	5/5/2015	Granted	Avaya Inc.
Authentication frequency and challenge type based on application usage	9027119	5/5/2015	Granted	Avaya Inc.
Auto-detection of environment for mobile agent	9031205	5/12/2015	Granted	Avaya Inc.
Proximity-based authorization	9031534	5/12/2015	Granted	Avaya Inc.
Method and apparatus for automatic communications system intelligibility testing and optimization	9031836	5/12/2015	Granted	Avaya Inc.
Method and apparatus for performing automatable software upgrades using a lightweight serviceless install agent	9038056	5/19/2015	Granted	Avaya Inc.
Automatic sign in of a user at multiple endpoints	9038156	5/19/2015	Granted	Avaya Inc.
Method of management and distribution of device adapters for element management systems	9049044	6/2/2015	Granted	Avaya Inc.
Interaction detection between web-enabled and call-related features	9049290	6/2/2015	Granted	Avaya Inc.
Intelligent tagging for multimedia call recording purposes using continuous metadata	9049291	6/2/2015	Granted	Avaya Inc.
Apparatus and method for providing status information telecommunication	9054910	6/9/2015	Granted	Avaya Inc.
Method to set the flag as replied or forwarded to all replied or forwarded voice messages	9055151	6/9/2015	Granted	Avaya Inc.
Signal processing at a telecommunications endpoint	9058221	6/16/2015	Granted	Avaya Inc.

Schedule II - 110

Title	Patent No.	Issue Date	Status	Grantor
Providing web content in the context of a virtual environment	9064023	6/23/2015	Granted	Avaya Inc.
Method and apparatus for authorizing multicast forwarding states	9065669	6/23/2015	Granted	Avaya Inc.
Scalable web real-time communications (WebRTC) media engines, and related methods, systems, and computer-readable media	9065969	6/23/2015	Granted	Avaya Inc.
Binary-caching for XML documents with embedded executable code	9082409	7/14/2015	Granted	Avaya Inc.
Workflow management in contact centers	9083799	7/14/2015	Granted	Avaya Inc.
System and method for providing service by a first agent while waiting for a second agent	9083805	7/14/2015	Granted	Avaya Inc.
Method of bootstrapping contact center	9083806	7/14/2015	Granted	Avaya Inc.
Firewall traversal driven by proximity	9088542	7/21/2015	Granted	Avaya Inc.
Bidirectional user notification system for media quality control	9088589	7/21/2015	Granted	Avaya Inc.
Context awareness for a mobile communication device	9088665	7/21/2015	Granted	Avaya Inc.
Automated field of view adjustment based on screen size	9088689	7/21/2015	Granted	Avaya Inc.
Adjusting video layout	9088694	7/21/2015	Granted	Avaya Inc.
Systems and methods for initiating communication between IM clients and mobile clients	9088877	7/21/2015	Granted	Avaya Inc.
Multi-mode touchscreen user interface for a multi-state touchscreen device	9092125	7/28/2015	Granted	Avaya Inc.
Advanced availability detection	9092389	7/28/2015	Granted	Avaya Inc.
Social media identity discovery and mapping	9092492	7/28/2015	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System and method to join and cut two-way rest overlay trees for distributed knowledge bases	9092497	7/28/2015	Granted	Avaya Inc.
Facilitating real-time communications in electronic message boards	9094354	7/28/2015	Granted	Avaya Inc.
System and method for facilitating communications based on trusted relationships	9094376	7/28/2015	Granted	Avaya Inc.
System and method for assuring quality real-time communication experience in virtual machine	9094420	7/28/2015	Granted	Avaya Inc.
Method for telecommunications device synchronization	9094426	7/28/2015	Granted	Avaya Inc.
System and method for stereophonic acoustic echo cancellation	9094496	7/28/2015	Granted	Avaya Inc.
Methods and apparatus for determining a proxy presence of a user	9094508	7/28/2015	Granted	Avaya Inc.
Systems and methods to duplicate audio and visual views in a conferencing system	9094572	7/28/2015	Granted	Avaya Inc.
Multi-node and multi-call state machine profiling for detecting SPIT	9100417	8/4/2015	Granted	Avaya Inc.
Alternate routing of voice calls in a heavily loaded SIP network	9100467	8/4/2015	Granted	Avaya Inc.
System and method for following a call	9100469	8/4/2015	Granted	Avaya Inc.
Adjustment of contact routing decisions to reward agent behavior	9100480	8/4/2015	Granted	Avaya Inc.
System and method for managing a contact center	9100481	8/4/2015	Granted	Avaya Inc.
Mobile monitoring for supervisors	9100482	8/4/2015	Granted	Avaya Inc.
Managing transaction complexity in a contact center	9100486	8/4/2015	Granted	Avaya Inc.
Time shifting in teleconferences conducted within virtual worlds	9100546	8/4/2015	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Context and application aware selectors	9104441	8/11/2015	Granted	Avaya Inc.
Agent and customer avatar presentation in a contact center virtual reality environment	9105013	8/11/2015	Granted	Avaya Inc.
Facilitating a contact center agent to select a contact in a contact center queue	9106750	8/11/2015	Granted	Avaya Inc.
Affinity list generation	9111259	8/18/2015	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	8/18/2015	Granted	Avaya Inc.
Keyword alerting in conference calls	9112978	8/18/2015	Granted	Avaya Inc.
Keyword alerting in conference calls	9112979	8/18/2015	Granted	Avaya Inc.
Dynamic customization of pluggable service by users	9116772	8/25/2015	Granted	Avaya Inc.
System And Method For Converting A Message Via A Posting Converter	9116884	8/25/2015	Granted	Intellisist, Inc.
Method and system to determine and employ best contact opportunity	9118764	8/25/2015	Granted	Avaya Inc.
Agent skill promotion and demotion based on contact center state	9118765	8/25/2015	Granted	Avaya Inc.
Methods and apparatus for processing incomplete or invalid dialed numbers	9124465	9/1/2015	Granted	Avaya Inc.
Method and apparatus for a publish-subscribe system with templates for role-based view of subscriptions	9124643	9/1/2015	Granted	Avaya Inc.
Strategy pairing	9124702	9/1/2015	Granted	Avaya Inc.
Proximity-based feature activation based on programmable profile	9125144	9/1/2015	Granted	Avaya Inc.
Generation of macros	9130975	9/8/2015	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Unifying virtualizations in a core network and a wireless access network	9131366	9/8/2015	Granted	Avaya Inc.
On-demand feature server activation in the cloud	9137213	9/15/2015	Granted	Avaya Inc.
High availability for voice enabled applications	9137287	9/15/2015	Granted	Avaya Inc.
Method and apparatus for detecting events indicative of inappropriate activity in an online community	9137318	9/15/2015	Granted	Avaya Inc.
Providing merged presence calculation information based on analogous multi-utility events	9141943	9/22/2015	Granted	Avaya Inc.
System and method for predicting meeting subjects, logistics, and resources	9143460	9/22/2015	Granted	Avaya Inc.
Method for telephony client synchronization in telephone virtualization	9143597	9/22/2015	Granted	Avaya Inc.
System and method for classification of media in VoIP sessions with RTP source profiling/tagging	9148306	9/29/2015	Granted	Avaya Inc.
Identification of static position witnesses to a PSAP emergency	9148770	9/29/2015	Granted	Avaya Inc.
Method for simplifying a Swype based touch-screen keypad for fast text entry	9152319	10/6/2015	Granted	Avaya Inc.
Social media identity discovery and mapping for banking and government	9152681	10/6/2015	Granted	Avaya Inc.
Systems and methods for enhanced conference session interaction	9154531	10/6/2015	Granted	Avaya Inc.
Secret transfers in contact centers	9154626	10/6/2015	Granted	Avaya Inc.
System and method for generating personalized tag recommendations for tagging audio content	9154629	10/6/2015	Granted	Avaya Inc.
User interface for managing communication sessions	9158444	10/13/2015	Granted	Avaya Inc.

Schedule II - 114

Title	Patent No.	Issue Date	Status	Grantor
System And Method For Providing Guidance To Persuade A Caller	9159054	10/13/2015	Granted	Intellisist, Inc.
Managing held telephone calls at the call-forwarding system	9160861	10/13/2015	Granted	Avaya Inc.
Telecommunications methods and systems providing user specific audio optimization	9161136	10/13/2015	Granted	Avaya Inc.
Method and apparatus for using received signal strength indicator (RSSI) filtering to provide air-time optimization in wireless networks	9161293	10/13/2015	Granted	Avaya Inc.
Method and apparatus for using estimated travel time to schedule an event and event reminders	9165260	10/20/2015	Granted	Avaya Inc.
System and method for coordinated call-back revocation	9167085	10/20/2015	Granted	Avaya Inc.
Public safety answering point language detection	9167090	10/20/2015	Granted	Avaya Inc.
System and method for assisting agents of a contact center	9167094	10/20/2015	Granted	Avaya Inc.
Method for determining communicative value	9171275	10/27/2015	Granted	Avaya Inc.
System and method for automatically adapting audio packet marking in a packet network	9172644	10/27/2015	Granted	Avaya Inc.
System and method for prioritizing customers and predicting service escalation	9172809	10/27/2015	Granted	Avaya Inc.
System and method for calculating context-aware estimated wait time for customers	9172810	10/27/2015	Granted	Avaya Inc.
Visual indication of user interests in a computer-generated virtual environment	9176579	11/3/2015	Granted	Avaya Inc.
Provisioning VPN phones	9178761	11/3/2015	Granted	Avaya Inc.
System and method for end-to-end RTCP	9178778	11/3/2015	Granted	Avaya Inc.
Rogue AP detection	9178896	11/3/2015	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Distributed stateful intrusion detection for voice over IP	9178898	11/3/2015	Granted	Avaya Inc.
System and method for reducing power consumption of a wireless terminal and increasing capacity of a wireless communication system	9178975	11/3/2015	Granted	Avaya Inc.
System and method for recording calls in a WebRTC contact center	9178998	11/3/2015	Granted	Avaya Inc.
System and method for initiating online social interactions based on conference call participation	9179002	11/3/2015	Granted	Avaya Inc.
Scalable multi-videoconferencing system	9179095	11/3/2015	Granted	Avaya Inc.
Method and apparatus for assigning and releasing licenses	9183359	11/10/2015	Granted	Avaya Inc.
Advanced user interface and control paradigm including contextual collaboration for multiple service operator extended functionality offers	9183514	11/10/2015	Granted	Avaya Inc.
Reconstruction of session initiation protocol (SIP) dialogs in a SIP network	9185140	11/10/2015	Granted	Avaya Inc.
Methods, systems, and computer-readable media for self-learning interactive communications privileges for governing interactive communications with entities outside a domain	9185169	11/10/2015	Granted	Avaya Inc.
System and method for highly assured delivery of an important segment of an automated call	9185218	11/10/2015	Granted	Avaya Inc.
Identifying escalation events in communication sessions	9185222	11/10/2015	Granted	Avaya Inc.
Using source code generated from a data model file to generate a graphical user interface from objects in a database	9189210	11/17/2015	Granted	Avaya Inc.
System and method for automating voice checklists	9196260	11/24/2015	Granted	Avaya Inc.

Schedule II - 116

Title	Patent No.	Issue Date	Status	Grantor
Apparatus and method for providing enhanced telecommunication terminal status information	9197449	11/24/2015	Granted	Avaya Inc.
Dynamic redistribution of percent allocated calls during outages	9197580	11/24/2015	Granted	Avaya Inc.
System, method and apparatus for authenticating calls	9197746	11/24/2015	Granted	Avaya Inc.
System and method of transferring information between contact centers	9210274	12/8/2015	Granted	Avaya Inc.
Federation route cache based on dynamic domain name system server	9215204	12/15/2015	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	12/15/2015	Granted	Avaya Inc.
Caller identification and notification adjunct	9215316	12/15/2015	Granted	Avaya Inc.
Open cable application platform (OCAP) and set-top box (STB)-based bill notification and payment application	9215421	12/15/2015	Granted	Avaya Inc.
Computer-Implemented System And Method For Reducing Voice Transcription Error	9218808	12/22/2015	Granted	Intellisist, Inc.
Scheduled service periods in wireless mesh networks	9223744	12/29/2015	Granted	Avaya Inc.
System And Method For Performing Distributed Speech Recognition	9224389	12/29/2015	Granted	Intellisist, Inc.
Managing antennas on an access point in a wireless network	9225442	12/29/2015	Granted	Avaya Inc.
Application compositor for converged SIP and HTTP servlet applications background	9225764	12/29/2015	Granted	Avaya Inc.
SIP presence based notifications	9232055	1/5/2016	Granted	Avaya Inc.
Management of contact lists	9232060	1/5/2016	Granted	Avaya Inc.

Schedule II - 117

Title	Patent No.	Issue Date	Status	Grantor
Contact center agent training trajectory	9232064	1/5/2016	Granted	Avaya Inc.
Method and system for video conference snapshot presence	9232192	1/5/2016	Granted	Avaya Inc.
Seamless movement between phone and PC with regard to applications, display, information transfer or swapping active device	9237200	1/12/2016	Granted	Avaya Inc.
System and method for modifying parameters in a contact center	9237234	1/12/2016	Granted	Avaya Inc.
Computer-Implemented System And Method For Providing Messages To Users In A Discussion Group	9237237	1/12/2016	Granted	Intellisist, Inc.
Application triggered state migration via hypervisor	9239765	1/19/2016	Granted	Avaya Inc.
Emergency greeting override by system administrator or routing to contact center	9241069	1/19/2016	Granted	Avaya Inc.
Generation of open virtualization framework package for solution installations and upgrades	9244716	1/26/2016	Granted	Avaya Inc.
Application sequencing for advanced communication features	9247049	1/26/2016	Granted	Avaya Inc.
Answer based agent routing and display method	9247061	1/26/2016	Granted	Avaya Inc.
Method of operating a contact center	9247070	1/26/2016	Granted	Avaya Inc.
Apparatus for controlling a premises from a remote location	9250267	2/2/2016	Granted	Avaya Inc.
Configuring a virtual reality environment in a contact center	9251504	2/2/2016	Granted	Avaya Inc.
System and method to influence SIP routing by sequenced applications	9253219	2/2/2016	Granted	Avaya Inc.
Device skins for user role, context, and function and supporting system mashups	9253306	2/2/2016	Granted	Avaya Inc.
Outbound effectiveness through management of idle agent pool	9253310	2/2/2016	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Call center customer service kiosk	9256726	2/9/2016	Granted	Avaya Inc.
System and method for providing customer service help	9256893	2/9/2016	Granted	Avaya Inc.
Speech analytics with adaptive filtering	9257117	2/9/2016	Granted	Avaya Inc.
Contextual summary of recent communications method and apparatus	9258143	2/9/2016	Granted	Avaya Inc.
Universe media shuffling	9258334	2/9/2016	Granted	Avaya Inc.
Inclusion web content in a virtual environment	9258337	2/9/2016	Granted	Avaya Inc.
Computer-Implemented System and Method for Facilitating Agent-Customer Calls	9258414	2/9/2016	Granted	Intellisist, Inc.
Speech analytics: conversation timing and adjustment	9258421	2/9/2016	Granted	Avaya Inc.
Prioritize contact numbers of customers in real time	9258424	2/9/2016	Granted	Avaya Inc.
Services versioning	9262150	2/16/2016	Granted	Avaya Inc.
Authentication frequency and challenge type based on environmental and physiological properties	9262609	2/16/2016	Granted	Avaya Inc.
Method and system for alerting contactees of emergency event	9262908	2/16/2016	Granted	Avaya Inc.
Methods, systems, and computer-readable media for self-maintaining interactive communications privileges governing interactive communications with entities outside a domain	9264534	2/16/2016	Granted	Avaya Inc.
Computer-Implemented System And Method For Automating Call Center Phone Calls	9264545	2/16/2016	Granted	Intellisist, Inc.
Method and apparatus for priority based session delivery to multimodal endpoints	9265082	2/16/2016	Granted	Avaya Inc.
Virtual agenda participant	9269073	2/23/2016	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Protecting privacy of a customer and an agent using face recognition in a video contact center environment	9270822	2/23/2016	Granted	Avaya Inc.
System and method for variable video degradation counter-measures	9271055	2/23/2016	Granted	Avaya Inc.
Method and apparatus for dynamic device pairing	9271104	2/23/2016	Granted	Avaya Inc.
Sending a user associated telecommunication address	9277021	3/1/2016	Granted	Avaya Inc.
System and method for deletion compactor for large static data in NoSQL database	9280570	3/8/2016	Granted	Avaya Inc.
Method and apparatus for managing membership of dynamic virtual groups	9280758	3/8/2016	Granted	Avaya Inc.
Computer-Implemented System And Method For Simultaneously Processing Multiple Call Sessions	9288323	3/15/2016	Granted	Intellisist, Inc.
System and method for concurrent electronic conferences	9292814	3/22/2016	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	3/22/2016	Granted	Avaya Inc.
Immersive 3D sound space for searching audio	9301069	3/29/2016	Granted	Avaya Inc.
Method and system for topic based virtual environments and expertise detection	9305465	4/5/2016	Granted	Avaya Inc.
Programmable presence proxy for determining a presence status of a user	9306820	4/5/2016	Granted	Avaya Inc.
Coding and packet distribution for alternative network paths in telecommunications networks	9306852	4/5/2016	Granted	Avaya Inc.
Method and apparatus for enabling people to find each other and stay together in virtual environments	9306880	4/5/2016	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Server for providing enhanced services to contact center agents	9307087	4/5/2016	Granted	Avaya Inc.
System and method for providing improved wait time estimates	9319527	4/19/2016	Granted	Avaya Inc.
Detecting Patterns with Proximity Sensors	9323333	4/26/2016	Granted	Avaya Inc.
System and method for establishing a relationship based on a prior association	9324057	4/26/2016	Granted	Avaya Inc.
System and method for managing a contact center with a graphical call connection metaphor	9325661	4/26/2016	Granted	Avaya Inc.
Method, apparatus, and system for providing ripple reduction using near term simulation for optional sequencing	9325848	4/26/2016	Granted	Avaya Inc.
Sharing electromagnetic-signal measurements for providing feedback about transmit-path signal quality	9326160	4/26/2016	Granted	Avaya Inc.
Selective Security Masking Within Recorded Speech	9336409	5/10/2016	Granted	Intellisist, Inc.
Presentation delay feedback in a web conferencing session	9338201	5/10/2016	Granted	Avaya Inc.
Method for Telephony Client Synchronization in Telephone Virtualization	9338273	5/10/2016	Granted	Avaya Inc.
System and method for driving a virtual view of agents in a contact center	9338296	5/10/2016	Granted	Avaya Inc.
Setup application for generating custom code	9338297	5/10/2016	Granted	Avaya Inc.
Systems and methods for using equivalence classes to identify and manage participants and resources in a conference room	9338400	5/10/2016	Granted	Avaya Inc.
System and method for persistent multimedia conferencing services	9344396	5/17/2016	Granted	Avaya Inc.
High availability session reconstruction	9344460	5/17/2016	Granted	Avaya Inc.

Schedule II - 121

Title	Patent No.	Issue Date	Status	Grantor
Input, display and monitoring of contact center operation in a virtual reality environment	9349118	5/24/2016	Granted	Avaya Inc.
Shared back-to-back user agent	9350594	5/24/2016	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	5/31/2016	Granted	Avaya Inc.
System and method for end-to-end encryption and security indication at an endpoint	9356917	5/31/2016	Granted	Avaya Inc.
Increasing contact center efficiency via multi-cast and multi-item presentation	9357066	5/31/2016	Granted	Avaya Inc.
Conference Call Quality Via a Connection-Testing Phase	9357075	5/31/2016	Granted	Avaya Inc.
System And Method For Transmitting Voice Messages To A Discussion Group	9357382	5/31/2016	Granted	Intellisist, Inc.
System and method for a context-based rich communication	9361604	6/7/2016	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	6/7/2016	Granted	Avaya Inc.
System and method for optimizing agent login in a contact center	9363377	6/7/2016	Granted	Avaya Inc.
Method and apparatus for allowing drag-and-drop operations across the shared borders of adjacent touch screen-equipped devices	9367224	6/14/2016	Granted	Avaya Inc.
Application router	9367367	6/14/2016	Granted	Avaya Inc.
Personal identification and interactive device for internet-based text and video communication services	9369578	6/14/2016	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System and method to detect and correct IP phone mismatch in a contact center	9369580	6/14/2016	Granted	Avaya Inc.
System and method for software turret phone capabilities	9369587	6/14/2016	Granted	Avaya Inc.
System and method to estimate end-to-end video frame delays	9369742	6/14/2016	Granted	Avaya Inc.
Advanced availability detection	9372824	6/21/2016	Granted	Avaya Inc.
System and method for automated distribution of supervisory functions in a contact center	9373092	6/21/2016	Granted	Avaya Inc.
Integrated conference floor control	9374233	6/21/2016	Granted	Avaya Inc.
Inbound contact center call disconnect buffer	9374468	6/21/2016	Granted	Avaya Inc.
Cross-domain topic expansion	9378459	6/28/2016	Granted	Avaya Inc.
Audio power based media bandwidth management	9379999	6/28/2016	Granted	Avaya Inc.
Firewall traversal for web real-time communications	9380030	6/28/2016	Granted	Avaya Inc.
Computer-Implemented System And Method For User-Controlled Processing Of Audio Signals	9380161	6/28/2016	Granted	Intellisist, Inc.
Real-time customer feedback	9386144	7/5/2016	Granted	Avaya Inc.
Method and apparatus for reconstructing a communication session	9392037	7/12/2016	Granted	Avaya Inc.
Computer-Implemented System And Method For Efficiently Reducing Transcription Error During A Call	9392108	7/12/2016	Granted	Intellisist, Inc.
Computer-Implemented Call Center Architecture And Method For Optimizing Customer Experience Through In-Band Expert Intervention	9392117	7/12/2016	Granted	Intellisist, Inc.
Secure call indicator mechanism for enterprise networks	9398055	7/19/2016	Granted	Avaya Inc.
Web-Based Sharing of Documents	9398067	7/19/2016	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Using business rules for determining presence	9398152	7/19/2016	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	7/19/2016	Granted	Avaya Inc.
Work assignment with BOT agents	9401989	7/26/2016	Granted	Avaya Inc.
System and method for subscribing to events based on tag words	9402104	7/26/2016	Granted	Avaya Inc.
System and method for phonetic searching of data	9405828	8/2/2016	Granted	Avaya Inc.
Self-configuring dynamic contact center	9407568	8/2/2016	Granted	Avaya Inc.
Context-aware social media disaster response and emergency management	9408051	8/2/2016	Granted	Avaya Inc.
System and method for interactive communication context generation	9412088	8/9/2016	Granted	Avaya Inc.
Systems and methods for monitoring and prioritizing metrics with dynamic work issue reassignment	9413890	8/9/2016	Granted	Avaya Inc.
Performance center mobile supervisor application	9414211	8/9/2016	Granted	Avaya Inc.
Predictive client VLAN extension	9414289	8/9/2016	Granted	Avaya Inc.
Contact center delivery in-building homing service	9418350	8/16/2016	Granted	Avaya Inc.
Computer-Implemented System And Method For Masking Special Data	9418659	8/16/2016	Granted	Intellisist, Inc.
System and method for high-quality call recording in a high-availability environment	9420091	8/16/2016	Granted	Avaya Inc.
Merging Multiple Emergency Calls and Information Therefrom at Emergency Systems	9420099	8/16/2016	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Methods and apparatus for customizing the audio characteristics of networked voice communications devices	9425993	8/23/2016	Granted	Avaya Inc.
Communication failover in a distributed network	9426021	8/23/2016	Granted	Avaya Inc.
Techniques for topical customer service menu reconfiguration based on social media	9426289	8/23/2016	Granted	Avaya Inc.
Computer-Implemented System And Method For Distributing Messages By Discussion Group	9426298	8/23/2016	Granted	Intellisist, Inc.
System and method for determining conference participation	9426421	8/23/2016	Granted	Avaya Inc.
Event Generation Based on Print Portion Identification	9430092	8/30/2016	Granted	Avaya Inc.
System and method for dynamic influencing of sequence vector by sequenced applications	9430279	8/30/2016	Granted	Avaya Inc.
Personal electronic devices with unobtrusive EKG-based detection of heart rate and rhythm anomalies	9430615	8/30/2016	Granted	Avaya Inc.
Automatic negative question handling	9432325	8/30/2016	Granted	Avaya Inc.
Methods, apparatuses, and systems for generating an action item in response to a detected audio trigger during a conversation	9432517	8/30/2016	Granted	Avaya Inc.
Link-local multicast in WLAN Deployments	9438558	9/6/2016	Granted	Avaya Inc.
Method to block split phone and gateway registration	9438636	9/6/2016	Granted	Avaya Inc.
State machine profiling for voice over IP calls	9438641	9/6/2016	Granted	Avaya Inc.
Cross-lingual seeding of sentiment	9438732	9/6/2016	Granted	Avaya Inc.
System And Method For Managing A Dynamic Call Flow During Automated Call Processing	9438734	9/6/2016	Granted	Intellisist, Inc.

Schedule II - 125

Title	Patent No.	Issue Date	Status	Grantor
IP multicast over split plane wireless LAN	9444643	9/13/2016	Granted	Avaya Inc.
SIP anchor points to populate common communication logs	9450989	9/20/2016	Granted	Avaya Inc.
Social media provocateur detection and mitigation	9451085	9/20/2016	Granted	Avaya Inc.
Agent matching based on video analysis of customer presentation	9451087	9/20/2016	Granted	Avaya Inc.
System and method of merging of objects from different replicas	9454361	9/27/2016	Granted	Avaya Inc.
System and method for routing work requests in an enterprise	9455930	9/27/2016	Granted	Avaya Inc.
Codec sequence detection	9456075	9/27/2016	Granted	Avaya Inc.
Call transfer with network spanning back-to-back user agents	9467570	10/11/2016	Granted	Avaya Inc.
System and method for aggressive downstream bandwidth conservation based on user inactivity	9467653	10/11/2016	Granted	Avaya Inc.
User authentication for proxy-configured clients in captive portal environments	9473495	10/18/2016	Granted	Avaya Inc.
System and method for enabling hot-desking	9473544	10/18/2016	Granted	Avaya Inc.
System and method to improve self-service experience and optimize contact center resources	9473632	10/18/2016	Granted	Avaya Inc.
System and method for agent selection in an enterprise	9473639	10/18/2016	Granted	Avaya Inc.
Meeting roster awareness	9477371	10/25/2016	Granted	Avaya Inc.
Fixed mobile convergence for audio and web conference sessions using barcodes	9479345	10/25/2016	Granted	Avaya Inc.
System and method for enhanced media brokering in VOIP network	9479606	10/25/2016	Granted	Avaya Inc.
System And Method For Distributed Speech Recognition	9484035	11/1/2016	Granted	Intellisist, Inc.

Title	Patent No.	Issue Date	Status	Grantor
Splitting a Call for an Emergent Event into Multiple Devices using Data Channels	9485357	11/1/2016	Granted	Avaya Inc.
Activity-aware intelligent alerting and delivery of electronic short messages, and related methods, apparatuses, and computer-readable media	9485632	11/1/2016	Granted	Avaya Inc.
Apparatus and method for automatically determining a version of a file	9491127	11/8/2016	Granted	Avaya Inc.
Speech analytics: conversation timing and adjustment	9491293	11/8/2016	Granted	Avaya Inc.
System and method for selecting agent in a contact center for improved call routing	9491295	11/8/2016	Granted	Avaya Inc.
System and method for determining expertise through speech analytics	9495350	11/15/2016	Granted	Avaya Inc.
Method and Apparatus for Supporting Communications Between a Computing Device Within a Network and an External Computing Device	9497168	11/15/2016	Granted	Avaya Inc.
Tracking the progression of a communication session	9497226	11/15/2016	Granted	Avaya Inc.
Network-Connected Lighting Structure with Climate Sensor, and Related Components, Systems, and Methods	9497830	11/15/2016	Granted	Avaya Inc.
System and method for virtual call hold	9503488	11/22/2016	Granted	Avaya Inc.
System and method to transport HTPP over XMPP	9503529	11/22/2016	Granted	Avaya Inc.
System And Method For Selecting Call Recordings For Storage	9503574	11/22/2016	Granted	Intellisist, Inc.
Method and apparatus for augmenting communication sessions using contextual information	9503575	11/22/2016	Granted	Avaya Inc.
System for optimizing the monetization of outgoing video sessions of a contact center	9503680	11/22/2016	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Device proximity detection	9507015	11/29/2016	Granted	Avaya Inc.
Method and system for managing and using sessions as RESTful web services	9509776	11/29/2016	Granted	Avaya Inc.
System And Method For Pairing Agents And Callers Within A Call Center	9509845	11/29/2016	Granted	Intellisist, Inc.
System And Method For Analyzing Agent Interactions	9514329	12/6/2016	Granted	Intellisist, Inc.
Packet headers as a trigger for automatic activation of special-purpose softphone applications	9516069	12/6/2016	Granted	Avaya Inc.
Automatic contact center expansion and contraction	9516169	12/6/2016	Granted	Avaya Inc.
System and method for message notification based on text modification	9516622	12/6/2016	Granted	Avaya Inc.
Method and system for enhanced internet protocol address aggregation	9521063	12/13/2016	Granted	Avaya Management L.P.
SIP anchor points to populate common communication logs	9521169	12/13/2016	Granted	Avaya Inc.
Enhanced communication between remote participants using augmented and virtual reality	9524588	12/20/2016	Granted	Avaya Inc.
Back-to-back virtual web real-time communications (WebRTC) agents, and related methods, systems, and computer-readable media	9525718	12/20/2016	Granted	Avaya Inc.
System and Method for Managing Enterprise Communications	9525776	12/20/2016	Granted	Avaya Inc.
Dynamic management of collaboration sessions using real-time text analytics	9531782	12/27/2016	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	12/27/2016	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System, method and apparatus for classifying communications in a communications system	9531873	12/27/2016	Granted	Avaya Inc.
Contact center replay	9531876	12/27/2016	Granted	Avaya Inc.
Optimization in workforce management using work assignment engine data	9531880	12/27/2016	Granted	Avaya Inc.
Systems, Methods, and Media for Providing Selectable Video Using Scalable Video Coding	9532001	12/27/2016	Granted	Avaya Inc.
"At Least" Operator for Combining Audio Search Hits	9535987	1/3/2017	Granted	Avaya Inc.
Systems and methods for serving application specific policies based on dynamic context	9537900	1/3/2017	Granted	Avaya Inc.
Multi-Stream Video Switching With Selective Optimized Composite	9538139	1/3/2017	Granted	Avaya Inc.
Emergency Mapping System	9541407	1/10/2017	Granted	Avaya Inc.
Anti-trending	9542455	1/10/2017	Granted	Avaya Inc.
Method and system for optimizing contact center performance	9542657	1/10/2017	Granted	Avaya Inc.
Application configuration using DNS-based service discovery	9544190	1/10/2017	Granted	Avaya Inc.
Mechanisms for handling SIP glare across multiple dialogs	9544336	1/10/2017	Granted	Avaya Inc.
Application programming interface enabling communication features for different communication protocols	9544340	1/10/2017	Granted	Avaya Inc.
System and Method for Evaluating Media Segments for Interestingness	9544704	1/10/2017	Granted	Avaya Inc.
Presence-Based Power Management	9547352	1/17/2017	Granted	Avaya Inc.
System and Method for Compatibility-Based Team Formation	9549070	1/17/2017	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System and method for incremental software installation	9552201	1/24/2017	Granted	Avaya Inc.
Mechanism for computing and using contextualized social media scores	9552397	1/24/2017	Granted	Avaya Inc.
Location-Based To-Do List Reminders	9558475	1/31/2017	Granted	Avaya Inc.
Centralized licensing system	9558522	1/31/2017	Granted	Avaya Inc.
System and method to transport HTTP over XMPP	9560111	1/31/2017	Granted	Avaya Inc.
Computer-Implemented System and Method for Determining Call Connection Status	9560196	1/31/2017	Granted	Intellisist, Inc.
Automatic contact center administration updates based on acceptance of a broadcast request	9560202	1/31/2017	Granted	Avaya Inc.
System and method for providing intelligent and automatic mute notification	9560208	1/31/2017	Granted	Avaya Inc.
Systems and methods for indexing and searching reporting data	9563678	2/7/2017	Granted	Avaya Inc.
System And Method For Message-Based Call Communication	9565310	2/7/2017	Granted	Intellisist, Inc.
System and method for a particle system based user interface	9569064	2/14/2017	Granted	Avaya Inc.
System and method for adaptive communication user interface	9569069	2/14/2017	Granted	Avaya Inc.
Virtual management of work items	9569741	2/14/2017	Granted	Avaya Inc.
Mechanism for creation and utilization of an attribute tree in a contact center	9569751	2/14/2017	Granted	Avaya Inc.
Browser-based communications enhanced with enterprise communication features	9571529	2/14/2017	Granted	Avaya Inc.
Graphical environment for adding liaison agents to a communication session	9571533	2/14/2017	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Contact advocate	9571644	2/14/2017	Granted	Avaya Inc.
Far-End Initiated Mid-Call Notification Via Ring Ping	9571651	2/14/2017	Granted	Avaya Inc.
Bitmaps for next generation contact center	9571654	2/14/2017	Granted	Avaya Inc.
Conference call question manager	9571660	2/14/2017	Granted	Avaya Inc.
Intelligent Selection of Message Delivery Mechanism	9572095	2/14/2017	Granted	Avaya Inc.
Determining communication modes of a mobile device based on presence information	9574671	2/21/2017	Granted	Avaya Inc.
System, method and apparatus for troubleshooting an IP network	9577895	2/21/2017	Granted	Avaya Inc.
System and method for binding a virtual desktop infrastructure host and media soft client together	9578106	2/21/2017	Granted	Avaya Inc.
Audio level based management of communication resources	9578283	2/21/2017	Granted	Avaya Inc.
Methods, apparatuses, and computer-readable media for initiating an application for participants of a conference	9584558	2/28/2017	Granted	Avaya Inc.
Providing external application services with an existing private branch exchange media server	9584560	2/28/2017	Granted	Avaya Inc.
Method and apparatus for referencing between three dimensional computer-generated virtual environments	9588783	3/7/2017	Granted	Avaya Inc.
Communication Endpoint Call Log Notification	9590861	3/7/2017	Granted	Avaya Inc.
Authentication frequency and challenge type based on application usage	9590985	3/7/2017	Granted	Avaya Inc.
Method and apparatus for dynamic device pairing	9591036	3/7/2017	Granted	Avaya Inc.
Method and apparatus providing connection recovery for a chat client	9591083	3/7/2017	Granted	Avaya Inc.

Schedule II - 131

Title	Patent No.	Issue Date	Status	Grantor
Management of network impairment by communication endpoints	9591108	3/7/2017	Granted	Avaya Inc.
Method and system for determining occupancy of resources in a multimodal contact center	9591134	3/7/2017	Granted	Avaya Inc.
Application and open source information technology policy filter	9594886	3/14/2017	Granted	Avaya Inc.
Audio search using codec frames	9595264	3/14/2017	Granted	Avaya Inc.
Audio conferencing server for the internet	9602295	3/21/2017	Granted	Avaya Inc.
Associating system requests with SMS user responses	9602310	3/21/2017	Granted	Avaya Inc.
Global session identifier	9602634	3/21/2017	Granted	Avaya Inc.
Silence Density Models	9602666	3/21/2017	Granted	Avaya Inc.
Methods and systems for selectively sharing content	9602670	3/21/2017	Granted	Avaya Inc.
System and method for managing agent schedules in a contact center	9609130	3/28/2017	Granted	Avaya Inc.
Predictive Model for Abandoned Calls	9609133	3/28/2017	Granted	Avaya Inc.
Optimized video snapshot	9609272	3/28/2017	Granted	Avaya Inc.
System and method for not displaying duplicate images in a video conference	9609273	3/28/2017	Granted	Avaya Inc.
System and Method for Securing a Conference Bridge from Eavesdropping	9609514	3/28/2017	Granted	Avaya Inc.
Acquiring and correlating web real-time communications (WebRTC) interactive flow characteristics, and related methods, systems, and computer-readable media	9614890	4/4/2017	Granted	Avaya Inc.
Determination of persona information availability and delivery on peer-to-peer networks	9614905	4/4/2017	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Acoustic information transfer	9621282	4/11/2017	Granted	Avaya Inc.
Call Routing Between Enhanced and Legacy Systems	9621510	4/11/2017	Granted	Avaya Inc.
Caller authentication	9621722	4/11/2017	Granted	Avaya Inc.
Computer-Implemented System And Method For Detecting Events For Use In An Automated Call Center Environment	9621726	4/11/2017	Granted	Intellisist, Inc.
System and method for prioritizing agent intervention into automated customer engagements	9621728	4/11/2017	Granted	Avaya Inc.
Multi-finger sliding detection using fingerprints to generate different events	9626099	4/18/2017	Granted	Avaya Inc.
Routing technique	9628298	4/18/2017	Granted	Avaya Inc.
System and method to use predicted agent state to optimize selection strategy	9628625	4/18/2017	Granted	Avaya Inc.
Computer-Implemented System And Method For Transcription Error Reduction During A Live Call	9633658	4/25/2017	Granted	Intellisist, Inc.
Communication device event captures	9634911	4/25/2017	Granted	Avaya Inc.
System and method for managing conference calls	9635061	4/25/2017	Granted	Avaya Inc.
Aggregated multi-topic agent desktop	9635175	4/25/2017	Granted	Avaya Inc.
Network hardware and software upgrade recommender	9639341	5/2/2017	Granted	Avaya Inc.
System and method for predicting user patterns for adaptive systems and user interfaces based on social synchrony and homophily	9646317	5/9/2017	Granted	Avaya Inc.
Coordinated video-phone overlay on top of PC desktop display	9648274	5/9/2017	Granted	Avaya Inc.
System and method for a communication session identifier	9652738	5/16/2017	Granted	Avaya Inc.

Schedule II - 133

Title	Patent No.	Issue Date	Status	Grantor
Route Optimization Using Measured Congestion	9654383	5/16/2017	Granted	Avaya Inc.
Method and system for determining customer's skill, knowledge level, and/or interest	9654638	5/16/2017	Granted	Avaya Inc.
System and method to synchronize video playback on mobile devices	9654817	5/16/2017	Granted	Avaya Inc.
Method By Which PSAPs Can Identify, and Request Information From Cellular Devices That Are Near Emergent Events	9654955	5/16/2017	Granted	Avaya Inc.
System and method for efficient software replication	9658841	5/23/2017	Granted	Avaya Inc.
Secure VLANs	9660829	5/23/2017	Granted	Avaya Inc.
Presentation of contextual information in a co-browsing environment	9665653	5/30/2017	Granted	Avaya Inc.
System and Method for Preserving Call Language Settings for Session Initiation Protocol Diverted Calls	9667785	5/30/2017	Granted	Avaya Inc.
System And Method For Facilitating Agent-Caller Communication During A Call	9667789	5/30/2017	Granted	Intellisist, Inc.
System and Method for Providing Ongoing Call Center Call Assistance with the Aid of a Digital Computer	9667793	5/30/2017	Granted	Intellisist, Inc.
Computer-Implemented System and Method for Group Message Delivery	9667796	5/30/2017	Granted	Intellisist, Inc.
Method and system for video conference and PC user experience integration	9667915	5/30/2017	Granted	Avaya Inc.
System and method for setting wireless message priority	9668270	5/30/2017	Granted	Avaya Inc.
System and method for providing customer service help	9672549	6/6/2017	Granted	Avaya Inc.
Sequenced telephony applications upon call disconnect method and apparatus	9674231	6/6/2017	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System And Method For Processing Call Data	9674355	6/6/2017	Granted	Intellisist, Inc.
Management of contacts at contact centers	9674360	6/6/2017	Granted	Avaya Inc.
Establishing a Social Connection with a Business During a Conversation	9674363	6/6/2017	Granted	Avaya Inc.
Method and apparatus for forming a tiered wireless local area network (WLAN) server topology	9674767	6/6/2017	Granted	Avaya Inc.
Indication of eye tracking information during real-time communications	9678567	6/13/2017	Granted	Avaya Inc.
Word cloud audio navigation	9679567	6/13/2017	Granted	Avaya Inc.
Reporting on call center data across multiple concurrent activity sources	9680995	6/13/2017	Granted	Avaya Inc.
Downloadable pluggable services	9690559	6/27/2017	Granted	Avaya Inc.
Instant Text Message Conductor	9699121	7/4/2017	Granted	Avaya Inc.
On-demand robot acquisition of communication features	9699124	7/4/2017	Granted	Avaya Inc.
System and method for dynamic suggestion of optimal course of action	9699256	7/4/2017	Granted	Avaya Inc.
Computer-Implemented System And Method For Processing Caller Responses	9699315	7/4/2017	Granted	Intellisist, Inc.
Negotiation of a Future Communication by Use of a Personal Virtual Assistant (PVA)	9703520	7/11/2017	Granted	Avaya Inc.
Security and retention tagging	9705926	7/11/2017	Granted	Avaya Inc.
Simultaneous Advanced Call Control for Both Simple and Advanced SIP User Agents	9705940	7/11/2017	Granted	Avaya Inc.
Outbound internal calls initiated on behalf of a group of users	9706049	7/11/2017	Granted	Avaya Inc.
Camera View Control Using Unique Nametags and Gestures	9706107	7/11/2017	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Navigational Aid for Emergency Response Personnel	9706376	7/11/2017	Granted	Avaya Inc.
Call response system	9712672	7/18/2017	Granted	Avaya Inc.
Unspoken sentiment	9715492	7/25/2017	Granted	Avaya Inc.
Communications between contact center agent systems to facilitate agent engagement	9716790	7/25/2017	Granted	Avaya Inc.
Systems and Methods for Detecting and Reducing Fraud in a Contact Center	9716791	7/25/2017	Granted	Avaya Inc.
System and method to detect and correct IP phone mismatch in a contact center	9716793	7/25/2017	Granted	Avaya Inc.
Server for providing enhanced services to contact center agents	9723150	8/1/2017	Granted	Avaya Inc.
Rogue AP Detection	9723488	8/1/2017	Granted	Avaya Inc.
Plan-assisted wireless access point configuration	9723493	8/1/2017	Granted	Avaya Inc.
Intelligent message manager	9729392	8/8/2017	Granted	Avaya Inc.
Method and apparatus for providing priority indicia associated with a plurality of messages	9729694	8/8/2017	Granted	Avaya Inc.
Signature-Free Intrusion Detection	9736172	8/15/2017	Granted	Avaya Inc.
Method and system for controlling audio signals in multiple concurrent conference calls	9736312	8/15/2017	Granted	Avaya Inc.
Virtual machine implementation of multiple use contexts executing on a communication device	9736675	8/15/2017	Granted	Avaya Inc.
System and Method for Coordinated Learning and Teaching using a Videoconferencing System	9741257	8/22/2017	Granted	Avaya Inc.
Computer-Implemented System And Method For Identifying Call Recordings For Retention	9742908	8/22/2017	Granted	Intellisist, Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and apparatus for modifying address information in signaling messages to ensure inpath devices remain in signaling path between endpoints	9749296	8/29/2017	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	8/29/2017	Granted	Avaya Inc.
Generation and usage of mobility VLAN ID version value	9755899	9/5/2017	Granted	Avaya Inc.
System and method for context-aware participant management	9756083	9/5/2017	Granted	Avaya Inc.
Implementation of the semi-attended transfer in SIP for IP-multimedia subsystem environments	9762628	9/12/2017	Granted	Avaya Inc.
Contact center agent display application	9762726	9/12/2017	Granted	Avaya Inc.
Adaptive management of a media buffer	9769043	9/19/2017	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	9/19/2017	Granted	Avaya Inc.
Presence Aware Automated Conferencing System	9769319	9/19/2017	Granted	Avaya Inc.
System and Method for Processing Digital Images During Videoconference	9774823	9/26/2017	Granted	Avaya Inc.
Automatic Expansion and Derivative Tagging	9774825	9/26/2017	Granted	Avaya Inc.
Distribution of ephemeral extension to communication sessions	9779231	10/3/2017	Granted	Avaya Inc.
System and Method to Prevent Polling Overload for Detection of Presence Information	9781026	10/3/2017	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Attribute scoping and hierarchy	9781187	10/3/2017	Granted	Avaya Inc.
Computer-Implemented System And Method For Determining A Status Of A Call Connection	9781256	10/3/2017	Granted	Intellisist, Inc.
Context-based dynamic adjustment to pacing algorithm	9781263	10/3/2017	Granted	Avaya Inc.
System and method for contact center routing of a customer based on media capabilities	9781268	10/3/2017	Granted	Avaya Inc.
Telephonic payment processing method for online services	9785927	10/10/2017		Avaya Inc.
Single-Sided Speech Quality Measurement	9786300	10/10/2017	Granted	Avaya Inc.
Video conference bridge setting, sharing, pushing, and rationalization	9787441	10/10/2017	Granted	Avaya Inc.
Method, apparatus, and system for providing and using multi-protocol eventing	9787749	10/10/2017	Granted	Avaya Inc.
Reduction of wireless communication costs in enterprises	9788256	10/10/2017	Granted	Avaya Inc.
Universal contact manager	9794404	10/17/2017	Granted	Avaya Inc.
Facilitation of a Conference Call Between Static and Rotating Participants	9794413	10/17/2017	Granted	Avaya Inc.
Positional Sensitive Interaction Functionality	9794514	10/17/2017	Granted	Avaya Inc.
System and method for multi-model, context-aware visualization, notification, aggregation and formation	9799004	10/24/2017	Granted	Avaya Inc.
Method and system for determining exposures presented by an orchestrated process	9799009	10/24/2017	Granted	Avaya Inc.
Method and apparatus for identifying a speaker	9800731	10/24/2017	Granted	Avaya Inc.
Dynamic Customization of Pluggable Service By Users	9800992	10/24/2017	Granted	Avaya Inc.
Automatic user redundancy determination	9806965	10/31/2017	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Systems and methods for event routing and correlation	9807143	10/31/2017	Granted	Avaya Inc.
Device, System, and Method for Optimizing Active Transactions of an Agent	9813553	11/7/2017	Granted	Avaya Inc.
Conditional attribute mapping in work assignment	9813557	11/7/2017	Granted	Avaya Inc.
Provision of Inferentially Derived Guidance to Emergency Response Personnel	9813883	11/7/2017	Granted	Avaya Inc.
Dynamic Selection of Communication Mode, Application and/or Device Using Context and Policy	9819794	11/14/2017	Granted	Avaya Inc.
Computer-Implemented System And Method For Efficiently Scheduling Appointments Within A Call Center Staff Via An Automatic Call Distributor	9819798	11/14/2017	Granted	Intellisist, Inc.
System And Method For Monitoring Customer Satisfaction In An Ongoing Call Center Interaction	9819799	11/14/2017	Granted	Intellisist, Inc.
Services versioning	9826061	11/21/2017	Granted	Avaya Inc.
Services versioning	9826062	11/21/2017	Granted	Avaya Inc.
Systems and methods for multichannel routing of work items in a contact center	9826095	11/21/2017	Granted	Avaya Inc.
Selective recording of high quality media in a videoconference	9832422	11/28/2017	Granted	Avaya Inc.
Enhancement of audio captured by multiple microphones at unspecified positions	9832583	11/28/2017	Granted	Avaya Inc.
System and method for management of reboot parameters	9836311	12/5/2017	Granted	Avaya Inc.
Immersive 3D sound space for searching audio	9838818	12/5/2017	Granted	Avaya Inc.
Social Media Processing with Three-Dimensional Audio	9838824	12/5/2017	Granted	Avaya Inc.
MiTM proxy having client authentication support	9843561	12/12/2017	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Intelligent module sequencing	9843650	12/12/2017	Granted	Avaya Inc.
Voice and video watermark for exfiltration prevention	9848003	12/19/2017	Granted	Avaya Inc.
Protecting privacy of a customer and an agent using face recognition in a video contact center environment	9848165	12/19/2017	Granted	Avaya Inc.
System and method for near real-time identification and definition query	9852732	12/26/2017	Granted	Avaya Inc.
Agent statistics by location	9854095	12/26/2017	Granted	Avaya Inc.
Electronic communication routing based data accuracy	9854098	12/26/2017	Granted	Avaya Inc.
Computer-Implemented System And Method For Transcription Error Reduction	9858929	1/2/2018	Granted	Intellisist, Inc.
System and method for end-to-end call quality indication	9860296	1/2/2018	Granted	Avaya Inc.
Agent rating prediction and routing	9860380	1/2/2018	Granted	Avaya Inc.
Computer-Implemented System And Method For Delivery Of Group Messages	9860384	1/2/2018	Granted	Intellisist, Inc.
Skill change and routing correction	9866696	1/9/2018	Granted	Avaya Inc.
System and Method for Managing Multi-Modal Communication Sessions	9871835	1/16/2018	Granted	Avaya Inc.
System and method for managing resources	9871923	1/16/2018	Granted	Avaya Inc.
Network device management and visualization	9875001	1/23/2018	Granted	Avaya Inc.
Variable capture between applications	9876860	1/23/2018	Granted	Avaya Inc.
Parallel forking with AOR chaining	9876912	1/23/2018	Granted	Avaya Inc.
Adding features and services without password exposure	9881145	1/30/2018	Granted	Avaya Inc.
System And Method For Identifying Special Information	9881604	1/30/2018	Granted	Intellisist, Inc.

Title	Patent No.	Issue Date	Status	Grantor
System and method for guiding agents in an enterprise	9883032	1/30/2018	Granted	Avaya Inc.
System and method of message thread management	9886664	2/6/2018	Granted	Avaya Inc.
Systems, methods and media for identifying and associating user devices with media cues	9888046	2/6/2018	Granted	Avaya Inc.
Screen resize for reducing power consumption	9892668	2/13/2018	Granted	Avaya Inc.
Security Surveillance Via Three-Dimensional Audio Space Presentation	9892743	2/13/2018	Granted	Avaya Inc.
Ongoing Text Analysis to Self-Regulate Network Node Allocations and Contact Center Adjustments	9894201	2/13/2018	Granted	Avaya Inc.
Prioritize contact numbers of customers in real time	9894203	2/13/2018	Granted	Avaya Inc.
On-Topic Monitor	9894206	2/13/2018	Granted	Avaya Inc.
Dissemination of Quality Of Service Information In a Distributed Environment	9900230	2/20/2018	Granted	Avaya Inc.
System and method for managing incoming requests for a communication session using a graphical connection metaphor	9900280	2/20/2018	Granted	Avaya Inc.
SIP Network Border Element Session Augmentation	9900352	2/20/2018	Granted	Avaya Inc.
Multi-Stream Video Switching With Selective Optimized Composite	9900553	2/20/2018	Granted	Avaya Inc.
Hybrid cloud media architecture for media communications	9906568	2/27/2018	Granted	Avaya Inc.
Management of Contact Center Group Metrics	9906647	2/27/2018	Granted	Avaya Inc.
Client location discovery	9906896	2/27/2018	Granted	Avaya Inc.
Semi-background replacement based on rough segmentation	9911193	3/6/2018	Granted	Avaya Inc.
System and method for dynamic session maps	9912524	3/6/2018	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
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	3/6/2018	Granted	Avaya Inc.
Computer-Implemented System And Method For Determining Call Status	9912806	3/6/2018	Granted	Intellisist, Inc.
Integrating Business Performance Activity with Personal Performance Activity on a Wearable Device	9912814	3/6/2018	Granted	Avaya Inc.
Method for visualizing temporal data	9923982	3/20/2018	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	3/27/2018	Granted	Avaya Inc.
Mechanism for work assignment in a graph-based contact center	9930179	3/27/2018	Granted	Avaya Inc.
Systems and Methods for Optimal Scheduling of Resources in a Contact Center	9930181	3/27/2018	Granted	Avaya Inc.
Selective traffic analysis at a communication network edge	9935968	4/3/2018	Granted	Avaya Inc.
System and Method for Processing Digital Images During Videoconference	9936162	4/3/2018	Granted	Avaya Inc.
System and Method for Mirror Utilization in Meeting Rooms	9936163	4/3/2018	Granted	Avaya Inc.
WebRTC call recording at the edge of an enterprise network	9942284	4/10/2018	Granted	Avaya Inc.
System And Method For Automated Call Center Operation Facilitating Agent-Caller Communication	9942401	4/10/2018	Granted	Avaya Inc.
Multi-Mode Video Conferencing System	9942517	4/10/2018	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Reconstruction of states on controller failover (13/932004)	9948726	4/17/2018	Granted	Avaya Inc.
Routing and Notification in Response to a Failed Forked Call	9948777	4/17/2018	Granted	Avaya Inc.
Publishing Contacts to Opt-In Users	9948783	4/17/2018	Granted	Avaya Inc.
Background Replacement Based on Attribute of Remote User or Endpoint	9948893	4/17/2018	Granted	Avaya Inc.
Collaborative bookmarks	9953020	4/24/2018	Granted	Avaya Inc.
Computer-Implemented System And Method For Correlating Activity Within A User Interface With Special Information	9953147	4/24/2018	Granted	Avaya Inc.
Intelligent/selective coverage mechanism	9954905	4/24/2018	Granted	Avaya Inc.
Method and system for delivering messages	9955014	4/24/2018	Granted	Avaya Inc.
Presentation of enhanced communication between remote participants using augmented and virtual reality	9959676	5/1/2018	Granted	Avaya Inc.
System and method for managing concurrent communications in a contact center	9961120	5/1/2018	Granted	Avaya Inc.
System, Method and Apparatus for Authenticating Calls	9961197	5/1/2018	Granted	Avaya Inc.
Monitoring Agent Oversight of Artificial Intelligence Content in a Contact Center	9961204	5/1/2018	Granted	Avaya Inc.
Mobility Bonding Network	9961205	5/1/2018	Granted	Avaya Inc.
System and Method for Tracking Call Billing	9961211	5/1/2018	Granted	Avaya Inc.
Sign Language Communication with Communication Devices	9965467	5/18/2018	Granted	Avaya Inc.
Proxy-Based Reservation Scheduling System	9965820	5/8/2018	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System and method for optimizing access to a resource based on social synchrony and homophily	9972022	5/15/2018	Granted	Avaya Inc.
Movement and Interaction Verification	9975243	5/22/2018	Granted	Avaya Inc.
Emergency Call Back for Session Initiation Protocol Sessions	9979754	5/22/2018	Granted	Avaya Inc.
System and method for selecting an agent in an enterprise	9986097	5/29/2018	Granted	Avaya Inc.
Continuous call recording	9992331	6/5/2018	Granted	Avaya Inc.
Signal to Noise Ratio Using Decentralized Dynamic Laser Microphones	9992580	6/5/2018	Granted	Avaya Inc.
System and method for end-to-end RTCP	9998517	6/12/2018	Granted	Avaya Inc.
Detecting Bluetooth Low Energy (BLE) Beacons Using WiFi	9998903	6/12/2018	Granted	Avaya Inc.
System Initiated Dialog Adjustment	10003692	6/19/2018	Granted	Avaya Inc.
Enterprise class virtual desktop infrastructure	10009404	6/26/2018	Granted	Avaya Inc.
Control of enhanced communication between remote participants using augmented and virtual reality	10013805	7/3/2018	Granted	Avaya Inc.
Node-based policy-enforcement across mixed media, mixed-communications modalities and extensible to cloud computing such as SOA	10015169	7/3/2018	Granted	Avaya Inc.
Identifying Information Pertinent to an Emergent Event Through Social Media Postings	10021246	7/10/2018	Granted	Avaya Inc.
Systems and methods for managing reporting data on a hosted on-demand reporting system	10026059	7/17/2018	Granted	Avaya Inc.
System And Method For Providing Hiring Recommendations Of Agents Within A Call Center	10027804	7/17/2018	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Communication Systems for Multi-Source Robot Control	10032137	7/24/2018	Granted	Avaya Inc.
Emergency request prior insight delivery	10033862	7/24/2018	Granted	Avaya Inc.
System And Method For Providing Agent Guidance	10038784	7/31/2018	Granted	Avaya Inc.
Service Robot Communication Systems and System Self-Configuration	10040201	8/7/2018	Granted	Avaya Inc.
System And Method For Call Data Processing	10044860	8/7/2018	Granted	Avaya Inc.
Computer-Implemented System And Method For Assigning Call Agents To Callers	10044864	8/7/2018	Granted	Avaya Inc.
Video Conference Bridge Setting Sharing, Pushing and Rationalization	10050749	8/14/2018	Granted	Avaya Inc.
Abstract activity counter	10051067	8/14/2018	Granted	Avaya Inc.
Access to a wearable computing system using randomized input origins	10061934	8/28/2018	Granted	Avaya Inc.
Agent-initiated automated co-browse	10069973	9/4/2018	Granted	Avaya Inc.
Pushing Graphical User Interface Widgets for Communication Devices	10075494	9/11/2018	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	9/18/2018	Granted	Avaya Inc.
System and method for providing agent assistance in contact centers	10079937	9/18/2018	Granted	Avaya Inc.
Channel Bandwidth Optimization for Dynamic Network Conditions	10080231	9/18/2018	Granted	Avaya Inc.
Computer-Implemented System And Method For Transcription Error Reduction	10083691	9/25/2018	Granted	Avaya Inc.
System and Method for Agent-Driven System Training	10084919	9/25/2018	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Systems and methods for enhanced conference session interaction	10097599	10/9/2018	Granted	Avaya Inc.
Zero Touch Attachment of Devices to a SPB Network	10097639	10/9/2018	Granted	Avaya Inc.
System and method for ensuring high availability in an enterprise IMS network	10104130	10/16/2018	Granted	Avaya Inc.
System and Method of Embedded Application Tags	10108735	10/23/2018	Granted	Avaya Inc.
System and Method for Topic Based Segregation in Instant Messaging	10110523	10/23/2018	Granted	Avaya Inc.
Management for communications ports	10110560	10/23/2018	Granted	Avaya Inc.
Supporting intermediate back to back user agents between user agents and a conference focus	10110682	10/23/2018	Granted	Avaya Inc.
System and Method for Dynamic Light Adjustment in Video Capture	10110851	10/23/2018	Granted	Avaya Inc.
Computer-Implemented System And Method For Performing Distributed Speech Recognition	10121475	11/6/2018	Granted	Intellisist, Inc.
System and Method for Efficient Bandwidth Allocation for Forked Communication Sessions	10122582	11/6/2018	Granted	Avaya Inc.
Computer-Implemented System And Method For Identifying Call Recordings For Retention	10122849	11/6/2018	Granted	Intellisist, Inc.
System and method for managing resource selection in an enterprise	10122859	11/6/2018	Granted	Avaya Inc.
System and method of managing transmission of data between two devices	10122896	11/6/2018	Granted	Avaya Inc.
Operational Parameters	10124491	11/13/2018	Granted	Avaya Inc.
Generation of complete communication logs	10129040	11/13/2018	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Controlling access to traversal using relays around network address translation (turn) servers using trusted single-use credentials	10129243	11/13/2018	Granted	Avaya Inc.
Systems and Methods for Optimal Scheduling of Resources in a Contact Center	10129405	11/13/2018	Granted	Avaya Inc.
On-Call Sharing of Social media Context and Content	10135983	11/20/2018	Granted	Avaya Inc.
Immediate Reconnection Of A Call To An Agent In A Contact Center	10135985	11/20/2018	Granted	Avaya Inc.
Conversation quality analysis	10141011	11/27/2018	Granted	Avaya Inc.
Computer-Implemented System And Method For Facilitating Interactions Via Automatic Agent Responses	10142474	11/27/2018	Granted	Intellisist, Inc.
Electronic Speech Recognition Name Directory Prognostication System	10147417	12/4/2018	Granted	Avaya Inc.
Extension of Authorization Framework	10148522	12/4/2018	Granted	Avaya Inc.
System And Method For Providing Customer-specific Ongoing Call Center Assistance With The Aid Of A Digital Computer	10154140	12/11/2018	Granted	Intellisist, Inc.
System and method for predicting meeting subjects, logistics, and resources	10154391	12/11/2018	Granted	Avaya Inc.
System And Method For Performing Circumstance-specific Customer Satisfaction Monitoring In An Ongoing Call Center Interaction	10158759	12/18/2018	Granted	Intellisist, Inc.
Media Degradation Recovery During a Communication Session	10159027	12/18/2018	Granted	Avaya Inc.
Route optimization using measured congestion	10164886	12/25/2018	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
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	12/25/2018	Granted	Avaya Inc.
Mobile Caller Authentication for Contact Centers	10164977	12/25/2018	Granted	Avaya Inc.
Method for including caller-provided subject information in the caller-id display of enterprise telephones	10165116	12/25/2018	Granted	Avaya Inc.
System and Method for Dynamic Call Traffic Routing	10165121	12/25/2018	Granted	Avaya Inc.
System and Method for Enhancing Video Conferencing Experience via a Moving Camera	10165159	12/25/2018	Granted	Avaya Inc.
Internet Protocol Address Selection in Session Initiation Protocol Communications	10182006	1/5/2019	Granted	Avaya Inc.
Dynamic Multikeys for Persistent Objects	10185579	1/22/2019	Granted	Avaya Inc.
Method to Provide an Optimized User Interface for Presentation of Application Service Impacting Errors	10185640	1/22/2019	Granted	Avaya Inc.
Session Initiation Protocol Call Preservation Based On A Network Failure	10193931	1/29/2019	Granted	Avaya Inc.
Kiosk escalation	10198760	2/5/2019	Granted	Avaya Inc.
Call context conveyance	10200418	2/5/2019	Granted	Avaya Inc.
Three-Dimensional Generalized Space	10203839	2/12/2019	Granted	Avaya Inc.
Bandwidth-efficient archiving of real-time interactive flows, and related methods, systems, and computer-readable media	10205624	2/12/2019	Granted	Avaya Inc.
Advanced user interface and control paradigm including contextual collaboration for multiple service operator extended functionality offers	10205999	2/12/2019	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Contact center delivery in-building homing service	10210472	2/19/2019	Granted	Avaya Inc.
Methods and systems for creating and exchanging a device specific blockchain for device authentication	10212145	2/19/2019	Granted	Avaya Inc.
System and method for keyword-based notification and delivery of content	10212285	2/19/2019	Granted	Avaya Inc.
Computer-Implemented System And Method For Delivery Of Group Messages	10212287	2/19/2019	Granted	Intellisist, Inc.
Intelligent Presentation of Surveillance Information on a Mobile Device	10212328	2/19/2019	Granted	Avaya Inc.
Authentication Based on Geo-Location History	10212587	2/19/2019	Granted	Avaya Inc.
Command and Control of a Robot by a Contact Center with Third-Party Monitoring	10216182	2/26/2019	Granted	Avaya Inc.
Network Device Management and Visualization	10216380	2/26/2019	Granted	Avaya Inc.
System and Method for Securing Account Access by Verifying Account with Email Provider	10218701	2/26/2019	Granted	Avaya Inc.
Microphone Monitoring and Analytics	10218841	2/26/2019	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	3/5/2019	Granted	Avaya Inc.
Emergency Call Back for Remote Workers	10225401	3/5/2019	Granted	Avaya Inc.
Systems and methods for indexing and searching administrative data	10229371	3/12/2019	Granted	Avaya Inc.
Phrase spotting systems and methods	10229676	3/12/2019	Granted	Avaya Inc.
Session Reconstruction Using Proactive Redirect	10230801	3/12/2019	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System and method for multimodal interaction aids	10237082	3/19/2019	Granted	Avaya Inc.
Multiple device co-browsing of a single website instance	10237325	3/19/2019	Granted	Avaya Inc.
Co-resident plug-ins of third party software	10237370	3/19/2019	Granted	Avaya Inc.
Synchronization of Digital Algorithmic State Data with Audio Trace Signals	10242694	3/26/2019	Granted	Avaya Inc.
Cloud-based universal collaborative messaging system and method	10250534	4/2/2019	Granted	Avaya Inc.
Positional Controlled Muting	10250848	4/2/2019	Granted	Avaya Inc.
Testing User Interface Functionality Through Actuation by a Piezoelectric Grid	10254734	4/9/2019	Granted	Avaya Inc.
Method For Redistributing Access Points Automatically to Controllers for Restoring Topology and Balancing Load	10255116	4/9/2019	Granted	Avaya Inc.
Delivering In-Home Customer Service Via Multiple Channels	10257581	4/9/2019	Granted	Avaya Inc.
Method, apparatus, and system for providing and using subscriptions and filtering based on tree structures	10261997	4/16/2019	Granted	Avaya Inc.
Mobile Endpoint Network Interface Selection Using Merged Policies	10263886	4/16/2019	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	4/16/2019	Granted	Avaya Inc.
Method for enabling mobility of client devices in large scale unified networks	10270622	4/23/2019	Granted	Avaya, Inc.
Extending Network Address Lifetime When Address System is Unavailable	10270737	4/23/2019	Granted	Avaya Inc.
Failover announcements	10270903	4/23/2019	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Enhancing contact center calculations based on real-time speech analytics	10270914	4/23/2019	Granted	Avaya Inc.
System and method for conversational configuration of applications	10282213	5/7/2019	Granted	Avaya Inc.
Managing contact center metrics	10282456	5/7/2019	Granted	Avaya Inc.
Garbage Collection Of Persistent Objects With Dynamic Multikeys	10289728	5/14/2019	Granted	Avaya Inc.
Control for content channel in web real-time communication	10298652	5/21/2019	Granted	Avaya Inc.
System and method for selecting agents to improve call routing	10298765	5/21/2019	Granted	Avaya Inc.
Publishing Contacts to Opt-In Users	10306069	5/28/2019	Granted	Avaya Inc.
Mechanism for Work Assignment in a Graph-Based Contact Center	10313526	6/4/2019	Granted	Avaya Inc.
Geo-spatial event processing	10319376	6/11/2019	Granted	Avaya Inc.
Device and Method for Temporal Correlation of Communication Types	10320737	6/11/2019	Granted	Avaya Inc.
Call log management for multiple communication devices using the same address of record	10320971	6/11/2019	Granted	Avaya Inc.
Enhanced Session Initiation Protocol Recording	10320972	6/11/2019	Granted	Avaya Inc.
Embedding Content of Interest in Video Conferencing	10321096	6/11/2019	Granted	Avaya Inc.
Method Invocation for Persistent Objects with Dynamic Multikeys	10324735	6/18/2019	Granted	Avaya Inc.
Telephony Endpoint Presence and Instant Messaging Data-Packet Management	10333869	6/25/2019	Granted	Avaya Inc.
Systems and methods for presenting information extracted from one or more data sources to event participants	10339504	7/2/2019	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Skill-based secure dynamic contact center agent access	10341318	7/2/2019	Granted	Avaya Inc.
System and Method to Authenticate Contact Center Agents by a Reverse Authentication Procedure	10341487	7/2/2019	Granted	Avaya Inc.
Acoustic Information Transfer	10348416	7/9/2019	Granted	Avaya Inc.
Dynamic device pairing with media server audio substitution	10348778	7/9/2019	Granted	Avaya Inc.
Prediction of Contact Center Interactions	10348895	7/9/2019	Granted	Avaya Inc.
System and Method for Reducing Storage Space in a Contact Center	10348897	7/9/2019	Granted	Avaya Inc.
Service Robot Assessment and Operation	10350757	7/16/2019	Granted	Avaya Inc.
Conversation structure analysis	10354654	7/16/2019	Granted	Avaya Inc.
Computer Telephony Integration (CTI) Control Of Multiple Devices With A Single Address Of Record	10356130	7/16/2019	Granted	Avaya Inc.
Systems and methods for enhanced conference session interaction	10356137	7/16/2019	Granted	Avaya Inc.
System and Method for Managing Communication Interrupts in an Enterprise	10356242	7/16/2019	Granted	Avaya Inc.
Proximity based interactions with wallboards	10362167	7/23/2019	Granted	Avaya Inc.
Probe of Alarm Functionality Using Communication Devices	10365642	7/30/2019	Granted	Avaya Inc.
Pairwise audio capture device selection	10372407	8/6/2019	Granted	Avaya Inc.
System and method for identifying special information verbalization timing with the aid of a digital computer	10372891	8/6/2019	Granted	Avaya Inc.
System and Method For User Notification Regarding Detected Events	10375242	8/6/2019	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Premises Enabled Mobile Kiosk, Using Customers' Mobile Communication Device	10375244	8/6/2019	Granted	Avaya Inc.
System and method for routing work requests to a resource group of an enterprise	10382628	8/13/2019	Granted	Avaya Inc.
Visitor Access Management	10389730	8/20/2019	Granted	Avaya Inc.
Real Time Speech Feed to Agent Greeting	10389879	8/20/2019	Granted	Avaya Inc.
Integration of Real-Time and Non-Real-Time Communications	10404646	9/3/2019	Granted	Avaya Inc.
Security	10410007	9/10/2019	Granted	Avaya Inc.
Mechanism for adaptive modification of an attribute tree in graph based contact centers	10410147	9/10/2019	Granted	Avaya Inc.
Detection and Auto-Correction of Talk Problems in Communication Sessions	10412126	9/10/2019	Granted	Avaya Inc.
Social Messaging Hold and Wait Treatment Systems	10425363	9/24/2019	Granted	Avaya Inc.
System and Method for Optimizing Agent Time	10425534	9/24/2019	Granted	Avaya Inc.
Mobility Bonding Network	10440127	10/8/2019	Granted	Avaya Inc.
Tracking and preventing mute abuse by contact center agents	10440179	10/8/2019	Granted	Avaya Inc.
Early Enough Reminders	10445703	10/15/2019	Granted	Avaya Inc.
Computer-Implemented System And Method For Identifying Special Information Within A Voice Recording	10446134	10/15/2019	Granted	Intellisist, Inc.
Method and system for a uniform resource identifier (URI) broker	10447797	10/15/2019	Granted	Avaya Inc.
Computer-Implemented System And Method For Facilitating Interactions Via Automatic Agent Responses	10447856	10/15/2019	Granted	Intellisist Inc.
Context-Based Assignment Of Customer Service Agents	10453077	10/22/2019	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
System and Method for Customization of a Local Application	10455055	10/22/2019	Granted	Avaya Inc.
Temporary access of a user profile	10462151	10/29/2019	Granted	Avaya Inc.
Enhanced privacy and agent control in a co-browsing session	10462227	10/29/2019	Granted	Avaya Inc.
System and Method for Automated Determining When to Review an Agent Response Process	10462297	10/29/2019	Granted	Avaya Inc.
System and method for adaptive multiple contact assignment	10467560	11/5/2019	Granted	Avaya Inc.
High availability take over for in-dialog communication sessions	10469537	11/5/2019	Granted	Avaya Inc.
Call Preservation for Multiple Legs of a Call When a Primary Session Manager Fails	10469538	11/5/2019	Granted	Avaya Inc.
Quality of service for web real-time communication networks	10469559	11/5/2019	Granted	Avaya Inc.
Call Reconstruction Sequenced Application	10469655	11/5/2019	Granted	Avaya Inc.
System and method for managing customer interactions in an enterprise	10469662	11/5/2019	Granted	Avaya Inc.
Computer-Implemented System And Method For Protecting Sensitive Information Within A Call Center In Real Time	10469663	11/5/2019	Granted	Intellisist, Inc.
Disturbance detection in video communications	10469802	11/5/2019	Granted	Avaya Inc.
System and Method for Altered Alerting	10470006	11/5/2019	Granted	Avaya Inc.
Binary-caching for xml documents with embedded executable code	10474425	11/12/2019	Granted	Avaya Inc.
Organizing Speech Search Results	10474706	11/12/2019	Granted	Avaya Inc.
Public non-company controlled social forum response method	10475042	11/12/2019	Granted	Avaya Inc.
Method and system for proximity-based content sharing	10476554	11/12/2019	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Management of Agent Sessions for Omnichannel Predictive Outbound	10477018	11/12/2019	Granted	Avaya Inc.
Contact center administration via text stream interaction	10477019	11/12/2019	Granted	Avaya Inc.
Intelligent Contact Recording in a Virtual Reality Contact Center	10484643	11/19/2019	Granted	Avaya Inc.
Independent Parallel Interaction Space Instantiation	10491579	11/26/2019	Granted	Avaya Inc.
Generation of enterprise-wide licenses in a customer environment	10503877	12/10/2019	Granted	Avaya Inc.
Processor and data storage enabling efficient data reporting	10510033	12/17/2019	Granted	Avaya Inc.
Computer-Implemented System And Method For Call Status Determination	10511710	12/17/2019	Granted	Intellisist, Inc.
Selective Data Transmission in Networks	10516597	12/24/2019	Granted	Avaya Inc.
Systems and Methods for Providing Automated Progress Updates in a Contact Center	10516706	12/24/2019	Granted	Avaya Inc.
Locating User Devices in Enterprises	10524103	12/31/2019	Granted	Avaya Inc.
System and method for information sharing in an enterprise	10530674	1/7/2020	Granted	Avaya Inc.
Dynamic Agent Greeting Based on Prior Call Analysis	10547728	1/28/2020	Granted	Avaya Inc.
Systems And Methods For Placing Calls In A Non-Disturbing Manner	10547741	1/28/2020	Granted	Avaya Inc.
Domain Identifier Based Access Policy Control	10554618	2/4/2020	Granted	Avaya Inc.
Services Versioning	10560551	2/11/2020	Granted	Avaya Inc.
Efficient Mechanism For Customer Feedback From A Voice Call	10560577	2/11/2020	Granted	Avaya Inc.
Agent Driven Media-Agnostic Work Item Grouping and Sharing Over a Consult Medium	10572879	2/25/2020	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Dynamic Time-Weighted Systems and Methods for Management of Acoustic Exposure	10574201	2/25/2020	Granted	Avaya Inc.
System and method for graphically managing a communication session with a context based contact set	10574623	2/25/2020	Granted	Avaya Inc.
System and method for scheduling based on service completion objectives	10579947	3/3/2020	Granted	Avaya Inc.
System and method for payment card industry compliance	10580014	3/3/2020	Granted	Avaya Inc.
Session Description Protocol Template Modifiers for Flexible Control of Media Server Resources	10581925	3/3/2020	Granted	Avaya Inc.
Providing web real-time communications (WebRTC) media services via WebRTC-enabled media servers, and related methods, systems, and computer-readable media	10581927	3/3/2020	Granted	Avaya Inc.
Personalized Wait Treatment During Interaction with Contact Centers	10582050	3/3/2020	Granted	Avaya Inc.
System and Method to Use Location-Aware DNS Responses as Input to Media Relay Selection for WebRTC	10587449	3/10/2020	Granted	Avaya Inc.
Method and System for Integrated Optimized Reporting	10587727	3/10/2020	Granted	Avaya Inc.
Sharing dynamic variables in a high availability environment	10592217	3/17/2020	Granted	Avaya Inc.
Efficient Management of Co-Existing Multi-Channel Interactions in a Contact Center	10594865	3/17/2020	Granted	Avaya Inc.
Semantic translation model training	10599765	3/24/2020	Granted	Avaya Inc.
Secure Application Attachment	10601595	3/24/2020	Granted	Avaya Inc.
Accessing local information based on a browser session	10601831	3/24/2020	Granted	Avaya Inc.
Conference Reconstruction in SIP Networks	10601880	3/24/2020	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Eye control of a text stream	10606920	3/31/2020	Granted	Avaya Inc.
System and Method for Managing Resource Selection in an Enterprise	10609219	3/31/2020	Granted	Avaya Inc.
System and Method for Performing Caller Identity Verification Using Multi-Step Voice Analysis	10614813	4/7/2020	Granted	Intellisist, Inc.
Wifi device zoning using micro-location data	10616714	4/7/2020	Granted	Avaya Inc.
System and Method for Compiling and Dynamically Updating a Collection of Frequently Asked Questions	10621218	4/14/2020	Granted	Avaya Inc.
Contact Center Delivery In-Building Homing Service	10621539	4/14/2020	Granted	Avaya Inc.
Document Detection and Analysis-Based Routing	10623569	4/14/2020	Granted	Avaya Inc.
Mitigation of WebRTC Attacks Using a Network Edge System	10630717	4/21/2020	Granted	Avaya Inc.
Generating Recording Access Permissions Based on Meeting Properties	10630733	4/21/2020	Granted	Avaya Inc.
System and Method for Providing Enhanced Routing in a Contact Center	10631257	4/21/2020	Granted	Avaya Inc.
Interfacing Emergency Events with Map/Routing Software to Re-Route Non-Emergency Traffic To Create Paths for Emergency Vehicles	10634507	4/28/2020	Granted	Avaya Inc.
Authorizing deployable resources based on personal information obtained from wearable devices	10637860	4/28/2020	Granted	Avaya Inc.
System and method for composite presence subscriptions	10637943	4/28/2020	Granted	Avaya Inc.
Contact center interactive text stream wait treatments	10645218	5/5/2020	Granted	Avaya Inc.
Three-Dimensional Generalized Space	10656782	5/19/2020	Granted	Avaya Inc.

Schedule II - 157

Title	Patent No.	Issue Date	Status	Grantor
System and method for efficient port and bandwidth utilization in setting up communication sessions	10659501	5/19/2020	Granted	Avaya Inc.
Real Time Speech Feed to Agent Greeting	10659607	5/19/2020	Granted	Avaya Inc.
System and Method for Improved Automatic Callbacks in a Contact Center	10659611	5/19/2020	Granted	Avaya Inc.
Agent Efficiency Based on Real-Time Desktop Analytics	10659612	5/19/2020	Granted	Avaya Inc.
Negotiation of a future communication by use of a personal virtual assistant (PVA)	10664778	5/26/2020	Granted	Avaya Inc.
Certificate-Based Dual Authentication for Openflow Enabled Switches	10666638	5/26/2020	Granted	Avaya Inc.
Customer-Centric Workflow For Initial On-Boarding of an Openflow Enabled Switch	10666639	5/26/2020	Granted	Avaya Inc.
Dynamic Session Classification	10666691	5/26/2020	Granted	Avaya Inc.
Communications-Enabled Dynamic Social Network Routing Utilizing Presence	10671600	6/2/2020	Granted	Avaya Inc.
Service Implementing a Workflow Based on Image Analysis	10671847	6/2/2020	Granted	Avaya Inc.
Profile information based on participant identity for peer-to-peer sessions	10681121	6/9/2020	Granted	Avaya Inc.
Dynamic Synchronization of Co-Existing Multichannel Interactions in a Contact Center	10681213	6/9/2020	Granted	Avaya Inc.
Enhanced Real-Time Routing	10681214	6/9/2020	Granted	Avaya Inc.
Split Screen for Video Sharing	10681300	6/9/2020	Granted	Avaya Inc.
Computer-Implemented System and Method For Encrypting Call Recordings	10685135	6/16/2020	Granted	Intellisist, Inc.
Discovery and Configuration of an Open Networking Adapter in a Fabric Network	10686665	6/16/2020	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Analytics-Guided Call Routing With Third Party	10694041	6/23/2020	Granted	Avaya Inc.
Clip Based Speaker Retention to a Mounting Surface	10694273	6/23/2020	Granted	Avaya Inc.
Public Key Infrastructure Exchange Using Netconf for Openflow Enabled Switches	10701060	6/30/2020	Granted	Avaya Inc.
System and method for call management in single window communication endpoints	10712927	7/14/2020	Granted	Avaya Inc.
Artificial Intelligence Based Identification and Data Gathering of Incomplete Interactions and Automatically Creating Tasks to Take it to Completion	10713662	7/14/2020	Granted	Avaya Inc.
Method and system for adaptive outbound campaigns (13/922528)	10713668	7/14/2020	Granted	Avaya Inc.
Management of Agent Sessions for Omnichannel Predictive Outbound	10715663	7/14/2020	Granted	Avaya Inc.
Systems and Methods for Controlling Transfer of Contacts in a Contact Center	10715669	7/14/2020	Granted	Avaya Inc.
Web Application System and Method to Dynamically Select Between Local Installed and Cloud Based Resources	10725759	7/28/2020	Granted	Avaya Inc.
Internet Protocol Address Selection In Session Initiation Protocol Communications	10728207	7/28/2020	Granted	Avaya Inc.
System and method for detecting and analyzing user migration in public social networks (13/928532)	10728359	7/28/2020	Granted	Avaya Inc.
System for Self-Allocating Resources	10735258	8/4/2020	Granted	Avaya Inc.
Session Initiation Protocol (SIP) Dialog Reconstruction Through Reconstruction Anchors for User Agents	10735475	8/4/2020	Granted	Avaya Inc.
Contact Center Routing Mechanisms	10735591	8/4/2020	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Method and System for Detecting Inaudible Sounds	10741037	8/11/2020	Granted	Avaya Inc.
Mobile Caller Authentication for Contact Centers	10742652	8/11/2020	Granted	Avaya Inc.
Snap-In Invocation for Call Reconstruction	10742692	8/11/2020	Granted	Avaya Inc.
Media contention for virtualized devices (13/630038)	10742698	8/11/2020	Granted	Avaya Inc.
Providing and using quality indicators in conferences for mitigation activities	10742709	8/11/2020	Granted	Avaya Inc.
Breeze: Call Reconstruction Sequenced Application	10742800	8/11/2020	Granted	Avaya Inc.
Dynamic Routing System for Contact Center Communications	10742816	8/11/2020	Granted	Avaya Inc.
Computer-Implemented System And Method For Storing And Retrieving Sensitive Information	10754978	8/25/2020	Granted	Intellisist, Inc.
Distributed Ledger and Blockchain to Confirm Validity of Call Recordings	10756912	8/25/2020	Granted	Avaya Inc.
System and Method for Topic Based Segregation in Instant Messaging	10757050	8/25/2020	Granted	Avaya Inc.
Real Time Sign Language Conversion for Communication in a Contact Center	10757251	8/25/2020	Granted	Avaya Inc.
Sequenced Applications for Controlling Communication Features	10757547	8/25/2020	Granted	Avaya Inc.
Technique for authenticating network users (11/320593)	10764264	9/1/2020	Granted	Avaya Inc.
Smart Customer Assistant in a Contact Center	10764435	9/1/2020	Granted	Avaya Inc.
Auto Learning System for Active Co-Browse Sessions	10764439	9/1/2020	Granted	Avaya Inc.
Systems and Methods of Dynamic Port Assignment	10782981	9/22/2020	Granted	Avaya Inc.
Method and System for Warning Users of Offensive Behavior	10783766	9/22/2020	Granted	Avaya Inc.

Title	Patent No.	Issue Date	Status	Grantor
Optimal resource and channel selection	10785371	9/22/2020	Granted	Avaya Inc.
Sending Progress Update Messages While a User is on Hold	10791218	9/29/2020	Granted	Avaya Inc.

Applications:

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Sensitive information management	11/955170	12/12/2007	20090158441	Pending	Avaya Inc.
Contact center interfaces	12/500756	7/10/2009	20110010382	Pending	Avaya Inc.
System and method for managing trusted relationships in communication sessions using a graphical metaphor	12/749123	3/29/2010	20100251127	Pending	Avaya Inc.
System and method for communicating tags for a media event using multiple media types	12/847929	7/30/2010	20120030232	Pending	Avaya Inc.
System and method for visualization of tag metadata associated with a media event	12/847984	7/30/2010	20120030244	Pending	Avaya Inc.
System and method for classifying live media AGS into types	12/887248	9/21/2010	20120072845	Pending	Avaya Inc.
Use of Location Aware Check-In by Visitors to Support Emergency Services	13/011134	1/21/2011	20120191488	Pending	Avaya Inc.
Advertising in a virtual environment	13/081070	4/6/2011	20120259712	Pending	Avaya Inc.
Method of identifying relevant user feedback	13/173983	6/30/2011	20130006881	Pending	Avaya Inc.
Exclusion of selected data from access by collaborators	13/196990	8/3/2011	20130036370	Pending	Avaya Inc.
System and method for aligning messages to an event based on semantic similarity	13/370488	2/10/2012	20130081056	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Dynamic application management	13/523549	6/14/2012	20130339937	Pending	Avaya Inc.
System and method to identify visitors and provide contextual services	13/630105	9/28/2012	20140092242	Pending	Avaya Inc.
Passive interaction guide system and method	13/728027	12/27/2012	20140189509	Pending[24]	Avaya Inc.
System and method for authorizing third party profile data sharing	13/728531	12/27/2012	20140188991	Pending	Avaya Inc.
Dynamic notification system and method	13/731032	12/30/2012	20140189533	Pending[25]	Avaya Inc.
Method and apparatus for identifying and managing participants in a conference room	13/753171	1/29/2013	20140211929	Pending	Avaya Inc.
Privacy setting implementation in a co-browsing environment	13/771415	2/20/2013	20140237612	Pending	Avaya Inc.
System and method for identifying and engaging collaboration opportunities	13/832112	3/15/2013	20140278951	Pending	Avaya Inc.
Adaptive thresholding	13/840773	3/15/2013	20140270136	Pending	Avaya Inc.
Compression system and method	13/907319	5/31/2013	20140358874	Pending	Avaya Inc.
System and method for smart contextual calendaring based meeting scheduling	13/918356	6/14/2013	20140372162	Pending	Avaya Inc.
Discrete second window for additional information for users accessing an audio or multimedia conference	13/919317	6/17/2013	20140372941	Pending	Avaya Inc.
System and method for composing meeting invites in accordance with business rules	13/928608	6/27/2013	20150006218	Pending	Avaya Inc.
Methods and systems for real-time paging	13/931391	6/28/2013	20140156768	Pending	Avaya Inc.

---

[24]   Avaya is abandoning this patent application.

[25]   Avaya is abandoning this patent application.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
System and method to identify secure media streams to conference watchers in SIP messaging	14/044477	10/2/2013	20150095420	Pending	Avaya Inc.
Unified control of employee access to employer communications systems during periods of employee furlough	14/068513	10/31/2013	20150120591	Pending	Avaya Inc.
Deep language attribute analysis	14/080618	11/14/2013	20150134325	Pending	Avaya Inc.
Active talker activated conference pointers	14/137544	12/20/2013	20150180919	Pending	Avaya Inc.
System and method for in-memory indexing of data	14/194222	2/28/2014	20140250072	Pending	Avaya Inc.
Live assist	14/243108	4/2/2014	20150287039	Allowed	Avaya Inc.
Personalized customer surveys	14/245855	4/4/2014	20150287062	Pending	Avaya Inc.
Communications arbitrator	14/258848	4/22/2014	20150304492	Pending	Avaya Inc.
Graph database for a contact center	14/290657	5/29/2014	20150347421	Pending	Avaya Inc.
Hybrid cloud encryption method	14/293156	6/2/2014	20150348050	Pending	Avaya Inc.
System and method for enhancing information flow in an enterprise	14/302590	6/12/2014	20150363736	Pending	Avaya Inc.
Systems and methods for speech analytics and phrase spotting using phoneme sequences	14/332115	7/15/2014	20160019882	Pending	Avaya, Inc.
Team workforce assignment	14/449620	8/1/2014	20160034841	Pending	Avaya Inc.
System and method for guiding agents in an enterprise over aggregated interactions	14/486001	9/15/2014	20160080570	Pending	Avaya Inc.
Segmented video codec for high resolution and high frame rate video	14/500066	9/29/2014	20160094606	Pending	Avaya Inc.
Location enhancements for mobile messaging	14/504238	10/1/2014	20150264176	Pending	Avaya Inc.

Schedule II - 163

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Agent non-primary skill improvement training method	14/507238	10/6/2014	20160100059	Pending	Avaya Inc.
System and method for managing communication sessions	14/519240	10/21/2014	20160112472	Pending	Avaya Inc.
System and method for managing resources of an enterprise	14/530121	10/31/2014	20160127553	Pending	Avaya Inc.
System and method for managing allocation of resources	14/552729	11/25/2014	20160150085	Pending	Avaya Inc.
Automated responses to projected contact center agent fatigue and burnout	14/573820	12/17/2014	20160180277	Pending	Avaya Inc.
In-place web communications related to content of a webpage	14/576157	12/18/2014	20160179323	Pending	Avaya Inc.
Interactive contact center menu traversal via text stream interaction	14/585376	12/30/2014	20160191655	Pending	Avaya Inc.
System and method for assessing the sensitivity of social network user populations to response time delays	14/586691	12/30/2014	20170085515	Pending	Avaya Inc.
Method for determining response channel for a contact center from historic social media postings	14/594829	1/12/2015	20150127558	Pending	Avaya Inc.
System and method for mode-neutral communications with a widget-based communications metaphor	14/596371	1/14/2015	20150135098	Pending	Avaya Inc.
Data Lookup and Operator for Excluding Unwanted Speech Search Results	14/600268	1/20/2015	20160210353	Pending	Avaya Inc.
Wearable System Input Device	14/619815	2/11/2015	20160231819	Pending	Avaya Inc.
Multi-Media Collaboration Cursor/Annotation Control	14/638960	3/4/2015	20160259522	Pending	Avaya Inc.
Server Cluster Profile Product Definition In A Distributed Processing Network	14/670296	3/26/2015	20160285957	Pending	Avaya Inc.

Schedule II - 164

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Automated Coordinated Co-Browsing with Text Chat Services	14/670830	3/27/2015	20160283995	Pending	Avaya Inc.
Enhanced Communication with an Application Service Provider Based On Medical Telemetry Collected By A User Device	14/673440	3/30/2015	20160287189	Pending	Avaya Inc.
Early Media Handling	14/691253	4/20/2015	20160308915	Pending	Avaya Inc.
Automatic Cloud Capacity Adjustment	14/704071	5/5/2015	20160330131	Allowed	Avaya Inc.
Pulling Graphical User Interface Widgets For Communication Devices	14/721783	5/26/2015	20160328128	Pending	Avaya Inc.
Presentation of Business and Personal Performance Quantifiers of a User	14/729502	6/3/2015	20160358114	Pending	Avaya Inc.
Video Adaptation in Conferencing Using Power or View Indications	14/734085	6/9/2015	20160366369	Pending	Avaya Inc.
System and Method to Provide Notifications to Resources	14/752854	6/27/2015	20160379151	Pending	Avaya Inc.
Device, System, and Method for Automated Control	14/792229	7/6/2015	20170010851	Pending	Avaya Inc.
Agent Interaction During Operation of an Unmanned Delivery Service	14/794372	7/8/2015	20170011339	Pending	Avaya Inc.
Authorization Activation	14/801340	7/16/2015	20170019402	Pending	Avaya Inc.
Device, System, and Method for Automated Vehicle Guidance System	14/804986	7/21/2015	20170024671	Pending	Avaya Inc.
Network-Connected Access Point with Environmental Sensor, and Related Components, Systems, and Methods	14/812290	7/29/2015	20170034872	Pending	Avaya Inc.
Partial task assignment for stall routing	14/834759	8/25/2015	20170064082	Pending	Avaya Inc.
Social media integration in omni-channel customer issue resolution	14/873507	10/2/2015	20170098282	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Reestablishment of session initiation protocol (SIP) dialogs	14/882783	10/14/2015	20170111407	Pending	Avaya Inc.
Stateful tags	14/884974	10/16/2015	20170109351	Pending	Avaya Inc.
Source-based automatic speech recognition	14/920021	10/22/2015	20170116991	Pending	Avaya Inc.
Background replacement from video images captured by a plenoptic camera	14/921652	10/23/2015	20160284096	Pending	Avaya Inc.
System and method of adding an anonymous participant to a chat session	14/928094	10/30/2015	20160127282	Pending	Avaya Inc.
Integrating audio and video conferencing capabilities	14/945587	11/19/2015	—	Pending	Avaya Inc.
Sharing Virtual Business Venues and Feedback with Social Connections	14/951224	11/24/2015	20170148036	Pending	Avaya Inc.
Selecting deployable resources based on personal information obtained from wearable devices	14/971501	12/16/2015	20170178051	Pending	Avaya Inc.
Matching deployable resources with available tasks based on personal information obtained from wearable devices	14/971592	12/16/2015	20170178040	Pending	Avaya Inc.
Dynamic interaction pacing	14/982364	12/29/2015	20170185945	Pending	Avaya Inc.
Enhanced customer journey using multichannel contact center	14/983068	12/29/2015	20160212265	Pending	Avaya Inc.
Secondary Validation for Fraud Prevention	14/988926	1/6/2016	20170193505	Pending	Avaya Inc.
Embedded Collaboration with an Application Executing on a User System	14/996851	1/15/2016	20170205979	Pending	Avaya Inc.
Inter Domain Instant Messaging Bridge	14/997855	1/18/2016	20170208130	Pending	Avaya Inc.
Method and Apparatus for a Fan Auto Adaptive Noise	15/014818	2/3/2016	20170219240	Allowed	Avaya Inc.
Web Collaboration Presenter Sharing Status Indicator	15/080063	3/24/2016	20170279860	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Systems and Methods for Allocating Agent Resources in a Contact Center	15/086205	3/31/2016	20170286887	Pending	Avaya Inc.
Authentication	15/086388	3/31/2016	20170286651	Pending	Avaya Inc.
Temporary Control of Components Using Location Based Grants	15/095904	4/11/2016	20170295169	Pending	Avaya Inc.
Validating Strength Values for Account Security Questions	15/133655	4/20/2016	20170310698	Pending	Avaya Inc.
Predictive Analytics and Services	15/139979	4/27/2016	20170249557	Pending	Avaya Inc.
Maintenance of Feature Settings Across Multiple User Systems on a Communication	15/152751	5/12/2016	20170331904	Pending	Avaya Inc.
Bandwidth Control in a Network Address Translation (NAT) Environment	15/163901	5/25/2016	20170346741	Pending	Avaya Inc.
Create Private Interaction Workspace	15/173394	6/3/2016	20170351476	Pending	Avaya Inc.
Queue Organized Interactive Participation	15/173429	6/3/2016	20170353508	Pending	Avaya Inc.
System and Method for Dynamic Temporary Groups	15/239878	8/18/2016	20170053303	Allowed	Avaya Inc.
System and Method for Free-Form Conference	15/239935	8/16/2016	20170054768	Pending	Avaya Inc.
High performance queueless contact center	15/243624	8/22/2016	20160360040	Pending	Avaya Inc.
Bitmaps for Next Generation Contact Center	15/262994	9/12/2016	20160381224	Pending	Avaya Inc.
Synchronization of a Media Codec Between Network Elements of a Media Communication Session	15/284094	10/3/2016	20180097868	Pending	Avaya Inc.
Systems and Methods For Lifecycle Management Of Limited Duration Knowledge In Automated Interaction Systems	15/285091	10/4/2016	20180018616	Pending	Avaya Inc.
Systems and Methods for Media Tunneling Through Edge Server	15/335735	10/27/2016	20180054468	Pending	Avaya Inc.

TRADEMARK
REEL: 007062 FRAME: 0180

Title	Application No.	Filing Date	Publication No.	Status	Grantor
System and Method for Updating Participants in Parallel Overlapping Conferences	15/365007	11/30/2016	20180152488	Pending	Avaya Inc.
High Performance Distributed Computer Work Assignment Engine	15/477672	4/3/2017	20180288226	Pending	Avaya Inc.
Quarantined Communications Processing at a Network Edge	15/485961	4/12/2017	20180302373	Pending	Avaya Inc.
Communication Session Addition via a Host in Deny New Service Mode	15/613841	6/5/2017	20180351875	Pending	Avaya Inc.
IP Tolerance and Signaling Interworking	15/617605	6/8/2017	20180359283	Pending	Avaya Inc.
Alternative Network Address Type (ANAT) Encoding and Media Interworking	15/617650	6/8/2017	20180359291	Allowed	Avaya Inc.
Split Enterprise/Provider Workflows	15/723443	10/3/2017	20190102713	Pending	Avaya Inc.
System and Method for Performing Screen Capture-Based Sensitive Information Protection Within a Call Center Environment	15/803350	11/3/2017	20180129876	Pending	Intellisist, Inc.
Computer-Implemented System And Method For Efficiently Facilitating Appointments Within A Call Center Via An Automatic Call Distributor	15/811551	11/13/2017	20180069960	Allowed	Intellisist, Inc.
System and method of supporting non-event related information in a co-browsing session	15/830744	12/4/2017	20190171772	Pending	Avaya Inc.
System and method of controlling a cursor display in a co-browsing communication session	15/830932	12/4/2017	20190171340	Allowed	Avaya Inc.
Long polling for clustered application load balancing	15/847211	12/19/2017	20190190986	Pending	Avaya Inc.
Attribute and property overrides for remote network topology changes	15/851940	12/22/2017	20190199595	Pending	Avaya Inc.

Schedule II - 168

Title	Application No.	Filing Date	Publication No.	Status	Grantor
System and method for non-numeric authentication using a legacy telephone	15/854555	12/26/2017	20190199704	Pending	Avaya Inc.
Device Enrollment Service System and Method	15/868783	1/11/2018	20180288035	Pending	Avaya Inc.
Cellular Centerx: Dual-Phone Capability	15/877071	1/22/2018	20190230163	Pending	Avaya Inc.
Methods and Devices for Detecting Denial of Service Attacks in Secure Interactions	15/877140	1/22/2018	20190230114	Pending	Avaya Inc.
Provision of Information Regarding the Impact of Extending a Meeting	15/885562	1/31/2018	20190236551	Pending	Avaya Inc.
Agent Selection in a Contact Center Based on Likelihood of a Communication Changing Modes	15/889981	2/6/2018	20190245976	Pending	Avaya Inc.
System and Methods for Providing to Push Notifications to Communication Endpoints	15/890998	2/7/2018	20190245895	Allowed	Avaya Inc.
System and Method for Personalizing a Shared Conferencing Device or a Shared Printer/Scanner	15/902664	2/22/2018	20180249014	Pending	Avaya Inc.
Clip based speaker retention to a mounting surface	15/931885	5/14/2020	20200275175	Pending	Avaya Inc.
System and Method for Providing a Rich User Experience for Cellular Call	15/948631	4/9/2018	20190312918	Pending	Avaya Inc.
Regulating Communication Comprising Access to Protected Data	15/970279	5/3/2018	20190342076	Pending	Avaya Inc.
Signal to Noise Ratio Using Decentralized Dynamic Laser Microphones	15/971607	5/4/2018	20180255404	Pending	Avaya Inc.
Wystem and method for switching a communication channel from a data network to a cellular network during observed audio/video quality degradation	15/973841	5/8/2018	20190349828	Pending	Avaya Inc.
Communication Systems for Multi-Source Robot Control	15/993280	5/30/2018	20180276622	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Prioritization of Routing for Escalated Communication Sessions in a Contact	16/021586	6/28/2018	2020007685	Pending	Avaya Inc.
Federated Blockchain Identity Model and Secure Personally Identifiable Information Data Transmission Model for RCS	16/025090	7/2/2018	—	Pending	Avaya Inc.
Exported Digital Relationships	16/029225	7/6/2018	20200012810	Pending	Avaya Inc.
Emergency Request Prior Insight Delivery	16/032795	7/11/2018	20180324294	Pending	Avaya Inc.
System and Methods for Tunneling Media Through Secure Channel	16/039585	7/19/2018	20200028710	Allowed	Avaya Inc.
System and Method for Identifying Idle Resources in Communication Endpoints	16/040456	7/19/2018	20200028882	Pending	Avaya Inc.
ChatBot Socialization	16/042075	7/23/2018	20200028803	Allowed	Avaya Inc.
Artificial Intelligence Self-Learning Training System to Autonomously Apply and Evaluate Agent Training in Contact Center	16/043378	7/24/2018	20200034778	Pending	Avaya Inc.
System and Method for Creating a Contextualized After Call WorkFlow	16/045413	7/25/2018	20200034123	Pending	Avaya Inc.
Supporting Intermediate Back to Back User Agents Between User Agents and a Conference Focus	16/055367	8/6/2018	20180343308	Pending	Avaya Inc.
Selective Communication Event Extraction	16/102124	8/13/2018	20200053203	Allowed	Avaya Inc.
Custom Communication Actions Based on Environment Analysis	16/122162	9/5/2018	20200076635	Pending	Avaya Inc.
Conference Session Management with Mode Selection	16/129712	9/12/2018	20200084057	Pending	Avaya Inc.
System and Method for Sending and Receiving Non-Visual Messages in an Electronic Audio Communication Session	16/137427	9/20/2018	20200100072	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Controlling Access to Traversal Using Relays Around Network Address Translation (TURN) Servers Using Trusted Single Use Credentials	16/144709	9/27/2018	20190044937	Pending	Avaya Inc.
Simplified User Interface for Identifying People When Making Electronic Communications	16/148534	10/1/2018	20200106871	Pending	Avaya Inc.
Multiple Ad Hoc Communication Network Creation and Management	16/151486	10/4/2018	20200112535	Pending	Avaya Inc.
Securing a Customer History in a Contact Center	16/152683	10/5/2018	20200111104	Pending	Avaya Inc.
Dynamic Agent Media Type Selection Based on Communication Session Quality of Service Parameters	16/156068	10/10/2018	20200120211	Pending	Avaya Inc.
Context Based Communication Session Bridging	16/163846	10/18/2018	20200128050	Pending	Avaya Inc.
Device Utilization Monitoring and Prevention of Unsolicited Activities	16/165298	10/19/2018	20200125704	Pending	Avaya Inc.
Managing Agent Occupancy in an Omni-Channel Environment	16/166317	10/22/2018	20200128130	Pending	Avaya Inc.
Enforcement of Contact Center Communication Session Routing Behaviors	16/169813	10/24/2018	20200137232	Allowed	Avaya Inc.
Enhanced User Authentication Based on Device Usage Characteristics for Interactions Using Blockchains	16/175537	10/30/2018	20200134143	Pending	Avaya Inc.
Intelligent Multi-Channel Interaction Management Within a Contact Center Communication System	16/183159	11/7/2018	2020145534	Pending	Avaya Inc.
Predictive Network Node Allocation	16/188610	11/13/2018	20200153681	Allowed	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Calling-Party Identifier Selection in a Contact Center Based on Previous Association with a Called Party	16/190704	11/14/2018	20200153970	Pending	Avaya Inc.
Systems and Methods for Detecting Device Location and Usage	16/198221	11/21/2018	20200162262	Pending	Avaya Inc.
Automatic On Hold Communication Session State Management in a Contact Center	16/208076	12/3/2018	20200177646	Pending	Avaya Inc.
Providing Event Updates Based on Participant Location	16/216582	12/11/2018	20200186958	Pending	Avaya Inc.
Enhanced Connectivity in Dual-Mode Networks for Single-Mode Nodes	16/224464	12/18/2018	20200196135	Pending	Avaya Inc.
System and Method for Flexible Routing	16/230516	12/21/2018	20200028968	Pending	Avaya Inc.
Microphone Monitoring and Analytics	16/238210	1/2/2019	20190141185	Pending	Avaya Inc.
Single Point Secured Mechanism to Disable and Enable the Access to all User Associated Entities	16/242180	1/8/2019	20200220886	Pending	Avaya Inc.
Mechanisms for improving the visibility of time spent in conferences and eliminating less useful meetings	16/242193	1/8/2019	20200219066	Pending	Avaya Inc.
Command and Control of a Robot by a Contact Center with Third-Party Monitoring	16/243757	1/9/2019	20190146483	Allowed	Avaya Inc.
System and Method for Facilitating Masking in a Communication Session	16/245713	1/11/2019	20200226953	Pending	Avaya Inc.
Event-Based Multiprotocol Communication Session Distribution	16/249521	1/16/2019	20200177709	Pending	Avaya Inc.
Communication Session Hold Time Management in a Contact Center	16/249571	1/16/2019	20200228655	Pending	Avaya Inc.
Visual Indication of Communication Suspension at an Endpoint System	16/251502	1/18/2019	20200236214	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
System and Method for Making Real-Time Decisions for Routing Communications and Information in a Contact Center	16/257655	1/25/2019	20190279256	Pending	Avaya Inc.
Audio Recording Optimization for Calls Serviced by an Artificial Intelligence Agent	16/257681	1/25/2019	20200243097	Pending	Avaya Inc.
Managing a plurality of topics in a user interaction through a plurality of agents in a contact center	16/259059	2/28/2019	20200244807	Pending	Avaya Inc.
Systems and Methods for Assigning Contacts in a Blended Contact Center	16/260893	1/29/2019	20200244806	Pending	Avaya Inc.
Systems and Methods for Processing User-Generated Data Items	16/282714	2/22/2019	20200273076	Pending	Avaya Inc.
Method and System for Expanded Participation in a Collaboration Space	16/283476	2/22/2019	20190268387	Pending	Avaya Inc.
Disturbance Detection in Video Communications	16/287697	2/27/2019	20190199968	Pending	Avaya Inc.
Priority Reconnection of Dropped Nodes from a Network	16/291549	3/4/2019	20200288018	Pending	Avaya Inc.
Remote User Interface Actuation Using a Piezoelectric Grid	16/291558	3/4/2019	20190196433	Pending	Avaya Inc.
Ledger-Based Confidence Model for Content Transfers Across a Communication Network	16/354340	3/15/2019	20200295947	Pending	Avaya Inc.
Intelligent User Device Management in a Multi-Device Environment	16/354628	3/15/2019	20200296209	Pending	Avaya Inc.
Automated Queuing System and Queue Management	16/356954	3/18/2019	—	Pending	Avaya Inc.
Proximity Based Communication Information Sharing	16/360560	3/21/2019	—	Pending	Avaya Inc.
Mobility Caller Authenticity Service System and Method	16/362013	3/22/2019	—	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Hybrid Architecture for Transcription of Real-Time Audio Based on Event Data between On-Premises System and Cloud-Based advanced Audio Processing System	16/362035	3/22/2019	—	Pending	Avaya Inc.
Artificial Intelligence Call Routing System	16/365122	3/26/2019	—	Pending	Avaya Inc.
System and Method for Customer Definable Software Distribution	16/366508	3/27/2019	—	Pending	Avaya Inc.
Agent-to-Agent Consultation as Formally Managed Channel for Assistance	16/370462	3/29/2019	—	Pending	Avaya Inc.
One-to-Many Agent-to-Agent Consultation	16/370535	3/29/2019	—	Pending	Avaya Inc.
Interactive System for Rerouting a Two-Way Text Communication Pathway	16/378789	4/9/2019	—	Pending	Avaya Inc.
Interactive System for Rerouting a Two-Way Email Communication Pathway	16/378791	4/9/2019	—	Pending	Avaya Inc.
Media Path Engineering for Multi-Homed Devices	16/388277	4/18/2019	—	Pending	Avaya Inc.
Interaction Based Suitable Channel Selection for Queued Customers	16/398381	4/30/2019	—	Pending	Avaya Inc.
Contact Center Transaction System that Uses a Distributed Digital Ledger	16/402069	5/2/2019	—	Pending	Avaya Inc.
Embedding Content of Interest in Video Conferencing	16/402973	5/3/2019	20190260965	Pending	Avaya Inc.
Video Call Routing and Management Based on Artificial Intelligence Determine	16/405023	5/7/2019	—	Pending	Avaya Inc.
System and Method to Authenticate Contact Center Agents by a Reverse	16/411344	5/14/2019	20190268469	Pending	Avaya Inc.
Using Digital Ledger Technology to Track Transactions of a Contact Center	16/420404	5/23/2019	—	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Detecting User Hesitancy From Text Input	16/426213	5/30/2019	—	Pending	Avaya Inc.
System and Method for Managing Communication Interrupts in an Enterprise	16/432069	6/5/2019	20190289130	Pending	Avaya Inc.
Systems and Methods for Presenting Information Extracted from One or More	16/434322	6/7/2019	—	Pending	Avaya Inc.
Early Reachability/ Connectivity Check for Media Path Setup	16/434809	6/7/2019	—	Pending	Avaya Inc.
Premises Enabled Mobile Kiosk, Using Customers' Mobile Communication	16/447485	6/20/2019	20190306317	Pending	Avaya Inc.
Routing of Communication Sessions When a Contact Center Queue	16/457391	6/28/2019	—	Pending	Avaya Inc.
Artificial Intelligence Driven Sentiment Analysis During On Hold Call State in Contact Center	16/458370	7/1/2019	—	Pending	Avaya Inc.
Prioritize Raise Hand Operation in a Conference for Efficient and Time Bound Conference Solution	16/505352	7/8/2019	—	Pending	Avaya Inc.
Feedback Based Communication Router	16/506811	7/9/2019	—	Pending	Avaya Inc.
Interaction Based Auto Answer time for Better Prepared Contact Center Agents and Faster Call Resolution	16/510675	7/12/2019	—	Pending	Avaya Inc.
Creation and Sharing of Contacts Groups Between Communication Participants	16/524815	7/29/2019	—	Pending	Avaya Inc.
Optimizing Interaction Results Using AI-Guided Manipulated Video	16/535169	8/8/2019	—	Pending	Avaya Inc.
Automatic Calendar Event Entry Creation and Modification	16/538215	8/12/2019	—	Pending	Avaya Inc.
Unifying Presence Data and Communication Routing Based Thereon	16/543266	8/16/2019	—	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Automatic Message Generation and Presentation to a Communication Node Engaged in a Communication	16/546514	8/21/2019	—	Pending	Avaya Inc.
System and Method for Optimizing Agent Time	16/546672	8/21/2019	20190379790	Pending	Avaya Inc.
Methods and Systems of Enabling Document Sharing in Co-Browsing Sessions	16/570221	9/13/2019	—	Pending	Avaya Inc.
System and Method for Managing Customer Interactions in an Enterprise	16/587588	9/30/2019	20200028967	Pending	Avaya Inc.
Unified Control of Employee Access to Employer Communications Systems During Periods of Employee Furlough	16/593848	10/4/2019	20200034794	Pending	Avaya Inc.
Systems and Methods for Providing Automated Progress Updates in a Contact Center	16/599185	10/11/2019	20200045092	Allowed	Avaya Inc.
System and Method for Separation of Call Origination and Call Delivery Techniques	16/599241	10/11/2019	20200045088	Pending	Avaya Inc.
Method and System for a Uniform Resource Identifier (URI) Broker	16/600967	10/14/2019	20200045123	Pending	Avaya Inc.
Sys Log Messages Hostname Address Selection By Multihomed Hosts	16/656366	10/17/2019	—	Pending	Avaya Inc.
Blockchain-Based Device Enrollment Service	16/656738	10/18/2019	—	Pending	Avaya Inc.
Immediate Call Reconnection to the Same Agent in a Contact Center	16/676728	11/7/2019	—	Pending	Avaya Inc.
Configurable Auto-Answer For Incoming Communication Requests	16/690790	11/21/2019	—	Pending	Avaya Inc.
Locating User Devices in Enterprises	16/710882	12/11/2019	20200120471	Allowed	Avaya Inc.
Methods and Systems of Enabling Sensitive Document Sharing in Collaborative Sessions	16/714376	12/13/2019	—	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Boosting Conference Productivity Against Bandwidth Disruptions	16/714985	12/16/2019	—	Pending	Avaya Inc.
Automatic Video Conference Configuration to Mitigate a Disability	16/715139	12/16/2019	—	Pending	Avaya Inc.
Automatic Joining of Simultaneous Outgoing and Incoming Calls that have the Same Far-End Caller ID	16/719515	12/18/2019	—	Pending	Avaya Inc.
Speech Pace Based Intelligent Agent Selection	16/726627	12/24/2019	—	Pending	Avaya Inc.
Systems and Methods for Adaptive Agent Scripting	16/726677	12/24/2019	—	Pending	Avaya Inc.
System and Method for Predicting Meeting Subjects, Logistics, and Resources	16/727383	12/26/2019	20200134572	Pending	Avaya Inc.
System and Method to Assign Action Items Using Artificial Intelligence	16/730456	12/30/2019	—	Pending	Avaya Inc.
Network Topology Determination and Configuration from Aggregated Sentiment Indicators	16/731542	12/31/2019	—	Pending	Avaya Inc.
Personalized Wait Treatment During Interaction with Contact Centers	16/732734	1/2/2020	20200137227	Pending	Avaya Inc.
Method to Augment Routing Delivery Systems with Intuitive Human Kno	16/732971	1/2/2020	—	Pending	Avaya Inc.
Services Versioning	16/738818	1/9/2020	20200153940	Pending	Avaya Inc.
Dynamic Time-Weighted Systems and Methods for Management of Acoustic	16/740661	1/13/2020	20200153402	Pending	Avaya Inc.
Multiple Device Access Configuration and Alerting	16/745843	1/17/2020	—	Pending	Avaya Inc.
Streaming Click-to-Talk with Video Capability	16/802729	2/27/2020	—	Pending	Avaya Inc.
Tagging and Automatic Retrieval of Communication Assets	16/815934	3/11/2020	—	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Systems and Methods for Compiling and Dynamically Updating a Collection	16/820268	3/16/2020	20200218747	Pneding	Avaya Inc.
Methods and Systems of Enabling User Authentication Validation	16/825648	3/20/2020	—	Pending	Avaya Inc.
Real-Time Concurrent Voice and Text Based Communications	16/825829	3/20/2020	—	Pending	Avaya Management L.P.
Real Time Transcription and Feed of Voice Messages Based on User Presence	16/832086	3/27/2020	—	Pending	Avaya Inc.
System and Method for Email Management through Detection and Analysis	16/832735	3/27/2020	20200228471	Pending	Avaya Inc.
Agent Efficiency Based on Real Time Desktop Analytics	16/837657	4/1/2020	20200228659	Pending	Avaya Inc.
Method and Service to Encrypt Data Stored on Volumes Used by Containers	16/843689	4/8/2020	—	Pending	Avaya Inc.
Feature Regulation Between Endpoints of a Multi-Endpoint Communication	16/848157	4/14/2020	—	Pending	Avaya Inc.
Message Routing in a Contact Center	16/853108	4/20/2020	—	Pending	Avaya Inc.
Snap-In Invocation for Call Reconstruction	16/859497	4/27/2020	20200259875	Pending	Avaya Inc.
System and Method for Adaptive Emotion Based Automated Emails and/or Cha	16/860323	4/28/2020	—	Pending	Avaya Inc.
Smart Handling of Call Redirection Based on the Out of Office Message of the User	16/864409	5/1/2020	—	Pending	Avaya Inc.
Personalized Wait Treatment During Interaction	16/865045	5/1/2020	20200259952	Pending	Avaya Inc.
Enhanced Digital Messaging	16/867347	5/5/2020	—	Pending	Avaya Inc.
Moderator Change for an Existing Meeting Invite	16/872768	5/12/2020	—	Pending	Avaya Inc.
System and Method for Efficient Port and Bandwidth Utilization in Setting up Communications	16/876379	5/18/2020	20200280591	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Automatic Correction of Erroneous Audio Setting	16/877059	5/18/2020	—	Pending	Avaya Inc.
Far End Audio Mode Detection	16/878369	5/19/2020	—	Pending	Avaya Inc.
System and Method for Transaction Authentication	16/879049	5/20/2020	—	Pending	Avaya Inc.
Connecting Contact Center Resources Using DLT for IoT Solutions	16/883849	5/26/2020	—	Pending	Avaya Inc.
Adaptive Communication Alerts	16/885043	5/27/2020	—	Pending	Avaya Inc.
Method and System for Discovering, Reporting, and Preventing Duplicate Ad	16/888382	5/29/2020	—	Pending	Avaya Inc.
Enhance Privacy of Participant in Video Conferencing	16/894226	6/5/2020	—	Pending	Avaya Inc.
System and Method for Detecting and Analyzing User Migration in Public	16/898572	6/11/2020	—	Pending	Avaya Inc.
System and Method for Indicating and Measuring Responses in a Multi-Channel Contact	16/899396	6/11/2020	—	Pending	Avaya Inc.
AI-Bot Based In Meeting Instant Query Assistant for Conference Meetings	16/901764	6/15/2020	—	Pending	Avaya Inc.
Smart Audio Playback	16/904042	6/17/2020	—	Pending	Avaya Inc.
Conferencing Application with Instant Messaging Persona	16/915514	6/29/2020	—	Pending	Avaya Inc.
Prompt Feature to Leave Voicemail for Appropriate Attribute-Based Call	16/915573	6/29/2020	—	Pending	Avaya Inc.
Service Partner Selection Using a Conference System	16/916521	6/30/2020	—	Pending	Avaya Inc.
Intelligent Interactive Voice Response (IVR) Navigator	16/917073	6/30/2020	—	Pending	Avaya Inc.
Method of Integrating AI Systems to Dynamically Adjust Wrap-Up Time	16/917438	6/30/2020	—	Pending	Avaya Inc.

Title	Application No.	Filing Date	Publication No.	Status	Grantor
Method to encrypt the data at rest for data residing on kubernetes persistent volumes	16/927078	7/13/2020	—	Pending	Avaya Inc.
Real Time Sign Language Conversion for Communication in a Contact Center	16/929274	7/15/2020	—	Pending	Avaya Inc.
Enhanced Digital Messaging	16/934267	7/21/2020	—	Pending	Avaya Inc.
Enhanced Digital Messaging	16/934277	7/21/2020	—	7/23/2020	Avaya Inc.
Smart User Interface for Calendar organization to track meetings and access consolidated data	16/936943	7/23/2020	—	Pending	8/4/2020
Detecting Vocabulary Skill Level and Correcting Misalignment in Remote Interactions	16/984724	8/4/2020	—	Pending	Avaya Inc.
Automatic Presence-Based Conference Joining Methods and Systems	16/997128	8/19/2020	—	Pending	Avaya Inc.
Intelligent Detection and Automatic Correction of Erroneous Audio Settings in a Video Conference	16/998979	8/20/2020	—	Pending	Avaya Inc.
Contact Center of Celebrities	17/003392	8/26/2020	—	Pending	Avaya Inc.
Methods and Systems for Navigating a Computer Interface Using a Grid Structure	17/006651	8/26/2020	—	Pending	Avaya Inc.
Ambient Noise Detection Using a Secondary Audio Receiver	17/007159	8/31/2020	—	Pending	Avaya Inc.
Systems and Methods for Consolidating Correlated Messages in Group Conversations	17/008370	8/31/2020	—	Pending	Avaya Inc.
Systems and Methods for Moderating Noise Levels in a Communication Session	17/008386	8/31/2020	—	Pending	Avaya Inc.
Work From Home Agent Security Compliance	17/012897	9/4/2020	—	Pending	Avaya Inc.

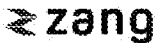| Title	Application No.	Filing Date	Publication No.	Status	Grantor
Visual Interlocking Block Based Programming Method and System	17/014816	9/8/2020	—	Pending	Avaya Inc.
Haptic Alerts Corresponding to Contact Center Events	17/016885	9/10/2020	—	Pending	Avaya Inc.
Multilingual Transcription at Customer Endpoint for Optimizing Interaction Results in a Contact Center	17/017941	9/11/2020	—	Pending	Avaya Inc.
Computer-Implemented System And Method For Efficiently Facilitating Appointments Within A Call Center Staff Via An Automatic Call Distributor	17/023836	9/17/2020	—	Pending	Avaya Inc.
Gesture-Based Call Center Agent State Change Control	TBD	9/23/2020	—	Pending	Avaya Inc.

Schedule III

Trademarks

UNITED STATES TRADEMARKS:

Registrations:

Mark	Registration No.	Registration Date	Status	Grantor
AGENT MAP	4523613	4/29/2014	Registered[26]	Avaya Inc.
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): AVAYA	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): AVAYA one-X	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.

---

[26] Avaya does not plan to maintain this registration.

Mark	Registration No.	Registration Date	Status	Grantor
AVAYA STADIUM	5124891	1/17/2017	Registered	Avaya Inc.
AVAYA STADIUM	5161622	3/14/2017	Registered	Avaya Inc.
AVAYA STADIUM	5161623	3/14/2017	Registered	Avaya Inc.
AYAYA ONE-X (Stylized): AVAYAoneX	4726410	4/28/2015	Registered	Avaya Inc.
BGATE	3825471	7/27/2010	Registered[27]	Avaya Inc.
CALLPILOT	2418092	1/2/2001	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.
ITNAVIGATOR	4683716	2/10/2015	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.
VERBOT	2425435	1/30/2001	Registered	Avaya Inc.
ZANG	5302331	10/3/2017	Registered	Avaya Inc.
ZANG and Design ≋zang	5478366	5/29/2018	Registered	Avaya Inc.
CLEARMETRIX	5545873	8/21/2018	Registered	Intellisist, Inc.

---

[27] Avaya does not plan to maintain this registration.

Mark	Registration No.	Registration Date	Status	Grantor
CONVERSATIONCENTER	5671662	2/5/2019	Registered	Intellisist, Inc.
GOTVOICE	3013217	11/8/2005	Registered	Intellisist, Inc.
GOTVOICE (and Design) GotVoice	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 Spoken	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.

Applications:

Mark	Serial No.	Filing Date	Status	Grantor
ACOUSTIC EDGE	88090356	8/23/2018	Pending Intent to Use	Avaya Inc.
AVAYA AVA	87813142	2/27/2017	Pending Intent to Use	Avaya Inc.
AVAYA CLOUD OFFICE	88717176	12/5/2019	Pending Intent to Use	Avaya Inc.
AVAYA MOBILE IDENTITY	88333602	3/11/2019	Pending Intent to Use	Avaya Inc.
AVAYA SPACES	88859161	4/3/2020	Pending	Avaya Inc.

Schedule III - 3

TRADEMARK
REEL: 007062 FRAME: 0197