

## Request for Reconsideration after Final Action

**The table below presents the data as entered.**

Input Field	Entered
<b>SERIAL NUMBER</b>	86523423
<b>LAW OFFICE ASSIGNED</b>	LAW OFFICE 103
<b>MARK SECTION</b>	
<b>MARK</b>	http://tmng-al.uspto.gov/resting2/api/img/86523423/large
<b>LITERAL ELEMENT</b>	CUSTOMER ENGAGEMENT CLOUD
<b>STANDARD CHARACTERS</b>	YES
<b>USPTO-GENERATED IMAGE</b>	YES
<b>MARK STATEMENT</b>	The mark consists of standard characters, without claim to any particular font style, size or color.
<b>EVIDENCE SECTION</b>	
<b>EVIDENCE FILE NAME(S)</b>	
<b>ORIGINAL PDF FILE</b>	<a href="#">evi_661921516-20160513182856905294_.request.pdf</a>
<b>CONVERTED PDF FILE(S) (1 page)</b>	<a href="#">\\TICRS\EXPORT16\IMAGEOUT16\865\234\86523423\xml10\RFR0002.JPG</a>
<b>DESCRIPTION OF EVIDENCE FILE</b>	argument
<b>ADDITIONAL STATEMENTS SECTION</b>	
<b>DISCLAIMER</b>	No claim is made to the exclusive right to use CLOUD apart from the mark as shown.
<b>SUPPLEMENTAL REGISTER</b>	The applicant seeks registration of the mark on the Supplemental Register (i.e., a change of the words 'Principal Register' to 'Supplemental Register'). NOTE: The applicant has separately filed an Allegation of Use, to change the basis of this application from Section 1(b), intent-to-use, to Section 1(a), use in commerce.
<b>SIGNATURE SECTION</b>	
<b>RESPONSE SIGNATURE</b>	/Michael A. Glenn/
<b>SIGNATORY'S NAME</b>	Michael A. Glenn
<b>SIGNATORY'S POSITION</b>	Attorney of record, California bar member
<b>SIGNATORY'S PHONE NUMBER</b>	650-838-4495
<b>DATE SIGNED</b>	05/16/2016
<b>AUTHORIZED SIGNATORY</b>	YES
<b>CONCURRENT APPEAL NOTICE FILED</b>	NO
<b>FILING INFORMATION SECTION</b>	
<b>SUBMIT DATE</b>	Mon May 16 13:41:07 EDT 2016
	USPTO/RFR-XX.XXX.XXX.X-20 160516134107440653-865234

TEAS STAMP

23-550f0bc4c52205c2eb2fdf  
2afa427ec659ba951e84975e1  
c7be2b9dbe2c30c858-N/A-N/  
A-20160513182856905294

Under the Paperwork Reduction Act of 1995 no persons are required to respond to a collection of information unless it displays a valid OMB control number.  
PTO Form 1960 (Rev 10/2011)  
OMB No. 0651-0050 (Exp 07/31/2017)

## Request for Reconsideration after Final Action

### To the Commissioner for Trademarks:

Application serial no. **86523423** CUSTOMER ENGAGEMENT CLOUD(Standard Characters, see <http://tmng-al.uspto.gov/resting2/api/img/86523423/large>) has been amended as follows:

#### EVIDENCE

Evidence in the nature of argument has been attached.

#### Original PDF file:

[evi\\_661921516-20160513182856905294\\_.request.pdf](#)

Converted PDF file(s) ( 1 page)

[Evidence-1](#)

#### ADDITIONAL STATEMENTS

##### Disclaimer

No claim is made to the exclusive right to use CLOUD apart from the mark as shown.

##### Supplemental Register

The applicant seeks registration of the mark on the Supplemental Register (i.e., a change of the words 'Principal Register' to 'Supplemental Register'). NOTE: The applicant has separately filed an Allegation of Use, to change the basis of this application from Section 1(b), intent-to-use, to Section 1(a), use in commerce.

#### SIGNATURE(S)

##### Request for Reconsideration Signature

Signature: /Michael A. Glenn/ Date: 05/16/2016

Signatory's Name: Michael A. Glenn

Signatory's Position: Attorney of record, California bar member

Signatory's Phone Number: 650-838-4495

The signatory has confirmed that he/she is an attorney who is a member in good standing of the bar of the highest court of a U.S. state, which includes the District of Columbia, Puerto Rico, and other federal territories and possessions; and he/she is currently the owner's/holder's attorney or an associate thereof; and to the best of his/her knowledge, if prior to his/her appointment another U.S. attorney or a Canadian attorney/agent not currently associated with his/her company/firm previously represented the owner/holder in this matter: (1) the owner/holder has filed or is concurrently filing a signed revocation of or substitute power of attorney with the USPTO; (2) the USPTO has granted the request of the prior representative to withdraw; (3) the owner/holder has filed a power of attorney appointing him/her in this matter; or (4) the owner's/holder's appointed U.S. attorney or Canadian attorney/agent has filed a power of attorney appointing him/her as an associate attorney in this matter.

The applicant is not filing a Notice of Appeal in conjunction with this Request for Reconsideration.

Serial Number: 86523423

Internet Transmission Date: Mon May 16 13:41:07 EDT 2016

TEAS Stamp: USPTO/RFR-XX.XXX.XXX.X-20160516134107440

653-86523423-550f0bc4c52205c2eb2fdf2afa4

27ec659ba951e84975e1c7be2b9dbe2c30c858-N

/A-N/A-20160513182856905294



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: 24/7 Customer, Inc.  
Serial No. 86/523423  
Mark: CUSTOMER ENGAGEMENT CLOUD  
Classes: 035, 038  
Office Action Date: November 18, 2015  
Examiner: Alicia Collins Edwards– L.O. 115

**REQUEST FOR  
RECONSIDERATION  
AFTER FINAL OFFICE  
ACTION**

This Request for Reconsideration after Final Office Action ("**Response**") to the Final Office Action issued November 20, 2015 ("**Office Action**") regarding the application by 24/7 Customer, Inc. ("**Applicant**") for registration of the mark CUSTOMER ENGAGEMENT CLOUD ("**Mark**") in Classes 025 and 038 ("**Application**") addresses merely descriptive and disclaimer issues raised by the Final Office Action. Based on the response to this issue below, Applicant respectfully requests that the Office approve the Application for publication.

**Disclaimer Requirement**

No claim is made to the exclusive right to use "CLOUD" apart from the mark as shown.

**Section 2(e) Refusal**

The Examiner has refused registration on the ground that the Mark is allegedly merely descriptive. On May 11, 2016, Applicant filed an Amendment to Allege Use of the Application. Accordingly, Applicant respectfully requests that the Application be moved to the Supplemental Register.

**Conclusion**

Applicant believes that it has responded to all issues raised in the Office Action.