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To the Honorable Commissioner of Patents & Trademarks: Please record the attached original documents or copies thereof

Francis X. Sullivan
Brian Jay VetterMLO
5-12-99

Additional name(s) of conveying party(ies) attached?

☐ Yes ☒ No

3. Nature of conveyance:

- ☒ Assignment ☐ Merger
☐ Security Agreement ☐ Change of Name
☐ Other

Execution Date: May 7, 1999

2. Name and address of receiving party(ies):

Name: Motive Communications, Inc.

Internal Address:

Street Address: 9211 Waterford Centre Blvd., Suite 100

City: Austin State: TX ZIP: 78758

Additional name(s) & address(es) attached? ☐ Yes ☒ No

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:

A. Patent Application No.(s)

09/310795

B. Patent No.(s)

Additional numbers attached? ☐ Yes ☐ No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: David H. Judson

Internal Address: HUGHES & LUCE, L.L.P.

Street Address: 1717 Main Street, Suite 2800

City: Dallas State: Texas ZIP: 75201

6. Total number of applications and patents involved: 1

7. Total fee (37 CFR 3.41): \$ 40.00

- ☒ Enclosed
☐ Authorized to be charged to deposit account

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ASSIGNMENT

WHEREAS, I:

- (1) Francis X. Sullivan of Round Rock, County of Williamson, State of Texas; and
- (2) Brian J. Vetter of Austin, County of Williamson, State of Texas;

have invented certain new and useful improvements in

**TECHNICAL SUPPORT CHAIN AUTOMATION WITH GUIDED SELF-HELP
CAPABILITY, ESCALATION TO LIVE HELP, AND ACTIVE JOURNALING**

and executed a United States patent application therefor on (1) May 7, 1999; and
(2) May 7, 1999.

WHEREAS, Motive Communications, Inc., a corporation of Delaware, having a place of business at Austin, Texas 78758 (hereinafter called Motive Communications), desires to acquire the entire right, title and interest in the same application and invention, and to any United States and foreign patents to be obtained therefor;

NOW, THEREFORE, for a valuable consideration, receipt whereof is hereby acknowledged, we, the above-named, hereby sell, assign and transfer to Motive Communications, its successors and assigns, the entire right, title and interest in the said application and invention therein disclosed for the United States and foreign countries, and all rights of priority resulting from the filing of said United States application, and we request the Commissioner of Patents to issue any Letters Patent granted upon the invention set forth in said application to Motive Communications, its successors and assigns; and we hereby agree that Motive Communications may apply for foreign Letters Patent on said invention and we will execute all papers necessary in connection with the United States and foreign applications when called upon to do so by Motive Communications.

[Signature page follows]

(1) Signed at Austin, Texas on 5/7/1999.

Francis X. Sullivan
Francis X. Sullivan

(2) Signed at Astoria, Texas on 5/7/1999.

Brian Jay Vetter
Brian Jay Vetter