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FORM PTO-1595

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U.S. DEPARTMENT OF COMMERCE

Patent and Trademark Office

M20 1-12-99

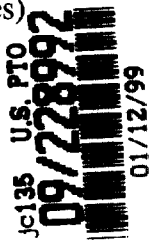
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To the Honorable Commissioner

original documents or copy thereof.

1. Name of conveying party(ies):  
**Robin H. Foster, Roy A. Jensen, Joylee E. Kohler and Eugene P. Mathews**  
 Additional name(s) of conveying party(ies) attached?  
 \_\_\_ Yes X No

2. Name and address of receiving party(ies)  
 Name: **Lucent Technologies Inc.**  
 Internal Address:  
 Street Address: **600 Mountain Avenue**  
**P.O. Box 636**  
 City: **Murray Hill** State: **NJ** ZIP: **07974-0636**  
 Additional name(s) & address(es) attached? \_\_\_ Yes X No



3. Nature of conveyance:  
X Assignment \_\_\_ Merger  
 \_\_\_ Security Agreement \_\_\_ Change of Name  
 \_\_\_ Other

Execution Dates: **December 18, 1998 and January 7 and 9, 1999**

4. Application number(s) or patent number(s):  
 If this document is being filed together with a new application, the execution date of the application is:  
**December 18, 1998 and January 7 and 9, 1999**  
 A. Patent Application No.(s) B. Patent No.(s)  
09/22 8992 Additional numbers attached? \_\_\_ Yes X No

5. Name and address of party to whom correspondence concerning document should be mailed  
 Name: **Joseph B. Ryan**  
 Internal Address: **Ryan & Mason, L.L.P.**  
 Street Address: **90 Forest Avenue**  
 City: **Locust Valley** State: **NY** ZIP: **11560**

6. Total number of applications and patents involved: 1  
 7. Total Fee (37 CFR 3.41)... \$ 40.00 E  
 \_\_\_ Enclosed  
X Authorized to be charged to deposit account  
 8. Deposit account number **12-2325**

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9. Statement and signature.  
*To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.*

Joseph B. Ryan  
 Reg. No. 37,922

*Joseph B. Ryan*  
 Signature

January 12, 1999  
 Date

Total number of pages including cover sheet, attachments, and document: 6

Do not detach this portion

Main documents to be recorded with required cover sheet information to:

Commissioner of Patents and Trademarks  
 Box Assignments  
 Washington, DC 20231

Public burden reporting for this sample cover sheet is estimated to average about 30 minutes per document to be recorded, including time for reviewing the document and gathering the data needed, and completing and reviewing the sample cover sheet. Send comments regarding this burden estimate to the U.S. Patent and Trademark Office, Office of Information Systems, PK2 1000C, Washington, DC, 20231, and to the Office of Management and Budget, Paperwork Reduction Project (0651-0011), Washington, DC 20503.

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## ASSIGNMENT AND AGREEMENT

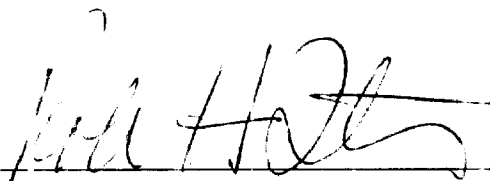
For value received, we, Robin H. Foster, of Little Silver in the County of Monmouth and State of New Jersey, Roy A. Jensen, of Westminster in the County of Adams and State of Colorado, Joylee E. Kohler, of Northglenn in the County of Adams and State of Colorado, and Eugene P. Mathews, of Barrington in the County of Lake and State of Illinois, hereby sell, assign and transfer to Lucent Technologies Inc., a corporation of the State of Delaware, having an office at 600 Mountain Avenue, Murray Hill, New Jersey 07974-0636, U.S.A., and its successors, assigns and legal representatives, the entire right, title and interest, for the United States of America, in and to certain inventions related to **METHODS AND APPARATUS FOR DETERMINING MEASURES OF AGENT-RELATED OCCUPANCY IN A CALL CENTER** described in an application for Letters Patent of the United States executed by us of even date herewith, and all the rights and privileges in said application and under any and all Letters Patent that may be granted in the United States for said inventions; and we also concurrently hereby sell, assign and transfer to Lucent Technologies Inc. the entire right, title and interest in and to said inventions for all countries foreign to the United States, including all rights of priority arising from the application aforesaid, and all the rights and privileges under any and all forms of protection, including Letters Patent, that may be granted in said countries foreign to the United States for said inventions.

We authorize Lucent Technologies Inc. to make application for such protection in its own name and maintain such protection in any and all countries foreign to the United States, and to invoke and claim for any application for patent or other form of protection for said inventions, without further authorization from us, any and all benefits, including the right of priority provided by any and all treaties, conventions, or agreements.

We hereby consent that a copy of this assignment shall be deemed a full legal and formal equivalent of any document which may be required in any country in proof of the right of Lucent Technologies Inc. to apply for patent or other form of protection for said inventions and to claim the aforesaid benefit of the right of priority.

We request that any and all patents for said inventions be issued to Lucent Technologies Inc. in the United States and in all countries foreign to the United States, or to such nominees as Lucent Technologies Inc. may designate.

We agree that, when requested, we shall, without charge to Lucent Technologies Inc. but at its expense, sign all papers, and do all acts which may be necessary, desirable or convenient in connection with said applications, patents, or other forms of protection.

  
\_\_\_\_\_  
Robin H. Foster

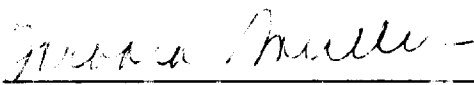
Date: Dec 18, 1998

United States of America )

State of New Jersey ) ss.

County of Monmouth )

On this 18 day of December, 1998, before me personally came Robin H. Foster, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

  
\_\_\_\_\_  
Notary Public

**BARBARA MULLER**  
**NOTARY PUBLIC OF NEW JERSEY**  
**MY COMMISSION EXPIRES MARCH 6, 2001**

Roy A. Jensen  
Roy A. Jensen

Date: 11/11/11

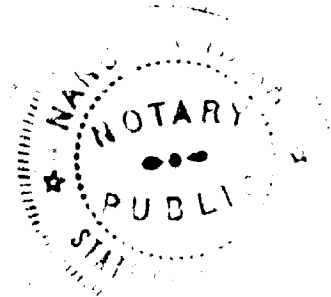
United States of America )

State of Colorado ) SS :

County of Adams )

On this 7<sup>th</sup> day of Nov, 1911, before me personally came Roy A. Jensen, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

NANCY A. FAAN  
Notary Public  
State of Colorado  
My appointment expires  
JAN. 15, 200



Nancy A. Faan  
Notary Public

*Joylee E. Kohler*  
Joylee E. Kohler

Date: 1-14-01

United States of America )

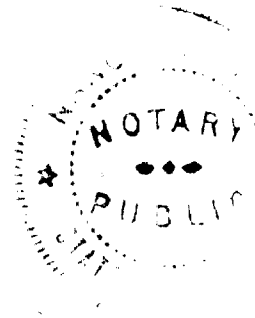
State of Colorado ) ss.

County of Adams )

On this 1<sup>st</sup> day of Jan, 1901, before me personally came Joylee E. Kohler, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

*Nancy A. Haan*  
Notary Public

NANCY A. HAAN  
Notary Public  
State of Colorado  
My appointment expires  
JAN. 15, 2001



*E. P. Mathews*

\_\_\_\_\_  
Eugene P. Mathews

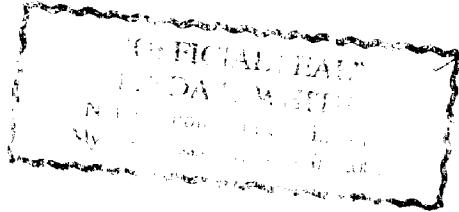
Date: Jan 12, 99

United States of America )

State of Illinois ) ss.:

County of Lake )

On this 9 day of January, 1999, before me personally came Eugene P. Mathews, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.



*Linda R. White*

\_\_\_\_\_  
Notary Public

Ryan & Mason, L.L.P.  
90 Forest Avenue  
Locust Valley, New York 11560  
(516) 759-7517